

# Long Term Waste Management Strategy

Phase One Consultation

Summary Report

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City of Toronto

13-8677

*Submitted by*

**Dillon Consulting Limited**

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# 1 INTRODUCTION

## 1.1 Background

The City is embarking on a Long Term Waste Management Strategy (“Waste Strategy”) to provide a framework for solid waste management policy decisions for the next 30-50 years. The Waste Strategy will review and recommend where appropriate new waste management policies and programs, which are environmentally sustainable, socially acceptable and economically viable. Stakeholders and the general public’s participation in the development of policies and programs associated with waste management are critical for effective implementation and the ultimate achievement of the City’s waste management goals.

The development of the Waste Strategy has been defined by seven tasks outlined in **Figure 1**. The project is divided into three consultation phases: Build the Foundation, Develop the Strategy, and Document & Decide.

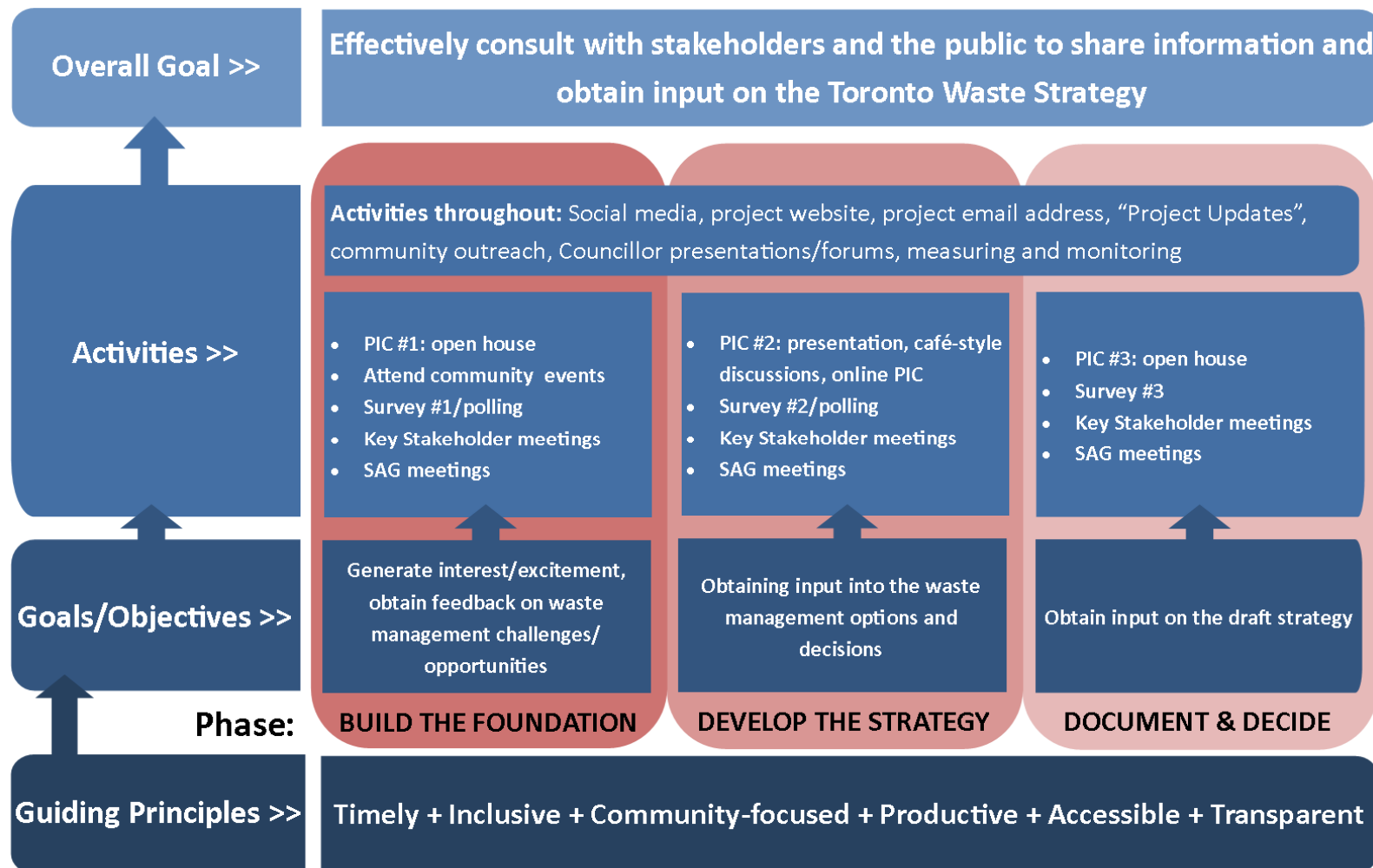
**Figure 2** shows the principles, goals/objectives and activities for all three phases of the project including the overarching goal, “to effectively consult with stakeholders and the public to share information and obtain input on the Toronto Waste Strategy”.

**Figure 1: Project Tasks and Consultation Phases**

	TASK 1: ONGOING PROJECT MANAGEMENT: ADMINISTRATION & OVERSIGHT
	TASK 2: STAKEHOLDER AND PUBLIC CONSULTATION
Build the Foundation	TASK 3: DOCUMENT CURRENT WASTE MANAGEMENT PROFILE (“WHERE ARE WE?”)
	TASK 4: DETERMINE NEEDS (“WHERE DO WE NEED TO GO?”)
Develop the Strategy	TASK 5: IDENTIFY OPTIONS TO ADDRESS NEEDS (“POSSIBILITIES OF HOW TO GET THERE”)
	TASK 6: SCREEN OPTIONS AND IDENTIFY RECOMMENDED OPTIONS (“EVALUATE POSSIBILITIES”)
Document & Decide	TASK 7: PREPARE AND DRAFT THE LONG TERM WASTE MANAGEMENT STRATEGY DOCUMENT



Figure 2: Toronto's Long Term Waste Management Strategy Consultation Plan Logic Mode



### 1.2 Overview of Consultation Activities

Consultation on the Waste Strategy is divided into three phases (**Figure 2**) to ensure multiple opportunities for participation as part of an inclusive, transparent and accessible consultation process. Consultation in the first phase included Public Information Centres (PICs) in four quadrants of the City which engaged almost 90 individuals.

The consultation objectives of the first phase are outlined below:

- Generate interest by broad dissemination of information, holding interesting and interactive events and by project branding.
- Provide educational resources that are comprehensive on the project web site and through public events. Expected information to be disseminated includes current waste management system, current diversion rate, need for the Waste Strategy, project objectives and process, etc.
- Confirm and communicate the project goal/vision by seeking feedback at the first series of public events and through a Stakeholder Advisory Group.
- Get input on where we are and where we need to go by seeking initial feedback at the first series of public events/survey and through the Stakeholder Advisory Group.
- Track all comments and questions raised by the general public and stakeholders; provide responses in a timely manner; review all input for consideration in the development of the Waste Strategy.

During each phase, engagement will be facilitated through complementary consultation approaches including: stakeholder advisory group (SAG) meetings, key stakeholder meetings, website, survey, project updates, social media and PICs. Input received will be compiled in order to better understand ideas, concerns, barriers/challenges associated with waste management in the City and assess how to best engage the public for future consultation activities.

### 1.3 Report Contents

This report provides a description of the consultation and engagement activities undertaken as part of the Phase One ('Build the Foundation') consultation for the Long Term Waste Management Strategy, as well as a summary of the feedback received from the consultation activities undertaken.

Section 2 of the report provides an overview of the consultation process, the various consultation approaches used to reach and engage Toronto residents and stakeholders, and the communication tactics used to encourage participation in this phase. An overview of the feedback received in this phase is documented in Section 3 (Reporting), which provides a compilation of the comments, suggestions from the PICs, surveys, website and community events. Next steps in the Waste Strategy process are outlined in Section 4.

## 2 PHASE ONE CONSULTATION PROCESS OVERVIEW- BUILD THE FOUNDATION

The Build the Foundation Phase coincides with technical tasks of the project to determine *Where We Are* (Task 3) and *Where We Need To Go* (Task 4). Task 3 involves reviewing and documenting the current waste management profile in Toronto (e.g., waste diversion programs, processing/disposal infrastructure). Task 4 includes forecasting future waste needs to be managed, reviewing potential impacts to waste composition as a result of changes to population, legislation and product packaging and estimating future processing/disposal capacity needs. The goal for consultation and communication during this phase was to generate interest and excitement about the project and obtain initial feedback from participants on what they see as the waste management challenges and opportunities for the City.

During this phase the following key messages were used on promotional materials and plans. It is anticipated that key messages will be updated and revised as the project progresses.

- The Waste Strategy will guide Solid Waste Management Services' policy decision making for the next 30-50 years.
- The Waste Strategy will focus on the management of waste that is generated from residential and non-residential sources managed by the City.
- The Waste Strategy will build on the City's current waste management system looking at best practices from other jurisdictions.
- The Waste Strategy includes a review of potential options for the diversion, disposal and energy recovery of Toronto's waste, beginning with options to reduce waste going to disposal.
- Waste management decisions will consider three areas of performance: social (e.g., impact of waste management facilities on neighbourhoods, customer service); environmental (e.g., air and water emissions, resource savings); and economics (e.g., facility capital costs, ongoing operating costs).
- Solid Waste Management Services is committed to developing the Strategy in consultation with stakeholders and the general public taking concerns, ideas and feedback into account.
- Development of the Waste Strategy is expected to take approximately 15 months.

### 2.1 Consultation Activities

This section documents the consultation activities that were used to consult with the general stakeholders in Phase One. A description of the key consultation activities is provided under the following subheadings:

- Web and social media presence;
- Public Notice/Invitation/Other Coverage,
- Project Update;
- Survey;
- Stakeholder Advisory Group (SAG);

- Councillor Engagement;
- Kick Off Event (PIC #1); and
- Community Events.

### Web and Social Media Presence

A dedicated webpage for this project was created within the City of Toronto website ([toronto.ca/wastestrategy](http://toronto.ca/wastestrategy)). A dedicated, publicly-advertised project email address was also created ([wastestrategy@toronto.ca](mailto:wastestrategy@toronto.ca)). Links to social media accounts related to the project or other online tools/survey used throughout the project will be displayed on this web page.

Stakeholders and the public were engaged in the consultation activities through the Twitter handle @GetInvolvedTO. The project hashtag #TOwastestrategy was also used on all tweets to further promote the project and track discussion. Twitter information, project website and email were embedded in various communication materials during the phase one consultation process. **Table 1** outlines the messages tweeted prior, during and after the Public Information Centres (PICs).

**Table 1: Waste Strategy Twitter Messaging for Phase One**

<b>Tweet</b>	<b>Release Date</b>
Our Garbage, Our Opportunity, Our Solution. Help shape our Long Term Waste Management Strategy <a href="http://toronto.ca/wastestrategy">toronto.ca/wastestrategy</a> #TOwastestrategy	Thurs. June 6
How should we manage our remaining garbage after reducing, reusing, recycling and composting? Take part in the discussion #TOwastestrategy	Fri. June 7
Consultation sessions on shaping the City's Long Term Waste Management Strategy start tomorrow. <a href="http://toronto.ca/wastestrategy">toronto.ca/wastestrategy</a> #TOwastestrategy	Sun. June 8
Join us tonight in Scarborough to learn and have your say about our long term waste strategy <a href="http://toronto.ca/wastestrategy">toronto.ca/wastestrategy</a> #TOwastestrategy	Mon. June 9
We want to hear your thoughts about our long term waste strategy. Join us at an event or online. <a href="http://toronto.ca/wastestrategy">toronto.ca/wastestrategy</a> #TOwastestrategy	Wed. June 11
Tonight in North York! Help shape Toronto's Long Term Waste Management Strategy. <a href="http://toronto.ca/wastestrategy">toronto.ca/wastestrategy</a> #TOwastestrategy	Mon. June 16
Join us tonight at Metro Hall to learn and have your say about our long term waste strategy <a href="http://toronto.ca/wastestrategy">toronto.ca/wastestrategy</a> #TOwastestrategy	Tues. June 17
June 18 in Etobicoke is the last session on our Long Term Waste Management Strategy. Take part <a href="http://toronto.ca/wastestrategy">toronto.ca/wastestrategy</a> #TOwastestrategy	Tues. June 17
Can't make tonight's consultation? Learn more and have your say online at <a href="http://toronto.ca/wastestrategy">toronto.ca/wastestrategy</a> #TOwastestrategy	Wed. June 18
What's important to you in the #CityofTO's Waste Strategy? For more info <a href="http://bit.ly/1lwpVh1">bit.ly/1lwpVh1</a> and take the survey <a href="http://bit.ly/1opDmtD">bit.ly/1opDmtD</a> #TOWasteStrategy	Mon. Sep. 29 @TorontoComms

Tweet	Release Date
What's important to you in the #CityofTO's Waste Strategy? For more info bit.ly/1lwpVh1 and take the survey <a href="http://bit.ly/1opDmtD">bit.ly/1opDmtD</a> #TOWasteStrategy	Thurs. Oct. 2 @GetInvolvedTO
Check out bit.ly/1lwpVh1 for more info on #CityofTO Waste Strategy and take the survey <a href="http://bit.ly/1opDmtD">bit.ly/1opDmtD</a> #TOWasteStrategy	Fri. Oct. 3 @TorontoComms
Check out bit.ly/1lwpVh1 for more info on #CityofTO Waste Strategy and take the survey <a href="http://bit.ly/1opDmtD">bit.ly/1opDmtD</a> #TOWasteStrategy	Tues. Oct. 7 @GetInvolved
The #CityofTO supports Waste Reduction Week! Take the Long Term Waste Strategy survey <a href="http://bit.ly/1opDmtD">bit.ly/1opDmtD</a> before it closes Oct 31! #TOWasteStrategy	Tues. Oct. 14 (prior to Waste Reduction Week, Oct 20-26)

It is anticipated that social media will be used as a notification tool for future public events and surveys as well as a tool to follow-up on events with information on attendance, key issues raised, etc. A schedule and outline of messages was produced after the first round of PICs to ensure effective outreach continued throughout the summer and fall. Activity and responses will be periodically monitored and logged as input for consideration. **Appendix A** provides additional suggested Twitter messages that were suggested for Phase One; some Tweets could still be used to prompt discussion and engage followers in Phase Two (e.g., Responses from PIC attendees).

#### Public Notice/Invitation/Other Coverage

Public notices, invitations and website postings were used to increase awareness of the Waste Strategy project and promote the PICs. **Table 2** outlines the newspapers, placement specifications and dates of the notifications for the PICs.

**Table 2: Notification Publication Dates**

Media (Newspaper)	Placement	Running Dates
Metroland	½ page (black and white)	May 29, 2014 and June 12, 2014
Now	3/5 page (black and white)	May 29, 2014 and June 12, 2014
Toronto Star	¼ page (black and white)	June 2, 2014 and June 9, 2014
Toronto Sun	½ page (black and white)	June 2, 2014 and June 9, 2014
The Grid	3/5 page (black and white)	May 29, 2014 and June 12, 2014

Copies of the public notice inserts can be found in **Appendix B**.

The first round of PICs was advertised through direct mail to 600+ addresses and those on the project email list serv. All Toronto Public Libraries (98) and City Community Centres (153) received information for posting. The public notice was also posted on the project web page.

It is noted that information about the Waste Strategy and associated consultation was also distributed to City staff through the Live Green Toronto e-Newsletter, the corporate Monday Morning News distribution and to the Executive Environment Team. In August the Project Update #1 and the link to

the survey were sent to all members of the Executive Environment Team asking them to distribute to their staff. This information was also distributed by Councillors to their constituents through newsletters, emails and twitter messages.

An advertisement for the Waste Strategy was also placed on the September page of the 2014 single-family collection calendar. A point of contact for the project was established, with phone, fax and email connections to facilitate communication with interested members of the public. This contact information was embedded on various communication materials and served as a focal point for receiving questions/comments and hard copy surveys. The contact details are listed below:

Kate Kusiak  
Public Consultation Unit  
55 John Street, Metro Hall 19<sup>th</sup> Floor, Toronto, ON M5V 3C6  
Email: [wastestrategy@toronto.ca](mailto:wastestrategy@toronto.ca)  
Phone: (416) 379-3760 or TTY: (416) 338-0889

### Project Update #1

Regular project updates will be created to inform people about the status of the project. These updates will be created for dissemination at key milestones throughout the project (minimum six assumed, twice per consultation phase). Updates will be concise presenting clear and simple information with eye-catching graphic representations used wherever possible. Distribution of these updates will be primarily through email and the project list-serv service. The updates will be designed to enable printing for hard copy distribution at public events or via mail.

Project Update #1 was completed in June, 2014 prior to the first PIC. The purpose of Project Update #1 was to introduce the project and provide an outline of project tasks and schedule; advertise the project website and social media channels and provide an invitation to the first round of PICs. Project Update #1 was emailed to everyone on the Solid Waste Management Services list serv and uploaded on the project web page. It was also printed for the PICs so that attendees could take a hard copy home. After the PICs, the Project Update #1 was revised. This version was posted online and circulated at events the City attended to continue promoting the Waste Strategy and survey.

The Project Updates are included in **Appendix C**.

### Survey #1

Surveys will be used during the project and are scheduled to align with each of the PICs. The first survey was created for Phase One using FluidSurvey. Survey #1 was distributed at the PICs and links to the online survey were provided through Project Update #1, social media tools and on the project website. Laptops were available at PICs for participants to fill out the survey and hard copies were also available. The surveys were also distributed at community outreach events and the online link was included on drop-off depot receipts.

The purposes of the Survey #1 questions were to encourage participation in the project, to get residents thinking about how waste management affects them, to understand barriers residents might currently experience that prevents participation in waste management programs, to raise awareness about waste management in the City and the need for a Waste Strategy.

See **Appendix D** for Survey #1.

### Stakeholder Advisory Group (SAG)

The Stakeholder Advisory Group (SAG) was established to provide advice and feedback to the project team at key points in the development of the Waste Strategy. Organizations representing a variety of interests in Toronto were sent an invitation letter inviting them to join the SAG. There are 16 SAG members in total, shown in **Table 3**. Members were asked to commit to the SAG for the full length of the project, monthly meetings are anticipated.

**Table 3: SAG Members**

Organization	No. of Members
University of Toronto	1
University of Guelph	2
Social Planning Toronto	1
Greater Toronto Apartment Association (GTAA)	1
Toronto Community Housing	1
Toronto District School Board (TDSB)	2
Toronto Catholic District School Board (TCDSB)	2
Toronto Association of Business Improvement (TABIA)	1
Ontario Waste Management Association	1
Toronto Atmospheric Fund	1
Toronto Environmental Alliance (TEA)	1
Recycling Council of Ontario	1
Retail Council of Canada	1

The following additional invited organizations declined to participate on the SAG:

- Centre for Social Innovation;
- MaRS Innovation;
- Kinetic Café;
- Association of Condominium Managers of Ontario; and
- The Canadian Taxpayers Federation.

The first SAG meeting took place on Tuesday, May 27 and was attended by 11 members. The focus of the meeting was to review the draft PIC materials to both familiarize members on the current waste management system in Toronto and obtain feedback on the presentation of this information to the public. Some of the recommendations from SAG members that were incorporated into the PIC include:

- More focus on reduction;



- More clarity with some of the graphics ;
- Change “Our Garbage” to “Our Waste”; and
- Additional details on sorting programs (hard copies of educational materials were available at PICs).

The SAG member representing GTAA secured promotion for the first round of PICs in the June issue of *Building Blocks Magazine*. It is anticipated that SAG members will continue to promote the Waste Strategy and upcoming public consultation activities to their networks.

The second SAG meeting took place on Thursday July 3, 2014 with 12 members in attendance. The purpose of the meeting was to report on the feedback received at the first round of PICs, report on how the SAG’s comments were incorporated into the PIC materials and discuss Toronto’s current waste management system.

The third SAG meeting took place on Friday September 19, 2014 with eight members in attendance. The purpose of the meeting was to present an overview of the 3Rs, provide examples of how other jurisdictions have addressed these 3Rs, brainstorm additional options that could be considered and discuss Vendor Days (in October).

Presentations made at the SAG and notes of the meetings are included in **Appendix E**.

### Councillor Engagement

City of Toronto Councillors were updated four times in the last year about the Waste Strategy through staff reports to the Public Works and Infrastructure Committee (October 4, 2013, July 16, 2013, March 19, 2013, and June 18, 2014). During the project, Councillors will continue to be regularly updated through receipt of information and briefings. They will also be provided with resources such as the Project Updates to include in their ward newsletters and constituent distributions. During Phase One, Councillors were sent the public notice and Project Update #1 on Thursday May 8<sup>th</sup>, 2014 in advance of the public distribution of this material, so that they would be aware of the information going to their constituents. Councillors were also given an opportunity to review the draft PIC materials at two Councilor Briefing Sessions prior to the events:

- **May 27, 2014, 2:00 - 3:00 pm, City Hall, Committee Room #4** – representatives from six Councillor’s offices attended;
- **May 28, 2014, 2:00 - 3:00 pm, City Hall, Committee Room #2** – representatives from the Deputy Mayor’s Office and five Councillor’s offices attended.

### Kickoff Event (PIC #1)

In order to cater to different schedules and levels of participant interest and to effectively present the background information on the City’s current system, a Public Information Centre (PIC) style format was used. It was determined that this format was appropriate for the kick-off event as participants could view the detailed information at their own pace with staff available to respond to questions one-on-one.

This first round of four PICs provided a valuable opportunity to generate interest and excitement as well as convey a consistent message about the project. The first round of Public Information Centres (PICs) was held on June 9<sup>th</sup>, 16<sup>th</sup>, 17<sup>th</sup> and 18<sup>th</sup>, 2014. The intent of the PICs was to provide background



information on the City's waste management programs as well as present an overview of the Waste Strategy's purpose, options, timeline and opportunities for public involvement. **Table 4** outlines the time, location and date for the four PICs.

Table 4: Locations and Times of the PICs

<b>Monday, June 9, 2014</b>	<b>Monday, June 16, 2014</b>	<b>Tuesday, June 17, 2014</b>	<b>Wednesday, June 18, 2014</b>
<b>6:30pm-9:00pm</b>	<b>6:30pm-9:00pm</b>	<b>6:30pm-9:00pm</b>	<b>6:30pm-9:00pm</b>
<u>Scarborough Civic Centre</u>	<u>North York Memorial Community Hall</u>	<u>Metro Hall</u>	<u>St. Andrews Presbyterian Church</u>
<b>(150 Borough Drive)</b>	<b>(5110 Yonge Street)</b>	<b>(55 John Street)</b>	<b>(3819 Bloor Street West)</b>

The venue was organized into five “stations” where participants could view information on the station’s theme and share their opinion with the station facilitator (consultation team or City staff) and other participants. Each station included some or all of the following:

- Graphic-focused displays conveying key project information on the need for the Waste Strategy, Toronto’s current Waste Management System, potential options that may be considered in the developed of the Waste Strategy and how the public can stay involved;
- A table and chairs to encourage group discussion; and
- An interactive board(s) where participants could provide input on key questions.

Information was set up in five stations each with different themes as follows:

- *Station #1: Kids Zone*- Children who accompanied their parents to the PIC had the option of staying at the Kids Zone and engaging in waste management related activities while their parents participated at other stations. The Kids Zone had colouring supplies, a toy garbage truck and a sorting wheel for children to play with. Children’s activity sheets including colouring pages, word searches and word matches were created for the PIC events to engage children who accompanied their parents. Kids Zone materials were posted on the project website in order to reach a greater audience.
- *Station #2: What is the Project?* - The second station helped participants understand what the Long Term Waste Management Strategy (Waste Strategy) is and why one is needed. This station also included an interactive panel for attendees to provide comments and several physical bags of waste (recyclables, garbage and plastic organics) in order to highlight the amount of waste Torontonians generate on average per a week. The purpose of this display was to give context to the problem and for people to understand the changing nature of waste.
- *Station #3: Where are we now?* - This station laid out Toronto’s current waste management system. An overview of the waste management system and the waste management hierarchy was presented along with more detailed information specific to reduction and reuse, recycling, organic

waste programs and disposal. This station included two interactive panels for attendees to provide comments and input on the current system.

- *Station #4: What should the City consider?* - In this station waste management options were briefly discussed and the public was encouraged to give their suggestions and input on an interactive panel.
- *Station #5: What can you do?* - This station encouraged participants to stay involved. Surveys and feedback forms were available for participants to fill out.

An event map was created for the PICs to provide attendees with an understanding of where they would find different information. The map also included a definition of 'Waste' since not everyone is aware of what is covered under this term and sometimes garbage and waste are used interchangeably. On the back of the map information on the project process, how attendees can stay involved and contact information was provided as a valuable take away.

Attendees had the option to watch the City's short video on the work undertaken by Toronto's Solid Waste Management Services Division. A projector was set up with seating for people to informally watch at any time throughout the event. There were a number of additional resources and materials available on City programs, 3R's Ambassadors program and waste management calendars.

Approximately 90 people attended the four PICs. Some attendees remained at the event for over an hour. PIC materials are provided in **Appendix F**.

In order to reach a broader audience and increase accessibility in the consultation process, the PIC station panels were shared on the project website after the events.

### Community Events

Since the PICs in June, City staff has attended various community events to promote the Waste Strategy and distribute printed survey copies. **Table 5** outlines the outreach events that the City participated in.

Table 5: Summary of Waste Strategy Outreach Events

Event Name	Location	Date	# of People	Feedback/Comments
Sharefest	Centre for Social Innovation	Wednesday, July 16	18	<ul style="list-style-type: none"> <li>Sharing organizations had not heard of the Waste Strategy, but were very interested.</li> </ul>
Live Green Toronto Festival	Yonge & Dundas Square	Saturday, July 19	479	<ul style="list-style-type: none"> <li>Received many questions about waste sorting and proper disposal.</li> <li>Participants suggested the City should: <ul style="list-style-type: none"> <li>talk to/give presentations to condo management and boards that get private waste collection to get them on board to participate in all City waste diversion programs;</li> <li>make YouTube videos on waste sorting; and,</li> <li>encourage neighbours to place bins together to minimize collection time.</li> </ul> </li> <li>It was suggested that manufacturers should pay for waste disposal.</li> </ul>
Tasty Thursdays	Nathan Phillips Square	July 24, July 31, August 14, August 21 and August 28.	367	<ul style="list-style-type: none"> <li>Questions were received regarding proper waste sorting.</li> <li>There was not a lot of interest in the Waste Strategy.</li> <li>Suggestions received included: <ul style="list-style-type: none"> <li>should consider energy-from-waste, like in Holland; and,</li> <li>buildings should not be allowed to use garbage chutes at all, like in Vancouver.</li> </ul> </li> </ul>
Fresh Wednesdays	Nathan Phillips Square	July 30, August 6 and August 20.	357	<ul style="list-style-type: none"> <li>Mostly questions about waste sorting: <ul style="list-style-type: none"> <li>interest was expressed in the options that will be considered in the Waste Strategy; and,</li> <li>City was asked if energy-from-waste options would be considered.</li> </ul> </li> </ul>
Outreach at Metro Hall	Metro Hall	Friday, September 26	52	<ul style="list-style-type: none"> <li>No comments were provided.</li> </ul>

Event Name	Location	Date	# of People	Feedback/Comments
International Student Festival	David Pecaut Square	Saturday, September 27	109	<ul style="list-style-type: none"> <li>It is too easy to just throw everything down the garbage chute in condos/apartments.</li> <li>If a building does not collect green bin material, is there a centralized location that organic waste can be taken to (e.g., transfer station)?</li> <li>Survey #1 was very long.</li> <li>City should partner with TerraCycle to collect cigarette butts and other hard-to-recycle items.</li> <li>In Taiwan, there are not many garbage/ recycling bins on streets. They are mostly located in the subways, where eating and drinking is banned and fined. There are high fines for littering.</li> </ul>
North York Farmers Market	Mel Lastman Square	Thursday, October 2	87	<ul style="list-style-type: none"> <li>Mostly questions about waste sorting.</li> <li>Visitors reflected the multi-cultural makeup of the City.</li> </ul>
Humber Bay Shore's Farmers Market	Humber Bay Park West	Saturday, October 4	48	<ul style="list-style-type: none"> <li>Younger people are more likely to change behaviour and participate in waste diversion, so future Waste Strategy outreach should target youth.</li> <li>For multi-residential buildings, how does one know if it is City collection or private collection?</li> <li>Why do condo residents pay taxes but do not have recycling collection?</li> <li>How can residents get organics collection if waste is privately collected?</li> </ul>
East York Farmers Market	East York Civic Centre	Tuesday, October 7	61	<ul style="list-style-type: none"> <li>Many waste sorting questions were asked, especially regarding plastics.</li> <li>Would like more picture-friendly recycling and green bin guides.</li> </ul>
CityPlace Farmers Market	Canoe Landing Park	Tuesday, October 7	23	<ul style="list-style-type: none"> <li>Questions were asked regarding collection of furniture and appliances.</li> <li>Skeptical about effectiveness of 3-way chutes.</li> </ul>
Bloor-Borden	Green P parking		23	<ul style="list-style-type: none"> <li>City should encourage backyard composting and</li> </ul>

Event Name	Location	Date	# of People	Feedback/Comments
Farmers Market	on Lippincott St. (Annex)			<ul style="list-style-type: none"> <li>vermicomposting to reduce collection of green bin material.</li> <li>City should get rid of free newspapers because they create too much litter on the streets.</li> </ul>
East Lynn Farmers Market	East Lynne Park (Danforth)	Tuesday, October 7	123	<ul style="list-style-type: none"> <li>Many waste sorting questions were asked.</li> <li>Interest in how the anaerobic digester works.</li> </ul>
3Rs Ambassadors Appreciation Event	North York Civic Centre	Wednesday, October 1	30	<ul style="list-style-type: none"> <li>Information for distributions to building residents was sent to volunteers in the 3Rs Ambassadors Program (poster and link to survey).</li> </ul>
Repair Café Scarborough	Cedarbrae Library	Saturday, October 18	53	<ul style="list-style-type: none"> <li>Waste sorting questions, especially recycling, electronics and HHW related.</li> </ul>
Waste Reduction Week Lunch and Learn	City Hall	Friday, October 24	10	<ul style="list-style-type: none"> <li>Provided reduce and reuse suggestions.</li> </ul>
Junction Farmers Market	Junction Train Platform	Saturday, October 25	82	<ul style="list-style-type: none"> <li>Mostly waste sorting questions were asked, with some on bills and bins.</li> </ul>
Outreach at Etobicoke Civic Centre	Etobicoke Civic Centre	Wednesday, October 29	22	<ul style="list-style-type: none"> <li>Questions were asked related to HHW, medical waste and medicines.</li> </ul>
Outreach at Scarborough Civic Centre	Scarborough Civic Centre	Thursday, October 30	31	<ul style="list-style-type: none"> <li>Questions asked focused on recycling.</li> </ul>
Outreach at East York Civic Centre	East York Civic Centre	Friday, October 31	21	<ul style="list-style-type: none"> <li>Suggested that outreach at YMCA or community centres would yield higher traffic.</li> <li>Some questions were asked regarding bins - replacing, upsizing and redesigning kitchen catchers.</li> </ul>
<b>Total Participants</b>			<b>1966</b>	

### 3 REPORTING

Feedback was collected from consultation activities and the input received will be incorporated into the project where applicable. This section of the report documents the input received through the various consultation approaches.

#### 3.1 PICs

The open format of the PICs provided a variety of opportunities for participants to share their feedback on both the content and consultation approach. This feedback will aid the team in developing the Waste Strategy as well as determining areas of improvement for the consultation program. **Table 6** summarizes participation at each of the four PIC events during Phase One.

One of the PIC panels was a map outlining the four quadrants of the City and all the City facilities (i.e. drop off depots). Attendees at the PICs were encouraged to place a coloured dot in the area that they live. Green dots represented a single family home and the blue dot represented a multi-family home (apartments/condos). Based on all four consultation events, 68% of participants live in single-family residences and 32% live in multi-family residences.

**Table 6: Summary for Participation at PIC #1**

Location	Number of attendees	Number of comments received at stations (interactive panels)	Number of feedback forms completed
Scarborough (June 9 <sup>th</sup> )	25	45	23
North York (June 16 <sup>th</sup> )	22	44	12
Downtown (June 17 <sup>th</sup> )	28	73	8
Etobicoke (June 18 <sup>th</sup> )	12	22	3
<b>Total</b>	<b>87</b>	<b>184</b>	<b>46</b>

#### Input Received on the Waste Strategy

The interactive panels asked participants the following questions:

1. What is the most common item you use that you wish you could recycle?
2. What's important to you? Tell us what is important to you in developing Toronto's waste strategy?
3. Write down your ideas on how to reduce and reuse more.
4. Thinking 50 years from now, how should the city's waste be managed? Did we miss anything? If so, write down what you think the city should consider as part of the Waste Strategy.

**Appendix G** summarizes all of the comments from the interactive panels from the four PIC events. **Table 7** summarizes common responses on the interactive panels.

**Table 7: Summary of Common Responses on the Interactive Panels**

<b>What is the most common item you use that you wish you could recycle?</b>
Coffee cups
Food packaging (e.g. chip bags)
Black bottom of deli chicken
Old shoes (that cannot be donated)
Other plastic bags (e.g. milk bags)
Single use coffee cups/pods
<b>What's important to you? Tell us what is important to you in developing Toronto's waste strategy?</b>
Product lifecycle responsibility for manufactures (from cradle to grave)
Easy so people will do it
Market to sell/re-use recyclables
Educational outreach and workshops (more integration in school systems)
More accessible green bins
Less packaging on consumer products
More programs and follow ups for waste-related programs in multi-family residences
<b>Write down your ideas on how to reduce and reuse more.</b>
Donate gently used clothing and shoes to second hand shops/re-use centers
Purchase second hand items when possible
Keep your cellphone (do not upgrade when the company offers it)
Partnerships with not-for profits, businesses and other organizations to reduce/reuse waste.
Promote stores/businesses that accept un-wearable/damaged textiles
Bring used items to applicable places (e.g. the Textile Museum accepts donated yarns and unfinished knit projects)
Reusable produce bags, travel mugs and water bottles.
<b>Thinking 50 years from now, how should the city's waste be managed? Did we miss anything? If so, write down what you think the city should consider as part of the Waste Strategy.</b>
All restaurants should be required to use green bins and compostable/recyclable take out containers
Require buildings to have the infrastructure to facilitate using the blue and green bins better
Goal of zero waste
Waste to energy options
More inclusive education (taking into consideration language barriers)

### Feedback Received on the Event

The PIC feedback form asked participants the following questions:

- How did you hear about the event?
- What is your biggest take away from this public consultation event?
- What part(s) did you find the least useful or enjoyable?
- Do you have any suggestions for improving future public consultation events?
- Additional comments



**Table 8** shows the results from the first question on the feedback form, how participants heard about the event. The remaining feedback form questions are consolidated in **Appendix H**. Common responses for questions 2 to 5 of the feedback form are summarized in **Table 9**. Responses from the feedback form will assist the team in determining the best avenues for advertising for future public consultation events and ways to make the events more useful and enjoyable.

**Table 8: Feedback from PICs- How did you hear about the event (Question #1)?**

Location	Emails (list serv)	Project website	Newspaper Advertisement						Social Media			Word of Mouth	Other
			*Metroland	NOW	Toronto Star	Toronto Sun	The Grid	Not Specified	Twitter	Facebook	Not Specified		
Scarborough (June 9 <sup>th</sup> )	11	1	1				1	5			2	1	4
North York (June 16 <sup>th</sup> )	2											5	1
Downtown (June 17 <sup>th</sup> )	2		3							1		4	2
Etobicoke (June 18 <sup>th</sup> )		1										1	1
<b>Total:</b>	<b>15</b>	<b>2</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>5</b>	<b>0</b>	<b>1</b>	<b>2</b>	<b>11</b>	<b>8</b>

\*Metroland includes Mirrors and Guardians.

Table 9: Summary of Common Responses from the Feedback Form

<b>What is your biggest take away from this public consultation event?</b>
Learned about anaerobic digesters in greater detail
The Four R's
Emphasis on programs avoiding "disposal"
That the City needs and is considering a Waste Strategy
There are Community Environment Days
The Toxic taxi
The amount of waste citizens in Toronto collectively generate
<b>What part(s) did you find the least useful or enjoyable?</b>
A lot to read
No presentations
Not sure
All useful
<b>Do you have any suggestions for improving future public consultation events?</b>
More promotion (especially the kid friendly area)
Excellent event
Prefer to have a presentation as part of an "open house"
Provide (waste-free) refreshments as an incentive
Make sure presentation supplies are needed and/or reusable (e.g. the panel boards)
<b>Additional Comments</b>
Very informative and knowledgeable staff
Give some thought to best practices from around the world
Public consultations in Toronto need to start looking at ways to reach out to new Canadians

### 3.2 Survey

There were a total of 460 responses to Survey #1. Based on the City's 2011 Statistics Canada population of 2,615,060 and a confidence level of 95%, 460 responses represent a statistically sound reflection of the City's population (within a margin of error of +/- 5%). The completion rate for the survey was 73% (338/460 surveys were fully completed; the remainder of the surveys were only partially completed). It is anticipated that the lower completion rate was a result of the length of the survey. As such the survey was revised after the first round of public events to remove some of the questions. As of July, 2014, 225 people had responded to the survey and the completion rate was 65%. Due to the City's outreach efforts at various community events in August, September and October the number of survey responses increased by 40% and the completion rate of the surveys increased by 8%. The survey stayed open until Friday, October 31, 2014.

**Table 10** provides a brief overview of the information each section in the survey was designed to obtain, how this information will be used in the Waste Strategy and the participation rate for each question.

From **Table 10**, it can be seen that long answer and multi-part questions had a lower response rate compared to the simple short answer questions.

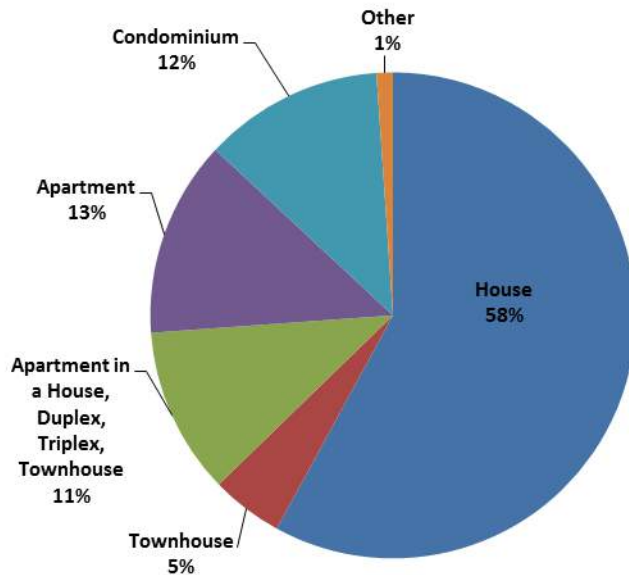
Table 10: Summary of Survey #1 Questions

Purpose of Questions	Question	Participation Rate Per Question
<i>Tell us about yourself:</i> This section provides information on the demographics of the survey participants. The results will be used to assess areas and groups of people who are active versus areas and groups of people who may need to be targeted more for future outreach.	1. Do you live in the City of Toronto?	100%
	2. What sort of housing do you live in?	100%
	3. Do you rent or own?	99%
	4. How many years have you lived in Toronto?	95%
	5. How old are you?	98%
	6. How many people live in your household?	96%
	7. Do you identify as female, male or another identity?	98%
	8. What languages do you speak most often at home?	98%
<i>What do you think of Toronto's current waste management system?</i> This section provides information on how much people participate and their level of satisfaction with current waste related programs the City offers. This information will be useful in assessing what programs and services may require more promotion or improvement. The information will also be used to address any barriers that may prevent people from fully participating in any of the services or programs (e.g. lack of education, no access to transportation etc.).	9. How do you put your waste out for collection?	93%
	10. Do you participate in any of the following? Do you have ideas for improvement?	92%
	11. Do the following resources help keep you informed about managing your waste? How satisfied are you with these resources?	88%
	12. Have you been to a City of Toronto Drop-Off Depot in the last 12 months?	92%
	13. Have you been to a Community Environment Day in the last 12 months?	92%
<i>What do you think the City should consider when determining our future needs?</i> This section provides information on people's waste related practices in their day to day life (such as how often they purchase second hand items) and any barriers that they feel prohibit them from reducing, reusing and recycling. This information will offer insight into which criteria (e.g. service, cost etc.) are most important to people when it comes to managing waste.	14. How do you dispose of your household hazardous waste?	91%
	15. In your day to day life, what would help you to reduce, reuse, and recycle more of your waste? (open ended)	71%
	16. What are some of the most common items you throw in the garbage that you wish could be recycled? (open	73%

Purpose of Questions	Question	Participation Rate Per Question
	ended)	
	17. When you are going to buy something, do you consider looking for a used option instead?	90%
	18. Do you look at or consider the recyclable content of products before you buy them?	88%
	19. Do you buy a product because it has less packaging?	88%
	20. Are there other waste related factors that influence your purchasing decisions? (open ended)	46%
	21. What is important to you when it comes to making decisions about managing waste over the next 30-50 years?	88%
<i>What are some of the ways you reduce and reuse?</i> This brief section provides the team with ideas from participants on how the reduce and reuse. This information will assist the team with their best practice research for innovative waste diversion techniques.	22. What are some of the ways you reduce and reuse waste? (open ended)	70%
<i>The strategy section.</i> This section provides an overview of what will be considered during the development of the Waste Strategy and gives participants an opportunity to share their ideas or insights on waste management.	23. How important to you is a long term plan for solid waste management in the City of Toronto?	52%
	24. Thinking 50 years from now, are we missing any options from the list?	50%
<i>Give us your feedback on this survey.</i> This section provides us with information on how participants heard about the survey and how they think it would be best to advertise the project. The compiled results will be used to determine future avenues for promotion of surveys and consultation events.	25. How did you find out about this survey?	79%
	26. What is the best way for you to get information on the Waste Strategy?	78%

The following summarizes key input obtained through the survey questions. Full survey results are included in **Appendix I**.

**Figure 3: What Sort of Housing Do You Live In?**



Demographic information collected will assist the City with determining underrepresented groups for future outreach. Question 2 asked participants the type of housing they live in. The results are summarized in **Figure 3**.

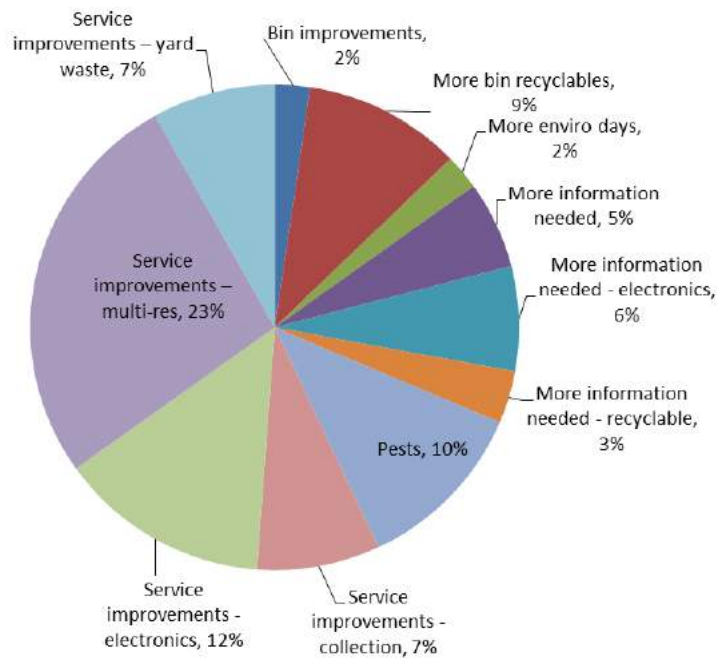
Of the participants that filled out the survey, approximately 34% rent their housing, 65% own their homes and 1% live in other arrangements (e.g. with family members or in a co-op). Approximately 70% of the survey respondents have lived in Toronto for ten or more years and less than 4% of respondents have lived in

Toronto for less than a year. This shows that longtime residents have been more engaged to date and that opportunities to engage new Toronto residents should be considered.

Approximately 46% of survey respondents were between the ages of 30-49 followed by 50-64 (24%). Youth (under 30 years of age) and seniors (over 65 years of age) were the least represented with 20% and 10%, respectively. The majority of the survey respondents (approximately 95%) speak English most often at home. Toronto is a diverse City with a number of languages spoken and therefore, the results of this survey question are likely not indicative of Toronto's population so more outreach to engage new immigrants and residents who speak languages other than English could be considered.

Questions 9 and 10 of the survey related to the current waste collection programs. Over 70% of respondents use curbside bins for waste collection. In addition to rating their satisfaction with the Blue Bin program, Green Bin program, backyard composting and electronics collection/recycling, respondents were asked to comment on the effectiveness of the programs and provide suggestions. **Figure 4** summarizes the most common collection program improvement suggestions for question 10.

Figure 4: Summary of Collection Program Improvement Suggestions (Question 10)



Question 11 asked respondents how useful they find some of the City's promotion and educational resources. The majority of people (83%) keep informed on Toronto's waste management through the annual collection calendars and almost 50% of respondents use 311 to keep informed.

Results from Question 12 indicate that approximately 70% of the survey respondents have not been to a City of Toronto drop-off depot in the last twelve months. Of the respondents that had been to a drop off depot, about 50% had been once while the others had been one to five times. Reasons why people had never been to a drop-off depot included: waiting for community environment days, not having a car or transportation access and making alternate arrangements for their waste. Community Environment Days were slightly more frequented than drop-off depots with 35% of respondents attending one in the last year. The majority of the respondents (85%) used the Community Environment Days to drop-off items for recycling or safe disposal.

Question 14 asked survey respondents how they usually dispose of their household hazardous waste. There was a range of responses with approximately 34% using the drop-off depot, 31% using the Community Environment Days, 22% taking it back to retailers and 21% of the respondents throwing it in the garbage.

Question 16 on the survey asked participants to list the most common items they throw in the garbage but wish could be recycled. **Figure 5** illustrates some common items people raised that currently cannot be recycled in the City's Blue Box program. The more common responses are shown in larger text than the least common responses which are shown in smaller text. There were some responses (not shown on Figure 6) that are in fact recyclable in Toronto's waste programs such as plastic bags, styrofoam and plastic containers. Social media and the project website can be used to educate and inform residents of where these items should go.



Figure 5: What do you wish could be recycled?



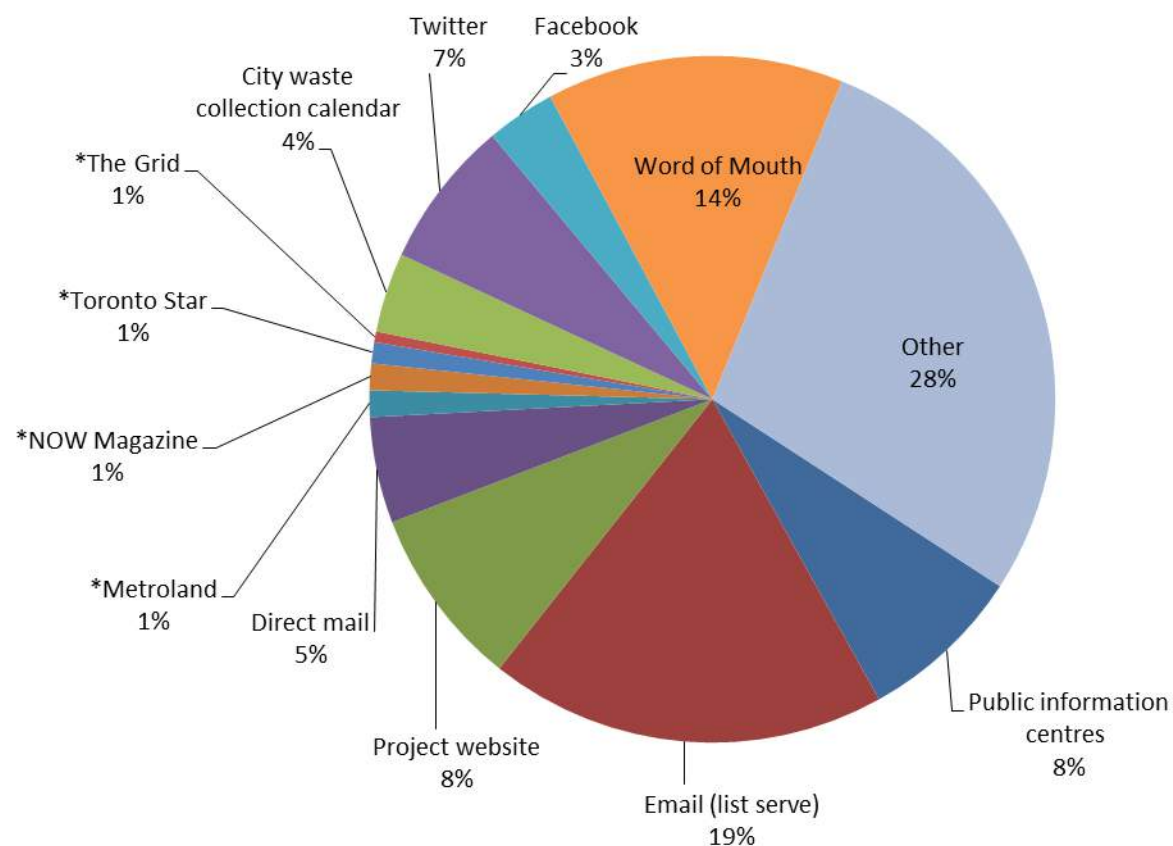
Questions 15, 17-20 and 22 asked respondents to reflect on their personal waste management practices and ways that would make it easier for them to reduce, reuse and recycle more of their waste. Comments on what would make it easier for residents to manage their waste included: having a green bin in their apartment building/ condo, less retail packaging and separated chutes in buildings.

Questions 25 and 26 asked residents how they heard about the survey and for their input on the ways to disseminate information on the Waste Strategy. This information can be used to assist the City in future outreach for the Waste Strategy.

**Figure 6** summarizes how residents found out about the survey. As outlined in Figure 6, “other” was the most common method respondents heard about the survey and included: Community Environment Days, information available at local events (e.g. Farmers Market) and Reddit.

**Figure 7** provides input and ideas on disseminating information about the Waste Strategy. The information gathered in Figures 6 and 7 will be used to inform advertising for future consultation activities.

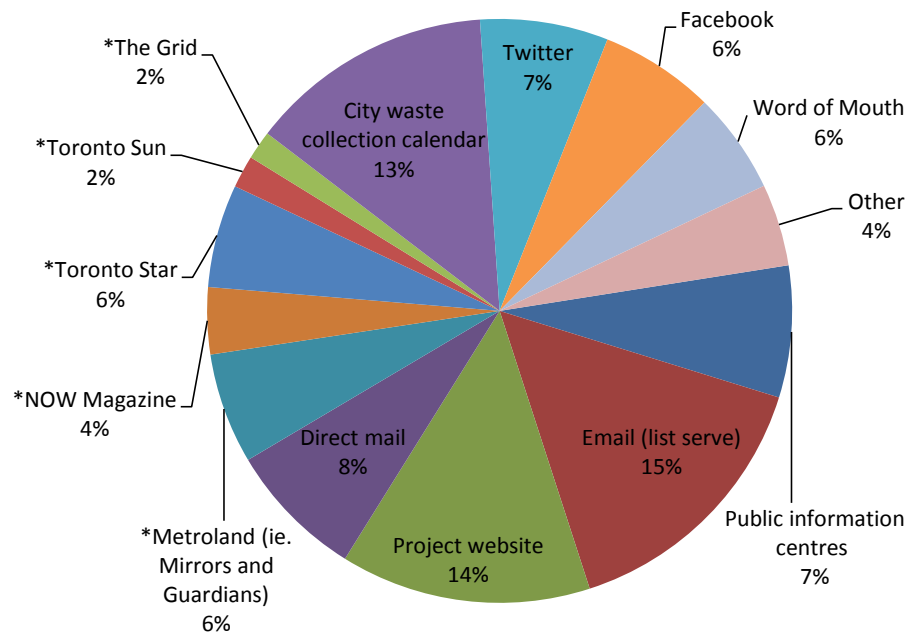
Figure 6: How Did you Find Out About the Survey (Question 25)



\*Newspaper advertisement



Figure 7: How do you Want to Receive Information on the Waste Strategy (Question 26)



\*Newspaper advertisement

## 4 NEXT STEPS

The second round of Public Information Centres will seek feedback on the program and technology options and the evaluation criteria and process to be used to evaluate these options. The second Phase of public consultations will include additional surveys, project updates, and a public consultation event (tentatively scheduled for Spring 2015).

## Appendix A

### Twitter Messages Schedule

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## Long Term Solid Waste Management Strategy

### Twitter Messaging

Theme	Tweet	Release Date
<i>PIC Panel Content</i>		
	Did you know? Each Torontonians generates about 15 pounds of waste (recyclables, garbage and organics) per week. <a href="#">#Towastestrategy</a>	In the summer
	If you have a certain amount of household hazardous waste, the Toxic Taxi will pick it up for free from your home/building! <a href="#">#Towastestrategy</a>	In the summer
	2014 marks the 25th anniversary of Toronto's recycling program. Thanks everyone for keeping Toronto clean! <a href="#">#Towastestrategy</a>	In the summer
	The City gives away free compost! Check out your nearest environment day to pick some up at <a href="#">toronto.ca/wastestrategy</a> <a href="#">#Towastestrategy</a>	In the summer
	The City pays for the continued care of more than 160 closed landfills! To learn more visit <a href="#">toronto.ca/wastestrategy</a> <a href="#">#Towastestrategy</a>	In the summer
<i>Responses from PIC attendees (written on panels)</i>		
	What common items do you use that you wish you could recycle? To learn more and have your say <a href="#">toronto.ca/wastestrategy</a> <a href="#">#Towastestrategy</a>	Anytime in the summer
	Coffee pods are increasingly popular but cannot currently be recycled in Toronto. Take part <a href="#">toronto.ca/wastestrategy</a> <a href="#">#Towastestrategy</a>	Anytime in the summer
	One Torontonian wishes old toothbrushes were recyclable. What do you wish you could recycle in Toronto? Have your say <a href="#">#Towastestrategy</a>	Anytime in the summer
	One Torontonian wishes chip bags were recyclable. What do you wish you could recycle in Toronto? Join the discussion <a href="#">#Towastestrategy</a>	Anytime in the summer
	One Torontonian would like to recycle old shoes that can't be donated. What do you wish you could recycle? Have your say <a href="#">#Towastestrategy</a>	Anytime in the summer
	What is important to you in developing a long term waste management strategy? Have your say <a href="#">toronto.ca/wastestrategy</a> <a href="#">#Towastestrategy</a>	Anytime in the summer
	One Torontonian thinks programs that reduce household food waste should be considered in the waste strategy. Have your say <a href="#">#Towastestrategy</a>	Anytime in the summer

Theme	Tweet	Release Date
	Tell us your ideas on how we can all reduce and reuse! Learn more and have your say at <a href="http://toronto.ca/wastestrategy">toronto.ca/wastestrategy</a> #Towastestrategy	Anytime in the summer
	Here is a reuse tip from a fellow Torontonionian: Don't throw away clothes or shoes that are in good shape, donate them! #Towastestrategy	Anytime in the summer
	Here is a reduce tip from a fellow Torontonionian: Keep your cellphone, don't upgrade when the company offers. Have your say #Towastestrategy	Anytime in the summer
	A reuse tip from a fellow Torontonionian: The textile museum takes yarns and unfinished knitting projects. Have your say #Towastestrategy	Anytime in the summer
	It was suggested Toronto needs a mascot made from recycled materials. What do you think? Join the discussion #Towastestrategy	Anytime in the summer
	Thinking 50 years from now, how should the city's waste be managed? Learn more and have your say <a href="http://toronto.ca/wastestrategy">toronto.ca/wastestrategy</a> #Towastestrategy	Anytime in the summer
<i>Events</i>		
	We could fill the Rogers Centre in 4 years with our garbage! Think about that at today's Jays game! Take part in the discussion #Towastestrategy	Same day as a Blue Jay's game!
	Happy World Pride! Remember to sort your waste properly in the designated bins, let's keep Toronto clean and green #Towastestrategy	Between June 20 <sup>th</sup> -June 29 <sup>th</sup>
<i>Time Sensitive</i>		
	Thank you everyone who attended the consultation events! Your input is important in helping to shape our waste strategy #Towastestrategy	ASAP
	If you couldn't make a consultation event, all the information is now available on our website! <a href="http://toronto.ca/wastestrategy">toronto.ca/wastestrategy</a> #Towastestrategy	Right after the panels are posted online.
	Tomorrow there is a community environment day at XXX from 10:00am to 2:00pm! Learn more <a href="http://toronto.ca/wastestrategy">toronto.ca/wastestrategy</a> #Towastestrategy	Leading up to a community environment day (Saturday or Sunday).
	Tomorrow there is a community environment day at XXX from 4:00pm to 8:00pm! Learn more <a href="http://toronto.ca/wastestrategy">toronto.ca/wastestrategy</a> #Towastestrategy	Leading up to a community environment day (Thursday).

Theme	Tweet	Release Date
	Want to learn more about Toronto's waste strategy? Check out <a href="http://toronto.ca/wastestrategy">toronto.ca/wastestrategy</a> for a new project update! <a href="#">#TOWastestrategy</a>	Right after a new project update has been posted on the website.
<i>General</i>		
	Do your part in creating a cleaner, greener & more liveable Toronto. Help shape our Waste Strategy <a href="http://toronto.ca/wastestrategy">toronto.ca/wastestrategy</a> <a href="#">#TOWastestrategy</a>	Anytime in the summer
	Having trouble deciding which bin an item goes in? Visit Waste Wizard at <a href="http://toronto.ca/recycle">Toronto.ca/recycle</a> or call 311 for assistance! <a href="#">#TOWastestrategy</a>	Anytime
	What are your favourite reduce and reuse tips? Help shape our Long Term Waste Management Strategy <a href="http://toronto.ca/wastestrategy">toronto.ca/wastestrategy</a> <a href="#">#TOWastestrategy</a>	Anytime
	Toronto we need your input! Fill out our survey here <a href="http://cityoftoronto.fluidsurveys.com/s/waste-strategy/">http://cityoftoronto.fluidsurveys.com/s/waste-strategy/</a> and help us shape the long term waste strategy <a href="#">#TOWastestrategy</a>	Anytime in the summer
	Hope everyone's enjoying the beautiful weather! Reduce waste; remember your reusable water bottle today. Have your say <a href="#">#TOWastestrategy</a>	Anytime in the summer (with nice weather)
	Our Waste, Our Opportunity, Our Solution. Help shape our Long Term Waste Management Strategy visit <a href="http://toronto.ca/wastestrategy">toronto.ca/wastestrategy</a> <a href="#">#TOWastestrategy</a>	Anytime

## Appendix B

### Public Notice Inserts

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The City of Toronto holds public consultations as one way to engage residents in the life of their city. Toronto thrives on your great ideas and actions. We invite you to get involved.

# Help Shape the City of Toronto's Long Term Waste Management Strategy

**Our Garbage, Our Opportunity, Our Solution...**

## Public Open Houses

Join us at Public Information Centre Round #1:

**Monday, June 9, 2014**

**6:30pm-9:00pm**

**Scarborough Civic Centre (Rotunda)** 

150 Borough Dr.  
(McCowan Road & Ellesmere Road)

**Subway:** Bloor/Danforth Line to Kennedy, then Scarborough LRT to Scarborough Town Centre or McCowan

**Monday, June 16, 2014**

**6:30pm-9:00pm**


**North York City Centre Memorial Community Hall (Burgundy Room)** 

5110 Yonge St.  
(Yonge Street north of Sheppard Ave.)

**Subway:** Yonge Line to North York Centre

**Tuesday, June 17, 2014**

**6:30pm-9:00pm**

**Metro Hall (Rotunda)** 

55 John St. (John & King St. W.)

**Subway:** University Line to St. Andrew

**Wednesday, June 18, 2014**

**6:30pm-9:00pm**

**St. Andrew's Presbyterian Church** 

3819 Bloor St. W.  
(just west of Kipling)

**Subway:** Bloor/Danforth Line to Kipling

## Background

The City is developing a Long Term Waste Management Strategy for Toronto that will provide a framework for solid waste management policy decisions over the next 30 to 50 years. How should we manage our remaining garbage even after reuse, recycling, and composting? Our goal is to find solutions that are cost-effective, socially acceptable, and environmentally sustainable.

We want to receive your input on current programs and any other ideas on how to improve waste management in Toronto. Residents of all ages are welcome.

To receive updates, get on the electronic mailing list:  
[www.is.gd/wastestrategy](http://www.is.gd/wastestrategy) (click 'Send')

Visit us online at  
[www.toronto.ca/wastestrategy](http://www.toronto.ca/wastestrategy) / Follow us at #TOwastestrategy

If you have further questions about this strategy or want to be added to the mailing list, please contact:

**Kate Kusiak,**  
**Public Consultation Unit**  
**55 John Street,**  
**Metro Hall, 19th Floor**  
**[wastestrategy@toronto.ca](mailto:wastestrategy@toronto.ca)**  
**416-392-3760**

Information will be collected in accordance with the Municipal Freedom of Information and Protection of Privacy Act. With the exception of personal information, all comments will become part of the public record.

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**55 John Street,**  
**Metro Hall, 19th Floor**  
**[wastestrategy@toronto.ca](mailto:wastestrategy@toronto.ca)**  
**416-392-3760**

Information will be collected in accordance with the Municipal Freedom of Information and Protection of Privacy Act. With the exception of personal information, all comments will become part of the public record.



## Appendix C

### Project Updates

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# The Waste Strategy- Project Update #1

## Toronto's Search for a Long Term Waste Management Strategy

The City is developing a Long Term Waste Management Strategy for the next 30-50 years to find new ways to look after our waste. We need to find new ways to **reduce the amount of waste** we produce through further reduction, reusing, recycling and composting.

The Waste Strategy will recommend **waste management policies and programs**, including how to manage the garbage remaining after reducing, reusing, recycling and composting. Technological options and best practices for new and emerging waste diversion and disposal methods will be considered and evaluated.

The City manages about **1 million tonnes** of waste each year. In 2013, residents in **single family homes** diverted **68%** and residents in **apartments and condos** diverted **26%** of waste from disposal. Together, Toronto diverted **53%** of waste from disposal in 2013.

**Apartment and condos represent 50% of the households which presents a unique challenge to the City's waste management program.**

## THE PROJECT PROCESS



**"Where Are We?"** – Review and document the current waste management policies, programs and facilities in the City's waste management system.

**"Where Do We Need to Go?"** – Determine Toronto's anticipated needs over the 30-50 year planning period.

**"How to Get There?"** – Determine potential options available to manage Toronto's waste over the 30-50 planning period.

**"Evaluate Possibilities"** – Review and recommend options that are appropriate to manage Toronto's waste into the future.

**"The Waste Strategy"** – Summarize the work completed and highlight the recommended next steps.

### BUILD THE FOUNDATION

Public Information Centre #1  
**(We are here!)**  
Project Survey #1

### DEVELOP THE STRATEGY

Public Information Centre #2  
Project Survey #2

### DOCUMENT & DECIDE

Public Information Centre #3  
Project Survey #3

How we'll keep you connected

Spring 2014 | Summer 2014 | Fall 2014 | Winter 2015 | Spring 2015 | Summer 2015 | Fall 2015

The goal of the Waste Strategy is to determine solutions that are **cost-effective**, **socially acceptable** and **environmentally sustainable**. The project will be completed by fall 2015.

## Project Process

The timeline shows the **steps involved in developing the Waste Strategy** and the stages in the process where we will update you and need your input.



## As part of this process, we need to hear from you!

---



Our first round of public consultations took place at four locations around the City in June 2014. Missed it? There are still ways to get involved and provide your input and ideas!

The **display boards** from the public consultations are now posted on the **project website**.

How do you reduce and reuse waste? **What should the City consider in the Waste Strategy?** Share your ideas with us in person! Look for us at summer festivals and events throughout the City (locations posted on the project website).

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Visit us at our project website at [toronto.ca/wastestrategy](http://toronto.ca/wastestrategy) to stay involved and to hear about upcoming events.

---



Fill out our first of three **project surveys**. Visit the project website to fill it out now.

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Follow news about the project or let us know what you think on **Twitter**.



To receive updates and be added to the **electronic mailing list**, visit [www.is.gd/wastestrategy](http://www.is.gd/wastestrategy) (and click 'Send')

---

If you have further questions about this strategy, or want to be added to the mailing list, please contact:



**Kate Kusiak**

Public Consultation Unit  
55 John Street, Metro Hall 19<sup>th</sup> Floor  
Toronto, ON M5V 3C6

Email: [wastestrategy@toronto.ca](mailto:wastestrategy@toronto.ca)

Phone: (416) 392-3760 or TTY: (416) 338-0889





# The Waste Strategy- Project Update #1

## Toronto's Search for a Long Term Waste Management Strategy

The City is developing a Long Term Waste Management Strategy for the next 30-50 years to find new ways to look after our waste. We need to find new ways to **reduce the amount of waste** we produce through further reduction, reusing, recycling and composting.

The Waste Strategy will recommend **waste management policies and programs**, including how to manage the garbage remaining after reducing, reusing, recycling and composting. Technological options and best practices for new and emerging waste diversion and disposal methods will be considered and evaluated.

The City manages about **1 million tonnes** of waste each year. In 2013, residents in **single family homes** diverted **68%** and residents in **apartments and condos** diverted **26%** of waste from disposal. Together, Toronto diverted **53%** of waste from disposal in 2013.

**Apartment and condos represent 50% of the households which presents a unique challenge to the City's waste management program.**

## THE PROJECT PROCESS



**"Where Are We?"** -- Review and document the current waste management policies, programs and facilities in the City's waste management system.

**"Where Do We Need to Go?"**  
-- Determine Toronto's anticipated needs over the 30-50 year planning period.

**"How to Get There?"**  
-- Determine potential options available to manage Toronto's waste over the 30-50 years.

**"Evaluate Possibilities"** -- Review and recommend options that are appropriate to manage Toronto's waste into the future.

**"The Waste Strategy"** -- Summarize the work completed and highlight the recommended next steps.

### BUILD THE FOUNDATION

### DEVELOP THE STRATEGY

### DOCUMENT & DECIDE

Public Information Centre #1  
**(We are here!)**  
Project Survey #1

Public Information Centre #2  
Project Survey #2

Public Information Centre #3  
Project Survey #3

← How we'll keep you connected →

Spring 2014 | Summer 2014 | Fall 2014 | Winter 2015 | Spring 2015 | Summer 2015

The goal of the Waste Strategy is to determine solutions that are **cost-effective**, **socially acceptable** and **environmentally sustainable**.

The project will be completed by summer 2015.

## Project Process

The timeline shows the **steps involved in developing the Waste Strategy** and the stages in the process where we will update you and need your input.



## As part of this process, we need to hear from you!



We invite you to attend the first round of **Public Information Centres** regarding the City's Waste Strategy. The purpose of this event is to introduce the Strategy, become familiar with current programs and get your ideas for waste management in the City of Toronto.

Monday, June 9, 2014	Monday, June 16, 2014	Tuesday, June 17, 2014	Wednesday, June 18, 2014
6:30pm- 9:00pm	6:30pm-9:00pm	6:30pm-9:00pm	6:30pm- 9:00pm
<a href="#">Scarborough Civic Centre</a>	<a href="#">North York Memorial Community Hall</a>	<a href="#">Metro Hall</a>  (55 John Street)	<a href="#">St. Andrews Presbyterian Church</a>
(150 Borough Drive)	(5110 Yonge Street)		(3819 Bloor Street West)

**Bring your kids!**

The Kids Zone will  
have waste-related  
activities for children.

**\*Can't make it? No problem! All of the information will be posted on the project website.**



Visit us at our project website at [toronto.ca/wastestrategy](http://toronto.ca/wastestrategy) to stay involved and to hear about upcoming events.



Fill out our first of three **project surveys**. Visit the project website for a link or [click here](#) to fill it out now.



Follow news about the project or let us know what you think on **Twitter**.



To receive updates and be added to the **electronic mailing list**, visit [www.is.gd/wastestrategy](http://www.is.gd/wastestrategy) (and click 'Send')

If you have further questions about this strategy, or want to be added to the mailing list, please contact:



**Kate Kusiak**

Public Consultation Unit  
55 John Street, Metro Hall 19<sup>th</sup> Floor  
Toronto, ON M5V 3C6  
Email: [wastestrategy@toronto.ca](mailto:wastestrategy@toronto.ca)  
Phone: (416) 392-3760 or TTY: (416) 338-0889

## Appendix D

### Survey #1

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# The Waste Strategy-Survey #1

## Toronto's Long Term Waste Management Strategy Survey #1

The City is developing a Long Term Waste Management Strategy for the next 30-50 years to find new ways to look after our waste. We need to find new ways to **reduce the amount of waste** we produce through further reduction, reusing, recycling and composting.

Technological options and best practices for new and emerging waste diversion and disposal methods will be considered and evaluated. **The goal of the Waste Strategy is to determine solutions that are cost-effective, socially acceptable and environmentally sustainable.** The project completion is anticipated by Fall 2015.

As part of this process, we want to hear from you! The following survey is the first of three public questionnaires for Toronto residents. The remaining two questionnaires will accompany the next rounds of consultation planned for early 2015.

*Personal information is collected by the City of Toronto Act, S. O. 2006, Chapter 11, Schedule A. s.136 (b) & (c) and will be used to keep you informed about milestones in the Long Term Waste Management Strategy. With the exception of personal information, all comments will become part of the public record. Questions about this collection can be directed to the Manager, Public Consultation Unit, Metro Hall, 55 John St., Toronto, Ontario, M5V 3C6, or call 416-392-2990.*

## 1. Tell Us About Yourself

1. Do you live in the City of Toronto?

☐ Yes ☐ No

If yes, which part of Toronto do you live in?



**2. What sort of housing do you live in?**

- |  |                                   |
|--|-----------------------------------|
| <input type="radio"/> House  | <input type="radio"/> Apartment   |
| <input type="radio"/> Townhouse  | <input type="radio"/> Condominium |
| <input type="radio"/> Apartment in a House, Duplex, Triplex, Townhouse | <input type="radio"/> Other       |

---

**3. Do you rent or own?**

- |                            |                           |  |
|----------------------------|---------------------------|--|
| <input type="radio"/> Rent | <input type="radio"/> Own | <input type="radio"/> Other – Please Specify |
|----------------------------|---------------------------|--|

---

**4. How many years have you lived in Toronto?**

- |  |                                    |  |
|--|------------------------------------|--|
| <input type="radio"/> Less than a year | <input type="radio"/> 3 - 5 years  | <input type="radio"/> More than 10 years |
| <input type="radio"/> 1 - 3 years      | <input type="radio"/> 5 - 10 years |  |

**5. How old are you?**

- |                                |                               |                               |
|--------------------------------|-------------------------------|-------------------------------|
| <input type="radio"/> Under 18 | <input type="radio"/> 30 - 49 | <input type="radio"/> Over 65 |
| <input type="radio"/> 18 - 29  | <input type="radio"/> 50 - 64 |                               |

**6. How many people live in your household?**

- |                         |                         |                         |                         |                                 |
|-------------------------|-------------------------|-------------------------|-------------------------|---------------------------------|
| <input type="radio"/> 1 | <input type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 | <input type="radio"/> 5 or more |
|-------------------------|-------------------------|-------------------------|-------------------------|---------------------------------|

**7. Do you identify as:**

- |                              |                            |  |
|------------------------------|----------------------------|--|
| <input type="radio"/> Female | <input type="radio"/> Male | <input type="radio"/> Another identity |
|------------------------------|----------------------------|--|

**8. What language do you speak most often at home? (check as many as apply)**

- |  |  |                                     |   |
|--|--|-------------------------------------|---|
| <input type="checkbox"/> English             | <input type="checkbox"/> German          | <input type="checkbox"/> Polish     | <input type="checkbox"/> Tagalog                |
| <input type="checkbox"/> French              | <input type="checkbox"/> Greek           | <input type="checkbox"/> Portuguese | <input type="checkbox"/> Tamil                  |
| <input type="checkbox"/> Aboriginal Language | <input type="checkbox"/> Gujarati        | <input type="checkbox"/> Punjabi    | <input type="checkbox"/> Urdu                   |
| <input type="checkbox"/> Arabic              | <input type="checkbox"/> Hindi           | <input type="checkbox"/> Romanian   | <input type="checkbox"/> Vietnamese             |
| <input type="checkbox"/> Chinese - Cantonese | <input type="checkbox"/> Italian         | <input type="checkbox"/> Russian    | <input type="checkbox"/> Other, please specify: |
| <input type="checkbox"/> Chinese - Mandarin  | <input type="checkbox"/> Korean          | <input type="checkbox"/> Somali     | <hr/>   |
| <input type="checkbox"/> Chinese - Other     | <input type="checkbox"/> Persian (Farsi) | <input type="checkbox"/> Spanish    |   |



## 2 What do you think about Toronto's current waste management system?

### 9. How do you put your waste out for collection?

- |  |  |
|--|--|
| <input type="radio"/> Curbside bins  | <input type="radio"/> Chute in my apartment or condo                     |
| <input type="radio"/> Curbside tagged bags   | <input type="radio"/> Combination of chute and central drop-off location |
| <input type="radio"/> Central drop-off location (recycle/garbage room indoors or outdoors) | <input type="radio"/> Other, please specify _____                        |

### 10. Do you participate in any of the following? Do you have ideas for improvement?

	Blue Bin / Recycling	Green Bin / Organics	Backyard composting	Electronics collection / recycling
<b>My participation</b>				
Every collection cycle	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
When I need to	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I don't participate	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
This doesn't apply to me	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>My satisfaction</b>				
Not aware of program	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Very satisfied	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Satisfied	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Neither dissatisfied or satisfied	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Dissatisfied	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Very dissatisfied	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## Your comments

11. Do the following resources help keep you informed about managing your waste? How satisfied are you with these resources?

	Annual Collection Calendar	Waste Wizard (web search tool)	Toronto's Solid Waste website	Call 311	Use 311 online service requests
<b>Keeping you informed</b>					
Yes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
No	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do not know what this is	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Your level of satisfaction</b>					
Not aware of resource	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Very satisfied	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Satisfied	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Neither dissatisfied or satisfied	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Dissatisfied	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Very dissatisfied	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



**12. Have you been to a City of Toronto Drop-Off Depot in the last 12 months?**

- ☐ Yes ☐ No

**If yes, how many times have you visited a Drop-Off Depot in the last 12 months?**

- ☐ once ☐ 6-10 times  
☐ 1-5 times ☐ More than 10 times

**If no, why not? (Check all that apply)**

- ☐ I don't know what these are ☐ I can't get to one conveniently ☐ Other: \_\_\_\_\_  
☐ I don't know where these are located ☐ I have no reason to go

**13. Have you been to a Community Environment Day in the last 12 months? These are events around Toronto where residents can bring household hazardous waste materials, electronic items, and other unused and unwanted household items for reuse, recycling or safe disposal.**

- ☐ Yes ☐ No

**If Yes - Why did you go? (Check all that apply)**

- ☐ To donate items for reuse ☐ To be social in my community  
☐ To drop off items for recycling or safe disposal ☐ To purchase bins (backyard composter, Green Bin, kitchen container)  
☐ To get free compost ☐ Other \_\_\_\_\_

**If No - Why not? (Check all that apply)**

- ☐ I don't know what these are ☐ I have no reason to go  
☐ I don't know where these are located ☐ I do not generate any of these types of materials  
☐ I can't get to one conveniently ☐ Other \_\_\_\_\_



14. How do you dispose of your household hazardous waste (e.g., cleaning supplies, old/unused medication, light bulbs, paint, etc)?

- |  |   |  |  |
|--|---|--|--|
| <input type="checkbox"/> Drop-Off Depot  | <input type="checkbox"/> Community Environment Day  | <input type="checkbox"/> I don't know                                      | <input type="checkbox"/> I throw them in the garbage |
| <input type="checkbox"/> Toxic Taxi<br><i>(Residents can call 311 and request a free pick up of household hazardous waste)</i> | <input type="checkbox"/> Take them back to retailer | <input type="checkbox"/> I do not generate any of these types of materials | <input type="checkbox"/> Other _____                 |

### 3. What do you think the City should consider when determining our future needs?

15. In your day to day life, what would help you to reduce, reuse, recycle more of your waste?

16. What are some of the most common items you throw in the garbage that you wish could be recycled?



17. When you are going to buy something, do you consider looking for a used option instead?

- ☐ Yes ☐ No

If Yes – What items have you considered? (Check all that apply)

- ☐ Furniture ☐ Automobile ☐ Appliances  
☐ Clothing ☐ Electronics ☐ Other \_\_\_\_\_

18. Do you look at or consider the recyclable content of products before you buy them?

- ☐ Yes ☐ No

19. Do you buy a product because it has less packaging?

- ☐ Yes ☐ No

20. Are there other waste related factors that influence your purchasing decisions?

21. What is important to you when it comes to making decisions about managing waste over the next 30-50 years? Rank each in order of importance for you (1 is most important and 5 is least important)

	Most Important			Least Important	
Natural Environment	1	2	3	4	5
People and Jobs	1	2	3	4	5
Cost	1	2	3	4	5
Level of Service	1	2	3	4	5
Other	1	2	3	4	5

If you selected "other" in the previous question, please specify.



## 4. What are some of the ways you reduce and reuse waste?

22. What are some ways that you reduce and reuse waste?



## 5 The Strategy

23. How important to you is a long term plan for solid waste management in the City of Toronto?

- ☐ Very Important
 ☐ Important
 ☐ Somewhat Important
 ☐ Not Important

24. We will look at the following options during the development of the Strategy:

- ❖ Review new and emerging waste **reduction** techniques and practices
- ❖ Review new and emerging **reuse** and **recycling** techniques and practices
- ❖ Enhance methods for **promotion and education** of waste management programs
- ❖ Review of waste diversion **bylaws, policies, legislation**
- ❖ Options to **landfill** waste (redirecting waste to other landfills, expand City landfill, purchase another landfill)
- ❖ **Partnerships** with other municipalities, non-governmental organizations and private sector companies
- ❖ Reduce or eliminate waste dropped off at our Transfer Stations and landfill from **private customers** (e.g., increasing fees at the City's landfill and transfer stations)
- ❖ **Alternative waste technologies** such as mechanical biological treatment and thermal treatment (e.g., combustion with energy recovery, pyrolysis, gasification, waste, pelletization)

Thinking 50 years from now, are we missing any options from the list?

- ☐ Yes
 ☐ No
 ☐ I don't know



If yes, please explain.

## 6. Give us your feedback on this survey

25. How did you find out about this survey?

<input type="checkbox"/>	Public information centres	<input type="checkbox"/>	Newspaper Advertisement - Toronto Sun
<input type="checkbox"/>	Email (list serve)	<input type="checkbox"/>	Newspaper Advertisement - The Grid
<input type="checkbox"/>	City website <a href="http://www.toronto.ca/wastestrategy">www.toronto.ca/wastestrategy</a>	<input type="checkbox"/>	City waste collection calendar
<input type="checkbox"/>	Direct mail	<input type="checkbox"/>	Twitter
<input type="checkbox"/>	Newspaper Advertisement - Metroland (ie. Mirrors and Guardians)	<input type="checkbox"/>	Facebook
<input type="checkbox"/>	Newspaper Advertisement - NOW Magazine	<input type="checkbox"/>	Word of Mouth
<input type="checkbox"/>	Newspaper Advertisement - Toronto Star	<input type="checkbox"/>	Other _____

26. What is the best way for you to get information on the Waste Strategy?

<input type="checkbox"/>	Public information centres	<input type="checkbox"/>	Newspaper Advertisement - Toronto Sun
<input type="checkbox"/>	Email (list serve)	<input type="checkbox"/>	Newspaper Advertisement - The Grid
<input type="checkbox"/>	City website <a href="http://www.toronto.ca/wastestrategy">www.toronto.ca/wastestrategy</a>	<input type="checkbox"/>	City waste collection calendar
<input type="checkbox"/>	Direct mail	<input type="checkbox"/>	Twitter
<input type="checkbox"/>	Newspaper Advertisement - Metroland (ie. Mirrors and Guardians)	<input type="checkbox"/>	Facebook
<input type="checkbox"/>	Newspaper Advertisement - NOW Magazine	<input type="checkbox"/>	Word of Mouth
<input type="checkbox"/>	Newspaper Advertisement - Toronto Star	<input type="checkbox"/>	Other _____



## 7. Stay in Touch!

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Let us know how we can keep you involved.

Email - register your email address for updates at [toronto.ca/wastestrategy](http://toronto.ca/wastestrategy).

Mail - send us your mailing address, email address or fax number at:

Public Consultation – Waste Strategy

55 John Street

Metro Hall, 19<sup>th</sup> Floor

Toronto, ON M5V 3C6

Email: [wastestrategy@toronto.ca](mailto:wastestrategy@toronto.ca)

Phone: (416) 392-3760

TTY: (416) 338-0889

Fax: (416) 392-2974

Thank you for completing the survey!



## Appendix E

### Stakeholder Advisory Group Materials

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**CITY OF TORONTO: LONG-TERM WASTE MANAGEMENT STRATEGY**  
**Stakeholder Advisory Group (SAG) Meeting #1**  
**Tuesday, May 27, 2014**  
**Toronto City Hall, 2<sup>nd</sup> Floor, Meeting Room B**  
**1:00 pm – 3:30 pm**

**Attendees:**

Stakeholder Advisory Group Members:

Daryl Chong – Greater Toronto Apartment Association	Melanie Stoughton – TDSB
Mike von Massow – University of Guelph	Rose MacDonald – TCDSB
Kate Parizeau – University of Guelph	Stefan Martens - TCDSB
Jo-Anne St. Goddard – Recycling Council of Ontario	John Campey – Social Planning Toronto
Emily J. Alfred – Toronto Environmental Alliance	Bryan Purcell – Toronto Atmospheric Fund
Rob Cook – Ontario Waste Management Association	

Staff:

City of Toronto:	Vincent Sferrazza – Solid Waste	Pat Barrett – Communications
	Michelle Kane – Solid Waste	Siobhan Ramsay – Communications
	Annette Synowiec – Solid Waste	Kate Kusiak – Public Consultation
	Sharon Fleming – Solid Waste	Laura Mokracki – Summer student

HDR: Jim McKay, Project Manager for the consultant team

Dillon: Karla Kolli  
Betsy Varghese

Consultant Facilitator: Betty Muise

The meeting was called to order at 1:12 pm.

**1. Welcome and Meeting Objectives, Agenda and Process**

**Vince Sferrazza** welcomed everyone to the meeting. He is acting General Manager of Solid Waste Management Services, following Jim Harnum's departure to the Region of Halton within the last few weeks. He thanked everyone for their participating in this group. He said that this meeting would provide context of the Long Term Strategy (the Strategy) and the role of the Stakeholder Advisory Group (SAG). He noted there would be an opportunity for SAG members to ask questions about the

strategy, the City and its programs, and staff would do their best to answer those questions. This group will be instrumental in producing a strategy to guide decision-making pertaining to Solid Waste Management over the next 30-50 years. Consultation with a broad spectrum of stakeholders has played a significant role in similar types of activities of other municipalities in the GTA, like Hamilton, York, and Peel, and the City of Toronto recognizes the value of public consultation and the importance of the contributions of the many stakeholders in this policy. He advised that SAG members will receive three Council reports that provide the background to this project. This initiative began in March 2013, and after two more reports, the consultant was hired.

A video about Toronto Solid Waste Management Services was shown to the group to provide some more background information.

**Betty Muise**, the facilitator of the meeting, introduced herself and explained her role as one of service to the SAG and to the City, to help them meet their common goals. She described herself as like a “traffic cop” to ensure that the meetings are productive and effective in meeting their goals when there are diverse views in the room. She described the objectives of today's meeting: “Build a strong foundation for the effective operation of the Stakeholder Advisory Group and kick off the SAG process by providing an orientation to the current City of Toronto waste management status and the proposed long term waste management strategy.”

She reviewed the day's agenda with the group. One of the main focuses of the day will be when the SAG reviews the public consultation materials for upcoming Public Information Centres (PICs). This part of the meeting is intended to give an overview of Toronto's waste management to the group, and also to invite SAG members to provide comments about these materials to staff.

She also reviewed the guidelines of the SAG's meeting process:

- Staying on track and on time. Meetings will be starting on time in order to end on time;
- No one person or issue hijacks the agenda;
- Group negotiates any changes;
- Fair, respectful dialogue and listening is expected – people should bring their perspective to the table, but not their agenda.

She introduced the concept of a “Parking Lot”, which is a list of items that come up during the meeting to be addressed in another venue, such as one-on-one, at a later meeting, or off-line.

## **2. Introductions**

### **2.1 Introduction of Attendees**

Participants were invited to introduce themselves and the organizations they represent, and to describe why they were participating in the SAG:

**Jo-Anne St. Goddard** is the Executive Director of the Recycling Council of Ontario. She said she is

pleased to participate as her organization is always looking for opportunities to encourage and support municipalities in improving waste diversion. Though much waste management is regulated provincially, there is a lot municipalities can do on their own to improve diversion.

**Darryl Chong** is the President of the Greater Toronto Apartment Association, which represents private sector rental properties in the City. He recognizes that apartments will be a major focus of the strategy. Most Toronto apartment buildings were built in the 1960s or before, when these issues were not yet contemplated, so they are a challenge, but he is happy to be here and is willing to participate and help how he can. **Vince Sferrazza** noted that multi-residential sector now makes up about 50% of households in Toronto.

**Brian Purcell** is a program director at the Toronto Atmospheric Fund (TAF.) TAF is an arm-length agency from the City whose mandate is to assist the City to reduce Green House Gas (GHG) emissions and meet Climate Change targets that Council has set out. The City has already met and exceeded its 2012 goal of reducing 1990 emission levels by 6%. Many of those reductions have come from better management of emissions from solid waste including the organics program. He is here to see if more emission reductions can be made in this sector. **Vince Sferrazza** affirmed that the City will be taking a holistic approach, incorporating other environmental considerations, such as Climate Change, into the strategy.

**Melanie Stoughton** is from Facilities Services of the Toronto District School Board (TDSB). Her department is responsible for 580 sites in Toronto, and services that include the EcoSchools program and managing waste from those sites. The TDSB has a long term and reciprocal working relationship with the City of Toronto and is interested in helping the City meet its long term waste management goals.

**Emily Alfred** is from the Toronto Environmental Alliance (TEA), which is a non-profit environmental organization of 40,000 Torontonians. TEA has been working on solid waste issues for a number of years and it represents Torontonians of many backgrounds. She sees solid waste as a good entry point for many people to environmental issues, since everyone at some point needs to figure out which bin to put their waste in.

**Rose MacDonald** and **Stefan Marten** are both representing the Toronto Catholic District School Board (TCDSB). They want to ensure that there are no increased costs because school boards have limited funding and a lot of money is spent on waste management. They look forward to contributing to the discussion as well. **Vince Sferrazza** recognized that some of the stakeholders are customers, and Solid Waste Management is sensitive to that.

**Mike von Massow** and **Kate Parizeau** are from the University of Guelph. Their work focuses mainly on food waste, and especially household waste. They are trying to figure out what types of waste is coming out of houses and which behaviours lead to higher or lower volumes of food waste. They also work with restaurants to understand their food waste. They are here to learn and share what they have learned. They are building relationships with other municipalities as well. Kate Parizeau is also interested in recycling systems.

**John Campey** is Executive Director of Social Planning Toronto, which is an unofficial trade association for non-profit organizations. Their first engagement with the City's Solid Waste division was regarding a decision that imposed user fees for garbage on their membership. They have been working with the City on this issue, and he is hoping to take advantage of the network of organizations who are interested in affecting positive change both in the development of the strategy and in its implementation. He is also interested in bringing issues of poverty and equity to the discussion. **Vince Sferrazza** affirmed that the “triple bottom line” will be determining the direction of the strategy.

**Rob Cook** represents the Ontario Waste Management Association, which represents both private and public sector organizations that provide a wide range of services in the waste management sector. They are active in pursuing good waste management policy, and they are pragmatic in that they don't have a preferred solution but are open minded to finding the right solution. He participated in the New and Emerging Technologies team and he knows this process will be a marathon session, but he is confident it will be worth it in the end.

**Vince Sferrazza** noted that some stakeholders could not attend this meeting, including Toronto Community Housing, TABIA and University of Toronto.

Staff members were also introduced, as per the staff list at the top of the minutes.

## **2.2 Introduction to the Long Term Waste Management Strategy**

**Sharon Fleming** gave an introductory presentation about the Long Term Strategy (see attached presentation, Appendix 1).

**Vince Sferrazza** noted that there are a lot of background materials, such as the consultation plan and communications plan, but staff did not want to overwhelm the group with information. However, there will be more opportunities in the future for examining the documents that have been and will be produced. He wanted to clarify that the process of developing the Strategy will not be looking at siting facilities, , Environmental Assessments or vendor selection. The City is not yet ready to look at those details. As the group progresses and reviews options, the consultants will provide information about the technologies, such as the impacts, regulatory requirements, permits that the operator must receive first, etc. This will guide decisions in the future, but the specific details will not be worked out as part of this strategy.

**A SAG member** noted one of the factors to evaluate options should include how difficult it would be to achieve community buy-in. **Vince Sferrazza** agreed.

**A SAG member** also wanted to know what the 30-50 year horizon means: whether the horizon will be decided during the process or if there are two horizons? **Vince Sferrazza** answered that it is a range that was given to the consultant. He recognized that a lot can change in twenty years, but he accepted that it is a good question whether there should be different levels of review for 30 and 50 years. This issue was placed in the “Parking Lot” as it is an issue to be revisited during the process. **Jim McKay** added that a typical longer term plan encompasses 20-25 years, since it is difficult to achieve accuracy beyond that. However, progressive long term plans also incorporate a long-term vision of up to about

50 years, to provide a sense of where the plan is heading.

### 3. Purpose and Functioning of the SAG

#### Terms of Reference (ToR)

**The facilitator** noted that before the meeting, participants should have received a draft ToR that describes how the SAG is supposed to operate. More copies were available at the meeting. Staff would like to move towards having signed agreement of the ToR. A sheet was passed around for SAG members to sign to indicate that they accept the ToR.

**The facilitator** highlighted some points of the ToR, including that value is added to the strategy by gathering informed input from a broad spectrum of perspectives. She also noted that this is an advisory group, and that responsibility for final decision-making rests with the City.

She also noted some logistics, including that the full duration of the SAG goes from this meeting until the summer of 2015, with up to 17 meetings. A draft agenda and information materials will be distributed one week in advance of the meeting. Meeting notes will be provided one week after and they will be attributed.

She also highlighted that the ToR lays out some meeting practices which are similar to the practices she had laid out earlier for this meeting.

**The facilitator** invited participants to raise questions or concerns.

**A SAG member** wanted to know if the attributed notes would be made public. **Vince Sferrazza** stated that the Freedom of Information Act likely means that the notes will be available to the public and possibly to the media as well. He noted that the team may be a need to address issues of how to communicate with the media and the public.

**A SAG member** noted that as per the Municipal Freedom of Information and Privacy Act (MFIPA), since members are present as representatives of organizations, the information is open to a Freedom of Information request (whereas private individuals are not open to these requests). **The facilitator** asked if attribution of comments would inhibit free discussion. **A SAG member** noted that as a representative of an organization in which there are sometimes diverse views, she would often seek council within the organization, so she would want to know how much information she could reveal before receiving council. She can be flexible in seeking opinion, but she needs to know the circumstances under which she is speaking.

**A SAG member** noted that she also represents a group who will be interested in the proceedings of the meeting. She knows that her group will be asked by the media about the SAG. She also wanted to know about the clause of the ToR that commits participants from not expressing opinions about the proceedings. **The facilitator** noted that the ToR mentions that participants may not express an opinion on behalf of the SAG. **A SAG member** wanted clarification if City staff would be compelled to release confidential information. **Annette Synowiec** said staff could check about this and let the group know

within approximately a week by e-mail.

A **SAG member** requested confirmation that participants could express opinions on behalf of their organizations. **Vince Sferrazza** reiterated that participants may express the opinions of their own organizations, not that of the SAG.

**The facilitator** noted there had been a question about whether it is sometime possible to say things during the SAG meetings that would be off the record. **Vince Sferrazza** noted that the issue of attribution in the notes is going to be under review. Staff want participants to be able to speak freely, so staff will reconsider this for the next meeting. The issue was put in the “Parking Lot” and will be dealt with again at the next meeting.

#### 4. Orientation and Our First Review

During this item the SAG reviewed the Public Information Centre (PIC) panels. **The facilitator** asked participants to fill out the worksheet “SAG Review of Draft PIC Stations” with their comments about each of the stations (except Station 1, which is a Kids' Zone). Staff wants to know if they met their stated goal and if there are any required improvements. All materials are still subject to change – nothing is yet finalized. Staff want to know if they are communicating effectively. Participants should focus on higher level comments, but have the opportunity to take copies of the panels away to provide more detailed comments through e-mail later. **Betsy Varghese** noted that they would like comments back by Friday, May 30.

**Karla Kolli** presented a “roadmap” of the public consultation materials and described how it fits into the public consultation program (see attached presentation, Appendix 2). She said that Dillon worked with City staff to create an all-encompassing plan to generate awareness and effectively consult with stakeholders and the public to share information and obtain input on the strategy. She reviewed the three phases of the strategy. In the first stage, the primary objective is to generate interest in the long-term strategy and provide educational resources about the background and reasons for the strategy. The objective of the second stage will be to get feedback on the options that are being generated. The objective of the last phase is to get feedback on the collectively created strategy.

She described how staff is trying to avoid creating a typical PIC by providing a comprehensive process of many different avenues to consult, including presentations, workshops, and a strong on-line presence. Staff don't want to overwhelm the public with too many panels. They want to make it more welcoming. She showed a map of information stations that participants will receive when they arrive, and which helps them decide where they want to go. Each station provides a specific type of information. Staff want the information to be interesting and interactive, so that people can participate in learning. It has been designed to allow participants to get a lot of attention from staff and to allow many opportunities for participants to provide comments and input to the team.

**Betsy Varghese** noted that providing a Kids Zone will help to reduce the barrier to having parents participate in the PIC, and will allow children to learn and parents to have the opportunity to participate in the other stations.

Participants walked over to a display of the draft panels for Station 2. They viewed the panels for the other stations using smaller printouts and on the projector. The following is the discussion about the panels for each station.

## **Station 2**

The goal for this station is to help people understand why the City is doing a strategy and how the City is doing a strategy. In particular, there is an emphasis on the reasons for the strategy, such as limited land fill capacity, and the changing nature of waste.

**A SAG member** noted that the words “waste” and “garbage” are used interchangeably and said that is a bad use of the terms. **Betsy Varghese** said they will define waste as recycling, compost and garbage in their glossary of terms that will be provided at the back of the PIC Station map. **Vince Sferrazza** said that they are trying to speak the language of the lay public. **A SAG member** said that they tend to use the term “materials” with adjectives such as “waste materials” or “recyclable materials” to distinguish between them. **A SAG member** said for educational purposes TEA tends to use the language of the City bins (“garbage” vs. “recycling” and both as “waste”) so that people know what they are referring to. **Vince Sferrazza** invited participants to let staff know if there are alternative words they would recommend. **A SAG member** objected to using the term “waste” for recyclables as she believes people think of waste as what goes in the garbage, not recycled. **A SAG member** asked the City to be consistent in their wording to help them stay on track with their educational efforts. Staff will reconsider the terms used for this.

The group considered panels with examples of how much waste is generated and about the differences between the single-family and multi-residential sectors. **A SAG member** said that the panels should highlight the 50%-50% multi-family / single family household split as it is an important concept for people to understand.

**Betsy Varghese** showed some props (bags of different types of waste) that will be used at the PICs to demonstrate the differences in waste streams by weight and by volume. There will also be an opportunity for PIC participants to write their ideas about their values on a board at this station.

**A SAG member** wants to use the term “solutions” rather than “solution” to emphasize that there will be a variety of solutions and not just one.

**A SAG member** also highlighted the importance of reaching out to different immigrant, language and cultural groups and said that he doesn't think many of these groups will come to formal PICs. He hopes there will be alternative venues for these groups. **Annette Synowiec** said that the Strategy will be promoted at community events, environment days etc. **A SAG member** said he can provide some additional suggestions. They agreed to continue this conversation together off-line.

## **Station 3**

The goal of Station 3 is to provide a brief history and understanding of the current waste management



practices and system. It shows the locations of transfer stations and informs the public about where they can go to take their waste. It also compares Toronto to other cities in North America, highlighting that Toronto is top in terms of waste diversion. There is also a description of the waste hierarchy (Reduce, Reuse, Recycle, Recovery, and Residual Disposal). Staff have also aimed to raise awareness of other City programs. Staff have drawn attention to the fact that not all recyclables make money for the City – sometimes the City has to pay to have it recycled. Other panels describe the organics program and the Green Lane Landfill.

**The facilitator** asked if the objective of this station had been reached. Most people agreed that it had.

**A SAG member** suggested an additional panel about the cost implications (costs vs. benefits) to the tax payer of the various programs to address misperceptions about recycling always costing more.

**A SAG member** suggested that it would be useful to mention private waste that is not part of this waste stream. **Annette Synowiec** said that private waste collection is not tracked by the City. **The facilitator** asked if it should be made clearer that this is only about what the City manages rather than private collection, so that people realize this is primarily only the residential sector. **A SAG member** said he would caution about over-celebrating our success given the amount of waste collected by the private sector. **A SAG member** agreed that this is a very confusing area (people might recycle different things at work than at home, or in apartments than in houses) and she said that sometimes it is best to avoid the details of this topic. However, she does try to explain that contracted waste services by the City is different than private collection.

**A SAG member** agreed that cost is important to highlight, in order to emphasize the importance of waste reduction. She said this is a good opportunity to highlight what is recyclable now, which is more relevant than what was recycled in the past. Many people want to know what is actually recyclable.

**A SAG member** said that the panels should also include details about all the waste streams.

#### **Station 4**

The goal of Station 4 is to get participants to understand which options will be explored in the waste strategy, focusing on diversion and disposal. These include: mechanical-biological treatment, which extract recyclables and organics from the waste stream, leaving residuals; thermal treatment in which recyclables are extracted from the ash, and the ash is used for construction or other beneficial uses or sent to landfill; and expanding or purchasing more land for landfill. The team will be getting PIC participants to provide input about what they put in the garbage, and share their own waste diversion tips.

**The facilitator** asked who thought the objective had been met. Most agreed it had.

**A SAG member** said the word “reduction” had not been mentioned anywhere and that people need to think about reduction more. The word “diversion” often gives people permission to throw things out – they don't think about reduction when they hear diversion.

**A SAG member** emphatically requested that non-profit organizations be included in the group of partnerships. Some creative solutions can be found with social enterprises through non-profits.

**A SAG member** asked if “disposal bans” is referring to City collection or the entire city. **Vince Sferrazza** said he doesn't think the City can institute a disposal ban on those who use private disposal. **A SAG member** thought it should be clarified that this is only for City collection.

**A SAG member** asked about the charge on plastic bags (and other options to support reduction of waste) and where that would fit in as an option on the table. **A SAG member** said that it could fit under Waste Management Policies but suggested that municipal policies be included, not just provincial.

**A SAG member** suggested enforcement should be included with Promotion and Education.

**Vince Sferrazza** said that the team should be careful that too much emphasis not be put on “end of pipe” solutions, agreeing that it gives “permission” to put items in the waste stream. More emphasis should be put on behavioural changes.

**A SAG member** suggested getting community input about which options they would want to prioritize. **Annette Synowiec** agreed that this is important and noted that this will be a major focus of the second round of public consultation. The first round is just to introduce the various concepts, and make the public aware that thermal treatment can now be considered.

## **Station 5**

The goal of Station 5 is to ensure participants know how to stay involved. It provides information about the various ways the public can be in touch with staff and keep informed about the strategy as it progresses.

## **Overall comments**

**The facilitator** thanked the group for moving past her request not to “wordsmith” by focusing on some key words in recognition that key words can be very powerful in the way they educate and inform.

Additional comments should be sent to Annette Synowiec by the end of the week.

**Annette Synowiec** mentioned that starting next week the PICs will be advertized and she encouraged the group to use their networks and organizations to publicize the PICs and encourage people to attend.

**Annette Synowiec** will send communication about the next meeting. Attendees are also welcome to send her suggestions or comments about how the meeting was run and suggestions for the future.

**Annette Synowiec** will be the key contact for general questions, concerns, etc.

## 5. “Parking Lot”

A **SAG member** suggested leaving the 30-50 year as a concept to come back to at some point. He understood Jim McKay's explanation and said it made sense.

**Vince Sferrazza** said that there is a commitment to re-examine the following: clarifying communication with the media, and attribution of comments in notes. Vince Sferrazza said he would send out an email within a week to clarify these points.

*Action Item: City staff to send e-mail to SAG within one week clarifying the confidentiality clause of the ToR, specifically in reference to communication with the media. It will also address attribution of comments in the notes.*

A **SAG member** will be taking the issue of increasing participation off-line with Annette Synowiec.

## 6. Summary of Actions, Meeting Close and Thanks

**The facilitator** thanked the group and invited feedback about how the meeting went, and how it was run.

**Vince Sferrazza** noted that City Council has instructed Solid Waste Services to report back quarterly. They will provide an information report to Committee on June 18. No actions will be included other than to accept the report for information. The SAG will receive a copy of this report.

**Vince Sferrazza** thanked the group for their participation and their perspectives, and for sharing their opinions. He will be happy to report that this meeting went well.

The meeting was adjourned at 3:33 pm.

**Toronto**

# Long Term Waste Management Strategy

## Stakeholder Advisory Group

Sharon Fleming  
Acting Director, Policy, Planning & Support  
Solid Waste Management Services

May 27, 2014

1    LONG TERM WASTE STRATEGY

**Toronto**

# Agenda for Today's Session

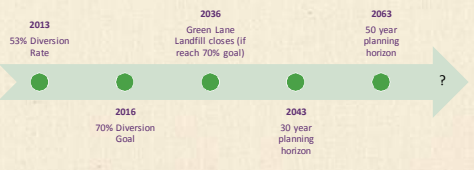
- Background & Purpose
- Review of Staff Reports available to date
- Project Guiding Principles
- Scope of Work & Work Plan
- Work Completed to Date
- Consultation & Engagement Activities
- Q&A

2    LONG TERM WASTE STRATEGY

**Toronto**

# Background & Purpose




- SWMS is exploring long-term sustainability measures for the management of its residual waste for the next 30 – 50 years.



The diagram shows a horizontal timeline with a green arrow pointing right. Key milestones are marked with green dots and labeled with years and descriptions:

- 2013**: 53% Diversion Rate
- 2016**: 70% Diversion Goal
- 2036**: Green Lane Landfill closes (if reach 70% goal)
- 2043**: 30 year planning horizon
- 2063**: 50 year planning horizon




A question mark (?) is placed at the end of the timeline arrow.


3    LONG TERM WASTE STRATEGY

**Toronto**


# Staff Reports to Public Works and Infrastructure Committee

- March 19, 2013: Long Term Waste Management Strategy
- July 16, 2013: Long Term Waste Management Strategy - Terms of Reference
- October 4, 2013: Results of Request for Proposals No. 9119-13-3146 Contract for the Long Term Waste Management Strategy

4    LONG TERM WASTE STRATEGY





## Project Guiding Principles



Five guiding principles will define the development of the long term strategic direction for the management of Toronto's waste:


1. Consideration of options which support waste reduction, reuse, recycling and recovery before final disposal.
2. Consideration of all other environmentally approved disposal options to extend the life of the Green Lane Landfill.
3. An open and transparent review of the options.
4. Innovation and flexibility to adapt to emerging technologies and changes to the regulatory environment.
5. Development of policies and opportunities for collaboration.


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## Scope of Work

- The Strategy will consider a 30 – 50 year planning horizon
- The Strategy will be used as a high level decision making document to help guide future SWMS' policy decisions
- The Strategy will not deal with siting potential facilities, conducting any Environmental Assessments or vendor selection for any options identified
- A Triple Bottom Line sustainability framework will be completed to evaluate the social, environmental and economic performance of each option
- Public and stakeholder consultation will be an integral component of Strategy


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## Scope of Work – Options




- Options to be examined by consultant:
  - Comprehensive review of waste diversion techniques, practices
  - Technological options such as mechanical biological treatment and energy from waste
  - Redirecting waste to other landfills, expansion of Green Lane Landfill, purchase of another landfill, reduce/eliminate paid private waste at transfer stations and landfill
  - Public/private partnerships and partnerships with other municipalities
  - Extended producer responsibility and recommendations for amendment to the existing Waste Diversion Act, 2002.

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## Work Plan



**THE PROJECT PROCESS**

**Where Are We?** – Review and document the current waste management policies, programs and facilities in the City's waste management system.

**How to Get There?** – Determine potential options available to manage Toronto's waste over the 30-50 years.

**Evaluate Possibilities** – Review and recommend options that are appropriate to manage Toronto's waste into the future.

**The Waste Strategy** – Summarize the work completed and highlight the recommended next steps.

**BUILD THE FOUNDATION** | **DEVELOP THE STRATEGY** | **DOCUMENT & DECIDE**


Public Information Centre #1 (We are here!) | Project Survey #1

Public Information Centre #2 | Project Survey #2

Public Information Centre #3 | Project Survey #3

How we'll keep you connected

Spring 2014 | Summer 2014 | Fall 2014 | Winter 2015 | Spring 2015 | Summer 2015


8





## Work Completed to Date

- ✓ Data collection & review
- ✓ Drafting of *Current Waste Profile*
- ✓ Public Consultation Plan & Implementation Plan
- ✓ Communications Plan

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## Public Information Centres

- Staff are holding 4 Public Information Centres at three key stages of the study
  - Round One: focus on providing background information on the City's waste management programs and challenges as well as presenting an overview of the study purpose, options, timeline and opportunities for public involvement
  - Round Two: seek feedback on the long list of options to manage residual waste and the screening criteria to develop a short list of options
  - Round Three: present the draft Strategy and request feedback
- For Round One, four Public Information Centres will take place from 6:30 – 9:00 pm on the following dates:

East	North	South	West
June 9, 2014	June 16, 2014	June 17, 2014	June 18, 2014
Scarborough Civic Centre (Rotunda)	North York City Centre Memorial Community Hall (Burgundy Room)	Metro Hall (Rotunda)	St. Andrew's Presbyterian Church
150 Borough Dr. (McCowan Road & Ellesmere Road)	5110 Yonge St. (Yonge Street north of Sheppard Ave.)	55 John St. (John & King St. W.)	3819 Bloor St. W. (just west of Kipling)

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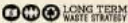





## Additional Engagement Activities

- Councillor Engagement
- Key Stakeholder Meetings
- Community Outreach Events
- Communications & Digital Engagement
- Survey (On-line and print)


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## Questions?

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**CITY OF TORONTO: LONG-TERM WASTE MANAGEMENT STRATEGY**  
**Stakeholder Advisory Group (SAG) Meeting #2**  
**Thursday, July 3, 2014**  
**Metro Hall, 3<sup>rd</sup> Floor, Meeting Room 304**  
**9:30 am – 12:30 pm**

**Attendees:**

Stakeholder Advisory Group Members:

Daryl Chong – Greater Toronto Apartment Association	Melanie Stoughton – TDSB
Stefan Martens – TCDSB	Virginia MacLaren – University of Toronto
Kate Parizeau – University of Guelph	John Kiru - TABIA
Jo-Anne St. Godard – Recycling Council of Ontario	John Campey – Social Planning Toronto
Emily J. Alfred – Toronto Environmental Alliance	Bryan Purcell – Toronto Atmospheric Fund
Rob Cook – Ontario Waste Management Association	Boyd Dyer – Toronto Community Housing

Staff:

City of Toronto:	Sharon Fleming – Solid Waste	Pat Barrett – Communications
	Michelle Kane – Solid Waste	Kate Kuziak – Public Consultation
	Annette Synowiec – Solid Waste	

HDR: Jim McKay, Project Manager for the consultant team  
Christine Roarke

Consultant Facilitator: Betty Muise

The meeting was called to order at 9:38 am.

**1. Welcome and Meeting Objectives, Agenda and Process**

**The facilitator** welcomed the group on behalf of the City to the second SAG meeting. She invited the group members to introduce themselves, noting that there are some new members who have joined since the last meeting. The SAG members introduced themselves:

**Kate Parizeau** is from the University of Guelph. She has a particular interest in food waste.

**John Campey** is the Executive Director of Social Planning Toronto. He will be interested in looking at triple bottom line solutions, and also in ways to involve the not-for-profit sector.

**Rob Cook**, CEO of the Ontario Waste Management Association, represents public and private interests in the waste management sector.

**Stefan Martens** represents the TCDSB. The TCDSB has concerns about rising costs in order to operationalize waste solutions in the schools.

**John Kiru** is the Executive Director of the Toronto Association of BIAs (TABIA). He is a new member of the SAG. TABIA represents 35,000 businesses, most of whom use the Yellow Bag Program, though some use private waste collection. He is here to look after the interests of TABIA's membership, relating to storage and placement of waste, and in managing the different waste streams. For example there are concerns about how waste management relates to public health regulations in the food service industry. He also sits on a committee about grease traps in the food service industry.

**Melanie Stoughton** is from Facilities Services at the TDSB. The TDSB is interested both in the management of waste and also in educating students about waste.

**Daryl Chong** is the president of the Greater Toronto Apartment Association, an association of private sector landowners and property managers. It covers over 150,000 suites in the Toronto area.

**Bryan Purcell** represents the Toronto Atmospheric Fund (TAF), an arms-length agency affiliated with the City, that was established to reduce greenhouse gas emissions and improve air quality. Waste management contributes significantly to the City's greenhouse gas (GHG) emissions, and the reductions in GHG emissions have come in part from better waste management, especially the green bin program.

**Boyd Dyer**, from Toronto Community Housing (TCH), is a new member. TCH is a significant user of the waste management services of the City of Toronto. TCH has a number of partnerships with other people around the table at the SAG.

**Jo-Anne St. Godard** is from the Recycling Council of Ontario which focuses is on solid waste. They work with municipalities in solid waste reduction strategies.

**Emily Alfred** is representing the Toronto Environmental Alliance (TEA). Waste is one of the issues that TEA focuses on. When talking with residents across Toronto, recycling is a very good entry point into discussions and awareness of environmental issues.

**Virginia MacLaren** is a new member of the SAG, and a scholar from the University of Toronto. She studies the social and geographic implications of waste management such as siting of facilities, and household practices and behaviour.

**The facilitator** reviewed her responsibilities with the group, noting it is her job to keep the group on track and focused on its objectives. The SAG is an advisory group that brings a broad range of



perspectives to the table that will help inform a well developed, well crafted long term waste strategy for the City of Toronto.

The staff at the meeting also introduced themselves, as per the list of attendees at the top of the minutes.

**The facilitator** addressed the issue of attribution in the meeting's minutes. At the last meeting, there had been a discussion about attribution in the notes. Annette Synowiec had circulated an e-mail with a decision that the notes will not attribute comments to members of the SAG unless somebody specifically asks for their comments to be attributed.

Another issue from last meeting related to confidentiality. **Annette Synowiec** informed the group that the City does not foresee any confidential issues being shared with the group, however if it does arise, it will be noted and highlighted, and a form will be circulated for sign-off. Otherwise there are no confidentiality issues so the minutes and discussion of this group can be shared freely.

There were extra copies of the TOR at the meeting. **The facilitator** reminded SAG members to sign the sheet indicating agreement with the TOR.

**The facilitator** highlighted the goal of the meeting, which was: "Continue to build a strong foundation for the effective operation of the SAG and help SAG members develop a solid understanding of the current City of Toronto solid waste management system".

The specific objectives of the meeting were to:

- Present an overview of the City of Toronto waste management system, including facilities, services, programs, unique features and accomplishments and performance measures;
- Determine if/what additional information might be required to allow SAG members to feel adequately prepared to advise (in the future) about the Strategy and the various options that will be considered.
- Present an update regarding meeting #1 issues.

Originally the challenges of the system were going to be discussed at this meeting, but it has been deferred until another meeting, in order to give it the amount of time it needs.

**The facilitator** reviewed the agenda with the group and invited the group to ask questions during the presentation to improve their understanding of what would be presented. She gave specific examples, including: What do you mean/explain more? What does it mean/implications? I would like/need more information.

## **2. Toronto Waste Management System Overview**

The facilitator drew the group's attention to the Draft Waste Flow Diagram (Appendix I), which shows the material waste streams, starting with the material sources, how they are collected or transferred, and

then how they are processed or disposed of.

**A SAG member** noted that the diagram is inaccurate in that many of the collectibles are not collected from non-residential customers.

**Sharon Fleming** presented the first part (slides 1 – 9) of the presentation on an **Overview of Toronto's Waste Management System**.

*The presentation is attached to the minutes as Appendix II. The following captures the group's discussion surrounding the presentation. Slide titles are underlined and the following is organized under the slide heading from the presentation when the discussion took place.*

**Sharon Fleming** first described the City's Mission and Vision for Solid Waste Management, and the Strategic Framework in which Solid Waste Services operates.

The third slide is the Program Map for Solid Waste. **Sharon Fleming** noted that waste processing is a revenue stream and that the City puts out tenders, and vendors compete to take materials for recycling.

The next slide describes the City's Assets in Solid Waste Management. **Sharon Fleming** noted that the City has decided to outsource all recycling facilities.

**The facilitator** asked **Sharon Fleming** to clarify what a transfer station is. She replied that it is place where collection vehicles take materials to be sorted into waste streams and then driven to the appropriate facility for processing.

**A SAG member** asked how the City's fleet changed after privatization. **Sharon Fleming** said it had been reduced by about a quarter. Some vehicles in good repair had been kept for backup.

**A SAG member** noted that the 160 former landfills were listed as assets, and wondered if that is because of their potential for future energy or material recovery. **Sharon Fleming** said not necessarily - they are assets because they are locations that the City manages. There are one or two cases where opportunities for energy generation are being explored. There is an attempt to renovate the properties

**A SAG member** asked if the landfills are all in the GTA, or whether they are spread throughout Ontario. **Sharon Fleming** said she thought about 150 are in Toronto boundaries. The Keele Valley and Bear Landfill are in the GTA.

**A SAG member** asked what a durable goods recycle centre is. **Sharon Fleming** said that it takes items that could potentially still be used, like mattresses, lawnmowers, etc. These items are taken from the curb and sorted to go to the correct processor, or may be donated if in good condition.

**A SAG member** asked, in follow up to the fleet question, what the overall amount of equipment required is to deliver these services to the city, regardless of ownership. **Sharon Fleming** said that staff could find that information for the group.

A **SAG member** asked what the processing capacity of the facilities is. **Sharon Fleming** said that she could get back to the group with that information.

A **SAG member** asked about whether energy generation is happening at any of the facilities. **Sharon Fleming** said that until recently, there was a plan operational at Bear Road, and now new opportunities are being explored there. At the organics facilities, staff is looking at opportunities to use biogas. There are two projects on the go to capture and use methane to power buildings on site. The **SAG member** asked if anything was happening at Green Lane. **Sharon Fleming** said that it was not being done there yet, but when the results of the other projects are in, consideration will be given to it there. She also noted that part of this Long Term Strategy will be to make recommendations around that. A **staff member** noted that energy is generated with Eastern Power at Keele Valley.

A **SAG member** asked if there are any plans to go back to long abandoned sites for energy generation. **Sharon Fleming** said that there is an inventory being done of those sites to see if there are opportunities, but most are tiny sites which are unlikely to provide those types of opportunities. **Kate Kusiak** noted that there is a Biogas Utilization Study happening at Disco road, Dufferin and Green Lane for potential opportunities to capture and use it in a beneficial way. There is a Renewable Energy Application Process at Disco Road. There is a public information centre on July 8 that people may attend.

A **SAG member** noted that a major challenge for power generation would be to get this power on the grid, as there is a backlog of applications for this. **Sharon Fleming** said that they are aware of that and until those challenges are addressed, they are looking at using the energy on-site. At Disco Road, the City will be able to offset energy costs by up to \$1.6 million per year, giving a payoff in 3 years. The **SAG member** said that would work everywhere except Green Lane.

A **SAG member** asked where Green Lane is. **Sharon Fleming** said it is in London, Ontario.

**Sharon Fleming** continued the presentation at the slide Facilities, which is a map of the City's seven transfer stations. She noted that at the PICs, they had used the maps to get residents to plot their home locations to help them identify their local transfer stations. This was done to raise awareness about where residents can take items that do not fit in their bins.

A **SAG member** asked if there is a reason that the waste management districts don't match the general city districts. **Annette Synowiec** said that it used to, but it was essentially divided up for operational issues related to the most efficient routing to get to the transfer stations. The **SAG member** noted that some of these districts now cover three different community councils, which can be hard to manage politically, and wondered how that could be done. **Sharon Fleming** said that it would be very difficult to route around those boundaries. **Annette Synowiec** said that the General Manager of Solid Waste doesn't typically go to Community Councils. Solid Waste typically goes to Public Works and to City Council.

**Sharon Fleming** returned to the presentation at the slide Collection Customers, which describes the different categories of customers that the City serves.

**A SAG member** asked if staff could provide information on the number of customers for each category of collection customers. **Sharon Fleming** said that staff could provide that at a future meeting.

**Another SAG member** asked if staff has the diversion rates for each category of customers. **Sharon Fleming** said that information is available for the residential sector but more study would be needed for the other categories.

**The facilitator** noted that this seemed to be a very comprehensive list of customers and wondered how it compared to other municipalities. A knowledgeable **SAG member** said that the City of Toronto does more for commercial businesses; most other municipalities focus on residential only, and don't have the kind of multi-residential services that Toronto has. Another knowledgeable **SAG member** agreed with that statement, especially that Toronto does more for the downtown core commercial sector. **A SAG member** said that the scope is important for direction of the strategy.

**A SAG member** asked whether things that fall outside the City's mandate factor into this. What happens to commercial businesses that are larger than those in this category? What happens to the waste from there? **Sharon Fleming** said that a member of the City's legal team is looking into what kind of authority the City may have to manage the waste from that sector. One of the Councillors has asked for this to be looked into.

**A SAG member** said that there are a number of potential customers, such as post secondary educational institutions and hospitals, that should also be considered in this type of discussion. **Another SAG member** responded that those sectors are serviced by the private sector. There should be consideration about whether there should be City involvement there.

**Annette Synowiec** explained some of the complexities of studying waste from different sectors, such as participation rates. All the different customers get their collection on combined routes, so they do not arrive at the transfer station separately. Participation rates in the multi-residential sector are very challenging to measure because it all goes down the same chute. Solid Waste is looking at doing more detailed waste audits in the non-residential sectors in order to see how well they're doing. With regards to whether the City would look to include more Industrial, Commercial & Institutional (IC&I) in its scope of collection, she shared what she'd heard about San Jose, where they had a council that was pushing a zero waste agenda. They reintegrated private collection into municipal services to enforce their by-law to get to zero waste. It took about seven years to do that. If Toronto were to go that way, it would need a mandate from Council. There is a desire from some stakeholders to align with the City's strategies, even if there is no authority to make them do so.

**A SAG member** said that, based on the last study he knew of, what is shown on the list in the presentation is about a third of total commercial customers, and the non-City customers cover about two thirds. This would probably require working with the Provincial government, as this is under their authority. The Province has made waste management a priority.

**Jo-Anne St. Goddard** said that the Recycling Council of Ontario has launched a certification program for large IC&I generators, which requires audits. They ask permission of all their applicants to be able to use their data on an aggregated basis. She said that they have permission to share that information

with the City which could save the City the step of doing those audits. She also wanted to comment on regulatory authority. The City has assets in their landfills, where she thinks they can apply bans and levies, possibly to the non-customer base, that she would encourage the City to explore, as other municipalities have done. There are also business licenses that can be used, as Owen Sound has done, to require a waste management plan. The City doesn't have to be too limited by its regulatory authority.

**A SAG member** asked if Commercial Businesses and Residential Units Above Commercial properties (RUAC) are collected at the same time. **Sharon Fleming** said she believes they are all collected at the same time, often at nights. **Annette Synowiec** added they are all collected weekly and some have more frequent organics collection.

**Another SAG member** commented that collection from IC&I is complicated. Ottawa is also looking at the issue of legal authority and have concluded that they couldn't require anything, so Toronto should look at it as some background. The Province has recognized that the IC&I sector needs some attention, so there is a stakeholder group that has been started by Minister Bradley, which will be looking at how to approach this sector over the next 12 months. Regional Public Works Commissioners (RPWC), which Toronto is on, and AMO are on it. There is an opportunity to link what the Province is doing with what is being done here.

**Sharon Fleming** continued with the presentation slides, Waste Statistics and Services and Programs.

**A SAG member** asked why some of these various programs are not offered for non-residential customers. **Sharon Fleming** said that there have been different rates for schools. The **SAG member** said that the school rates are going up to commercial levels so it should include additional services. **Sharon Fleming** agreed that this may be a good time to review these issues.

**A SAG member** said he'd like to know more about the workforce, and how many people are involved in providing services, including both contracted out and City employees.

**Another SAG member** said that he would like to know about the life expectancy of the City's facilities. How efficient are they? Are they running near capacity? He said that some restaurants are required to use biodegradable containers or forks at City facilities and the Exhibition. **Sharon Fleming** said that requirement doesn't come from Solid Waste. **Michelle Kane** said that Solid Waste doesn't promote biodegradables in the green bin because they are taken out the waste stream in the beginning of the process. **The SAG member** agreed that it could be a different division that does it, and it could be an issue of silos within the City requiring different things. **Sharon Fleming** said that biodegradables compromise the value of recyclables because they're not really plastic. **Another SAG member** said that sometimes people are trying to do the right thing but it has to be looked at from a whole system approach.

**A SAG member** asked whether anything is known about informal collection and how it affects what is collected. **Sharon Fleming** said that those who come to people's homes and scavenge generally leave what nobody else wants, so it cannot be easily donated. Also, the City is not really picking up any metal anymore because this is generally taken by the informal collectors first. **The SAG member** suggested that this might be something to look at in the strategy. **Another SAG member** said that in Durham,

when items get to the curb they are owned by the City. **Sharon Fleming** said that is also the case in Toronto. **The SAG member** asked why it is not enforced, if it is affecting a revenue stream. **Another SAG member** said that part of the reason it is not enforced is related to poverty. Though some revenue may be lost, the optics don't look good cracking down on people who are trying to alleviate their poverty. **Sharon Fleming** said that it actually is not detrimental with broken glass because the City has to pay to have it taken away. **Another SAG member** said that people who gather don't always do it for profit. They often use it themselves. **Another SAG member** said that due to the problem of bedbugs, he's been told to slash furniture and mattresses that are being thrown out, and this instruction is followed. **Another SAG member** asked if the City knows how much material is being gathered informally at curb-side and who is taking it. A **member of staff** said the City doesn't know this.

**The facilitator** thanked Sharon Fleming for her presentation and said that the discussion would now move onto the presentation about components. She also said that there have been several requests for information, and that those requests are being recorded in the notes. The staff will check through the information requests in the notes and if they can get the requested information for the group, they will bring it to the next meeting. **The facilitator** noted that the scope of the Strategy, such as waste streams currently generated from non-City customers, had been a theme throughout the discussion.

**Jim MacKay** presented the next part (slides 10 – 16) of the presentation on an **Overview of Toronto's Waste Management System**. (*See Appendix II*).

**Jim MacKay** described Promotion & Education as the most important component, because the customer must be involved and must understand their role for the waste management system to work properly. He emphasized the use of the term “customer” in the way the City thinks of the system's users. He said that the focus on waste reduction comes through promotion and education, and that reduction is often thought of as a negative in terms of its impact on economic growth, but this does not have to be the case. Education also enables people to set out their waste properly, and to reduce contamination. A diversity of customers and cultural diversity means that although everyone has to do the same thing, how they do it, or learn about it, is different.

**Jim MacKay** went on to explain Collection and Transfer. Transfer stations were sited around the demographics and layout of the City at the time. A lot of that has changed. Work on the Long Term Strategy will involve looking at issues relating to the life-span of those facilities and what happens afterwards. Toronto is not expanding geographically, but it is growing, mostly upwards. The demands on the transfer stations are growing.

With regards to Processing, **Jim MacKay** mentioned that the City has contracted out recycling facilities. The Dufferin facility is empty now and it is yet to be determined what will happen with it. The City has, however, invested heavily in anaerobic digestion facilities for its organic waste processing. This strategy will also have to adapt to changing legislation that may come about as a result of a Provincial waste management strategy, which the new Liberal majority government may work to implement.

In explaining Disposal, **Jim MacKay** said that the majority of waste that cannot be digested or recycled is going to Green Lane Landfill. Working on this Strategy will require looking at how long

Green Lane will last and then what is the next alternative (or what can be done to extend Green Lane's life)?

On Regulatory, Policy & Planning, **Jim MacKay** said that all programs, services and infrastructure must be supported by the regulations. The City of Toronto is the largest municipality in Canada. The Strategy can position Toronto as a leader which other municipalities can follow suite. He also said that he thinks that one of the reasons that IC&I is not diverting as it should is that though Provincial regulations are there, they are not being enforced, so municipalities are trying to take control of this sector.

**Jim MacKay** summarized Some Common Themes: safety, reliability, accessibility, efficiency, cost effectiveness, sustainability. These themes will become the type of criteria that will be used to evaluate the options under consideration.

**A SAG member** said that key to all of this is going to be enforcement within the system. There is illegal dumping, and stuff going in the sewer. He asked how all this is enforced and whether enforcement is a theme throughout the whole thing? **Jim MacKay** replied that it is, and that promotion and education is used as a carrot but enforcement is needed as a stick. **The facilitator** asked whether enforcement should be regulatory or implicit throughout the system. **The SAG member** said that it resides in the regulation side of it, but one customer who throws batteries in the green bin every week consistently destroys the waste stream from the whole street and area. With those kinds of problems, how do you enforce the system?

**A SAG member** said that she learned in a recent visit to Vancouver that the Metro Vancouver Regional Authority has decided that the transfer stations will be a fulcrum of action. A lot of IC&I waste is going through transfer stations, and that allows them more control of what is going in. She wondered whether that is happening here. **Another SAG member** explained that Vancouver has flow control, which means the municipality has control of the waste flow ensuring it goes to certain places and facilities. Toronto doesn't have that. He said that there will be a question of whether Toronto could and should have flow control. **Jim MacKay** noted that one of the councillors has raised that question. There are also different types of flow control, for example where the City doesn't actually manage the waste but licenses the operator so they do it a specific way.

**A SAG member** said that this was related to her earlier point about licensing the generator, which is a step above that. Also, in terms of leveraging the City's ability to make policies, the City often thinks about influencing other jurisdictions, but the City of Toronto is a large procurer of goods and services. She suggested connecting the City's procurement processes to issues of waste diversion. For example, her organization has worked with the TTC to ensure their procurement processes only buys fluorescent lights for their subway tunnels where the provider will take it back and have it recycled. That is stipulated in the procurement process.

**A SAG member** asked whether there is information about levels of contamination in the waste stream, and whether contamination can be traced back to the source. She asked what kind of analyses the City has about what it could do about contamination of the waste stream. **Jim MacKay** replied that it is known at the processing facilities how much contamination is there, but not necessarily which truck it

came from. In very obvious cases, it can sometimes then be traced back. What is known about sources of contamination has been learned through waste audits which identify the types of contamination.

**A SAG member** provided a comment on the SAG discussion process. He noted that some interesting potential ideas were being raised in the discussion, and he suggested creating an “idea parking lot” for ideas to be flagged for further exploration at a later point. **The facilitator** agreed with that suggestion, and suggested that she negotiate when to come back to those ideas. **The SAG member** agreed, and added that some ideas might not be feasible, and staff could explain that, but it would be helpful to provide an opportunity to have those ideas explored in more depth at a later point. For example, the issue of integrating the “informal collectors” could be returned to. Also, there had been mention of waste contamination from batteries: getting rid of batteries is hard. He suggested that with Canada Post moving to community mailboxes, perhaps there is an opportunity to incorporate a collection point at those mailboxes. **Another SAG member** noted that Niagara and Durham now have a separate container for batteries that hooks on the blue box. **Another SAG member** said that Durham gives a special bag for battery pick up once or twice a year.

**The facilitator** returned the discussion to the “ideas parking lot”, saying that it will be for ideas to find a place for further exploration either at a SAG meeting or in a separate discussion. **The SAG member** who had raised the suggestion described it as an ongoing list for staff to keep so they know what to come back to or explore in more detail.

**A SAG member** said that he would like to go further and pilot some ideas through TCH. He said that the 18 month time frame of this process would be long enough to allow piloting. TCH would like to be a source for implementing something to see how it works. That opportunity is open. There are already some joint initiatives he is working on with Annette Synowiec, and those can be brought back to the table to provide the discussion with practical results, rather than just theory.

**The facilitator** noted the suggestion and agreed the the format of discussion would be more disciplined about bringing forward ideas that arise. **Annette Synowiec** agreed that staff would mine the minutes for the ideas presented so far to ensure that all ideas are captured.

*The discussion stopped for a short break.*

**Annette Synowiec** presented the next part (slides 19 – 26) of the presentation on an **Overview of Toronto's Waste Management System**. (See Appendix II). This part of the presentation focused on the City's performance in delivering its programs.

**Annette Synowiec** explained the Volume-Based Rate System and then described the City's 2013 Key Accomplishments. She mentioned that the Disco Road facility has the capacity to meet the whole City's current needs while the other facility is under construction. She said that in order to facilitate more multi-residential participation, the City took away some of the barriers to participation. The City is now providing bins to apartment buildings so private property owners don't have to go through a separate procurement process for the bins.

**A SAG member** said that he'd heard there had been a six month delay on delivery of those bins.



**Annette Synowiec** said that was true and the procurement process had just closed recently. **The stakeholder** asked whether that meant some properties would not have them by the end of the year. **Annette Synowiec** said there are a couple of hundred that were not yet delivered but the City is offering the option of using carts, which should allow the smaller buildings to get on board in the meantime.

**A SAG member** noted that the presentation says the City added 2000 multi residential buildings. She asked how many are left. **Annette Synowiec** said there are a total of about 4500 buildings. All the curbside ones have been incorporated. The City started with a carrot approach, but have now sent letters telling people that they must participate or else they are in contravention of the bylaw. The City has not gone so far yet as to start cutting people off.

**A SAG member** asked if the City included a clause in the RFP for procuring bins, allowing other users. He said this is a stumbling block for the TCDSB as well. He said they are in contact with a provider but if the City could get a better bulk purchasing price, the TCDSB would be interested in that. **Annette Synowiec** said the City does want the school boards on as well, and staff can look into it.

**A SAG member** asked what the diversion rate would be once multi-residential properties are on board. **Annette Synowiec** said the City's target was about 30-35% from the multi-residential sector. The City is doing a lot of education and promotion, including having multi-residential ambassadors to encourage others. Staff are realizing it is difficult to get apartment residents engaged so they are open to suggestions on that.

**A SAG member** said that some of the multi-residential buildings have opted out of the City collection of organics. He presumes they won't be participating in any organics collection program. He wanted to flag this as an issue for further exploration.

**A SAG member** asked what mandate the City has over private collectors. **Annette Synowiec** said the City has none. The Province requires them to have a recycling program, but interpretation can be a problem. It can be satisfied with one recycling box outside. Also, there is very little enforcement.

**Another SAG member** said that earlier it was mentioned that a member of the City's legal team is examining the City's jurisdiction over private collection from the commercial sector. She asked if that could be expanded to include private multi-residential collection. **Annette Synowiec** said staff would note that and look into it.

**Annette Synowiec** returned to the presentation at the slide Service Performance. She explained the slight increase in overall residential diversion firstly as a result of increased organics collection: when people start separating organics they increase their recycling rates too. Also, new materials were allowed in the blue bin in 2013 (clear plastic). A flyer was sent out notifying people of the addition of new materials, but also telling them they could increase their recycling bin size for free. There was an overwhelming response with many people choosing to upsize their bins.

**A SAG member** asked whether the participation rate just counts homes that put out the bin, without anyone looking in it. **Annette Synowiec** said the participation rate is based on a four week drive around

study in a particular area to see if people are putting out their bins on a regular basis. It doesn't look in the bins.

**Annette Synowiec** returned to Service Performance (cont'd). A **SAG member** said he thought all multi-residential waste is picked up by Miller. **Annette Synowiec** said it is. The **SAG member** said the 50/50 split should be 75% private and 25% City. **Annette Synowiec** explained that 50/50 is based on customers. There are 4500 customers that are multi-residential. 1700 are collected curbside. The split relates to how their garbage is collected: curbside 95 gallon cart vs. front end bin. **Annette Synowiec** went on to Operating Budgets. A **SAG member** asked where the revenue generated from recyclables would show up in these budgets. **Annette Synowiec** said probably through user fees on the pie chart, but she would have to check.

A **SAG member** said it would be interesting to look at the scope of Toronto's budget compared to other cities, for example, on education and enforcement. It would also be interesting to do a cost-benefit analysis on it. **Annette Synowiec** said she thought the City averages about \$1 per household on promotion, though some of that number is for the Bylaw enforcement. **Jim MacKay** said that the project team is going to benchmark Toronto against other major urban North American and European cities, to see where Toronto fits in its spending. The correlation between spending on promotion and education and performance is a bit complicated as the comparison is not always "apples and apples"

A **SAG member** asked for clarification on City Beautification part of the budget. **Annette Synowiec** said it includes three litter vacuuming contracts, collection of Astral bins, bag and brooms squads, and recently installed bins in all City Parks. The park bins have increased recycling by about 20% there.

A **SAG member** said that other municipalities have moved forward with clear garbage bags to assist in enforcement. He asked if this has been looked at. **Annette Synowiec** said she didn't think this has been looked at on the commercial side. There were some legal concerns about confidentiality and privacy. Another **SAG member** said that Guelph was on clear bags but is moving to containerization, for efficiency.

**Annette Synowiec** completed her presentation, presenting slides Tonnes of Materials Diverted in 2013, Residential Diversion Rates, and Residential Diversion Rates.

A **SAG member** asked if there is a threshold where we've reached the maximum diversion possible. He wondered if there are any studies to help understand when Toronto could say "we're there", because it cannot reach 100%. A knowledgeable **SAG member** replied that there is a technological side of it and a behavioural side of it. We live in a consumer society that encourages things like disposables. We know that there is a lot of variability in different contexts. It is a good question: what is the actual threshold? She didn't think that threshold had been reached anywhere. Another knowledgeable **SAG member** agreed, saying that it is all about technology, economics and behaviour. There are those who advocate zero waste who think we can get very close to it. Another **SAG member** said that San Francisco estimates that they can get to 95-97%, but it is dependent also on policy from multiple levels of government, for example requiring companies to take back their packaging and not use non-recyclable packaging.

**A SAG member** asked how much has been invested in moving up one percent at source. He wondered if that money would be better applied and get better results at the plant. **Another SAG member** commented that it is known that low hanging fruit are done first. As you get higher, it costs more. At the end of the day it becomes an economic question. At the residential side, municipalities have made a decision to pay to do it. For IC&I, there's less participation because it costs them, because it runs like a commodity.

**The facilitator** said that she appreciated the questions but this group will need to get to these issues in later discussions and she suggested putting them in the Parking Lot.

**A SAG member** said he suspects that education is where there is a lot of room for improvements, and more work should be done on this in schools.

**A SAG member** said that in all the background reports to council, 70% has been the target, and she asked staff if that is still valid. **Annette Synowiec** said it is. Staff is not actively promoting it but is still talking about 70% by 2016. That level of diversion will extend the life of the landfill by some years.

### **3. Public Input Opportunities**

**The facilitator** invited the group to brainstorm on how to engage the public, and to write down any ideas on the cards they were given. She observed that it is challenging to engage the public and get their input on a long-term issue like this.

**A SAG member** said that depending on how sessions are structured, staff could approach community organizations that offer ESL programming and offer it through their classes. He also gave another idea: to engage school boards to integrate it into their Grade 10 Civics classes. He said staff should find out if there are teachers who would take that up - perhaps in a summer school program if for more immediate engagement, otherwise in September for next year.

**A SAG member** asked for clarification whether staff is trying to get more people to join this group or to do outreach and educate the public. **Kate Kusiak** said it is to do outreach, going out to the public (not more people to join this group).

**A SAG member** suggested using farmers markets for outreach. They provide a relaxed environment where people are strolling through and open to stopping at booths to have discussion.

**A SAG member** suggested putting information at waste facilities like transfer stations.

**A SAG member** suggested working through BIAs, resident, tenant and condo associations.

**A SAG member** asked which stage of public engagement is the project at now, since it affects how and what you ask. **Annette Synowiec** said that it is at the "building foundation" phase. Staff wants the public to know the City is doing a study. The next phase will be "where we're at and where do we go from here?" The **SAG member** suggested using social media.

**Another SAG member** suggested getting in touch with the producers of Metro Morning on CBC radio. Matt Galloway does focus a lot on what's going on in Toronto. It's free and accessible and prime time. She said CBC often has filler space for these types of things.

**A SAG member** suggested using special events by the City of Toronto. She suggested having somebody stand by the waste bins to promote this.

**A SAG member** suggested using the non-English press, which has a lot of volunteer writers. They are happy to translate an article that others write for them.

#### **4. Meeting #1 Follow-up/Circle Back**

**The facilitator** said that though it seems a bit odd to put Circle Back at the end of the meeting, the dynamic is that the earliest items get the most time and attention and are drilled down into. She wanted to allow that drilling down for the meat of the meeting, and that is why this is at the end.

She mentioned again that the TOR has been revised with regard to confidentiality clause. She reminded group members to sign the TOR agreement sheet.

**The facilitator** invited staff to report back on the PICs that had been the subject of discussion at the last meeting. **Kate Kusiak** said there were 4 PICs with about 25 people at each, for a total of about 100.

**Jim MacKay** reviewed feedback from SAG for PIC panels. (*See slides, Appendix III*)

**Annette Synowiec** noted that the PIC panels were currently on display in the Rotunda at Metro Hall so SAG members could look at them on the way out. The panels are also being posted on-line. **Jim MacKay** said that at the next meeting, there will be a summary report of the PICs and the SAG members will be getting that report.

**A SAG member** asked if the PDFs of the panels are available on the Long Term Strategy web page. **Annette Synowiec** replied that they are.

**Another SAG member** asked which educational materials were used at the PICs and whether the materials are available for school boards to use as well. **Annette Synowiec** said that every piece of educational material that Solid Waste has was used, and she can send him the link to the website where there are PDFs of all the material.

#### **5. Next Steps, “Parking Lot”, Summary of Actions, Meeting Close and Thanks**

**The facilitator** said that the Idea Box will be like a side bar to keep track of ideas raised during the meeting without losing track of the discussion.

Although the minutes will be generally unattributed, **the Minute-taker** asked permission for a general presumption of attribution when a SAG member describes what his or her organization is doing. The SAG members agreed that is acceptable.

**The facilitator** said that SAG members would receive an electronic feedback form to evaluate the meeting process. She asked if there were any objections to receiving the feedback form about the process of how the meeting was run. There were none.

**The facilitator** said there has also been some discussion about having a Facility Tour. She asked where things were at with this. **Annette Synowiec** said that most likely it would be done at Disco Rd. She said everyone would need to have steel toed boots. **A SAG member** said his organization could provide safety caps for SAG members who don't have those types of boots. **Annette Synowiec** said the tour would be a half-day at least in order to factor in getting to and from the facility. This would be in addition to the regular SAG meetings. Several SAG members indicated interest in this tour. Staff will work to set it up, including carpools if that makes it easier for people to get there.

The facilitator summarized the next steps:

- Mine the notes to look at which information the group has requested;
- Do work around facility tour;
- Have an Idea Box for future meetings (and mine the notes to capture ideas discussed earlier);
- Check about timing for next meeting – probably end of August.

**The facilitator** reminded the group that she is going to make a strong effort to start meetings on time in order to end on time. It is understood that people might sometimes be late but the norm will be that the group starts on time.

The meeting was adjourned at 12: 25 pm.

## SAG Meeting #2 Overview of Toronto SWMS

July 3, 2014

## Mission and Vision

### Mission Statement:

To provide **innovative waste management services** to residents, businesses and visitors within the City of Toronto in an efficient, effective and courteous manner, creating environmental sustainability, promoting diversion and maintaining a clean city.



### Vision:

To be an **International Leader** in the Operation of an Innovative and Sustainable Solid Waste Management Utility.



## Strategic Framework



## Program Map

Collection	<ul style="list-style-type: none"> <li>Garbage, Green Bins, Blue Bins, MHSW, Bulky, L&amp;YM, WEEE</li> </ul>
Processing	<ul style="list-style-type: none"> <li>Garbage, Green Bin material, Blue Bin material, MHSW, Bulky, L&amp;YM, WEEE</li> <li>Sales Revenue</li> </ul>
Residual Management	<ul style="list-style-type: none"> <li>Green Lane</li> <li>Closed Landfills</li> <li>Energy Generation</li> </ul>
Education & Enforcement	<ul style="list-style-type: none"> <li>Bylaw Enforcement</li> <li>Community Environment Days</li> <li>Promotion &amp; Education</li> </ul>
City Beautification	<ul style="list-style-type: none"> <li>Litter Pickup, Parks Bins, Special Events</li> </ul>

## Assets



- 7 Transfer Stations (6 with Household Hazardous Waste Depots)
- Green Lane Landfill
- 1 Material Recovery Facility (MRF)
- 2 Organics Processing Facilities
- 1 Durable Goods Recycle Centre
- 4 Collection Yards and 1 Litter Collection Yard
- 160 Former Landfills
- Over 600 vehicles and pieces of equipment
- Over 1.4 million garbage, recycling and green bins

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## Facilities



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## Collection Customers

Single family residences	detached, semis, duplex, rowhouses, most small apartment buildings less than nine units
Multi-family residences	apartments, condos, some townhouses , nine or more units
RUAC	Residential Units Above Commercial Properties
Commercial businesses	generally less than 4 floors and 500 m <sup>2</sup> of floor space
CIROs	Charities, Not-for-Profit, Institutions and Religious Organizations
ABCDs	City of Toronto Agencies, Boards, Corporations and Divisions
School boards	TDSB, TDCSB

Note: waste is also accepted at Green Lane from other municipalities and other City departments (e.g. wastewater solids, streetsweepings) and at transfer stations from residential and non-residential sources.

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## Waste Statistics

- Serve nearly 1 million households
  - 460,000 single family homes
  - 422,000 multi-unit homes
- 14,000 small commercial
- 6,000 litter/recycle bins (including parks, streetscapes)
- 1,000 special events/year
- Private, commercial and industrial waste accepted at transfer stations
- Manage approximately 1 million tonnes waste annually for last 4-5 years
- Divert 53% of all residential waste generated
  - 68% single residential homes,
  - 26% multi-residential homes

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## Services & Programs

- Blue Bin\* – fibres and containers – single stream, collected every other week
- Green Bin – food waste, diapers, pet waste & sanitary waste, collected weekly
- Garbage\* – collected every other week
- L&YM\* – collected every other week from March to December
- Bulky/white goods/durable goods\* – collected every other week at the curb
- WEEE\* – collected every other week at the curb
- MHSW\* – Collected at Environment days and by Toxic Taxi,
- Collection frequency varies with customer type (e.g. Multi-family may require more frequent collection)

\* Also collected at Transfer Stations



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## Promotion and Education

- Objectives
  - Inform customers about City's programs and services
  - Encourage reduce and reuse
  - Educate customers on how to properly set out and manage waste
  - Reduce contamination
  - Reduce amount of waste requiring collection, processing and disposal



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## Collection

- Objectives
  - Provide a level of service that is cost-effective and meets customers' needs
  - Ensure a system that is safe for collection staff, the public and the environment
  - Maintain a tidy, clean City through regularly scheduled collection of material from various sectors

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## Transfer

- Objectives
  - Ensure an efficient means of moving waste from one facility to another that is safe for staff, the public and the environment
  - Minimize costs and impacts

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## Processing

- Objectives
  - Ensure collected waste is processed safely and cost-effectively



<http://www.businessinsider.com.au/inside-a-waste-recycling-plant-2013-10?img=671x358.jpg>

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## Disposal

- Objectives
  - Ensure a cost-effective means of waste disposal that is safe for staff, the public and the environment



[http://www.vorpeter.com/Vorpeter\\_Fleet.htm](http://www.vorpeter.com/Vorpeter_Fleet.htm)

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## Regulatory, Policy & Planning

- Objectives
  - Develop policies to encourage waste diversion and proper disposal of waste
  - Leverage the City's ability to make policies
  - Advocate for revised regulations and policies at provincial and federal level

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## Unique Features

- Community Environment Days – residents can drop off MHSW, WEEE, reusable materials (e.g. art supplies, sports equipment), obtain bins, composters etc., pick up finished compost. One event per ward is scheduled annually for a total of 44 events.
- Toxic taxi – collect from 10-50L of MHSW from residences by appointment
- Bulky collection – no appointment needed, collected from curb on regular garbage day
- WEEE – collected at curb from SF and MF residences, no appointment needed

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## Unique Features

- Reuse centres – some materials like paint available free of charge
- Green Bin program – allows residents to use plastic bags and accepts diapers, pet waste, sanitary waste
- Collection of used cooking oil at HHW depots
- Diversion of mattresses, drywall, ceramics (toilets)
- Volume based rate system for all customers

## Volume-Based Rate System

- Fair and equitable
- Provide diversion incentive
- Provides rate stability and predictability
- Control of size/use of bins
- Green and Blue Bin collection, unlimited yard waste collection
- Multi-family residences can use either wheeled bins or front-end bins
- Commercial customers can use bins or bag tags




## 2013 Key Accomplishments

- Developed a 10 year Strategic Plan that sets the overall work plan of the Division
- Commissioned the Disco Road Organics Processing Facility
- Added close to 2,000 Multi-Residential buildings to the Green Bin Program; now a total of over 3,000 buildings participating
- Received Council approval for LTWMS, issued RFP and awarded contract to HDR

## Service Performance

- Curbside Collection:
  - Less than 1 complaint per 1,000 pass-bys
- Diversion Rates:
  - Overall Residential Diversion – increase from 52% to 53%
  - Single-Family Residential – increase from 66% to 67%
  - Multi-Residential – increase from 24% to 27%
- Single Family Residential Participation Rate
  - Green Bin – 89%, Blue Bin – 96%
- Tonnes of Residential Waste Disposed (est.) 357,000

## Service Performance (cont'd)

- Approximately 1100 Staff
  - 100% Self-Funded
  - 2014 Operating Budget – \$354M
    - \$252M from solid waste rates
  - 2014 Capital Budget - \$97M
  - 50% / 50% Split Service Between Public and Private
- 

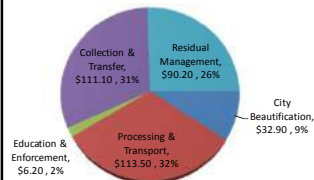


21

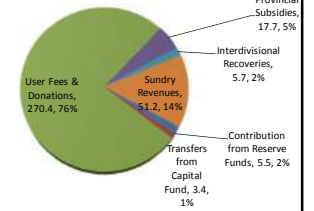


## Operating Budgets (2014)

### Operating Budget by Service (\$ millions)



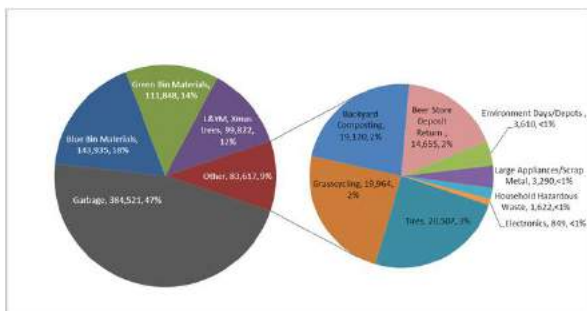
**Operating Budget by Funding Source (\$ millions)**



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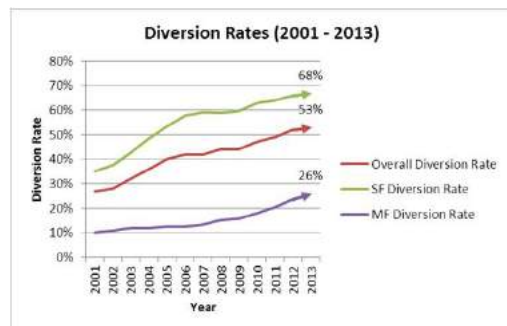
## Tonnes of Materials Diverted in 2013



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## Residential Diversion Rates



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## Thank You

- Questions?
- Comments?





**CITY OF TORONTO: LONG-TERM WASTE MANAGEMENT STRATEGY**  
**Stakeholder Advisory Group (SAG) Meeting #3**  
**Friday, September 19, 2014**  
**City Hall, 23<sup>rd</sup> Floor Boardroom, East Tower**  
**9:00 am – 12:00 pm**

**Attendees:**

Stakeholder Advisory Group Members:

Stefan Martens – TCDSB	John Kiru - TABIA
Cedric De Jager – Recycling Council of Ontario	Gary Rygus – Retail Council of Canada
Emily J. Alfred – Toronto Environmental Alliance	Bryan Purcell – Toronto Atmospheric Fund
Rob Cook – Ontario Waste Management Association	Boyd Dyer – Toronto Community Housing

Project Team:

City of Toronto:	Annette Synowiec – Solid Waste	Kate Kusiak – Public Consultation
	Michelle Kane – Solid Waste	Siobhan Ramsay – Communications
HDR:	Jim McKay, Project Manager for the consultant team	
Dillon:	Betsy Varghese	
Facilitator:	Betty Muise	

The meeting was called to order at 9:08 am.

**1. Welcome and Meeting Objectives, Agenda and Process**

**The facilitator** welcomed the group and reminded them that this group will be trying to start on time. She reminded the group of her role of ensuring that discussion remains focused and productive.

She introduced the goal of today's meeting: "Continue to build a strong foundation for the effective operation of the SAG and help SAG members to develop an understanding of the potential opportunities available to the City for future consideration". She said that this meeting would provide an overview of the 3Rs of waste management – Reduce, Reuse and Recycle. There would be a presentation for each "R", providing some examples of initiatives in each case from other jurisdictions in North America and around the world, and the group would brainstorm additional options for consideration. There would also be an overview of "Vendor Days", which is an event that is coming up.

She stressed that the options being presented today are not things that are definitely being picked for

Toronto, and that today's meeting is not about decision-making. It is to give ideas about what is possible, and allow for opportunities to generate more ideas about what Toronto could do. She also encouraged the group to think about partnership opportunities in implementing options.

**A SAG member** asked if the group had been “culled” since attendance was lower at today's meeting. **Annette Synowiec** replied that it had not, but several people could not attend today, although some members were still due to arrive. It was noted in fact that a new member was present.

**The facilitator** said that the project team would like to facilitate full attendance, and if anyone has any ideas about how to do that better, she invited them to share those ideas with the project team. She raised the possibility of doing some teleconferences to assist those who have to travel longer distances, and also said the project team may soon post the dates of the next three meetings to assist in scheduling.

**Gary Rygus** is a new member. He is the director of Government Relations (Ontario) for the Retail Council of Canada (RCC). RCC represents small, medium and large retailers of all formats.

The **facilitator** welcomed him, and invited the other SAG members and staff who were present at that time to introduce themselves. *(Note: some other staff and SAG members arrived later in the proceedings.)*

**Brian Purcell** is a program director for the Toronto Atmospheric Fund (TAF), an arm's-length agency with the City of Toronto, whose mandate is to work to reduce Toronto's Greenhouse Gas emissions and air pollution.

**Betsy Varghese** is with Dillon Consulting and is part of the project team for the Strategy.

**Jim McKay** is with HDR Engineering and is part of the consulting team.

**Cedric De Jager** is from the Recycling Council of Ontario, and was standing in for Jo-Anne St. Godard, who had been present at the previous meetings.

**John Kiru** was representing the Toronto Association of BIAs.

**Stefan Martens** was representing the Toronto Catholic District School Board.

**Annette Sinowiek** is on the project team, from Toronto Solid Waste Management Services.

**Michelle Kane** is on the project team, from Toronto Solid Waste Management Services.

**Kate Kusiak** is on the project team from Public Consultation, City of Toronto.

**Emily Alfred** was representing the Toronto Environmental Alliance.

**The facilitator** reminded the group of the “Idea Box” that had been introduced at the last meeting. This is a place where people can put their ideas that may need further exploration and/or discussion. She

reviewed the items already in the Idea Box:

- 50 year time frame
- Scope of City customers that can and/or will be served
- Integrating informal collectors
- Best collection of batteries
- The challenge of multi-residential – how to encourage consistent participation, and how to manage opting out of City collection to pursue private collection.

**A SAG member** mentioned that he always gets nervous about a City talking about topics in isolation of other municipalities. Retailers are always struggling with harmonization, especially those that cross multiple jurisdictions. The City needs to be aware what Regional Public Works Commissioners of Ontario (RPWCO), Association of Municipalities Ontario (AMO), Federation of Canadian Municipalities (FMC), and others are doing. He also mentioned that his constituents had survived the Waste Reduction Act 91, and are awaiting the new and improved Bill 91. This process could all be very affected by what comes of that Bill.

**Jim McKay** agreed that this process will be looking at harmonization. He said that Toronto is well placed to be a leader on that because of its size, and will be able to push for opportunities to harmonize programs and sharing infrastructure. He said that, with respect to Bill 91, there is always uncertainty in the waste business. This process will have mechanisms to ensure a certain degree of flexibility to accommodate what may come out of Bill 91. Nevertheless, he recognized that the contents of Bill 91 do have the potential to have some serious implications for how waste is managed in the future. Some municipalities are sitting back on their blue box programs and not making any major changes until they know what is going to happen.

**The SAG member** said that now there is phase 2 of Municipal Hazardous or Special Waste (MHSW) type activity going on, where funding for that activity could be gone as of next week. It then comes back to producers and municipalities getting together arranging to pay to have the waste taken away. Those kinds of wild cards are out there.

**Another SAG member** asked if the Province has been consulting with the City on Bill 91. **Annette Synowiec** said that there is consultation and discussion between the Province and the City. She also mentioned that Solid Waste's Acting General Manager used to work with the Province and is very active in multi-jurisdictional bodies.

## **2. Introduction and 1<sup>st</sup> R - Reduce**

**Betsy Varghese** made a presentation on the topic of Reduction. She reminded the group that it would not be evaluating or endorsing anything today, just presenting a few examples of what could be done. She mentioned that the next SAG meeting will cover “Recovery” and “Disposal”.

*The content of the presentation is provided in the slides that are attached to the minutes as Appendix I. The following captures the group's discussion surrounding the presentation.*

**A SAG member** asked if the Eaton Centre Urban Eatery has Green Bins. **Betsy Varghese** said that it does.

The discussion was opened up to ask members if they know of other innovative examples elsewhere in the world, and opportunities for partnership.

**A SAG member** mentioned the “Repair Cafe”. **Betsy Varghese** said that would be discussed in the next section.

**A SAG member** said there used to be a requirement in Toronto to charge customers for plastic bags to reduce bags. Although it was effective, it is no longer in place.

**A SAG member** mentioned that there used to be a requirement for take-out vendors to use recyclable or compostable packaging. This was also around the time of the requirement to charge for plastic bags.

**Another SAG member** said that originally the requirement had included compostable materials but that was removed because those types of materials mimic plastic and do not work with Toronto's industrial composting systems.

**A SAG member** said that it would be good to do something completely unique - perhaps even “super ridiculous” - that distinguishes Toronto as a leader in reduction. It would provide a lot of press and set the stage for other jurisdictions. The “standout idea” was put in the Idea Box.

**The SAG member** also said that it could be worthwhile looking at what others are doing. **Jim McKay** noted that most of the initiatives in the presentation were not municipal initiatives. Many are either commercially driven, or the equivalent of Provincial or Federal initiatives. The project team wanted to look at really unusual and innovative ideas. Sometimes the municipality is not the actor best placed to run or control the initiative, but it can be well placed to facilitate it, enable it, or help to get it on its feet, and then let another partner run with it. The team doesn't have to be constrained by the City of Toronto's mandate in these types of initiatives.

**A SAG member** asked if there are any data to measure success in these initiatives. He was concerned especially about the implications for the commercial sector about food that is starting to go off, and what happens to that food.

**Another SAG member** mentioned that another example in Toronto is Second Harvest, which picks up leftover food from restaurants and delivers it to shelters. She noted, though, that there are problems that arise when donations include food that has gone bad, and then Second Harvest has to pick up the costs of disposal. This highlighted the question about how successful these initiatives are.

**Annette Synowiec** gave an example from Greece where people who are cooking large meals can sell portions privately.

**Jim McKay** mentioned that there are a few examples where people have measured the return on their investment. It is hard to measure reduction, in particular, in some sectors, although in the commercial



sector it is more readily possible to measure how it has affected their environmental footprint, waste management costs, etc. **A SAG member** said that is great, because there are restaurants, for example, who are trying to divert or separate waste, but then face problems with Public Health inspectors. There is a challenge in balancing conflicting by-laws relating to food waste reduction and public health restrictions relating to food waste storage. **Jim McKay** said that although Toronto Public Health, and the other Divisions of the City of Toronto, are not at this table, they are engaged in this plan to ensure those problems don't arise here.

### 3. 2<sup>nd</sup> R - Reuse

**Betsy Varghese** presented the second R – Reuse.

*The presentation slides continue within Appendix I. The following captures the group's discussion following the presentation.*

The discussion was opened up to ask members if they know of other innovative examples elsewhere in the world, and opportunities for partnership.

**Siobhan Ramsay** mentioned that Toronto Animal Shelters take in old textiles, like sheets and towels, to care for the animals.

**A SAG member** said that the University of Toronto holds a “swap shop” for used furniture. For the first week it is available for other divisions and after that it is made available to anyone. There are enterprising people who go by to pick it up to use themselves or to sell it within their own communities. **Annette Synowiec** agreed that there is an opportunity for reuse in the period when students are moving in and moving out (and Toronto has a lot of students).

**A SAG member** said “green procurement” is not really reuse. He thinks it is everything: reduction, reuse, recycling, etc., but it is mostly incentivizing a market for recycled products. He noted that government is a huge market for products and he asked if Toronto has a green procurement policy. **Betsy Varghese** said that it does.

**The SAG member** said that he has heard of attempts in the commercial sector to create avenues for material exchange, where people can log on and mention that they have a specified quantity of a specified waste material available, so that other companies can request to take it for their own use. He said that he does not know whether those attempts have been successful.

**Jim McKay** said that as far as he knows, the TRCA is setting up one around the airport, where different industries are in contact with each other to facilitate waste reuse between companies. The best example he knows of is the Cement Kilns where they are trying to source specific materials from a number of different industries.

**The facilitator** asked if anyone from the City could address the question about green procurement. **Michelle Kane** said she knows there is a green procurement policy but does not know details. Staff

could find out more and report back to the group.

- *Action Item #1: report back on the City's green procurement policy.*

**A SAG member** said that the City is one of the largest buyers in Ontario and can have a very significant impact with green procurement. She said she does think that green procurement also fits with reduce and reuse and other issues, by buying more durable goods and by buying locally. She said that her experience with green procurement policies generally has been that vendors are required to fill out information about how they meet the requirements, but ultimately it does come down to money. She also mentioned that one of the problems with furniture reuse is the epidemic of bedbugs.

**A SAG member** mentioned that the culture of reuse has taken off with the likes of Kijiji. He wondered about how to replicate that within the public sector, and he wondered about opportunities for partnership. **Another SAG member** mentioned “FreeCycle”, which is a not-for-profit that facilitates goods exchange, but is about giving items away for free to ensure that they are not sent to landfill.

**Jim McKay** mentioned that Toronto's on-line “Waste Wizard”, which tells people which bins to put their items into, will soon be updated to encourage reuse. Where it now says “put in garbage”, for items like clothes, for example, will include a contact list of organizations that would take it for reuse (eg. Canadian Diabetes Association).

**A SAG member** asked if there is information about how much of the content of Toronto's garbage is reusable. **Annette Synowiec** said that is available for some big categories like food waste, but not for all categories.

**A SAG member** mentioned that mattresses and furniture are very large items, but are generally the most unwanted items at disposal sites. He is not sure where they go. He said he doesn't think they land up in landfill. **Another SAG member** said the City takes apart mattresses and recycles some materials from them. **Annette Synowiec** said that it is a challenge as there is not much material in the mattress for which there is a ready market. **Another SAG member** said he thinks that Sleep Country has a take-back program. Nobody present knew what Sleep Country does with the mattresses it takes back.

**A SAG member** raised the issue of electronics, which have high value materials and which are increasingly being disposed of after only a few years of use. He knows that some charities take electronics for reuse in schools or low income communities. He thought there may be ways to promote that more. **Another SAG member** said there is a lot of refurbishing and reusing electronics, but the challenge is that it is not being tracked well. He doesn't think there is a current data set of what is in fact being done.

**Siobhan Ramsay** suggested the possibility of partnering with commercial partners like the Apple Store about what to do with their old devices when people go to buy their new iPhone.

**A SAG member** noted that potential for reuse is somewhat limited for electronics because of confidentiality of data. He thinks a lot of electronics are recycled, and there are pretty robust recycling options for electronics now. **Annette Synowiec** said that the City does offer to collect electronics at curb, but it is always gone by the time the collectors get there, because the materials are definitely in

demand.

**The facilitator** called a 15 minute break.

#### 4. 3<sup>rd</sup> R – Recycle

The group reconvened after the break. For those members who had recently arrived, **the facilitator** reviewed what the group is doing today.

**Betsy Varghese** presented on the 3<sup>rd</sup> R – Recycling.

*The presentation slides continue within Appendix I. The following captures the group's discussion surrounding the presentation.*

**A SAG member** noted that one of the problems with underground vacuum collection is that when somebody puts the wrong materials into the system, it can jam the chute and that shuts it down for everyone in the system. **Another SAG member** said that mixing the waste streams increases the amount of contamination and also does not help in educating the public about their waste. **Betsy Varghese** said that there are some systems which do have separate chutes for different streams.

The discussion was opened up to ask members if they know of other innovative examples elsewhere in the world, and opportunities for partnership.

**A SAG member** said that there must be an example somewhere of a jurisdiction who is doing something right for multi-residential properties, particularly in the case of retrofitting existing buildings. **Another SAG member** said that there are some examples from Toronto where some buildings have reached high diversion rates. These come from buildings where the City held special workshops, and also some cases from Tower Renewal. It does require a combination of infrastructure, and a lot of education of residents, and strong buy-in from building managers and staff. **Michelle Kane** mentioned that each building is unique and the system has to be designed for each building individually. She said that although multi-residential waste management is not her file, she knows that Solid Waste is focusing on multi-residential buildings and there are annual workshops for multi-residential buildings.

**Betsy Varghese** mentioned that in Toronto's condos there are opportunities to charge owners for waste disposal, but green bin and recyclables are free. She had seen that in her building there had been behavioural change as a result of this. However that is possible only for condos, but not apartments.

**A SAG member** mentioned the necessity of educating young people on these issues to affect behavioural change.

**A SAG member** said that new multi-residential buildings are not so difficult to address – it is really the legacy buildings that are the biggest challenge.

**A SAG member** asked about chutes, and whether anyone had tried a system where the bins under the chute are moved to allow sorting of waste. **Another SAG member** drew and showed a diagram of a rotating fixture on the chute to distribute the waste into different bins. **The first SAG member** said he was imagining a low-tech version with different bins placed beneath the chute on different days, and notifying residents which days are for recycling, etc. **Another SAG member** said that some buildings had done that. **Michelle Kane** said that this has been tried, but that contamination is a big problem because sometimes people don't want to wait until the right day. **A SAG member** said that it is important to know that from a servicing perspective, if enough people put the wrong items in, contamination renders whole containers of recyclables as garbage.

**The facilitator** noted that multi-residential buildings will be an issue that the group will return to many times in the course of its work. **Jim McKay** said that multi-residential buildings make up a huge and growing proportion of the population, and so these issues must be addressed. While multi-residential buildings now house about 50% of the population, he projects that in about 25 years, it will go up to about 75-80%. **A SAG member** said that there are 143 cranes up in Toronto right now, and only two of them are for commercial buildings.

**A SAG member** asked about CFLs and batteries and other hazardous waste issues. **Another SAG member** said that a lot of them still get mixed into the waste stream. **Another SAG member** said that there are solutions on the table for items like paint, batteries, and CFLs, but the Province doesn't want to participate down those paths. He said that there is not a lot of trust out in the marketplace because of the Province's actions: they say that they want to do it, but it is like quicksand – the situation keeps changing. **Another SAG member** said that a problem has been that historically collection of hazardous materials resulted in a monopoly of the market (in contrast to recyclables, where there is an open and free flowing market). The government has been concerned about that, but he agreed, however, that there has not been good leadership from the Province.

**The facilitator** suggested wrapping up this issue because this group cannot fix the situation at the Provincial level, but it is important to be aware of the situation, and to have a City voice on this issue. **A SAG member** said it was important for the group to discuss it so that the City can become an advocate on these issues in the future.

**A SAG member** said she would like to look at what authority the City has relating to packaging guidelines. At least relating to Green Procurement, she would like to know what packaging guidelines or requirements could be instituted for City facilities or programs. **Another SAG member** said that whenever you have a City stepping forward relating to packaging, that kind of thing should be done at the scale of North America. To maximize the benefit of this, it should be done at the level of the Province, or even at the Federal level. He did recognize that the City could be the catalyst for this work.

**The facilitator** noted that due to its size, the City has the opportunity to be a catalyst for the kind of audacious change that was mentioned earlier.

**A SAG member** talked about the situation regarding plastic bags. He said that progress was made in reducing plastic bags very significantly, but political fumbling messed this up and undid a lot of the success.

**A SAG member** wondered about the potential to expand what is recyclable. He said it seems like plastic wrapping as almost the only material left in his garbage these days. **Jim McKay** said that the issue is really about whether there is a market available for the materials. He said an important question that can come out of this strategy is whether the materials generated from the City of Toronto are enough to actually start a market. What would it take to support an entrepreneur to set up that market?

**A SAG member** said that he was in PEI for a conference. The waste management people there had a partnership with an entrepreneur about how to turn boat wrapping into a bench-type product for use on the island. This is an example of seeing economic opportunity in the waste.

**A SAG member** asked if the City is aware of the time frame for material breakdown based on the composition of waste in the landfills. **Jim McKay** said that the City does have detailed information about waste composition and what it is, what it will be, and how it breaks down.

**Annette Synowiec** wanted to raise the topic of “gamifying” waste reduction. There are games, for example on smart phones, to help educate the public about waste reduction, sorting, etc. She gave an example of a game she had seen to educate about reducing water bottle use. **A SAG member** said there are some games out in the States that people use for these purposes. **A SAG member** said that Durham Region has an on-line game to educate people how to sort their waste into the right bins.

**A SAG member** said that she has heard of an idea about regional composting facilities. There are community gardens that don't have enough food waste for their composting. One garden is advertizing to local apartment buildings asking them to bring their food waste. This could be something that the City could facilitate.

**A SAG member** said that there needs to be an incentive to get people to work together. If a building can work together to achieve its goals, it should get an incentive. It is useful to have small committees that debrief the rest of the community on how things are going.

**A SAG member** asked whether the group should be looking at some of the new products on the market, like the Orca product, that deal with organic waste in the larger ICI sector (like the Air Canada Centre and some hotels). **Jim McKay** said that there are two approaches to organic waste: to take it away or manage it on-site. **A SAG member** said that they all have their challenges, for example the Sewer By-law addresses what can be put down the drain. **Jim McKay** said that garburators are controversial and there is a lot of debate now about how they compete with the organics program. Sewage Treatment plants may not have the capacity to deal with those types and amounts of organics that come down the sink. The question also becomes what is the best and highest use of a material. **A SAG member** said that he thinks the onus is on the City to help the ICI sector to find a strategy for organic waste, or to extend service to that sector.

**A SAG member** said it is important to keep in mind that one of the problems in Ontario is that we don't have standards for what is recycling. Also, recycling is a lot more than collection. The question is also what comes out of the system (for example, the quality of compost coming out of the green bin program) and where it goes to be used. The group needs to think about the whole process, including

where it goes, and what comes out at the end of the recycling process.

## 5. Vendor Days

*There are slides on this topic toward the end of the presentation in Appendix I. There was also a handout of draft questions for vendors interested in participating in the Vendor Days, and it is attached as Appendix II.*

**Jim McKay** introduced this as a developing item that the project team is working on. The City gets approached frequently by people with new ideas and technology relating to waste management. The idea is to allow these people an opportunity to present their ideas to the City. November 19 and 20 is the Canadian Waste and Recycling Expo which will be held at the International Centre, by the airport. It is also the Canadian Waste to Resource Conference, which is a national conference run largely by the Ontario Waste Management Association, that brings together the waste industry to talk about new legislation and what others are doing. The project team decided that this would be a good opportunity to host these vendor days. For those wanting to participate, the project team is asking in advance that they submit answers to questions (see Appendix II) to help the team to organize the process, and to level the playing field. These questions are also good for SAG members in case they are approached by vendors, as they can give some guidance as to what could be useful to ask them. Vendors will have the opportunity to speak and to answer questions. It will be on first come, first serve basis.

**A SAG member** asked to whom vendors will be presenting. **Jim McKay** said at least to City staff and the consulting team. **Annette Synowiec** said that it will be opened up to members of the SAG.

**A SAG member** warned that in opening up to vendors this way, that could open up the doors to anything from somebody who has an idea in their head to something that is well tested. He wondered if this would be open to ideas at any stage of creation. **Jim McKay** said that the project team would categorize them according to where they fit into the structure of reduce, reuse, recycle etc. There will be no screening of applications as that would involve an actual procurement process. **Annette Synowiec** clarified that they have to be valid applications and must have answered the questions, but that the applications would not be ranked or evaluated. Question 2 asks where in the world it is operational. It could be a policy, rather than a product. **The SAG member** said that the reason he asked is that in a previous committee he worked on, there were people who came to present very far-fetched and impractical ideas. **Jim McKay** said that the purpose of the questions is to try to ensure that those presenting have more viable ideas. He invited SAG members to provide suggestions to refine the questions in order to improve the types of presentations being made.

**A SAG member** referred to Question 2B (“Lessons Learned”) and asked if that is about the implementation issues that had arisen. **Jim McKay** said yes, that was to find out what worked and didn't work when this was implemented elsewhere. The intent is to give people an opportunity to provide their ideas about what could be implemented. He noted that this Expo would also provide a lot of opportunities for informal discussions.

**A SAG member** said that regarding the question of where in the world this approach has been applied,



people can answer it with very different levels of sophistication. She thought it would be important to explain what would be considered a legitimate completion of the form. **Annette Synowiec** said that they must show it has been applied in some jurisdiction somewhere.

**The facilitator** asked if the team could clarify whether they would want to hear from vendors with some “wacky” ideas that might just work, or ensuring the ideas presented are more well tested. **Jim McKay** said that the team wants to balance between new and innovative with ensuring viability. The team doesn't want to stifle something that is new that actually may work, since occasionally somebody really does have a bright new idea. Just because something hasn't been proven somewhere else, does not mean it could not work. **Annette Synowiec** noted that since the City has not been accepting any private meetings, this is the opportunity for vendors to present their ideas.

**The facilitator** asked what would happen if the team received 2000 applications that all answered the question. **Annette Synowiec** said it would be first come, first serve. **Jim McKay** said that even if the vendor did not get a time slot, the project team would have their submission, and could contact them to follow up with questions if the idea looked interesting. It is a way of reaching out and getting a lot of research into these topics.

**A SAG member** asked whether including recovering energy indicates that this is an official City position. **Jim McKay** said that it is not an official position, although the City does already have a number of energy from waste programs operating, such as recovering gas from landfill and organics processing. **The SAG member** asked whether it would be credit for diversion. **Jim McKay** said that for the organics it is credit for diversion, but not for the landfill.

**A SAG member** asked, to clarify, whether this is like Dragon's Den. **Jim McKay** said that it is like the first step of Dragon's Den, where people get an opportunity to present an idea, but it is not being selected yet. **Annette Synowiec** said that it enables the team to find ideas about processes, technologies, and policies that might be selected in the future. **Another SAG member** described it as a “fishing expedition”. **Jim McKay** said that the team expects a lot of response from the private sector, and that the questions are not overly onerous on the vendors, and many will have the information readily available.

**Jim McKay** continued his presentation about vendor days, saying that in advance of these presentations, there will be discussion about ground rules about how much interaction can be had with the vendors, and what kind of questions can be asked. This will apply as much to the project team as to SAG members. **The facilitator** pointed out the last paragraph on the handout about interaction with vendors, which outlines some guidelines.

**Jim McKay** said that the project team's suggestion is that, if SAG members are approached, they could talk to vendors, but there is also an opportunity to defer to this process, to allow them to have a more formal hearing. **The facilitator** asked if deferring to this process is the preferred response. **Jim McKay** said it would be the project team's preferred response, though it is ultimately SAG members' call. He said that this is about fairness and also about pragmatism regarding people's time. Once the door is opened to vendors, there will be a lot of people coming through it, and the project team wants to try to help SAG members manage their time and how they deal with vendors. If SAG members do find

something new, it is their prerogative, and they can bring it to the table, but this is the suggested way of dealing with potential vendors.

**A SAG member** said that there is a danger if SAG members just speak to one or two vendors, that they could be missing a whole bunch of others. **Jim McKay** agreed, and said that this process is also designed to allow proper comparisons between comparable ideas.

**Annette Synowiec** said that the questions are not yet finalized and so they should not yet be circulated publicly. The call for submissions will be a formal process through the City's Purchasing department. The SAG will be notified when that is done so that SAG members will be aware when they can refer vendors to apply.

**A SAG member** asked whether SAG members can attend the November 19 and 20 Expo. **Annette Synowiec** said she would find out if that would be possible. The City has rented a room outside of the conference, so that attendance at the Expo is not necessary, but she could find out if it is possible. **Rob Cook** said that OWMA can get VIP passes to the show that could be given to SAG members.

- *Action Item #2: determine if SAG members can attend November 19-20 Expo.*

## **6. Meeting #2 Follow-up/Circle Back**

**The Facilitator** provided a handout with answers to information requests that came up in the last meeting (Appendix III). She invited SAG members to look through those answers on their own time. She then drew the group's attention to the parts of the handout that describe implementation or progress on last meeting's action items, and reviewed these, including:

- A request to get a copy of the PIC #1 summary report. This report is still under review but will be provided when it is complete and available;
- A request to a link to a website where education materials are housed, and that is provided;
- A request to distribute an electronic feedback form to evaluate these meeting. The City has committed to do that after this meeting.

There was an action item regarding organizing a facility tour. **Annette Synowiec** said that there are 3 possible tour dates: October 9, 14, and 22. It would take a full day as it would cover two facilities – Arrow Road recycling facility run by Canada Fibres, and the Disco Road Organics Processing Facility. She said she would take a poll to establish the best date. The group could all meet down here and arrange driving together. **The facilitator** asked about interest in the tour and several members raised hands.

**The facilitator** said that there will also be a poll about the three remaining SAG meetings of this year.

**The facilitator** said that for action items for this meeting, there was one regarding finding out about passes for the SAG members to the November Expo.

In reference to the handout provided, and in response to a call for last items at the meeting, **A SAG member** asked about whether Districts 3 and 4 are serviced by the City. **Annette Synowiec** said that they are.

**Another SAG member** asked who owns the Dufferin MERF. **Annette Synowiec** said it is a City-owned facility that is closing down next month or in November.

**A SAG member** asked if there is any updated information about the time-lines for energy harvesting from biogas at the Disco Rd facility, and how that might feedback into this process. **Annette Synowiec** said there has been some analysis of different scenarios. She said that she could bring that back to the group.

- *Action Item #3: provide update on Disco Road biogas.*

## **7. Next Steps, “Parking Lot”, Close**

**Jim McKay** said that the SAG will still be looking at Recovery and Disposal, and collections discussions will be rolled into that as well. Those will likely be the next topics to be addressed. He also mentioned that the baseline document, which is the project's first main deliverable, is being worked on. It is almost 200 pages of detailed information about Toronto's whole waste management system (including the number of trucks and where they go, etc), and it sets the foundation about where Toronto is right now, and that will be what the team builds on. Depending on the timing of the next SAG meeting, that document should be ready at the next meeting for SAG members to review.

**A SAG member** asked if it would include information about waste audits. **Jim McKay** said it would.

**The Facilitator** thanked group for their participation.

The meeting was adjourned at 11:40 pm.

## SAG Meeting #3 Overview of the 3Rs

September 19, 2014

## Agenda

Time	Agenda Item
9:00 – 9:20	Welcome and Acknowledgements
9:20 – 9:50	Introduction and 1 <sup>st</sup> R – Reduce
9:50 – 10:20	2 <sup>nd</sup> R – Reuse
10:20 – 10:35	Break
10:35 – 11:05	3 <sup>rd</sup> R – Recycle
11:05 – 11:35	Vendor Days
11:35 – 11:55	Meeting #2 Follow-Up/Circle Back
11:55 – 12:00	Next Steps, Parking Lot and Close

## Welcome & Introductions

- Meeting objectives
- Agenda
- Introduce new members
- Items to be addressed in “Circle Back” section

## Meeting Objectives

- Present an overview of the 3Rs – Reduce, Reuse, Recycle
- Provide examples of how other jurisdictions in Canada, North America and Europe have addressed the 3Rs
- Brainstorm additional options that should be considered
- Provide an overview of Vendor Days
- Present an update on SAG meeting # 2 items

## Things to Remember

- We're not here to evaluate anything
- We're still building the foundation
- We only have time to present a few examples, give us your ideas on others we should consider
- None of these examples are being endorsed by the City nor the Project team, they are only examples of what could be done
- The next meeting will cover the 4<sup>th</sup> R (Recovery), transfer and disposal

## Introduction

- The City does not manage all waste produced in Toronto
- The City's main customer's include:
  - Houses;
  - Most apartment and condo buildings;
  - Some charities, institutions and religious organizations;
  - Some small businesses; and
  - Schools (TDSB & TCDSB)

## Introduction

- Waste Hierarchy



## 1<sup>st</sup> R – Reduce (City)

### Reduce

- Promotes reduction on City website (benefits, tips, EPR)
- Reduction campaigns targeting single use packaging and reusable bags
- Promotes grass cycling as grass clippings are not accepted in yard waste collection program
- Provides tips to reduce quantity of leaves setout for curbside collection



## 1<sup>st</sup> R - Reduce

### The Eaton Centre Urban Eatery (Toronto)

- Use of reusable glasses, place settings and cutlery at food court for 24 restaurants
- Five food waste collection stations staffed by Urban Eatery hosts (sort remaining waste into appropriate bins)
- Have 100,000+ dishes in circulation and 20,000+ glasses in circulation
- **Application:** commercial sector
- **Pros:** Waste reduction and increased food waste diversion, changed culture of sustainability and encourages development of new waste management initiatives

## 1<sup>st</sup> R - Reduce

### The Eaton Centre Urban Eatery (cont.)

- **Cons:** Initial cost to purchase place settings and cutlery, broken or stolen place settings and the high volume of visitors
- **Impact on diversion:** Urban Eatery's waste diversion was 88% in 2013. Whole mall was 78% in 2013 and 62% in 2011
- **Return on investment:** Properly sorted waste means lower waste management costs. Received awards for their innovation (from RCO & Ryerson)
- **Applicability to Toronto:** Could be incorporated into City-owned buildings and community centres

## 1<sup>st</sup> R – Reduce

### Tool Sharing Libraries (US and Canada)

- A library that lends various tools and often holds workshops for residents to work on projects and teach others
- Over 80 libraries with five in Canada
- Toronto Tool Library located in east and west ends
  - 2000+ tools and an online inventory
  - \$50 annual maintenance fee or sliding scale option. Special business/organization rate (\$150 annual maintenance fee)
- In 2013 the 'Kitchen Library' opened in Toronto lending all types of kitchen appliances

## 1<sup>st</sup> R – Reduce

### Tool Sharing Libraries (cont.)

- **Pros:** Removes barriers for many community members, creates partnerships and promotes sharing economy
- **Cons:** Start up and operational costs, often dependent on volunteer support, replacement of broken or misplaced tools
- **Impact on diversion:** Initiative reduces need for community members to buy their own tools
- **Return on investment:** Tools often donated by businesses and community members, nominal fees for borrowing items offsets operational costs
- **Applicability to Toronto:** Residential sector (could be promoted through 3Rs Ambassadors Program)

## 1<sup>st</sup> R - Reduce

### Love Food Hate Waste (United Kingdom)

- Organization through WRAP to raise awareness of the need to reduce food waste and how to take action
- Offers free training sessions and cooking classes for communities to share how to waste less and save money
- Visited 10 cities in July across the UK and encouraged residents to make a pledge to do one thing differently to reduce food waste
- Will be partnering with Metro Vancouver
- Applications:** All sectors



## 1<sup>st</sup> R - Reduce

### Love Food Hate Waste (cont.)

- Pros:** Encourages food waste reduction through resources that provide tips and information. Initiative supported by numerous partnerships
- Cons:** Mostly an online presence (with some in-person events)
- Impact on diversion:** Encourages behavioral changes to reduce food waste
- Applicability to Toronto:** Could be applied to all sectors (particularly residential) and through collaborations with the City, other GTA municipalities, not-for-profits and businesses

## 1<sup>st</sup> R – Reduce

### PareUp (New York City)



### Inglorious Fruits & Vegetables Campaign (France)



### Halfsies (Austin, Texas)



### San Francisco Bottle Ban



## 1<sup>st</sup> R - Reduce

- Options
  - Public Education Campaigns
  - Public Outreach
  - Partnerships with non-profits, educational facilities, commercial.

Are there innovative examples elsewhere in the world we should be looking at?



What opportunities are there for partnerships to be successful (including the organizations you represent)?

## 2<sup>nd</sup> R – Reuse (City)

### Reuse

- Promotes Reuse through ReUseIt program on City's website by referring residents to not-for-profit-agencies
- Community Environment Days collect reusable goods (clothing, books, crafts, etc.) and distributes to community partners for reuse
- HHW Reuse Centres accept old paints that are still usable, automotive products and some cleaning materials
- Toronto Green Standard – building reuse
- Curbside bins are washed and redeployed where possible
- Offers City staff surplus items to other divisions before auctioning off to staff

## 2<sup>nd</sup> R – Reuse

### Furniture Bank (Toronto since 1998)

- Collects gently used furniture and gives to those in need
- Residents pay to have it removed and get provided with a charitable tax receipt
- Works with 73 shelters and partner agencies to provide furniture at no cost to clients
- **Applications:** Residential sector
- **Pros:** Positive social and environmental impacts
- **Cons:** Operational costs and dependence on volunteer time



## 2<sup>nd</sup> R – Reuse

### Furniture Bank (cont.)

- **Impact on diversion:** By transferring items from donor to client, materials are diverted from landfills. Since 1998 they have diverted 9,400 metric tonnes of waste
- **Return on investment:** Impacts the lives of people in need, thereby contributing to the well-being of the community. They have served 60,000 people since 2009
- **Applicability to Toronto:** Large diverse population so there is a large supply of furniture and household items and shelters that require these items

## 2<sup>nd</sup> R - Reuse

### Repair Café (Global including Toronto)

- Free monthly gatherings for community members to repair items together
- Café events have tools, materials and volunteers with experience to assist with repairs on clothing, furniture, electrical appliances, bicycles, appliances, toys, etc.
- **Applications:** Residential and commercial sectors
- **Pros:** Encourages a community of learning and sharing. Teaches people to see their possessions in a new light and to once again appreciate their value which prevents items from ending up in landfills when they are still useful

## 2<sup>nd</sup> R - Reuse

### Repair Café (cont.)

- **Cons:** Requires space, volunteers and funding.
- **Impact on diversion:** Prevents people from disposing of broken items and therefore reusing items that would otherwise be sent for recycling or to landfill
- **Return on investment:** Encourages behavioral change for how people view their material items
- **Applicability to Toronto:** Could be held at or promoted through Community Environment Days and other City events



## 2<sup>nd</sup> R - Reuse

### Green Procurement - CalRecycle

- Brings together California's recycling and waste management programs and works to empower state to reduce, reuse, recycle, rot (compost) and ReBuy (buy recycled)
- State Agency Buy Recycled Campaign requires every state department, board, commission and office and university system to purchase materials containing minimum post-consumer recycled content, track and submit annual report on products purchased
- Set up Recycled-Content Product Manufacturer directory accessible by all sectors

## 2<sup>nd</sup> R - Reuse

### Green Procurement (cont.)

- Provides loans, technical assistance and free product marketing to businesses that use materials from the waste stream to manufacture their products
- **Applications:** Within City and City customers
- **Pros:** Promotes businesses, creates jobs, improves markets for recycled materials, reduces use of raw materials, reduces energy consumption, diverts waste from landfill
- **Cons:** Operational costs, reliance on businesses and agencies to accurately report on their purchasing practices annually
- **Applicability to Toronto:** Within City facilities and potential partnership with City customers

## 2<sup>nd</sup> R – Reuse

### Furniture Reuse Network (UK)



### Central Europe Repair & Reuse Centres & Networks



### Komosie




**Toronto**

## 2<sup>nd</sup> R - Reuse

- Options
  - Partnerships with charities
  - Goodwill, Habitat for Humanity at Drop-off Depots / Community Recycling Centres
  - Reuse of other materials (e.g., bicycles)
  - Establishment/support of repair facilities

Are there innovative examples elsewhere in the world we should be looking at?

What opportunities are there for partnerships to be successful (including the organizations you represent)?




**LONG TERM WASTE STRATEGY**

**Toronto**

## Break

Let's regroup in 15 minutes



**LONG TERM WASTE STRATEGY**

**Toronto**

## 3<sup>rd</sup> R – Recycle (City)

### Recycle

- Programs for recyclables, organics, electronic waste, MHSW
- New items continuously added to the Blue Bin Program (e.g., polystyrene, mixed rigid plastics, etc)
- Expansion of Green Bin program to multi-family buildings
- Cherry Street facility used to sort and manage durable goods collected (e.g., mattresses) that can be recycled
- Toronto Green Standards – waste collection & storage, construction waste management, recycled content, regional materials

**LONG TERM WASTE STRATEGY**

**Toronto**

## 3<sup>rd</sup> R - Recycle

### Eco Central (New Zealand)

- A network that includes EcoSort (MRF), 3 EcoDrop transfer stations that accept items for reuse, recycling and disposal and an EcoShop retail outlet offering products rescued from the waste stream
- EcoDrop accepts recyclables, leaf and yard waste, bulky items, HHW, tires, C&D waste and residual waste.
- Application:** Residential sector
- Pros:** Makes it easier for the community to recycle a range of items in one location, creates jobs, encourages waste diversion, economical for residences to purchase reused goods.

**LONG TERM WASTE STRATEGY**

## 3<sup>rd</sup> R - Recycle

- **Cons:** Operational costs (e.g., to keep EcoShop open every day)
- **Impact on diversion:** Ensures waste is properly sorted at the stations so that recyclable products are ending up in the proper stream and not disposed
- **Return on investment:** Able to recover more recyclables to sell in the market.
- **Applicability to Toronto:** More locations for drop-off or addition of an EcoShop to existing transfer stations



## 3<sup>rd</sup> R - Recycle

### I:CO (Global)

- Retail take back program for clothing, shoes and accessories that are recycled to produce new products
- H&M accepts used clothing and offers a \$5 voucher for every bag of clothing (does not have to be H&M label). For every kilogram of clothing donated, H&M will make a donation to a local charity
- I:CO installs kiosks in participating retailers and provides for collection, sorting, reuse and recycling
- I:CO builds a recycling plant when used goods exceed a volume of 500 tons per day

## 3<sup>rd</sup> R - Recycle

### I:CO (cont.)

- **Applications:** Commercial and residential sectors
- **Pros:** Partnership with businesses, recycles used clothing (diverts from landfill), funds recycling plants
- **Cons:** Many other avenues to divert textiles
- **Impact on diversion:** Diverts textiles from ending up in the landfill and provides opportunity to be recycled for another purpose
- **Applicability to Toronto:** Possible partnership with the City's ICI customers for a similar initiative



## 3<sup>rd</sup> R - Recycle

### Underground vacuum collection (Global)

- >700 installations in over 30 countries
- Waste is setout in accessible inlets either indoors or outdoors
- Bags are stored temporarily above closed storage valve
- Full inlets are emptied at regular intervals and sucked away to collection station
- Waste travels up to 70 km/h as far as 2 km from waste inlet
- Option for optical sorting using different coloured bags
- **Application:** Residential and commercial sectors



Source: Cyttag.com



## 3<sup>rd</sup> R - Recycle

### Underground vacuum collection (cont.)

- Vacuum waste collection system in Québec City (La Cité Verte) and Montreal (Quartier des Spectacles).
- **Pros:** Reduces odour concerns, saves space for storage and collection, reduces number of collection vehicles on streets
- **Cons:** Capital and operational costs, need for local transfer station
- **Impact on diversion:** Since the system helps facilitate separation and recycling of waste, there could be an increase in diversion
- **Applicability to Toronto:** Could assist multi-family buildings with improving waste diversion

## 3<sup>rd</sup> R - Recycle

- Options
  - Advocate for deposit return system
  - Advocate for packaging guidelines
  - Collection of other waste streams at drop-off depots
  - Focus on more profitable and easier to manage recyclable items and allow private sector to collect other materials (e.g. Styrofoam)

Are there innovative examples elsewhere in the world we should be looking at?



What opportunities are there for partnerships to be successful (including the organizations you represent)?

## Vendor Days

- Held in conjunction with Canadian Waste to Resource Conference – November 19-20, 2014
- The City will advertise opportunities for vendors of various technologies involving the 4Rs to meet during this time
- Vendors will be required to submit proposals that meet specifications in order to present
- Presentations limited to 15 minutes (allows for 10 – 12 presentations per session) with Q&A

## Vendor Days

- Registration will be on first come, first serve basis
- Presentations/materials will be required to be submitted +/- one week in advance of the session
- Each vendor will be required to answer ~5 generic questions which would be provided in advance to make sure presentation covers specific items to be incorporated into the strategy

## Vendor Days

- Conduct of staff (i.e. opportunity to ask any questions during the vendor presentation, cannot make any commitments, or interact with the vendor, etc.) have been confirmed with procurement to establish acceptable “ground rules”
- Findings could be reported to other City staff and politicians

## Vendors

- Vendors may approach you to get information on the Strategy or to promote their technology
- City staff are not holding private meetings with vendors during the strategy
- Please inform vendor about Vendor Day and/or City’s Lobbyist Registrar website
- Direct questions to [wastestrategy@toronto.ca](mailto:wastestrategy@toronto.ca)

## Follow-up/Circle Back

- Idea Box
- Follow up on data requests
- Facility tours

## Thank You

- Questions?
- Comments?



## Appendix F

### PIC Materials

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# Kids Zone

## TODAY YOU WILL LEARN ABOUT:

- Blue Bin Recycling
- Green Bin Composting
- And what items go in which bins

CHECK OUT THE FUN ACTIVITIES YOU CAN PARTICIPATE IN AT THIS STATION!

Word  
Searches

Colouring

Word  
Matching



Give us  
YOUR ideas!

Sorting  
Wheel

Don't forget the 3Rs  
(**Reduce, Reuse, Recycle**)!



# Our Waste, Our Opportunity, Our Solution...

The City is developing a Long Term Waste Management Strategy for the next 30-50 years to find new ways to look after our waste.

The Waste Strategy will recommend **waste management policies and programs** to improve how we reduce, reuse, recycle and compost our waste and also how to manage our remaining garbage. Technological options and best practices for new and emerging waste diversion and disposal methods will be considered and evaluated. **The goal of the Waste Strategy is to determine solutions that are cost-effective, socially acceptable and environmentally sustainable.**

The project completion is anticipated by Fall 2015.

## THE PROJECT PROCESS



**"Where Are We?"** – Review and document the current waste management policies, programs and facilities in the City's waste management system.

**"Where Do We Need to Go?"** – Determine Toronto's anticipated needs over the 30-50 year planning period.

**"How to Get There?"** – Determine potential options available to manage Toronto's waste over the 30-50 years.

**"Evaluate Possibilities"** – Review and recommend options that are appropriate to manage Toronto's waste into the future.

**"The Waste Strategy"** – Summarize the work completed and highlight the recommended next steps.

### BUILD THE FOUNDATION

### DEVELOP THE STRATEGY

### DOCUMENT & DECIDE

Public Information Centre #1  
**(We are here!)**  
Project Survey #1

Public Information Centre #2  
Project Survey #2

Public Information Centre #3  
Project Survey #3

How we'll keep you connected

Spring 2014 | Summer 2014 | Fall 2014 | Winter 2015 | Spring 2015 | Summer 2015

## WHY DO WE NEED A WASTE STRATEGY?

**A Waste Strategy will anticipate our future needs and develop options to meet those needs for all of our customers.** Previous strategies only considered residential waste. Even with our efforts to reduce, reuse and recycle, the City managed almost 1,000,000 tonnes of waste (including Blue Bin, Green Bin and garbage) in 2013, which is not sustainable. Add to this the fact that things are changing:

- the nature of our waste is changing;
- the population is growing;
- there is limited space at the City's landfill; and
- residents new to Toronto may not have been exposed to recycling and/or composting programs before.

All of these factors impact the way waste is managed and the environment.

## THE NATURE OF OUR WASTE IS CHANGING

...and we need to be able to change our waste management approaches as well.



**Glass to Plastic Bottles**  
(Change from heavy to lighter materials)



**Coffee Pots to Individual Cups**  
(Transition from reusable to disposable products)



**Reading Newspapers to Reading Online News**  
(Reduction of newspaper in the Blue Bin)



**Baby Food in Glass to Plastic Pouches**  
(Creation of more packaging that is harder to recycle)



**DID YOU KNOW** that if we don't change the way we manage our waste...

...we could fill up the **Rogers Centre** with our garbage alone in **4 years!**

...our landfill will fill up in **12 years!**



...we could generate **37 million tonnes** of garbage over the next 50 years, enough to fill the **Rogers Centre 23 times!**



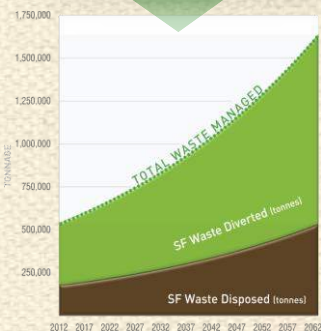
# HOW MUCH RESIDENTIAL WASTE COULD THE CITY BE MANAGING IF WE DON'T CHANGE?

The graphs below illustrate how much waste the City could generate with the anticipated increase in population over the Waste Strategy planning period. These graphs assume that we will continue to divert 68% of waste from single-family homes and 26% of waste from apartments and condominiums over the next 50 years.

The large percentage of Toronto's population living in multi-residential housing provides a unique challenge to the City's waste management system.

## SINGLE-FAMILY WASTE

Single family homes currently divert **68%** of their waste from disposal.



## TORONTO'S WASTE



## MULTI-FAMILY WASTE

Apartments and condominiums make up **1/2** of the housing in Toronto. This sector only diverts **26%** of their waste.



Together, Toronto's residents are currently diverting **53%** of waste from disposal.



**DID YOU KNOW?**

Each Torontonian generates about **15 pounds** (or 6.8 kg) of **\*waste per week.**  
\*that's recyclables, garbage, and organic waste!



How much is that? Check it out below!





# What's Important to You?

There are many things to think about when it comes to waste management. Tell us what's important to you in developing Toronto's Waste Strategy!



## Environment

In 2013, we sent almost 14,000 trucks to our landfill which is 200 km southwest of Toronto! We want to lower this number by Reducing, Reusing and Recycling more of our waste.

## Social

We need to find ways to manage our waste that also minimizes the impacts on our neighbourhoods and impacts to our health. We want input and feedback from stakeholders and the general public during the Waste Strategy.

## Financial

There are many costs to consider in a waste management system:

- Collection from homes, parks, and city buildings;
- Transportation to waste facilities;
- Processing and disposal costs
- Perpetual care

## Service/Convenience

Waste management programs need to be easy and convenient for people to participate.

## Logistics

Our facilities and events need to be located in areas and held at times that are convenient to users of the waste management system.

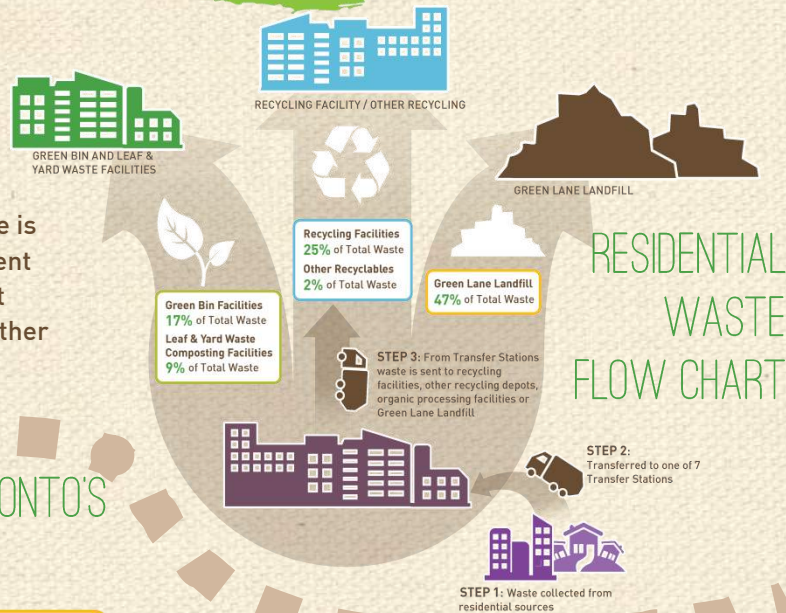
## Planning for Change

Think about a cell phone you had five years ago and how much that has changed. When waste changes, we need to be ready to change how it can be best managed.



# Overview of Current System

Toronto's waste management programs and policies date back over 100 years and have been changing ever since. The information presented here provides information on how waste is managed in the City of Toronto, the recent history of Toronto's waste management system and how Toronto compares to other large cities/regions.



## THE RECENT EVOLUTION OF TORONTO'S WASTE MANAGEMENT SYSTEM



## DID YOU KNOW?

Toronto is a North American **leader** in Solid Waste Management among its peers! The City has a number of programs such as **parks and public space recycling and curbside electronics collection** which has contributed to **greater diversion of items previously treated as garbage.**

## HOW TORONTO STACKS UP

	TORONTO Pop. 2.6M	METRO VANCOUVER Pop. 2.4M	NEW YORK Pop. 8.3M	CHICAGO Pop. 2.7M	BRUSSELS Pop. 1.1M	MUNICH Pop. 1.4M
SINGLE FAMILY RESIDENCES	Curbside Recycling	✓	✓	✓	✓	✓
	Curbside Organics/ Green Bin Program	✓	(pilot program)		✓	✓
MULTI-FAMILY RESIDENCES	Recycling Program	✓	✓	✓	✓	✓
	Organics/ Green Bin Program	(mandatory with City collection services)	(varies among municipalities)		✓	✓
RESIDENTIAL DIVERSION RATE	53% (2013 rate)	48% <sup>1</sup> (2012 rate)	15% (2013 rate)	12% (2013 rate)	23% <sup>1,2</sup> (2009 rate)	55% <sup>1,2,3,4</sup> (2012 rate)
PRIMARY SOURCE OF DISPOSAL	Landfill	Landfill and Waste-to-Energy	Landfill	Landfill	Waste-to-Energy and Landfill	Waste-to-Energy and Landfill

<sup>1</sup> Does not include waste sent to Waste to Energy facility  
<sup>2</sup> Information presented is for comparative purposes only and is not a direct comparison as waste management practices are different in Europe compared to those in North American.  
<sup>3</sup> Includes slag generated from Waste to Energy facility  
<sup>4</sup> Diversion includes other materials not traditionally included in North American waste diversion calculations



# Overview of Current System

## THE WASTE HIERARCHY

The waste hierarchy reminds us of the order of importance when managing our waste. Priority is on **reducing** the waste we generate, then reuse, then recycle, then recover energy. We should exhaust the first 4Rs before we send any waste to disposal.



To find out where items go, check out **Waste Wizard** at [toronto.ca/recycle](http://toronto.ca/recycle) or call 311

The City doesn't manage all the waste produced in Toronto. The City's main customers include homes, most apartment and condo buildings, some small businesses and schools.

The Waste Strategy will only focus on the waste produced by City customers.

**DID YOU KNOW?** If you have a certain amount of household hazardous waste like batteries, fertilizers, medications and light bulbs, you can call the **Toxic Taxi** for a **FREE** pick up from your home or apartment/condo building? In 2013, there were on average 17 calls per day for the Toxic Taxi and almost 175,000 kilograms collected!

Household Hazardous Waste examples include cleaning products (e.g., bleach), paints, motor oil, pesticides, batteries and medication. Visit the City's website for a more complete list.



Toronto's litter/recycling bins were designed to reduce litter and increase recycling in public areas. There are over **7,000** of these bins in the City, with more to come.

These litter bins have receptacles for cigarette butts! Cigarette butts make up a large part of Toronto's smaller litter items, they are harmful to the environment and can take up to 12 years to break down.





# Reduce and Reuse

The most effective way to manage waste is to not create it in the first place. Many products can be used for different purposes so before throwing away items, think about how they can be reused. Reduction and reuse are the most effective ways to preserve natural resources, protect the environment, and save money!

## HOW YOU CAN REDUCE WASTE



### Plan ahead

Make grocery lists before shopping to reduce food waste or monitor food use to determine if changes to purchasing frequency are necessary.



### Buy a travel mug

Bring it with you every time you buy coffee/tea – think of all the paper cups you'll save!



### Reduce cleaning products

Have one cleaning product for multiple purposes. Consider environmentally friendly alternatives like vinegar, baking soda and lemon.



### Avoid unnecessary printing

Consider the environment, don't print unless you have to. This includes emails, reports, tickets, bank statements, etc..

## HOW YOU CAN REUSE WASTE



### Reuse jars

Clean out jars and reuse as drink glasses, food containers or flower vases.



### Reuse paint

Reuse old paint by finding things to paint in your home, touch up, or donate to local charities for their projects.



### Donate items when possible

Give away gently used items or sell to a consignment shop. Consider purchasing second hand.

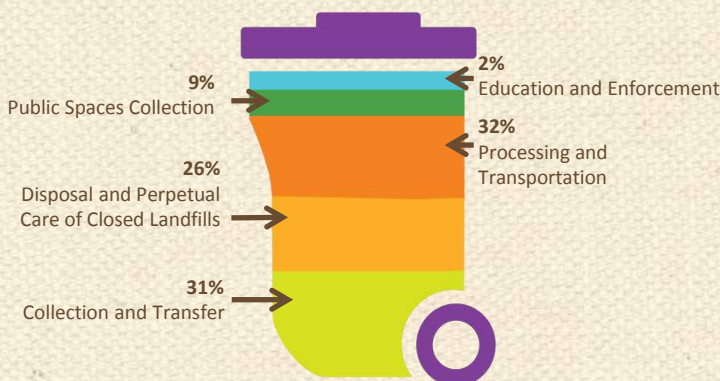


### Reuse single-side printed paper

Print on the backs of used paper or make notepads. Use scrap paper or opened envelopes for shopping lists and reminders.

## THE COST OF WASTE MANAGEMENT

The City's solid waste management division has an operating budget of almost **\$355 million** for 2014. The graph below shows how this money is used to operate the City's waste management program.



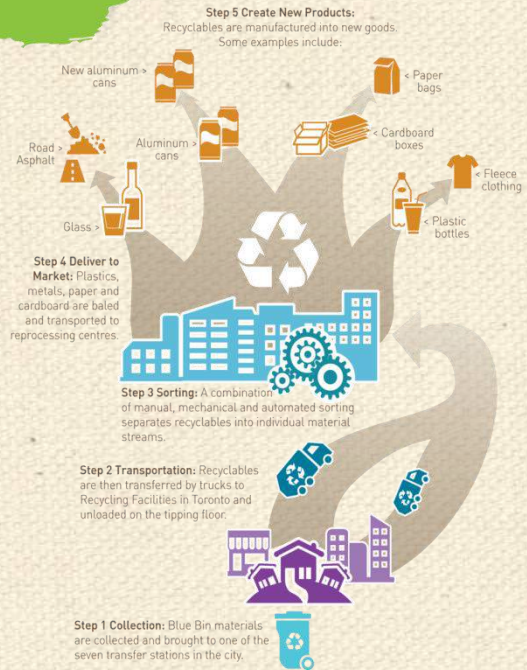
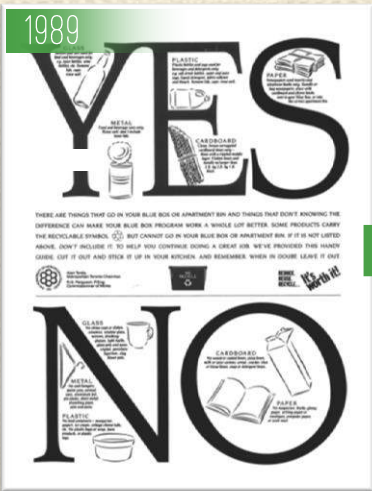
Even though we participate in the different collection programs, it still costs money to manage that material.  
If we **reduce** and **reuse** waste, we will **decrease costs** and our **environmental impact!**



# Recycling Program

In Toronto, the Blue Box program has been in place since the late 1980's. Since this time, we have become use to the idea of recycling and now 96% of residents living in single-family homes in the City participate in the program. This panel provides information on our recycling program. Over time the nature of our waste has changed (e.g. much more plastics in our waste). The type of materials that can be recycled, the quantity, and the value of these materials has also changed. Change will continue and we must be flexible for our diversion system to keep up.

## EVOLUTION OF THE BLUE BIN PROGRAM

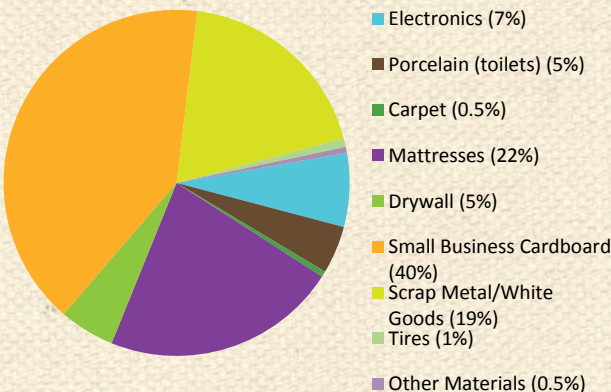


Look at how the Blue Bin has evolved from a simple to a comprehensive collection program!



In addition to the Blue Bin Program, the City recycled 12,300 tonnes of other materials in 2013.

Here is the breakdown of the other materials



## MARKET VALUE OF RECYCLABLES

Material	Value per tonne
Mixed Paper (newspapers, cardboard, office paper)	\$
Polycoat (milk cartons, juice boxes)	\$
Aluminum (pop cans, aluminum pie plates)	\$\$\$
Steel (soup cans, paint cans)	\$\$
PET (water bottles, bakery trays, peanut butter jars)	\$\$
HDPE (shampoo bottles, laundry detergent)	\$\$
Plastic Film (plastic bags)	\$
Polystyrene (Takeout containers, foam trays, white packaging foam)	-\$
Mixed Plastics (clear bakery trays, clear berry containers)	\$
Mixed Glass	-\$

## DID YOU KNOW?

The City sells most of the Blue Bin materials which help offset costs of our programs. However, the City has to pay for some of the collected materials to be recycled.

\$0 - \$100	\$
\$101-\$1000	\$\$
\$1001	\$\$\$



# Organic Waste Programs

## Leaf and Yard Waste and Green Bin Programs

Almost 50% of the waste we generate comes from organic sources such as fruit and vegetable scraps, coffee grounds, soiled paper towels and tissues, diapers, pet waste, leaves, and branches. These materials can be turned into a reusable product: compost!

This panel gives information on what happens to the organic materials collected through the Green Bin and leaf and yard waste programs. Green Bin materials are collected all year round and leaf and yard waste is collected from March to December.

### DID YOU KNOW?

The City gives away **FREE** compost made from collected Leaf & Yard Waste and Green Bin materials!

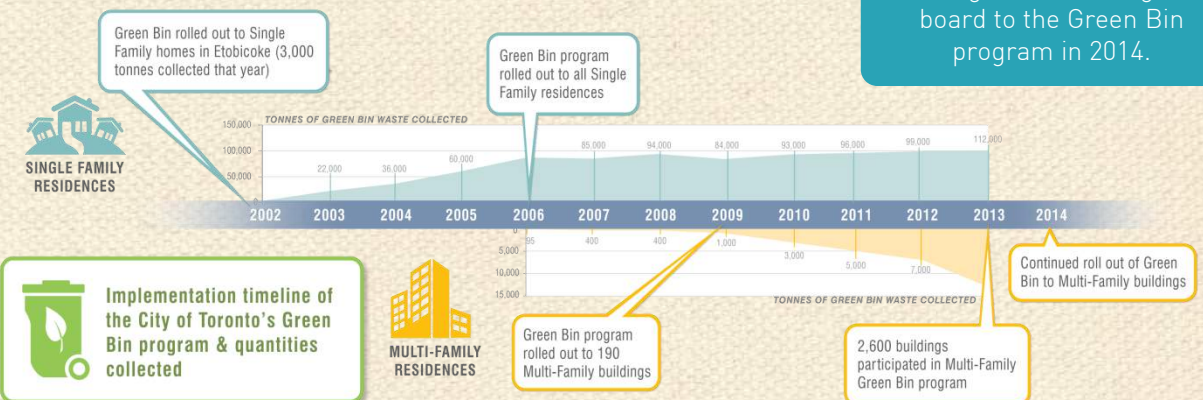
#### LEAF AND YARD WASTE

#### GREEN BIN



The Green Bin program is available to apartment and condominium buildings that receive City garbage collection (~ 4,500 buildings). In 2013, 13,000 tonnes of Green Bin organics were collected from the almost 2,600 buildings participating in the Green Bin program. The remaining 1,700 buildings will be brought on board to the Green Bin program in 2014.

The timeline below shows how the Green Bin program was phased in since 2002.





# Organic Waste Programs

## Green Bin Processing Facilities

Green Bin materials are processed at one of two City-owned Green Bin processing facilities.

### HOW ARE GREEN BIN MATERIALS PROCESSED?

- The City uses a technology called *Anaerobic Digestion* to process Green Bin materials.
- Anaerobic Digestion technology uses microorganisms to break down biodegradable materials with no oxygen. The end result is compost and biogas, which can be converted to a renewable source of energy.
- Toronto's two Green Bin facilities (Dufferin and Disco Road) successfully divert thousands of tonnes of organics from landfill.
- Toronto is the only municipality in Canada that allows non-compostable plastic bags to be used in Green Bins and accepts harder-to-process items such as disposal diapers, sanitary products and pet waste.
- Benefits of this process include:
  - greater participation and convenience in the Green Bin program since plastic bags can be used (reduces the 'Yuck' factor); and
  - creation of compost as the end product which meets the strictest standards that is used on City parks.



Toronto Green Bin

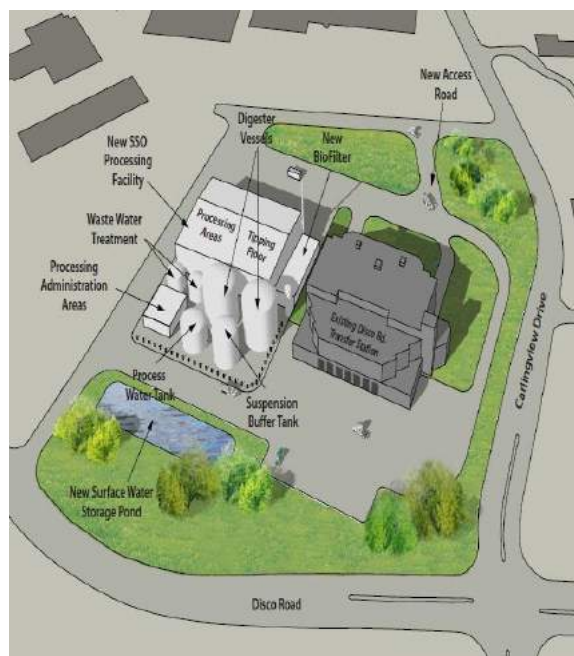
### DUFFERIN FACILITY

The Dufferin Anaerobic Digestion facility opened in 2002 and was designed to process 25,000 tonnes of organics per year. It will be expanded to process 55,000 tonnes by 2017. Below is a picture of a hydropulper.



### DISCO ROAD FACILITY

The Disco Road Anaerobic Digestion facility was recently constructed and is designed to process 75,000 tonnes of organics per year. Below is a diagram of the new Disco Road facility.





# Disposal

## Where does your garbage go?

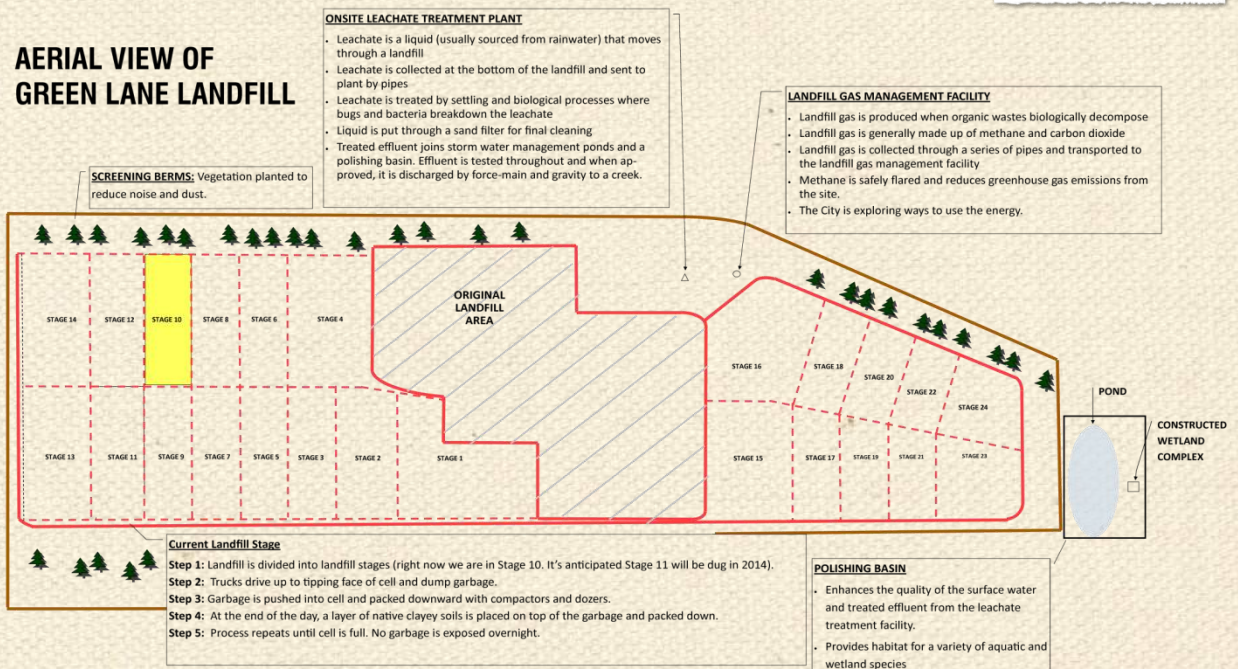
### GREEN LANE LANDFILL

The Green Lane Landfill is located southwest of the City of London, about 200 km from downtown Toronto. The City purchased the Green Lane Landfill in April 2007. As of January 1, 2011, Green Lane became Toronto's primary waste disposal facility. The site's total approved area is 129.7 hectares (320 acres) and the disposal area is 71.2 hectares (176 acres). There is also about 800 hectares (2,000 acres) of land around the landfill to buffer the landfill from its neighbours.

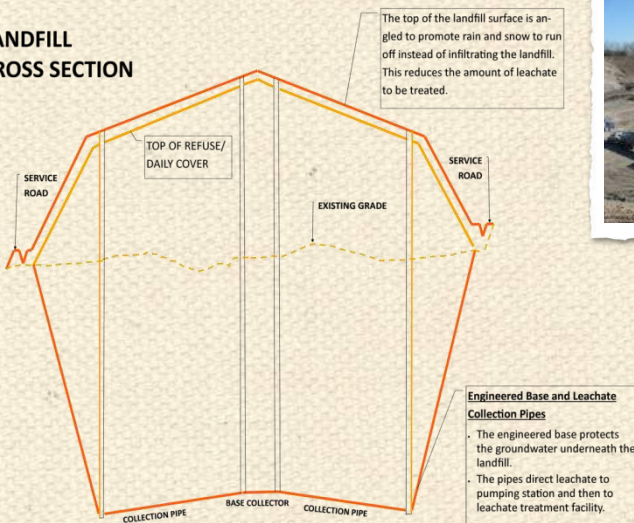
The landfill is a state-of-the-art solid waste disposal facility that is compliant with Provincial legislative and regulatory requirements. It has on-site treatment of leachate and a methane gas collection and flaring systems. The Green Lane Landfill has been in operation since 1978. In 2006, it received provincial approval for expansion.



#### AERIAL VIEW OF GREEN LANE LANDFILL



#### LANDFILL CROSS SECTION



DID YOU KNOW?

The City pays for the continued care of more than **160 closed landfills**? Landfills require care for several decades after the site is closed. The money goes towards monitoring the groundwater and surface water and managing the leachate and landfill gas emissions.



# Write down your ideas on how to REDUCE & REUSE more



Tweet your ideas!



@GetInvolvedTO

#TOwastestrategy



# What is the most common item you use that you wish you could recycle?



Tweet your ideas!



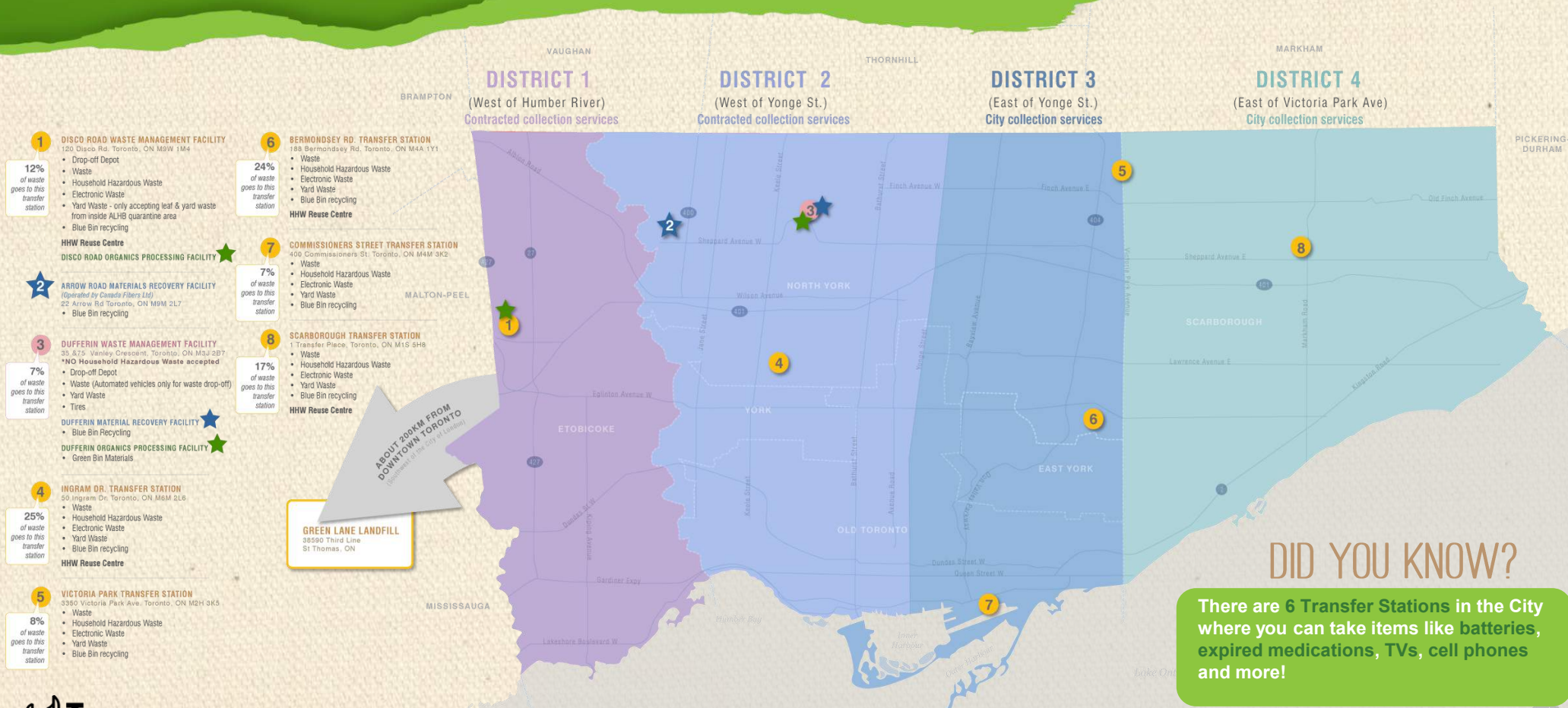
@GetInvolvedTO

#TOwastestrategy



# Where are the City's Waste Management Facilities?

Where do you live? Add a dot to your approximate location and note your nearest Drop-off Depot.





# What Will We Consider?

We will look at different approaches to optimize the City's waste management system according to the waste hierarchy in order to reduce the amount of garbage that requires disposal.



## Reduction

The best way to manage waste is to not generate it in the first place! We will look at new approaches to reduce waste.



## Reusing and Recycling

Improve our diversion rate through the creation of programs that focus on reusing and recycling our waste.



## Promotion and Education

Seek new ways to promote and educate the importance of waste reduction and maximizing diversion.



## Waste Management Bylaws and Policies

Consider potential enhancements to municipal bylaws and supporting bylaws through enforcement, and influencing provincial legislation and regulations.



## Partnerships

**Other Municipalities:** Municipal partnerships may reduce administration and operating costs, draw on collective resources and assets, and allow for strategic planning across a broader geographic region.

**Public – Private – Not-for-Profit:** The Waste Strategy could consider partnerships with private sector companies and not-for-profit organizations to provide services or manage projects.

**There are lots of options to consider to divert and dispose our waste. We will consider financial, social and environmental implications when evaluating the options.**



# What Will We Consider?

Landfills don't last forever. If we continue at our current diversion rates, the Green Lane landfill will be full by 2026. It takes years to find solutions for disposing our garbage, which is why we need to look at options now. The Waste Strategy will look at and recommend ways to enhance waste reduction and reuse and maximize diversion. The Waste Strategy will also explore options to manage the remaining garbage. Should an Environmental Assessment and/or facility siting be required for the recommended option(s), it will be undertaken after the recommended Waste Strategy is approved by City Council.



## Disposal Bans

The Waste Strategy will review the potential of banning materials from disposal. For example, Metro Vancouver is planning to ban organics from disposal in 2015.



## Charge More for Use of City Facilities

The Waste Strategy will review the potential for increased disposal fees to discourage non-City of Toronto customers from using City facilities and increase the lifespan of the City's landfill.



## Landfill

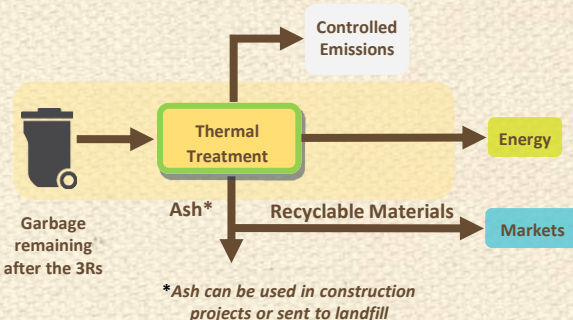
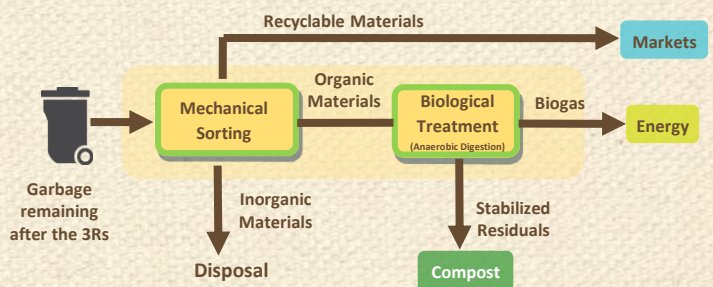
Landfilling of waste involves placing garbage in an engineered landfill, covering it and potentially converting the gases emitted from it into energy. We will look at the following options to landfill garbage: expand an existing landfill, buy a new landfill, and use a private or municipal landfill.



## Technologies

The Waste Strategy will review existing, new and emerging potential waste technologies such as mechanical biological treatment and thermal treatment.

Mechanical Biological Treatment is a process that takes recyclable and organic materials out of the garbage and sends the remaining materials to disposal. Mechanical Biological Treatment technology has been used in Germany, the United Kingdom, Spain and Italy. There has not been widespread commercial application in North America yet but it is used in Edmonton.



Thermal treatment involves recovering energy and recyclables from the waste stream and reducing the volume of waste sent to landfill. It can be referred to as Energy-from-Waste and Waste-to-Energy. The most common technology for thermal treatment of waste is combustion, and this figure illustrates how the process works. Other new and emerging technologies include gasification, pyrolysis and waste pelletization.

Facilities are common in the United States and Europe and can also be found in Vancouver, Quebec City, Brampton and Charlottetown, PEI. A facility is being built in Clarington, Ontario.



# Thinking 50 years from now, how should the City's waste be managed?

Did we miss anything? If so, write down what you think the City should consider as part of the Waste Strategy.



Tweet your ideas!



@GetInvolvedTO

#TOwastestrategy



# Join the Conversation!

**Thank you for participating today!**

There are many ways you can keep informed about the Waste Strategy and join this important conversation.



Visit the Project Website: [toronto.ca/wastestrategy](http://toronto.ca/wastestrategy)



Fill out a survey here or at [toronto.ca/wastestrategy](http://toronto.ca/wastestrategy). Take a copy home to your neighbour!



To receive updates and be added to the electronic mailing list, visit [is.gd/wastestrategy](http://is.gd/wastestrategy) (and click 'Send')



Follow news about the project or let us know what you think on Twitter [#Towastestrategy](https://twitter.com/GetInvolvedTO).



Find us at the next Public Information Centre in early 2015



Look for us at upcoming community events. Visit the project website [toronto.ca/wastestrategy](http://toronto.ca/wastestrategy) for details on where we'll be.



If you have further questions about this strategy, or want to be added to the mailing list, please contact:

**Kate Kusiak,**  
Public Consultation Unit  
55 John Street, Metro Hall, 19th Floor  
Toronto, ON M5V 3C6  
[wastestrategy@toronto.ca](mailto:wastestrategy@toronto.ca) TTY: 416-338-0889





# WELCOME!

WELCOME TO THE FIRST PUBLIC CONSULTATION CENTRE FOR TORONTO'S LONG TERM WASTE MANAGEMENT STRATEGY (WASTE STRATEGY).

**We are excited to have you join us!**



- Don't forget to sign-in at the registration table



- Take a map- it outlines where all the stations are located.



- Ask questions and provide your feedback to the organizers at each station.



- Have fun!

## TODAY YOU WILL LEARN ABOUT:

- Why we need a Long-Term Waste Management Strategy
- What the Waste Strategy will consider
- Toronto's current waste management system including:
  - Blue Bin and Green Bin programs
  - Community Environment Days, Toxic Taxi
  - Drop-Off Depots
  - Garbage Disposal
- Future options being considered
- How you can stay involved during the Waste Strategy



Don't forget to fill out a survey at Station 5 or online at [toronto.ca/wastestrategy](https://toronto.ca/wastestrategy) !



@GetInvolvedTO

#TOwastestrategy



# What Goes in Your Blue Bin?

Can you find these words? (All are things that can be recycled in Toronto!)

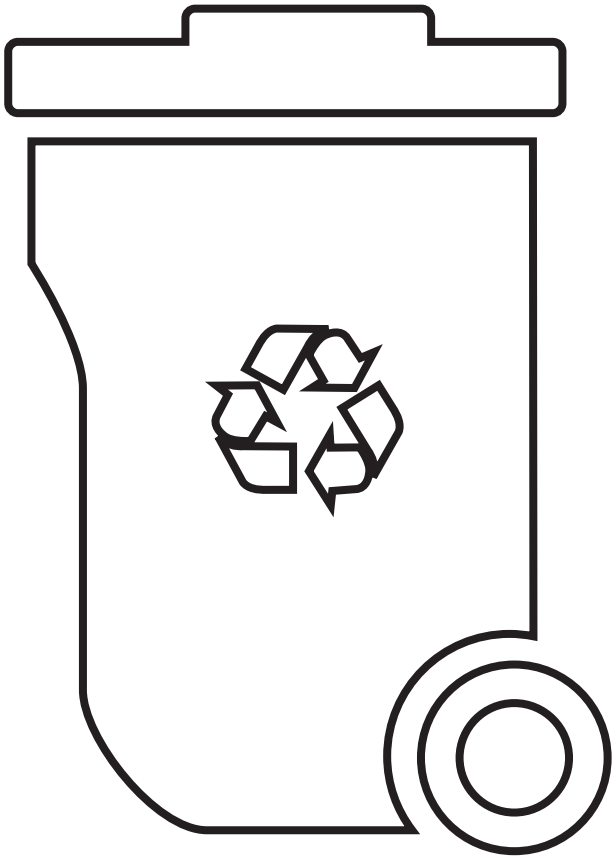


- |                                       |   |
|---------------------------------------|---|
| <input type="checkbox"/> Pop can      | <input type="checkbox"/> Soup can       |
| <input type="checkbox"/> Pizza box    | <input type="checkbox"/> Newspaper      |
| <input type="checkbox"/> Juice box    | <input type="checkbox"/> Paper          |
| <input type="checkbox"/> Glass bottle | <input type="checkbox"/> Foam cup       |
| <input type="checkbox"/> Yogurt tub   | <input type="checkbox"/> Shampoo bottle |
| <input type="checkbox"/> Cereal box   | <input type="checkbox"/> Egg carton     |

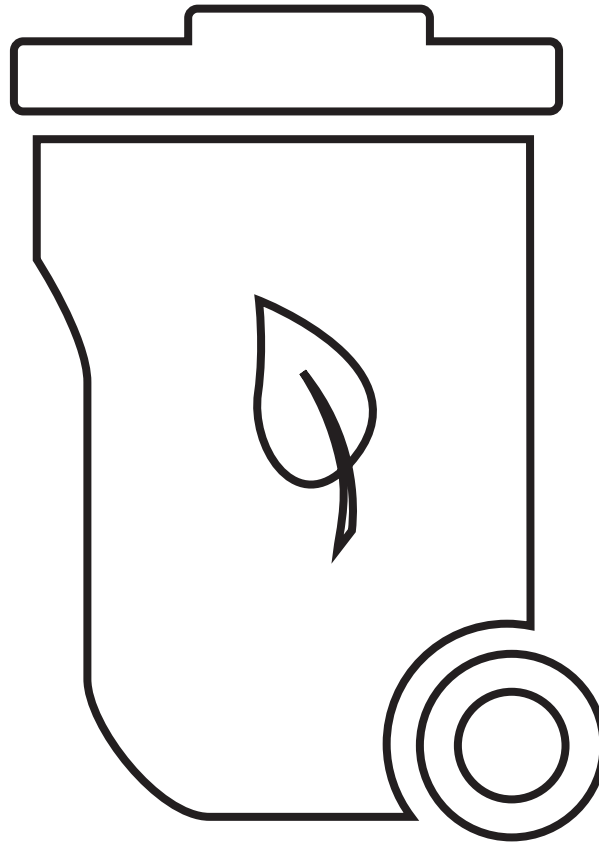
I	R	T	G	G	L	A	S	S	B	O	T	T	L	E
I	S	H	A	M	P	O	O	B	O	T	T	L	E	V
X	F	S	A	E	E	G	G	C	A	R	T	O	N	H
L	S	M	G	N	O	T	T	U	F	U	W	F	I	Y
Q	O	P	N	A	C	P	O	P	B	G	W	N	A	R
K	U	U	Q	J	P	X	T	Y	Q	X	E	W	J	F
Z	P	C	V	M	S	V	O	U	F	W	K	U	U	I
M	C	M	T	I	S	G	V	B	S	B	I	G	S	N
F	A	A	A	A	U	T	T	P	L	C	T	N	W	X
V	N	O	E	R	N	B	A	W	E	A	R	C	C	S
R	S	F	T	V	H	P	X	B	Q	B	E	O	P	W
J	D	T	S	K	E	W	O	D	F	S	H	R	Y	X
A	U	I	L	R	L	X	P	G	Z	V	J	Q	E	V
B	V	P	I	Z	Z	A	B	O	X	C	A	S	D	C
X	N	M	U	Z	F	Z	H	G	K	Q	B	V	I	D

Draw the items you throw out in the:

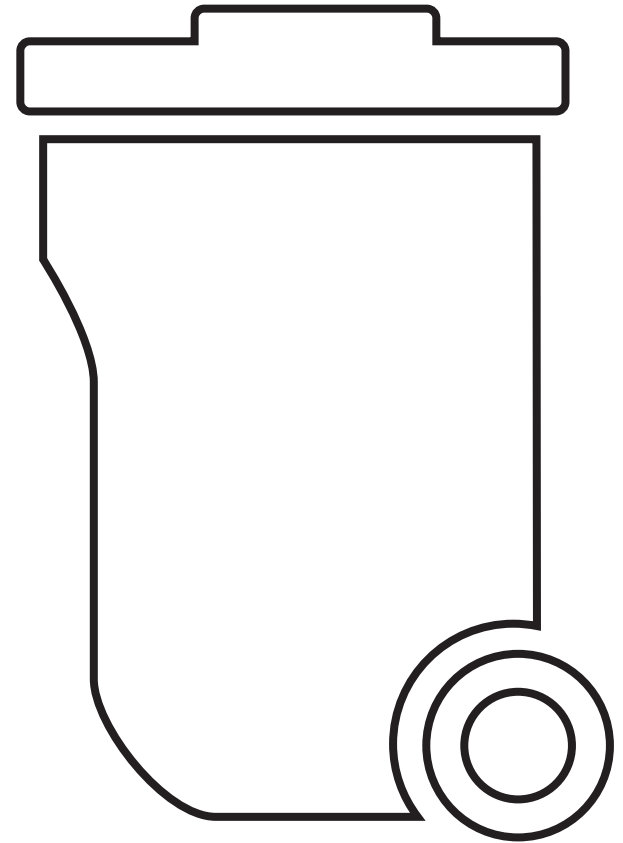
Recycle Bin



Compost Bin



Garbage Bin





# What Goes in Your Green Bin?

Can you find these words? (All are things that can be composted in Toronto!)



- |   |                                      |
|---|--------------------------------------|
| <input type="checkbox"/> Bread          | <input type="checkbox"/> Fruit peels |
| <input type="checkbox"/> Cat litter     | <input type="checkbox"/> Meat bones  |
| <input type="checkbox"/> Coffee grounds | <input type="checkbox"/> Paper towel |
| <input type="checkbox"/> Diapers        | <input type="checkbox"/> Tea bags    |
| <input type="checkbox"/> Egg shells     | <input type="checkbox"/> Tissues     |

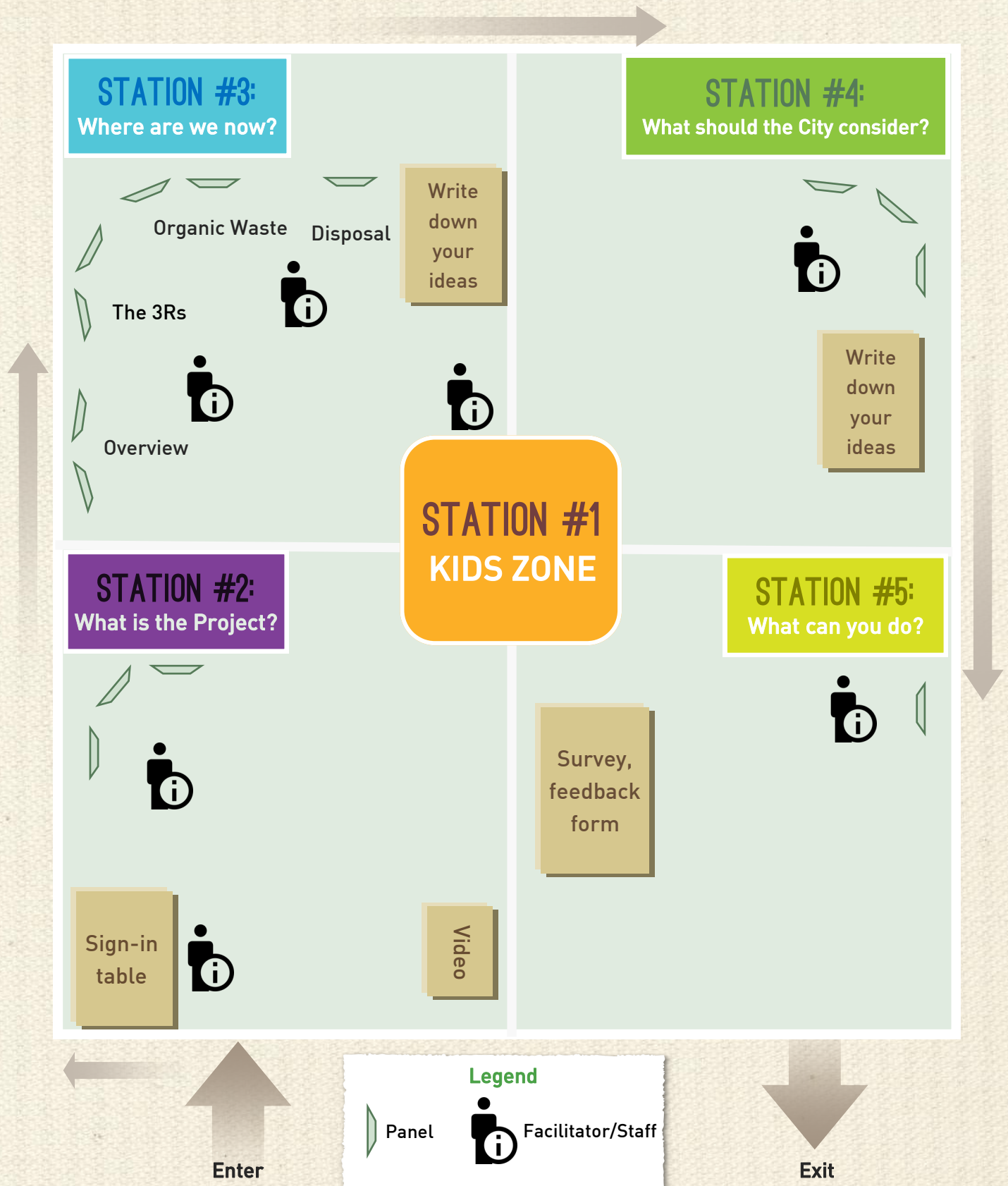
F	S	T	T	H	N	L	T	W	B	L	U	U	S
R	I	B	R	E	T	T	I	L	T	A	C	L	H
U	T	K	P	Z	W	N	B	S	A	Q	L	K	L
I	S	W	C	U	T	G	A	P	B	E	B	D	R
T	K	B	R	E	A	D	N	Z	H	Y	E	S	S
P	S	R	E	P	A	I	D	S	J	I	P	D	D
E	S	D	N	U	O	R	G	E	E	F	F	O	C
E	I	J	M	Z	Z	G	S	E	U	S	S	I	T
L	G	H	E	J	E	S	S	Z	S	B	C	V	G
S	E	B	M	E	P	Q	E	O	O	L	G	T	Z
N	H	G	O	I	U	M	Z	V	H	Q	C	E	R
K	O	Z	B	Q	S	G	A	B	A	E	T	J	W
C	D	K	S	E	N	O	B	T	A	E	M	O	X
X	M	N	P	A	P	E	R	T	O	W	E	L	B







# Map of Public Information Centre No. 1



*\*Note: The term “waste” means all unwanted materials including: Blue Bin recyclables, Green Bin materials, yard waste, garbage, electronics, clothing household hazardous waste, etc.*



# About the Waste Strategy

The Waste Strategy will recommend **waste management policies and programs** to improve how we reduce, reuse, recycle and compost our waste and also how to manage our remaining garbage. Technological options and best practices for new and emerging waste diversion and disposal methods will be considered and evaluated.

**The goal of the Waste Strategy is to determine solutions that are cost-effective, socially acceptable and environmentally sustainable.** The project completion is anticipated by Fall 2015.



## How to Stay Involved

- Visit us at our project website at [toronto.ca/wastestrategy](http://toronto.ca/wastestrategy).
- Fill out our first of three **project surveys**. Visit the project website or fill one out here.
- To receive updates and be added to the **electronic mailing list**, visit [www.is.qd/wastestrategy](http://www.is.qd/wastestrategy) (and click 'Send')
- Follow news about the project or let us know what you think on **Twitter**.
- Find us at the next Public Information Centre in early 2015
- Look for us at upcoming community events. Visit the project website for details on which events we will be at.
- Email us at [wastestrategy@toronto.ca](mailto:wastestrategy@toronto.ca) with questions or comments!





# Where Does it Go?

Place the following items in the right bin:

Banana peels



Glass food jars



Diapers



Pop cans



Vegetable peels



Plastic water bottles



Potato chip bag



Aluminum foil wrap



Paper towel



Torn tshirt



Egg shells



Plastic sandwich bag



Milk cartons



Broken glass



Pizza boxes



GREY BIN (Garbage)



BLUE BIN (Recyclables)



GREEN BIN (Organics)

## Appendix G

### Comments from Interactive Panels

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	June 9, 2014 Scarborough Civic Centre	June 16, 2014 North York Memorial Community Hall	June 17, 2014 Metro Hall	June 18, 2014 St. Andrews Presbyterian Church
<b>What is the most common item you use that you wish you could recycle? (panel 9, station 3)</b>	<ul style="list-style-type: none"><li>➤ Colored plastic food container</li><li>➤ Black bottom of deli chicken</li><li>➤ Coffee cups</li><li>➤ Food packaging (e.g. bags)</li><li>➤ Granola bar wrappers</li><li>➤ Toothbrushes</li><li>➤ Chip bags</li><li>➤ Coffee maker cups/pods</li><li>➤ Plastic Packaging so little is recyclable in our current program      Packaging needs to be design to be reusable, recyclable, and compactable to avoid disposal and “end of life” scenarios.</li></ul>	<ul style="list-style-type: none"><li>➤ Milk bags</li><li>➤ Soft plastic wrapping</li><li>➤ We should strive for “zero landfill” waste!</li><li>➤ Hard plastic packaging (e.g. that comes as batteries).</li><li>➤ Take out containers</li><li>➤ The City has done a great job over the years of increasing the types of materials you can put in the Blue Box!</li><li>➤ The one thing I’d love to add is #7 plastics – some ketchup bottles</li></ul>	<ul style="list-style-type: none"><li>➤ Recycling old shoes that can’t be donated</li><li>➤ Swap trade (Hammer-cooking pot)</li><li>➤ Milk bags/bread bags</li><li>➤ Product packaging</li><li>➤ Other plastic bags (shopping bags are the only recyclable ones)</li><li>➤ More DIY’s – re-using materials</li><li>➤ Solar cans</li><li>➤ Tim Horton’s coffee</li><li>➤ Clear colour-less film plastic</li><li>➤ Clear colour-less plastic wrap (on food items and such)</li><li>➤ Give away stuff with value – find a way to connect people to share things like appliances/tools, etc.</li><li>➤ Cooperation with existing reuse groups like Freecycle TO and Toronto Really Really Free Market – they could use the media boost. (Also TO could have a huge reuse event-the country’s largest clothes/media/whatever swap)</li><li>➤ Charge for garbage pickup-pay by the lb. make retailers take back excess packaging</li><li>➤ All plastic packaging should be chosen on the basis that it is “easily replaceable)</li><li>➤ Wrapping (not totally paper) around hot sandwiches (the kind that is found at Tim Horton’s, MacDonald’s products, etc.</li><li>➤ Aluminum foil</li><li>➤ City of Burlington runs a Reuse Centre in an old warehouse-it is open year-round and resells all kinds of donated items. Great way to increase reuse and to subsidize it.</li><li>➤ Working solution from Montreal Public Compost bins in park and build community and get volunteers</li></ul>	<ul style="list-style-type: none"><li>➤ Plastic milk pouches</li><li>➤ All plastic bags</li><li>➤ Single use coffee cups, i.e. Keurig</li><li>➤ Pet hair!! Why isn’t it allowed in the green bin?</li><li>➤ All take-out containers</li><li>➤ Recycle Tim Horton cups!!</li><li>➤ Waxed cardboard, e.g. ice cream tubs and juice boxes</li><li>➤ Coffee cups</li></ul>
<b>What’s important to you? Tell us what is important to you</b>	<ul style="list-style-type: none"><li>➤ Gasification</li><li>➤ Social: great working conditions for all</li></ul>	<ul style="list-style-type: none"><li>➤ Product lifecycle responsibility from cradle to grave</li><li>➤ Manufacturers should get approval before introducing new packaging material, or be fined</li></ul>	<ul style="list-style-type: none"><li>➤ Easy so people will do it</li><li>➤ Market to sell/re-use recyclables</li><li>➤ Small steps to ↓clear↑acceptance</li><li>➤ Social marketing and education</li><li>➤ Start with government = 0 waste</li></ul>	<ul style="list-style-type: none"><li>➤ Minimal environmental repercussions</li><li>➤ Perhaps some realistic incentives to get more people, R, R, R.!</li><li>➤ Educational outreaches and workshops (perhaps more integrated in school</li></ul>



	June 9, 2014 Scarborough Civic Centre	June 16, 2014 North York Memorial Community Hall	June 17, 2014 Metro Hall	June 18, 2014 St. Andrews Presbyterian Church
<b>in developing Toronto's waste strategy? (panel 3, station 2)</b>	<p>waste related positions</p> <ul style="list-style-type: none"><li>➤ Have a program that's impossible not to be part of. E.g. Short term "pollution police" with high fines</li><li>➤ Simplify recycling- pick up one stream then separate what you know what to do with, and handle the left over items as appropriate- I don't need to know what you can/cannot recycle this years</li><li>➤ Agree! It is too complicated and many people don't have the time or inclination to deal with it</li><li>➤ Consequences need to be set for unethical garbage disposal.</li></ul>	<ul style="list-style-type: none"><li>➤ It's easier to reduce my household waste when the consumer products I buy comes with less packaging</li><li>➤ More community days</li><li>➤ It is too much bother to dispose hazardous waste</li><li>➤ Tax their production upfront</li><li>➤ We should teach people to compost more</li><li>➤ Reducing food waste with a focus on residential/household waste</li><li>➤ Connect it to expansion of the Green Bin Program</li><li>➤ Adults are old kids. They also need feedback and rewarded for good behavior</li><li>➤ Focus on family – get beyond volunteer ambassadors</li><li>➤ Working with multi-res on a more intensive basis</li><li>➤ Programs to help reduce waste driven from landfills (paint reuse, donations)</li><li>➤ Ease/convenience of disposing (i.e. large items)</li><li>➤ Raccoon-proof green bin</li></ul>	<ul style="list-style-type: none"><li>➤ We need a Toronto Recyclable Mascot</li><li>➤ How can you know what waste will be in future when technology changes so fast</li><li>➤ Reduce high-rise condo's or stop making them</li><li>➤ Reduce money fee on TTC monthly passes</li><li>➤ Fines on riding a car</li><li>➤ Ban on making car commercials on television. This creates pollution</li><li>➤ Effective diversion from all disposal options (incinerator/landfill)</li><li>➤ Effective CLEAR GARBAGE BAGS/NO BAGS in BINS to monitor RECYCLING-COMPOSTING!</li><li>➤ Enforce stricter regulations to regulate residents' recycling and wasting behaviours</li><li>➤ Mandatory recycling and organics collection in ALL apartment and office buildings</li><li>➤ Punishing individuals (by excessive financial fines and/or eviction) who refuse to correctly recycling/compost, etc.</li><li>➤ Bringing back certain items at Environment Days (that currently are not already recyclable) that – presently – are not accepted there. (I am specifically referring to "film" products. They were acceptable up until the end of 2007.)</li><li>➤ Social-financial</li><li>➤ We need ECO police!!</li><li>➤ There should be a fine of \$700 for littering.</li><li>➤ Plastic wrapping on fruit and vegetable, e.g. cabbage</li><li>➤ No info sessions in the buildings</li><li>➤ No worm composters</li><li>➤ Wet waste collection in my condo is pitifully inadequate, we had a presentation from the city, but board did not follow up. Could the city do follow-ups?</li><li>➤ No word of mouth</li><li>➤ South Asian communities need more info in their areas (Scarborough area), especially mosques</li><li>➤ Need visuals</li></ul>	<p>systems to educate/encourage sustainability and good recycling practices at a young age)</p> <ul style="list-style-type: none"><li>➤ It's so easy to divert waste so that it doesn't end up in landfills. I would like the city and its citizens to be encouraged to compost, so more accessible green bins is a great start</li><li>➤ I also want companies to be accountable for their waste after their products are bought, ex. Less packaging</li></ul>



	June 9, 2014 Scarborough Civic Centre	June 16, 2014 North York Memorial Community Hall	June 17, 2014 Metro Hall	June 18, 2014 St. Andrews Presbyterian Church
<b>Write down your ideas on how to reduce and reuse more: (panel 8, station 3)</b>	<ul style="list-style-type: none"><li>➤ Make juice bottles and Jam jars returnable</li><li>➤ Increase price of returnable</li><li>➤ Encourage citizens to step on paper, plastic, tin containers before they put in recycle box or bins</li><li>➤ Old clothes and shoes are not garbage; return them to good will etc.</li><li>➤ Charge for shopping bags</li><li>➤ Cover Monitored bike racks at all public building plazas</li><li>➤ Un-bag your recyclable bags</li><li>➤ Don't get new cars every year</li><li>➤ Use gasification</li><li>➤ Less packaging at grocery stores</li><li>➤ Green bin program for school and businesses</li><li>➤ Better design for electronics so that the "whole" device doesn't become obsolete and "wasted"</li><li>➤ Keep your cellphone (e.g. Don't upgrade when the company offers it)</li><li>➤ Work with fast food chains to increase recycling and composting (more education and inspection)</li><li>➤ Bring your own shopping bags</li><li>➤ Compile a list of places that take items (e.g. The textile museum takes yarns and unfinished projects that are knitted or crocheted)</li><li>➤ Formalized waste exchanges</li><li>➤ Encourage companies to share their waste, recycling, composting statistics.</li><li>➤ Work with university classes (Environmental Dept.) to support data collection/ sharing.</li><li>➤ The city could go into schools to educate children about recycling/composting.</li><li>➤ Donate clothes instead of throwing them out or make a handbag or any other craft</li><li>➤ Purchase used clothing.</li></ul>	<ul style="list-style-type: none"><li>➤ Does the City have a fund to pay for the decades of long cost of monitoring closed landfill sites?</li><li>➤ Become more like Germany:<ul style="list-style-type: none"><li>- Take back packaging programs at stores</li><li>- Work with companies/corporations to reduce their packaging</li><li>- Work with faith-based organizations to get them to recycle and reduce their waste.</li></ul></li><li>➤ Do better at teaching/reminding teenagers what to do to reduce, reuse, recycle</li><li>➤ Explain it in as many languages as possible</li><li>➤ Create online forum where "waste" can be exchanged</li><li>➤ Perhaps work with non-profit s that focus on waste reduction (or zero waste) – shared tool sheds</li><li>➤ Create a zero waste campaign</li><li>➤ Possibly have 2 environment days in each ward to capture more recycling items</li></ul> <p>↳ I agree</p>	<ul style="list-style-type: none"><li>➤ Have more bins in public parks/spaces, etc. that accept only coffee cups (and such) and plastic coffee lids (and such)</li><li>➤ Publicize the stores/businesses, etc. that accept form/unwearable damaged clothing (such as H&amp;M) and/or damaged/wicked shoes (like Nike perhaps)</li><li>➤ Have an incinerator in Toronto</li><li>➤ Dog poo in parks – we need green bins in parks</li><li>➤ What about a new bin – the purple bin for dog poo and cat litter and maybe diapers</li><li>➤ More aggressive regulation of packaging in Toronto</li><li>➤ Handkerchiefs</li><li>- regulated and standardized packaging that is recyclable</li><li>-repairable products</li><li>- design that replaces parts not whole product, i.e. electronics</li><li>➤ Ensure that recycling/composting, etc. is a mandatory requirement to rent or buy any house in the City of Toronto and – also in any public housing not in an apartment</li><li>➤ More hazardous waste depots in convenient locations (malls, etc.) and better publicized. Or, once a month pickup</li><li>➤ Get green bins in TTC stations</li><li>➤ Stop buying things with lots of packaging to show businesses that we want reduced packaging (esp. plastic!!!)</li><li>➤ Disposable coffee cup ban</li><li>➤ Small fees for use of common convenience disposables (in the style of plastic bag fee)</li><li>➤ List of charitable organizations that accept aluminum clean/washed cans as a means of raising money for that charity</li><li>➤ Reusable produce bags</li><li>➤ Reusable travel mug/water bottle</li><li>➤ Don't buy new products (buy nothing/buy second-hand) or inherit from family/friends</li></ul>	<ul style="list-style-type: none"><li>➤ Be more aggressive in getting "vertical" owners and tenants to participate. Communicate costs, increase penalties and incentives, try out approaches and determine what works</li><li>➤ Coffee chains should be responsible to recycle their cups → or find another material to use. One idea could be increasing the discount received when bringing a reusable cup.</li><li>➤ Sorting in the garbage bins → put recyclable items and organic waste as well as electronics and hazardous waste in their respective places instead of landfills</li><li>➤ Permanent swap stores</li><li>➤ Consume less!</li><li>➤ Shop at thrift stores</li></ul>

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<b>Thinking 50 years from now, how should the city's waste be managed? Did we miss anything? If so, write down what you think the city should consider as part of the waste strategy? (panel 4 station 4)</b>	<ul style="list-style-type: none"><li>➤ Try to find ways to punish the companies that produce the most garbage (e.g. McDonald's was shamed into changing their pkgs. years ago)</li><li>➤ Make the 3Rs teaching part of the school curriculum</li><li>➤ Diversion of waste as much as possible minimize the amount of waste that enters your garbage bins</li><li>➤ Design products to be taken back by the manufacturer for reuse/ new product</li><li>➤ Consider elevating the price of new materials no new costs more than recycling old (steel, plastic, mineral, forest)</li><li>➤ Look at the countries like Sweden where garbage is imported because they have managed their system so well. How did they do it? How did they do it? How did they create the public conscience to participate so fully?</li><li>➤ Require restaurants to use green bins and compostable/recyclable take out containers</li><li>➤ Ensuring "everyone" business, government, NGO's charities, apartments/condos are onboard with the recycling program.</li><li>➤ Don't ban things or increase charges, because then people will just dumps their waste in parks, etc.</li></ul>	<ul style="list-style-type: none"><li>➤ Use waste as a feedstock for thermal processes (e.g. power plants, cement kilns)</li><li>➤ If amount of waste is insufficient, mine old garbage dumps/landfills</li><li>➤ Require buildings to have the infrastructure to facilitate using the blue and green bin. Use by-law enforcement.</li><li>➤ Disadvantage of biogas is that the generator requires a consistent diet. Other options like reduction are better.</li><li>➤ Mid-scale composting for organic waste</li><li>➤ Separation of food waste from other organic waste.</li><li>➤ Use microorganisms to break down inorganic material</li><li>➤ District heating from burning waste?</li><li>➤ Need to really focus on what we can do in apartment buildings.</li><li>➤ Education! Education! Education!</li><li>➤ Door-to-door education – with people who live in the buildings and speak common languages</li><li>➤ Educating Property Managers, superintendents, cleaning staff and residents</li><li>➤ Having stewards who live in the building</li><li>➤ Ongoing education</li><li>➤ New tenants to be educated by stewards and get recycling packages with their leases</li></ul>	<ul style="list-style-type: none"><li>➤ City should study thermal treatment – need to inform and educate public</li><li>➤ Disposal should be totally minimized – an incinerator needs wastes to run</li><li>➤ The city should require all space cars and robots to be made from easily recycled material....50 years from now?</li><li>➤ Work with manufacturers to reduce packaging and making the product to last longer</li><li>➤ All "wastes" should be designed to enter 3R's program and composting = ZERO WASTE TO DISPOSAL</li><li>➤ In 50 years we shouldn't have any waste!</li><li>➤ Ban manufacturers from using plastic packaging since plastic makes up a large component of our waste.</li><li>➤ Education to discourage consumerism (stop the problem before it starts)</li><li>➤ Cambi Thermal (not incineration!), Hydrolysis process might be a replacement process for current anaerobic digestion</li><li>➤ What can be done to the glass panels, on condos and commercial buildings, when they need replacing?</li><li>➤ The city should make sure all apartment building residents have access to green bins. The city should bring back the plastic bag fee and is a fee for disposable cups possible?</li></ul>	<ul style="list-style-type: none"><li>➤ Plasma gasification – not the same thing as traditional incineration</li><li>➤ Material recovery facilities that can sort and divert recyclables and organics thrown in garbage</li><li>➤ Require retailers to have recycling containers for customers such as coffee cups, lids, etc. Work with retailers to communicate percentage of waste recycled, Reduce taxes if business meets specific thresholds.</li></ul>

## Appendix H

### Feedback Form Results

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Survey Feedback from Public Consultation #1				
1. How did you hear about this event?	2. Biggest take away from this event	3. Least useful/enjoyable part(s)	4. Suggestions for improvement	5. Additional comments
June 9 <sup>th</sup> , 2014				
Newspaper Ad				
City of TO Website				
Newspaper Ad				
Email				
Email				
Social Media				
Direct Mail				
Email and Direct Mail				
Newspaper Ad				
Newspaper Ad and Social Media				
Email				
Newspaper Ad				
Toronto Environmental Alliance	Learned about anaerobic digesters in greater detail	N/A	Planned/organized in a great manner	Excellent event
Email and Stakeholder advisory group		A lot to read	Promote more - especially kid friendly area	
Email list and Post office mailing	Few or no short term actions	Long term vague objectives	Suggestions for fast actions and actions addressed before anything can be done	Believes we are missing political initiative to solve Toronto's problems
Email and Metroland	More things to change the more things stay the same Information provided was short on details	Doing the survey	Provide contact info Make strategy suggestions (where things stands, pros and con, options)	Preferred to learn from what Toronto's "experts" have to say Value of event as wanted to hear more opinions and options
Toronto Environmental Alliance	The four R's	All useful	Advertise more so people come out Have information available to people throughout menus (social media) Have more events	



			such as this	
Email and Toronto Star	Emphasis on programs avoiding "disposal"	Idea boards well used	Prefer to have presentation as part of an "open house"	Looking forward to the next two consultations with presentations by staff/consultants
Email and Toronto Star	Too few people attended at Scarborough	No group presentation	Provide food and drinks as incentives	
Metroland	Facts and figures are astounding		Let people know where this display information is available (online)	Current services are very helpful
Word of Mouth	More public education on urgency of waste diversion 4 R's	Breaking down mechanics of Green lane Landfill	Provide booklet of most salient points to take home	
Email	Seeing some of the errors people still make with recycling			
Email and Project Website	The city needs and is considering a strategy	Not sure	Have refreshments/snacks without creating more garbage of course	Was not expecting this (expected a meeting with discussion) but was happy with it as everyone could participate and interact with city staff/experts
<b>June 16<sup>th</sup>, 2014</b>				
Dillon	There are community/environmental days for municipalities/districts very good to know!	The diagrams on the panels are very well made - straightforward and easy to understand. I really enjoyed reading them.	I thought it was going to be a presentation. This worked because there weren't a lot of people.	
Someone emailed me	That we still need to work on multi-res.	We've come a long way with recycling but we still have a long way to go with recycling in multi-residential buildings and we're not looking for good enough	I'd like to go to the next one!	I don't think this is reaching enough people. How will people in the multi-residential buildings be consulted. Public Consultations in Toronto need to start looking at

		solutions.		ways to reach out to New Canadians. Thanks.
Letter of Invitation	There is a real urgency to deal with this problem, good for you! Be bold if you're looking at implementing solutions for the next 40 years.	Everything!	I believe there should be some pamphlets in different languages so that more people could read and understand the advantages of your programs.	Sharolyn Mathian Vettese. I'd be happy to participate. Great opportunity!
Word of Mouth	How much money could be saved by recycling properly.			Wish you all the best in reducing garbage and saving our environment.
The Grind, Word of Mouth - Dillon	Toxic Taxi! And we do a lot better job of managing waste - after processing we are left with much less than I thought.		Could they be part of councilor's environment day?	
Metroland	Learned about current status of waste management treatment.		Make sure your presentation and supplies used are reusable and needed ( <i>i.e.</i> the map).	Enjoyed speaking with staff.
Email	The amount of waste we create as a city.		Don't use non-recyclable display boards.	
Word of Mouth	Waste is a big problem and alternative measures must be taken in disposing of it.	It was all very enjoyable.	No	
Metroland	Learned about how waste is managed now & what are the intentions for the coming years.	None	Signage outside building would direct people	
Facebook	Toronto is achieving lots in terms of diversion, but there are notable changes. City is being proactive in ensuring waste plan is reviewed and implemented in good time.		None	
Word of Mouth	The city is doing a lot to	All the paper		

	manage solid waste and is looking at other Canadian Municipalities and international cities for best practices in solid waste management.	handouts...it's ironic because it's so wasteful!		
Metroland	There's a long road ahead		I thought it was going to be a presentation. This worked because there weren't a lot of people.	
<b>June 17<sup>th</sup>, 2014</b>				
Email, Snail Mail	New Technologies: Energy-to- Waste and Waste-to-Energy	I am disappointed that multi-unit residences still have a low diversion rate	A field trip or two to these new facilities like Dufferin Facility or Green Lane Landfill	
Word of Mouth, Dillon Employee, E-mail blast	Toronto is thinking ahead, and recognizes that sending stuff to landfill is an unsustainable solution.	It is all very informative. Perhaps the panel boards have almost too much information	Longer lead time, better outreach to all parties - including packaging industry, business, etc.	This is important - keep at it. Give some thought to best practice from around the world. Consider the actual environment costs/benefits for each course of action - it may not make economic sense to reduce landfill to zero, and could actually increase the carbon footprint.
Toronto Environmental Alliance Email	Landfill Full by 2026 Shows needs to improve waste diversion now. Two points I see as most important: - Including apartment buildings in blue/green boxes - Reducing Waste Focus on packaging much is unnecessary	Visual Examples of Garbage recycling help visualize what talking about		Need an adult conversation in this city on waste disposal now
Toronto Environmental	Where Toronto is right now in terms of the stages			

Alliance Staff	of waste strategy.			
Relative	The photo at the garbage in the Rogers Centre was powerful.	Ability to add comment	Eaton Centre another really busy place that manage waste better	
Toronto Star, Word of Mouth	I would like to have a presentation. Open houses with posters are helpful.			
Word of Mouth, Dillon Employee, E-mail blast	Toronto is approaching a new cycle in long term waste management strategy. The process seems to be in its early stages.			Aren't Vaughan and Peel talking about initiatives? Doesn't this make the most sense?
Email, Snail Mail	Story Boards & Handouts educational. This City needs leadership from the top. Office of the Mayor has ethical authority. Mayor should have public education. (Staff on floor very helpful)			
<b>June 18<sup>th</sup>, 2014</b>				
Word of Mouth	Made me generate ideas on how I could further reuse & recycle Learned about the taxi program		More promotion	Have more of these, they were great, especially in Etobicoke North
Project Website	Good to see the city considering all options & technologies. Often special interest groups keep some options off the table based on outdated information or preconceived notions. Equating WTE & plasma gasification, for instance, to traditional incineration is mistaken.		Perhaps space the events out by a few days. Makes options for attendance a bit easier.	Knowledgeable staff were able to answer most questions & pledged to follow up on some of my concerns.
Environmental Days	Great/Detailed info on current situation. Some ideas of what the city has in mind for the next 50 years.		Better publicity? = better turnout	Very informative



## Appendix I



### Survey Results

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# 19-Oct31

(Completion rate: 68.94%)







## 1. Do you live in the City of Toronto?

Response	Chart	Percentage	Count
Yes		92.1%	422
No		7.9%	36
Total Responses			458

## If yes, which part of Toronto do you live in?

The 377 response(s) to this question can be found in the appendix.




## 2. What sort of housing do you live in?

Response	Chart	Percentage	Count
House		58.0%	266
Townhouse		4.8%	22
Apartment in a House, Duplex, Triplex, Townhouse		11.1%	51
Apartment		13.1%	60
Condominium		12.0%	55
Other		1.1%	5
Total Responses			459

## 2. What sort of housing do you live in? (Other)

#	Response
1.	semi-detached house
2.	Semi-detached
3.	Row Home
4.	semi-detached house
5.	3 storey low rise apartment






### 3. Do you rent or own?

Response	Chart	Percentage	Count
Rent		33.7%	154
Own		64.8%	296
Other - Please Specify		1.5%	7
		<b>Total Responses</b>	<b>457</b>




### 3. Do you rent or own? (Other - Please Specify)



#	Response
1.	Am adult but live in the home that my parents own
2.	co-operative
3.	Live with parents
4.	Manage the Building
5.	Housing is provided as part of employment.
6.	Co-op
7.	prefer not to disclose

### 4. How many years have you lived in Toronto?






Response	Chart	Percentage	Count
Less than a year		3.6%	16
1 - 3 years		5.9%	26
3 - 5 years		5.9%	26
5 - 10 years		13.7%	60
More than 10 years		70.8%	311
		<b>Total Responses</b>	<b>439</b>

### 5. How old are you?



Response	Chart	Percentage	Count
Under 18		1.3%	6
18 - 29		19.2%	87
30 - 49		45.8%	207

50 - 64		23.5%	106
Over 65		10.2%	46
		<b>Total Responses</b>	<b>452</b>





## 6. How many people live in your household?

Response	Chart	Percentage	Count
1		19.0%	84
2		37.2%	165
3		14.7%	65
4		19.6%	87
5 or more		9.5%	42
		<b>Total Responses</b>	<b>443</b>

## 7. Do you identify as:

Response	Chart	Percentage	Count
Female		56.8%	256
Male		42.8%	193
Another identity		0.4%	2
		<b>Total Responses</b>	<b>451</b>

## 8. What language do you speak most often at home?

Response	Chart	Percentage	Count
English		95.4%	431
French		5.3%	24
Chinese - Cantonese		2.2%	10
Chinese - Mandarin		2.2%	10
Chinese - Other		0.2%	1
German		0.7%	3
Gujarati		0.4%	2
Hindi		1.1%	5









Italian	0.9%	4
Korean	0.4%	2
Persian (Farsi)	0.7%	3
Polish	0.9%	4
Punjabi	0.9%	4
Romanian	0.9%	4
Russian	0.4%	2
Somali	0.2%	1
Spanish	2.4%	11
Tagalog	0.9%	4
Tamil	0.2%	1
Urdu	0.7%	3
Vietnamese	0.4%	2
Other, please specify...	3.1%	14
<b>Total Responses</b>		<b>452</b>

#### 8. What language do you speak most often at home? (Other, please specify...)

#	Response
1.	Bengali
2.	Ukrainian
3.	Gaelic
4.	Scottish Gaelic
5.	Punjabi
6.	Bicol
7.	Swedish
8.	Malay
9.	Dutch is also spoken in our home
10.	Konkani
11.	Hebrew
12.	Japanese
13.	Bangali
14.	croatian

## 9. How do you put your waste out for collection?

Response	Chart	Percentage	Count
Curbside bins		73.3%	315
Curbside tagged bags		0.7%	3
Central drop-off location (recycle/garbage room indoors or outdoors)		5.1%	22
Chute in my apartment or condo		10.5%	45
Combination of chute and central drop-off location		7.4%	32
Other, please specify		3.0%	13
<b>Total Responses</b>			<b>430</b>

## 9. How do you put your waste out for collection? (Other, please specify)

#	Response
1.	central drop only
2.	bags
3.	Chute is used for garbage, recycling and organics are outdoors
4.	Chute is used for garbage, recycling and organics are outdoors
5.	Side door pickup
6.	compost organics in 2 backyard earth machines
7.	Recycle; chute; and off property green bins
8.	bin
9.	House side pick up
10.	I do not live in Toronto
11.	If I have enough waste I will put it out in a large bage once or twice a year only.
12.	Recycle drop-off location, garbage cur side pick up
13.	Chute for garbage, Garbage room or outdoor bins for recycling

## 10. Do you participate in any of the following? Do... | My participation

Every Collection Cycle	When I need to	I don't participate	This doesn't apply to me	Total Responses

Blue Bin / Recycling	390 (91.8%)	28 (6.6%)	0 (0.0%)	7 (1.6%)	425
Green Bin / Organics	189 (74.7%)	18 (7.1%)	21 (8.3%)	25 (9.9%)	253
Backyard composting	40 (10.5%)	141 (36.9%)	128 (33.5%)	73 (19.1%)	382
Electronics collection/recycling	57 (14.3%)	191 (48.0%)	83 (20.9%)	67 (16.8%)	398

## 10. Do you participate in any of the following? Do... | My satisfaction

	Not aware of program	Very Satisfied	Satisfied	Neither Dissatisfied or Satisfied	Dissatisfied	Very Dissatisfied	Total Responses
Blue Bin / Recycling	2 (0.5%)	188 (46.7%)	173 (42.9%)	23 (5.7%)	12 (3.0%)	5 (1.2%)	403
Green Bin / Organics	128 (32.7%)	121 (30.9%)	83 (21.2%)	35 (8.9%)	14 (3.6%)	11 (2.8%)	392
Backyard composting	31 (16.8%)	43 (23.4%)	42 (22.8%)	57 (31.0%)	8 (4.3%)	3 (1.6%)	184
Electronics collection/recycling	42 (13.4%)	70 (22.3%)	92 (29.3%)	81 (25.8%)	19 (6.1%)	10 (3.2%)	314

## Your comments

The 120 response(s) to this question can be found in the appendix.



## 11. Do the following resources help keep you informed... | Keeping you informed

	Yes	No	Do not know what this is	Total Responses
Annual Collection Calendar	350 (83.3%)	40 (9.5%)	30 (7.1%)	420
Waste Wizard (web search tool)	153 (39.4%)	59 (15.2%)	176 (45.4%)	388
Toronto's Solid Waste website	200 (52.4%)	90 (23.6%)	92 (24.1%)	382
Call 311	184 (48.2%)	148 (38.7%)	50 (13.1%)	382
Use 311 online service requests	114 (30.8%)	172 (46.5%)	84 (22.7%)	370


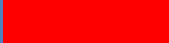
## 11. Do the following resources help keep you informed... | Your level of satisfaction

	Not aware of resource	Very Satisfied	Satisfied	Neither Satisfied or Dissatisfied	Dissatisfied	Very Dissatisfied	Total Responses
Annual Collection Calendar	20 (5.3%)	168 (44.7%)	140 (37.2%)	40 (10.6%)	4 (1.1%)	4 (1.1%)	376
Waste Wizard (web search tool)	110 (35.4%)	45 (14.5%)	90 (28.9%)	51 (16.4%)	10 (3.2%)	5 (1.6%)	311
Toronto's Solid Waste website	68 (21.5%)	36 (11.4%)	106 (33.5%)	91 (28.8%)	11 (3.5%)	4 (1.3%)	316
Call 311	41 (13.4%)	63 (20.7%)	85 (27.9%)	99 (32.5%)	12 (3.9%)	5 (1.6%)	305
Use 311 online service requests	76 (27.3%)	38 (13.7%)	57 (20.5%)	91 (32.7%)	14 (5.0%)	2 (0.7%)	278

## 12. Have you been to a City of Toronto Drop-Off Depot in the last 12 months?

Response	Chart	Percentage	Count
Yes		28.3%	120
No		71.7%	304
<b>Total Responses</b>			<b>424</b>

## If yes, how many times have you visited a Drop-Off Depot in the last 12 months?

Response	Chart	Percentage	Count
once		51.8%	59
1 - 5 times		48.2%	55



6 - 10 times	0.0%	0
more than 10 times	0.0%	0
<b>Total Responses</b>		<b>114</b>

### If no, why not? (Check all that apply)



Response	Chart	Percentage	Count
I don't know what these are		20.7%	56
I don't know where these are located		21.8%	59
I can't get to one conveniently		19.9%	54
I have no reason to go		57.2%	155
Other (open)		13.3%	36
<b>Total Responses</b>			<b>271</b>

### If no, why not? (Check all that apply) (Other (open))







#	Response
1.	I use a service that collects and then takes to the drop of depot.
2.	I don't know of anything that should go directly there.
3.	House not mine (living with parents) = less power to do things that would have me go here.
4.	I do not have a car but I also don't know what this take that I couldn't dispose of in my apartment building.
5.	I don't drive
6.	Not much stuff for drop-off. Go occasionally.
7.	We do not have a car
8.	i did not have time to go
9.	I am more likely to drop my e-waste off during community events in my neighborhood where dropping things off is an option. Also, there should be more done to divert waste rather than add to it. For example, if an electronic is still working but the resident has no use for it - it'd be great to have the opportunity to indicate that it is in working condition and offer it up to other residents. Perhaps the City has a "craigslist" or a "kijiji" type of system? Or physical locations where people can swap or pick up items that others no longer need.
10.	I don't dispose of trash in my home.
11.	Don't know the hours
12.	Don't have enough toxic waste to go

13.	do not live in Toronto
14.	I usually find places to bring my batteries, paint, etc. or wait for Environment Day
15.	Cost
16.	I also don't know what type of waste is/would be deposited here.
17.	I cannot understand why citizens should pay to dispose of their waste: it is a complete disincentive and makes people garbage hazardous waste in their black bin instead.
18.	Do not have a car to get to one; not convenient
19.	Do not live in the city
20.	I collect enough stuff until I have enough to drop off
21.	Had to replace my green bin after the squirrels ate through it.
22.	line ups too long so i avoid it
23.	want to go but have not been able to find the time around work/other activities
24.	The drop off depots are very unfriendly towards pedestrians. We take the TTC. Thankfully we have found other outlets for our hazardous waste.
25.	No time
26.	dispose of batteries at my ex's mississauga site
27.	handled by caretaker
28.	usually wait for Environment Days (city organized collections)
29.	waste of time in traffic etc
30.	I would love to be able to use the drop off system but I don't drive. I think some sort of pickup system would also be helpful particularly for seniors. It would reduce garbage ending up in the wrong place. It might stop toxic waste products from being placed in regular garbage or green bins.
31.	no con
32.	I use Councillor's environment day to dispose of electronics etc.
33.	poorly signed and I utilize the facilities at my employer.
34.	no vehicle other than bicycle
35.	I am answering these from Halton as I moved from Toronto a few years ago.
36.	I cant get there and mgmt. does not provide an opportunity for owners here to participate.

**13. Have you been to a Community Environment Day in the last 12 months?**  
**These are events around Toronto where residents can bring household hazardous waste materials, electronic items, and other unused and unwanted household items for reuse, recycling or safe disposal.**

Response	Chart	Percentage	Count
Yes		35.1%	149
No		64.9%	276
		<b>Total Responses</b>	<b>425</b>

**If Yes - Why did you go? Check all that apply**

Response	Chart	Percentage	Count
To donate items for reuse		43.7%	52
To drop off items for recycling or safe disposal		85.7%	102
To get free compost		26.9%	32
To purchase bins (backyard composter, Green Bin, kitchen container)		11.8%	14
To be social in my community		23.5%	28
Other		15.1%	18
		<b>Total Responses</b>	<b>119</b>

**If Yes - Why did you go? Check all that apply (Other)**

#	Response
1.	
2.	to exchange damaged bins for new ones.
3.	Volunteer
4.	To support the environment and recycling,
5.	Promote our environmental group East Toronto Climate Action Group, an environmental issue and support Councillors McMahon and Davis with
6.	to *exchange* a green bin
7.	Learn about anything new and thank the young volunteers for their efforts.
8.	Work
9.	work!

10.	Toronto Environmental Alliance
11.	To get some electronic waste, as art material
12.	Working
13.	Employee
14.	Get replacement Bins
15.	I also worked the Environment Days
16.	replace broken green bin
17.	Volunteered for a non-profit
18.	education for my children

### If No - Why not? Check all that apply

Response	Chart	Percentage	Count
I don't know what these are		24.0%	63
I don't know where these are located		28.2%	74
I can't get to one conveniently		14.5%	38
I have no reason to go		32.8%	86
I do not generate any of these types of materials		8.4%	22
Other		21.4%	56
		<b>Total Responses</b>	<b>262</b>

### If No - Why not? Check all that apply (Other)

#	Response
1.	My employer collects e-waste and disposes of it ethically
2.	other plans for those days
3.	procrastinating
4.	
5.	The condominium corporation looks after this.
6.	none in my area
7.	I am new to Toronto and have not heard of these. Great idea though!
8.	ones in my area i haven't been able to attend due to conflict in schedule
9.	I completely forgot about these. Also, I do not have a car and so carrying a lot of items on transit is difficult.



10.	needs better local profile
11.	participated in the past
12.	i was not in the city or it was winter or i was not aware
13.	I've been using depot drop-off
14.	Inconvenient
15.	They're infrequent and/or far away considering I would want to bring an old desktop computer or something
16.	Go to the dump on Commissioners when I have anything.
17.	I have little hazardous waste. I go occasionally.
18.	have not collected enough in the last 12 months to warrant a visit
19.	We no longer own a car. Can manage out of town if needed, especially scrap metal
20.	Need them once a month/week not once a year
21.	I don't when these are either...
22.	Not informed in time
23.	Too busy and these days do not offer me something I need
24.	We forgot to check the date, and missed the event.
25.	Always seem to fall on the wrong date for me
26.	I didn't know these existed until now.
27.	I forget to follow up on the dates, since I have to seek them out.
28.	Go to station to drop off
29.	Always on longweekends
30.	It hasn't worked out with my schedule.
31.	seem to always miss them/find out about them too late
32.	I go to the depots independent of these days.
33.	I can't get to one conveniently time-wise—both my wife and I work full-time, we have very little family in Toronto, and we have 4½ year-old twins.
34.	Local day got cancelled Ward 7
35.	Didn't need to go this time
36.	Dates did not suit me
37.	I haven't made it a priority although I feel that I should.
38.	
39.	out of town
40.	Was not able to attend.

41. I do not generate many of these types of materials
42.
43. I don't live here
44. more dates
45. caretaker handles
46. Scheduling conflicts
47. never heard of this program
48. Not long enough hours. Saturday mornings are very busy for me
49. They do not happen regularly, etc & are inconvenient esp without a vehicle
50. I have no way of getting to these events because I do not drive....
51. usually on weekends that are not suitable
52. My work schedule often conflicts with the time these events are held
53. Easier to take them to the transfer station.
54. As someone with no vehicle, it would be awkward to have to go to a community environment day to dispose of certain unused and unwanted household items. They also tend to be in locations and at times that have not been convenient for me.
55. I wasn't available on the date
56. time factor

#### 14. How do you dispose of your household hazardous waste (e.g., cleaning supplies, old/unused medication, light bulbs, paint, etc)?

Response	Chart	Percentage	Count
Drop-Off Depot		34.4%	144
Community Environment Day		30.6%	128
Toxic Taxi (Residents can call 311 and request a free pick up of household hazardous waste)		5.0%	21
Take them back to retailer		21.8%	91
I don't know		6.7%	28
I do not generate any of these types of materials		7.7%	32
I throw them in the garbage		21.3%	89
Other		16.3%	68
<b>Total Responses</b>			<b>418</b>

**14. How do you dispose of your household hazardous waste (e.g., cleaning supplies, old/unused medication, light bulbs, paint, etc)? (Other)**

#	Response
1.	Central Drop off at Condo
2.	my condo disposes of many types items on our behalf - about once a month
3.	bring to work
4.	Haven't had to yet, but plan to take light bulbs/batteries to IKEA. Haven't had to do anything else yet
5.	workplace has battery drop off
6.	The condominium corporation looks after this.
7.	I return medication to the pharmacy. I use up all cleaning supplies and then recycle containers. I recycle batteries and electronics through work.
8.	Storerd until City has usable scheme.
9.	Private collection - it goes down the chute
10.	Currently accumulating until I find a convenient way to dispose of it properly
11.	Green recycling service (local Legion)
12.	Through other people who can dispose of them, when I can.
13.	We have an area at my apartment building where we can leave this stuff and the building management deals with it.
14.	lcbo depot on Dupont Street
15.	I drop off light bulbs and batteries at IKEA.
16.	Buy what I need
17.	Sometimes I take them downtown to my work and drop them to a collection bin I found out about on OCAD campus but this is inconvenient. There used to be electronic waste collection at my apartment but it's now gone too.
18.	Currently I have faithfully put them aside, but have not called or taken them to a depot.
19.	medication - to pharmacies that hae disposal programs. light bulbs/batteries - ikea. textiles- h&m. cork - a company in oakville (forgot name). propane tanks - at your transfer stations every second year or so. printer cartridges - used to take to grand and toys, have to find another recycler. etc
20.	Take to retailers or other places (eg Home Depot) that will recycle bulbs or batteries.
21.	I take batteries to a facility that accepts them for recycling
22.	Canadian Tire, head office
23.	Retailers who recycle
24.	Collection boxes at certain stores and City Hall

25.	Currently, they sit in a designated box awaiting drop off
26.	Ikea.
27.	City Hall battery drop off
28.	I use the supplies and recycle the containers.
29.	Condos/some retailers/workplaces have safe drop off
30.	collect batteries at work
31.	I take expired medication to the drug store.
32.	pile up in my garage, need to take them to a drop off location/community env day
33.	Admittedly, I don't have much of this type of waste
34.	Halogen lights. I throw them in the garbage currently (though not yet). I don't know if Home Depot etc. will take them back or where I can get rid of them safely.
35.	depends on the material and my time and my knowledge of what goes where
36.	currently stockpiling for proper disposal
37.	light bulb -once a year, clean with vinegar, paint 20 years, no medication.
38.	Ikea
39.	Our apartment building arranges this
40.	drop at the paint depot
41.	bulbs in garbage. Used batteries to retailer that accepts them
42.	drop batteries and/or light bulbs at City Hall, IKEA
43.	Haven't generated any of these types of materials while living here
44.	We generate little of this. Fluorescent light bulbs are a problem though.
45.	We generate very little (we use eco-friendly products wherever we can), but what we do generate we use facilities at our workplace (i.e. batteries, cell phones, etc.), or Community Environment Days, or occasionally take to the depot
46.	dispose of at waste site in smaller municipality where I have a second home.
47.	didn't know that light bulbs and medication needed to be disposed of differently
48.	Workplace recycling programs
49.	I am collecting them, and I'll do the research on where they go when I have enough.
50.	caretaker handles
51.	save at home
52.	Landlord disposes of some of this.
53.	
54.	I haven't found a convenient way to dispose of them so they're sitting in my closet.



55.	I didn't know that toxic taxi picks up batteries and tires and cooking oil. I will follow up with this solution in the future.
56.	I don't. I have many florescent lightbulbs I don't know what to do with.
57.	Green Living Show (batteries, etc). And we have a friend who is a wizard at finding good homes for used computers, printers, etc
58.	Volunteers collect batteries etc. in my building
59.	Condo Corp does not have this program in place, therefore I separate them on my own, label them, and place them aside in our communal recycling room
60.	or recycle some that aren't too toxic
61.	I utilize the resources available at my place of employment
62.	save them up, take them to Can Tire or Best Buy to drop off when I go shopping
63.	Expired meds are taken to the pharmacy. Haz Mats are taken to the recycle room at the P1 level of the building.
64.	Condo collects for disposal
65.	Dump
66.	We have HHW collection point in our condo
67.	Luckily, my workplace has some sort of collection for HHW, and I tend to bring items there when I generate them (i.e. in small batches), so that they are small enough for me to transport.
68.	I take them where I work as they have Toxic taxi pick up, but where I live they don't



## 15. In your day to day life, what would help you to reduce, reuse, recycle more of your waste?

The 329 response(s) to this question can be found in the appendix.

## 16. What are some of the most common items you throw in the garbage that you wish could be recycled?







The 334 response(s) to this question can be found in the appendix.

## 17. When you are going to buy something, do you consider looking for a used option instead?

Response	Chart	Percentage	Count
Yes		62.9%	259
No		37.1%	153

<b>Total Responses</b>	<b>412</b>
------------------------	------------

### If Yes - What items have you considered? (Check all that apply)



Response	Chart	Percentage	Count
Furniture		65.4%	85
Clothing		61.5%	80
Automobile		53.8%	70
Electronics		52.3%	68
Appliances		35.4%	46
Other		20.0%	26
<b>Total Responses</b>			<b>130</b>

### If Yes - What items have you considered? (Check all that apply) (Other)



#	Response
1.	Tools : woodworking, carpentry, kitchen
2.	Baby items
3.	books, games, housewares, dvds & videos, costume jewelery
4.	Bicycle parts
5.	
6.	outdoor durniture
7.	garage sale items
8.	Sports gear
9.	Shoes, toys, fabric, pretty much anything
10.	Toys
11.	Baby Items
12.	Decor
13.	sporting goods
14.	books, home decor (antique or reclaimed), bicycle
15.	canoe, bicycle, tennis racquets, skates, board games
16.	We don't own a car, and don't need one, but if we were to decide to purchase one, we would definitely consider used.
17.	small household items

18. toys
19. books
20. i asked a builder for his leftover paint and did the bathroom for free.
21. books
22. Instruments, skis, skates
23. Books, sports things (bikes, skates, etc.)
24. shelves and other storage units
25. Plants, lumber, soil, paint, athletic equipment, books.
26. anything i need i seek at craigslist and kijiji first.

### 18. Do you look at or consider the recyclable content of products before you buy them?

Response	Chart	Percentage	Count
Yes		63.7%	258
No		36.3%	147
<b>Total Responses</b>			<b>405</b>

### 19. Do you buy a product because it has less packaging?

Response	Chart	Percentage	Count
Yes		74.9%	304
No		25.1%	102
<b>Total Responses</b>			<b>406</b>

### 20. Are there other waste related factors that influence your purchasing decisions?

The 211 response(s) to this question can be found in the appendix.

**21. What is important to you when it comes to making decisions about managing waste over the next 30-50 years? Rank each in order of importance for you (1 is most important and 5 is least important)**

	1 Most Important	2	3	4	5 Least Important	Total Responses
Natural Environment	338 (83.7%)	42 (10.4%)	12 (3.0%)	6 (1.5%)	6 (1.5%)	404
People and Jobs	73 (18.5%)	128 (32.5%)	103 (26.1%)	68 (17.3%)	22 (5.6%)	394
Cost	56 (14.1%)	118 (29.6%)	142 (35.7%)	65 (16.3%)	17 (4.3%)	398
Level of Service	64 (16.0%)	169 (42.2%)	106 (26.5%)	53 (13.2%)	8 (2.0%)	400
Other	20 (15.0%)	12 (9.0%)	26 (19.5%)	6 (4.5%)	69 (51.9%)	133





**[OtherID] If you selected "other" in the previous question, please specify.**

The 27 response(s) to this question can be found in the appendix.

**22. What are some ways that you reduce and reuse your waste items?**




The 320 response(s) to this question can be found in the appendix.

**23. How important to you is a long term plan for solid waste management in the City of Toronto?**

Response	Chart	Percentage	Count
Very Important		74.7%	180
Important		20.3%	49
Somewhat Important		3.7%	9
Not Important		1.2%	3
		<b>Total Responses</b>	<b>241</b>







**24. We will look at the following options during the development of the Strategy:** Review new and emerging waste reduction techniques and practices  
Review new and emerging reuse and recycling techniques and practices  
Enhance methods for promotion and education of waste management programs  
Review of waste diversion bylaws, policies, legislation Options to landfill waste (redirecting waste to other landfills, expand City landfill, purchase another landfill) Partnerships with other municipalities, non-governmental organizations and private sector companies Reduce or eliminate waste dropped off at our Transfer Stations and landfill from private customers (e.g. increasing fees at the City's landfill and transfer stations) Alternative waste technologies such as mechanical biological treatment and thermal treatment (e.g., combustion with energy recovery, pyrolysis, gasification, waste, pelletization) Thinking 50 years from now, are we missing any options from the list?

Response	Chart	Percentage	Count
Yes		38.5%	89
No		19.5%	45
I don't know		42.0%	97
		<b>Total Responses</b>	<b>231</b>

**If yes, please explain.**

The 105 response(s) to this question can be found in the appendix.

## 25. How did you find out about this survey?

Response	Chart	Percentage	Count
Public information centres		8.5%	31
Email (list serve)		20.5%	75
City website <a href="http://www.toronto.ca/wastestrategy">www.toronto.ca/wastestrategy</a>		9.3%	34
Direct mail		5.5%	20
Newspaper Advertisement - Metroland (ie. Mirrors and Guardians)		1.4%	5

Newspaper Advertisement - NOW Magazine	1.4%	5
Newspaper Advertisement - Toronto Star	1.1%	4
Newspaper Advertisement - Toronto Sun	0.0%	0
Newspaper Advertisement - The Grid	0.5%	2
City waste collection calendar	4.1%	15
Twitter	7.7%	28
Facebook	3.6%	13
Word of Mouth	15.3%	56
Other	30.7%	112
<b>Total Responses</b>		<b>365</b>

## 25. How did you find out about this survey? (Other)

#	Response
1.	Work Email
2.	Dillon Consulting Limited
3.	Toronto Environmental Alliance newsletter
4.	My employer
5.	Dillon Consulting
6.	
7.	public library
8.	Cllr Mike Layton
9.	Mike Layton on Facebook
10.	Live Green email
11.	
12.	Public Consultation
13.	TEA
14.	Public Open house Scarborough Civic Centre
15.	Email was forwarded by my daughter
16.	Toronto Food Policy Council
17.	I work for the City
18.	Friend
19.	newspaper ad in the bloor west villager
20.	Monday morning news through employer

21.	Environmental Day Event
22.	Environmenta lDay
23.	Livegreen Volunteer E-mail
24.	Waste management public meeting
25.	friend emailed it to me
26.	Link from TO Greenspiration newsletter
27.	Toronto environemtnal alliance
28.	Environment Days
29.	friend
30.	Family member
31.	Consultation Meeting
32.	My niece
33.	Community Environment Day
34.	Picked up one from Community Environment Day
35.	Enviro-Day
36.	Community Days
37.	Community Environment Day
38.	Community Environment Day
39.	Environment Day
40.	Flyer
41.	Environment Day
42.	Community Day
43.	Community Environment Day
44.	Local Environment Day
45.	Community Environment Day
46.	community enviroment day
47.	Community Environment day for Paul Ainsley
48.	monday morning news
49.	I'm a City employee and saw it in the Monday Morning News email.
50.	I was given information on the survey at a community environment day.
51.	Councillor & Environment Day
52.	Monday morning news email

53.	Environment Day Booth
54.	Environment Day
55.	Received at Community Environment Day
56.	Given to me at Community Environment Day Event
57.	Environment Day
58.	Environment days
59.	Community Day
60.	Environment day handout
61.	At Transfer Station
62.	Volunteer
63.	I will be doing outreach for the program
64.	Live Green Festival
65.	Environment Days Event
66.	passing by city hall
67.	bookmark
68.	a friend emailed it to me
69.	A friend sent it to me
70.	friend forwarded it by email
71.	City Employee
72.	a friend forwarded it.
73.	received from employer
74.	
75.	Environment Day
76.	City staff e-mail
77.	City councillor's email
78.	City Update e-newsletter
79.	work
80.	from Kate Kusiak at Waste Management
81.	i looked it up because i want to help
82.	I was looking up how to dispose of cooking oil in the City of Toronto...multiple websites popped up.
83.	At a farmers' mkt.



84.	event
85.	metro hall stands
86.	international student festival
87.	a table by the bike path on the lakeshore (west of the Humber River) where there were also staff getting feedback about improvements to the bike path
88.	Local Farmers Market
89.	student festival
90.	Transfer station receipt
91.	Table at a Repair Cafe Toronto event
92.	Livegreen
93.	Reddit
94.	reddit.com
95.	reddit.com
96.	Reddit
97.	Reddit.com/toronto
98.	Reddit
99.	Reddit.com
100.	Reddit
101.	Reddit
102.	live green newsletter (indirectly)
103.	Reddit
104.	Cabbagetown Residents Assoc. e-newsletter.
105.	Recycling Council of Ontario
106.	Cabbagetown Newsletter
107.	member of RCO
108.	Recycling Council of Ontario daily newsletter
109.	table set up at Etobicoke Civic Centre
110.	community champion email list
111.	reddit
112.	recycling ambassador program

## 26. What is the best way for you to get information on the Waste Strategy?

Response	Chart	Percentage	Count
Public information centres		19.2%	69
Email (list serve)		40.1%	144
City website <a href="http://www.toronto.ca/wastestrategy">www.toronto.ca/wastestrategy</a>		36.5%	131
Direct mail		20.1%	72
Newspaper Advertisement - Metroland (ie. Mirrors and Guardians)		16.2%	58
Newspaper Advertisement - NOW Magazine		9.7%	35
Newspaper Advertisement - Toronto Star		15.0%	54
Newspaper Advertisement - Toronto Sun		4.7%	17
Newspaper Advertisement - The Grid		4.2%	15
City waste collection calendar		35.7%	128
Twitter		18.7%	67
Facebook		16.7%	60
Word of Mouth		14.8%	53
Other		12.0%	43
<b>Total Responses</b>			<b>359</b>

## 26. What is the best way for you to get information on the Waste Strategy? (Other)

#	Response
1.	Metro newspaper
2.	My employer
3.	cp24
4.	Television and radio
5.	Newspaper advertisement in The Globe and Mail
6.	Newspaper - metro
7.	library
8.	advertisements in the free daily newspapers
9.	Newspaper articles on the project and process.
10.	re-partner with Recollect email list
11.	The "subway papers" Metro and 24
12.	I would have wanted more information/ questions on energy from waste solutions in this

	survey. I hope the City is seriously considering this option for waste. But, it should not hamper any efforts for mitigation and diversion.
13.	TV and radio advertising.
14.	
15.	Is it possible to not make ads look so boring and like a "public notice" but rather a bit more interesting like the 311 ads?
16.	I couldn't leave my email above, so I leave it here: j.k.knoch@gmail.com.
17.	Newspaper articles
18.	Globe & Mail
19.	Public Affairs show TV & Radio
20.	This is a very interesting event. It should be at a high traffic location where people are possibly waiting or meandering like the Eatons Centre, Central library, go station, etc.
21.	TTC ads
22.	Radio/TV CBC or Zoomer 740
23.	something posted on my bins - a post-it notice
24.	Blog TO Website
25.	
26.	Subway, TV
27.	Education forums in schools & communities
28.	I don't need it...common sense tells me what to do.
29.	advertisement throughout the city or TTC
30.	social media
31.	editorials in the National Post or Globe and Mail newspaper
32.	collaborate with other organizations that have a huge reach e.g. TDSB (link exists via Eco Schools program), link it to other public education efforts e.g. waste reduction in parks, hold a themed contest to raise awareness
33.	radio/tv news reports
34.	Please, no direct mail - that's just more paper that may not get recycled!
35.	andrew.james.john.reid@gmail.com
36.	Reddit
37.	Reddit.com, Other social media websites
38.	reddit
39.	TTC advertisement
40.	public libraries, train stations, buses/subways, streetcars

41. Cabbagetown Residents Assoc. e-newsletter.
42. Go to schools & they will teach the parents
43. recycling ambassador program



## Appendix

If yes, which part of Toronto do you live in? |

#	Response
1.	Annex
2.	Henry Farm
3.	North York
4.	Fort York Area
5.	Scarborough
6.	North York (Pleasantview)
7.	Little India
8.	Riverdale
9.	Yonge & Wellesley
10.	Etobicoke/Eringate/Centennial Park
11.	Leslieville
12.	East York
13.	Scarborough
14.	Bloor West Village
15.	Ossington and Bloor
16.	M8V 3X1 South Etobicoke
17.	Downtown
18.	The Annex
19.	Christie Pits
20.	College and Bathurst
21.	Yonge/Wellesley
22.	Scarborough
23.	East York
24.	Yonge/Eglinton
25.	Bloor West Village
26.	North York
27.	Etobicoke
28.	Scarborough
29.	East end

30.	Don Mills
31.	Marlee and Dufferin
32.	East York
33.	west end
34.	Scarborough
35.	beaches
36.	Close to the financial district.
37.	North York/Willowdale
38.	North York
39.	St. Clair west
40.	North York
41.	North York
42.	york
43.	north york
44.	Ward 2 (Etobicoke), Kipling and Dixon
45.	Downtown - Little Italy
46.	St. Clair west
47.	Scarborough Village
48.	Danforth
49.	north toronto
50.	Scarborough
51.	Lawrence Park
52.	Mt. Pleasant West / Yonge and Eglinton
53.	East Toronto Village
54.	Willowdale
55.	Beaches/East York
56.	North York, Don Mills/York Mills area, Don Valley East
57.	Beach
58.	Parkdale
59.	scarborough south west
60.	Scarborough near Brimley and St. Clair
61.	Ward 30

62.	Former East York, North of O'Connor
63.	Pelham Park
64.	Trinity-Bellwoods
65.	St Clair West
66.	Annex
67.	Bloor and Lansdowne
68.	Toronto Centre
69.	East Danforth
70.	Annex
71.	High Park
72.	Riverdale South
73.	Liberty Village
74.	York
75.	Scarborough
76.	East York
77.	St Clair W
78.	leaside
79.	King West
80.	Dupont and Ossington area
81.	North Toronto
82.	Parkdale
83.	Upper Beach
84.	North Toronto
85.	etobicoke
86.	East York
87.	M1V3P4 Scarborough
88.	Beaches
89.	Little Italy
90.	Downtown
91.	Christie Pits
92.	Beaches/East York
93.	Guildwood Village

94.	Near the St. Lawrence Market
95.	North York
96.	St. Clair and Yonge area.
97.	Woodbine and Danforth
98.	Scarbouough
99.	Old city of York
100.	Scarbouough
101.	west queen west
102.	North York
103.	North York
104.	North Toronto- Yonge & Lawrence
105.	North York
106.	Davenport
107.	The Annex
108.	East York
109.	High Park Area
110.	Etobicoke
111.	Dufferin/St Clair
112.	Kingston Road and Main St - Beaches
113.	Beaches
114.	North york
115.	Riverdale
116.	Downtown (King West)
117.	harbord village
118.	High Park
119.	Bloor and Dufferin
120.	Beaches
121.	don mills
122.	Etobicoke
123.	Downtown Core
124.	The Annex
125.	North York

126.	North York
127.	Finch/Don Mills
128.	The Annex
129.	North York
130.	High Park
131.	Scarborough
132.	Dawes Road
133.	south etobicoke
134.	35 Brian Peck Crescent, near Leslie and Eglinton.
135.	etobicoke
136.	Davenport/Ossington
137.	Ward 27 Toronto Centre-Rosedale
138.	Riverdale
139.	Toronto
140.	north toronto
141.	Don mills
142.	South East Scarborough
143.	St Clair West
144.	Ward 15 Eglinton-Lawrence
145.	East End M4M
146.	Former city of York
147.	Scarborough
148.	Parkdale (West End, near High Park)
149.	Scarborough
150.	Yonge and Davisville Area
151.	Etobicoke
152.	North York
153.	Etobicoke Centre
154.	Etobicoke
155.	near Bloor and Ossington
156.	South etobicoke
157.	Willowdale



158.	East York
159.	Annex
160.	North York
161.	The Annes
162.	M8V1W2
163.	St. Lawrence Neighbourhood
164.	Etobicoke
165.	Scarborough
166.	Scarborough
167.	East York
168.	Leaside
169.	Scarb
170.	The beaches area
171.	Bennington Heights
172.	Etobicoke South
173.	Leslieville
174.	Etobicoke
175.	Junction Triangle, Bloor Street b/w Lansdowne & Dundas West
176.	Scarborough
177.	scarborough
178.	351 Military Tr. #46
179.	Scarborough
180.	East York
181.	North York
182.	Davisville
183.	Downtown.
184.	Scarborough
185.	Lakeshore
186.	North York
187.	Scarborough
188.	Etobicoke
189.	Etobicoke

190.	Seven Oaks in Scarborough
191.	West Hill
192.	North York
193.	Midtown
194.	St Clair West and Christie area
195.	west toronto
196.	North York
197.	Etobicoke
198.	Long Branch
199.	East York: North of Danforth/Broadview
200.	Durham Region
201.	Scarborough
202.	etobicoke
203.	Don Mills
204.	Scarborough
205.	cabbagetown
206.	Etobicoke Central
207.	scarborough
208.	Weston
209.	East York
210.	north york
211.	Etobicoke
212.	Etobicoke
213.	East York
214.	Scarborough
215.	Mid Town
216.	Ward 12
217.	Harbord Village - M5S 2L6
218.	Ward 32
219.	regal heights
220.	central west
221.	Leslieville

222.	East - Beaches
223.	East York
224.	Beaches
225.	Beaches
226.	Leslieville
227.	Beaches
228.	Stclair and spadina
229.	West
230.	Hunt Club, Scarborough
231.	Beaches
232.	high park
233.	Beach
234.	The Beach
235.	beaches
236.	The Beach
237.	The Beaches
238.	leslieville
239.	Downtown Toronto
240.	Parkdale
241.	North York
242.	Upper Beach
243.	scarborough
244.	Danforth Ave. area
245.	High Park area
246.	Etobicoke
247.	mid town
248.	West End - Etobicoke
249.	downtown
250.	East York
251.	Etobicoke
252.	Etobicoke
253.	east york

254.	downtown (Little Portugal)
255.	Etobicoke
256.	Newmarket
257.	Church-Wellesley Village
258.	Downsview
259.	jane and windemere
260.	High Park
261.	Scarborough
262.	North York
263.	old city, West Queen West
264.	North York
265.	Etobicoke
266.	North York
267.	west downtown
268.	St. Clair/Christie area
269.	Riverdale
270.	East York
271.	Forest Hill
272.	Scarborough
273.	Scarborough
274.	Scarborough
275.	North York
276.	Willowdale
277.	scarborough
278.	Norh York
279.	Bloor west
280.	Scarborough
281.	n/a
282.	Scarborough
283.	Etobicoke
284.	Etobicoke
285.	Downtown (Bloor & Bathrst)

286.	Scarborough
287.	beaches
288.	North York
289.	NORTH YORK
290.	Midtown
291.	East
292.	The Beach
293.	corso itaila
294.	Toronto and East York District
295.	Vaughan
296.	north york
297.	Scarborough
298.	north york
299.	north york
300.	St. Lawrence
301.	Scarborough
302.	Seaton Village
303.	St. Lawrence Market area
304.	Junction
305.	Ward 30
306.	High Park North
307.	riverdale
308.	East York
309.	"old" Toronto but not downtown
310.	etobicoke
311.	East York
312.	downtown
313.	dt
314.	Scarborough
315.	Humewood
316.	Scarborough
317.	Warden



318.	Distillery District
319.	The Junction (Dundas/Runnymede)
320.	north york
321.	North York
322.	Beaches
323.	scarborough
324.	Bloor West Village
325.	downtown
326.	The Annex
327.	East York
328.	CityPlace
329.	Humber Bay Shores
330.	Roncesvalles
331.	Forest Hill (St Clair West and Bathurst)
332.	Rosedale
333.	Runnymede
334.	Etobicoke
335.	Scarborough
336.	East Toronto/Upper Beach
337.	North York
338.	Riverdale
339.	East York
340.	East York/The Danforth
341.	leaside
342.	ward 18
343.	Downtown - Trinity Spadina
344.	CityPlace
345.	Little Portugal
346.	St Lawrence Market
347.	junction triangle
348.	Chinatown
349.	Lawrence Park

350.	Scarborough
351.	Willowdale
352.	Old Town
353.	Midtown
354.	north
355.	North York - Ward 16
356.	ward 18
357.	Mid-town
358.	Leslieville
359.	Downsview
360.	Cabbagetown, Ward 28
361.	Riverdale
362.	downtown
363.	downsview
364.	Cabbagetown
365.	Etobicoke
366.	Etobicoke
367.	yongr and finch
368.	North York
369.	Ward 20
370.	east york
371.	Leslieville
372.	Upper Beaches
373.	Bathurst/Finch
374.	East York
375.	Scarborough
376.	north york
377.	upper beaches

## Your comments |

#	Response
1.	We need to find processors for recycling ALL plastics. Too many plastic items have to go in the grey bin because they're not currently recyclable in Toronto.

2.	I dont know enough about the cycle of the electronics collection program.
3.	I know that electronics collection exists...I just haven't bothered to look up the schedule or locations yet.
4.	Since moving from a condo (chute disposal) to a house (curbside) I have experienced numerous problems with collection including:- Broken bins- Having to replace broken bins on my own- Collectors not fully emptying the bins- Bins left askew blocking driveway and/or road- Despite me following guidelines, items not picked up
5.	Satisfied electronic can be collected (some hazardous stuff in them!)Wish more things could be in blue bin.Hat bubble pack plastic, it should be banned or at least accepted in blue binHow about alum foil, or old cookware, glasses, dishes?
6.	I take my e-waste to stores that accept it. didnt know i could leave it by the curb as well.
7.	City Service, from City employees excellent. Here terrible feedback from friends living west of yonge st.
8.	It is a little hard to keep track of what can / cannot be recycled. It would be helpful if the plastics just depended on the number. I could remember that.
9.	More work is needed in educating apartment tenants. Directions need to be posted in other languages. In winter or bad weather it is difficult for to go outside where the recycling bins are located. For those without a car it is difficult to take electronics & hazards waste to the locations listed & difficult to keep in the limited space of an apartment until an Environmental Day comes to a closer area.
10.	We were supplied green companies fro food scrap/organics but we don't have a place to deposit it in our buildings.
11.	Blue & green bin program works wellGreen bin organic is good & bad - we divert from landfill but feed a growing population of raccoon. The city must find a solution to a raccoon proof bin & fast.
12.	Great that Green bin can take all organics & solid paper.Happy that blue bin has expanded types of plastic containers.
13.	Overall these programs work well for houses and neighbors all participate. Problem is in multi-residential buildings. Should be more community environment days.
14.	Not sure what the backyard composting means when the answer is "every collection cycle". I have 2 backyard composters. We also put out yard waste every collection cycle and if that's what the question is supposed to survey, it should be changed.
15.	As far as yard composting goes the City is not allowing for climate change. Leaf pick up needs to last later into fall. Storm cleanup needs to be provided after events.
16.	I really like the toxic taxi service
17.	Composting has not come to my condo yet; although there is a tri-sorter in place that could facilitate this.I dispose of electronics on local Environmental Days.
18.	I rent the main floor of a bungalow. The owner (my landlord) does the mowing of the grass, and the raking or collection of the leaves and he puts them for collection at the curbside.

19.	Yard waste could be picked up more frequently in the season. Kraft bags deteriorate in inclement weather and pick up becomes more difficult & sometimes messy.
20.	wish my condo would change the chute so it could take recycling too instead of having to bring it downstairs to the recycling room every time.
21.	Many people do not understand what is garbage and what is recyclable. In my condo building, I asked for posters/boards above the recycling bins but condo board said, no it would be unsightly.
22.	I do put out electronic products for recycling as needed.
23.	Electronics - Sometimes when I have put out on proper day and clearly marked as electronic collection, it has not been picked up. Happened this spring, saved it and took it to environment drop off.
24.	Environment days are a huge success and easy disposal for HHW, electronics and textiles.
25.	There should be a bin available for curbside collection of electronics, instead of a flimsy bag.
26.	I sometimes forget what materials are recyclable and what are not. It is not easy to find the list of recyclables either on the City of Toronto website or on the calendar. It's there, but you have to look through a lot to get to it.
27.	With regards to Backyard composting: unreliable pickup schedules.
28.	I always end up stacking up electronics recycling and never have time to find when/where to give it. It's really annoying. I admit that sometimes i just give up and throw it out.
29.	Surely you can find a green bin closure that will defeat the racoons. When the green bins were introduced there was a lot of hoopla about how they had been tested and were animal proof. The racoons in my neighbourhood took about 1 week to figure out how to flip open the lids. Other cities I have visited have much better and more secure closures on their green bins.
30.	Keep up the good work
31.	I would like the Blue Bin program to take more items (aluminum foil for example, metal glass jar lids etc.). I do not do backyard composting, too difficult due to the raccoons and rats. The curbside electronic waste pick-up is great in theory, but in my neighbourhood (and probably in other neighbourhoods) local guys come around before the city collection trucks and pick this stuff up. Who knows where it ends up and it is probably not being recycled by them.
32.	One item we can never find in the calendar is whether or not individual serving yogurt cups, the type you break apart to take with you and eat, are recyclable, so we assume not, and put in garbage. Also, we eat out alot, and virtually never see recycling bin options for 'mom & pop' fast food or small 'eat-in' restaurants, I would say 99% of the ones we see do not participate in recycling. This means all of their bottles & cans at the least, are always going into landfill.
33.	Offer incentives for recycling and composting a certain amount to help encourage these practices.
34.	Curbside collection is great. I would like to think that the Waste Management Strategy

	would include a hard look at Superincineration to generate electricity. I believe many cities around the world use this method to extract usable energy and eliminate landfill solutions. I believe the new technologies can mitigate the air pollution issue. Where can I find more information? Thanks.
35.	Electronics recycling is a bit confusing with the special bag. I bring stuff to Community Environment Days.
36.	Good system
37.	What about yard waste (leaves/shrubs etc.)?
38.	.
39.	The Federal Government, Ontario Government and the City of Toronto have all contributed to this horrible mess, so I suggest getting rid of all dollar stores, unnecessary packaging of food stuffs, that are not the best to eat, like candies, cookies, and other junk foods, and all styrofoam, and all useless plastics, no more animal factory farming, puppy mills, catseries, too many choices of colour for one particular item, so much paper waste that isn't necessary at all, all the food store buggies that really are not needed, and the cars, and all the furnitures, and all the other useless garbage that has been part of the so-called building the economy, but instead has made a horrible mess on this planet, and by all means lowering human population is the wisest move, then teaching them how to live simply. You can figure out the rest, I hope.
40.	green bins are a great idea but the design is problematic. they need to be kept outdoors and raccoons always get in to them and strew the contents everywhere. I've stopped using the green bin entirely. I think larger standing bins like the blue bins would be a better alternative
41.	Education and following through:I find it disturbing that many household simply don't care:- Garbage in the recycling- Waste put out in cardboard boxes- Electronics in garbageEstablish a curbside review to educate/remind the individuals involvedMight save time and money at sorting
42.	I collect HHW and drop at participating recycling depots.
43.	The green bins need to be re-designed or the raccoons population needs to be culled.
44.	I don't feel that the city has adequately assessed the risks and liability of collecting electronic waste.
45.	I feel that as much as many of us may do there are people who believe that it is not their responsibility or even care about getting involved. I notice this especially with people in higher income neighbourhoods.
46.	I also use the Yard Waste pick-up regularly. Our household uses the free garden compost offer as well, in the Spring.
47.	We would love to recycle more electronics but it is never convenient. We have to go out of our way to find places to recycle electronics - we currently have a big bag in the garage, just waiting until we time dropping off.
48.	Sometimes our backyard composting bags aren't picked up even though they're light, tidy and look exactly like other bags on the street that do get picked up. It seems a mysterious and fickle process.Otherwise I think the bin collection is great.



49.	I don't believe the green bin program is working. When it first started, the compost produced was too disgusting for farmers to accept it, so we we're told it was being laid out in a field to dry for a year. Since then no news. Fishy.
50.	Electronic waste collection/recycling is not advertised well enough. If more people were aware of the importance of proper electronic waste disposal, they would do it; which is incredibly important for our environment.
51.	Wishing bag for electronics was a bit bigger.
52.	i know only of drop off centres for electronics
53.	Need better system for hazardous waste and e waste materials.
54.	There should be more plastics accepted for recycling. For instance, currently no black containers are accepted, even when as in the case of planters the plastics number is clearly stated on the container. Also no plastic bags other than grocery bags and some vegetable bags are accepted. I spend time to check if there's a plastics number before I dispose. When you leave something for the average consumer to do, it won't be done right. In a society that rewards buying packaging (e.g. muffins are cheaper by the 1/2 dozen in a huge plastic container than individually without the plastic) we need to step up the recycling program. I try to Reduce wherever I can, but it's not in the consciousness of most consumers.
55.	Animal proof lids would be beneficial
56.	I've had problems with our collector who doesn't know what is allowed in garbage or recycling and has left it on our lawn with no written message with what the problem is . Our neighbors had a strap on their green bin to keep racoons out. Garbage collector wouldn't open the strap and left garbage even after strap was no longer used but attached to bin. Garbage collectors need to have a piece of paper with a list of issues/problems so they can easily check off why the garbage wasn't picked up then residents would know why their garbage is not picked up. It would be very effective and reduce animosity towards the City.
57.	Garden waste collection needs to be increased to weekly during Spring and Fall. Especially for Fall leaf collection, every other week is not often enough.
58.	Would like to have a specific day/date every month for collection of electronics, batteries, etc. Eg: 1st recycling day of every month.
59.	More environment day type events to drop off electronics and toxics would be good
60.	Just so you are aware, I live in Newmarket, not toronto
61.	To clarify for the above selection:The blue bin program is great in my building.There is no program implemented within my building that allows us to use the green bin/organic program which really upsets me. That was also the case at the condominium I lived at prior too. I think Toronto really need to work green bins into multi-story condominiums and apartments. I also think restaurants should be required to participate.I am unable to pariticipate in backyard composting for obvious reasons, but would if I owned property.I don't throw electronics into the waste or recycling bin - I just hold on to them as of now. I'm not aware of the program for this in Toronto - assumed one existed but haven't looked into it.

62.	for question 10 "when I need to" was selected because there is not enough material to fill a bin for every collection cycle
63.	There is enough space at the side of our house for a composter, so I purchased one from the city. I had done the same at our previous home, and left it behind for its new occupants. This suffices for our needs, so we have not had occasion to use the green bin (composting collection). We produce a very small amount of scraps which our composter cannot handle (paper wrappers from muffins, that sort of thing). Rather than waste the collection truck's time with a mostly empty bin, we have an agreement with our neighbour: every few months, we add these scraps to the neighbour's green bin. I wish the blue bin program (recycling collection) was able to process other materials that enter our home, such as jar lids, small plastic lids from large jus cartons, and tin foil chocolate wrappers. But these are, admittedly, a small volume, and the blue bin now accounts for the vast majority of our output. We are very pleased about that. Our garbage bin (the smallest type) goes to the curb about once a year. Well done Toronto staff! We do not participate in the electronics collection program because another organization provides repair and reuse (as much as possible -- they recycle the rest). This, of course, is preferable over mere recycling. Question 11 "Do the following resources help keep you informed about managing your waste? How satisfied are you with these resources?" lacks a field for input, so I am adding my comments about it here. The collection calendar is very useful. However, its appearance is cluttered. I imagine that this is done on purpose, to appeal to people who would otherwise not use it. Personally, I find all the random pictures and textual snippets annoying and tiring but I'm satisfied if it helps make other people act more responsibly. The telephone operators at 311 are professional, helpful, and knowledgeable. We used a city resource on the web last year. Not sure which one. It answered some questions beyond what the calendar contained. I imagine we will use it more.
64.	Re: Electronics, the collection system is not well communicated. I usually keep those items and bring them to "Environment day."
65.	Was difficult to find out whether there was a charge. Called city info and was given correct answer.
66.	I think the City has been very progressive in addressing various waste streams and diverting items from landfill. The only reason I did not select 'Very Satisfied' across the board is that I hear that much of the green bin stream still ends up in landfill due to contamination, so we still have work to do there to make the most of organic resources.
67.	I think Toronto's program is good, but could be a lot better. More recyclables should be captured, and more should be done about those who are not participating fully or at all.
68.	It is unfortunate that the green bin program is not enforced in apartment buildings. You should offer some incentive, but also make it mandatory for the buildings with rental apartments to switch to this program within certain time period. Otherwise, you will never make a progress, as there are so many of these buildings in Toronto, and all of those in my area do not take part in it.
69.	Organics bin is not raccoon proof. Also easy to tip over.
70.	electronics recycling is much easier in smaller municipalities
71.	Keep up the good work!

72.	I am still waiting for the green bin program to come to my building, and I choose to haul my compost to a neighbouring complex because I don't want to put it in landfill. This program needs to roll out to all apartments.
73.	I am concerned that when others contaminate the blue bins my recycling efforts were made in vain as the whole lot will be trashed
74.	I compost organics along with some yard waste
75.	I'd really like to see the City expanding its acceptance and encouragement of MORE items for the Blue Box bins, if possible, ie other types of potential recyclables such as waxed paper, plastic cutlery etc.
76.	people need to be reminded about proper placement of their trash. when the garbage men pick up the trash. and its mixed with recycling they should not take it. everybody should be accountable for what they buy and how to dispose of it properly. the trash can should be marked explaining to the homeowner how it is to be sorted before it will be picked up.
77.	I recently moved to Toronto and recycling policies are different here from my previous location. I was excited to learn that Toronto accepts quite a wide range of materials for recycling and composting, but the info sheets on what can and can't be recycled are cluttered and confusing. I have to read through the whole list every time I am considering recycling an unfamiliar product. Also, my building has a garbage chute and a drop-off location for recycling and organics in P1. The bins are so tall that someone shorter (or in a wheelchair) would not be able to access them. The organics bin is covered by a lid, which makes sense, but the lid is very heavy and not easy to manipulate. I would suggest the use of more accessible and user-friendly bins, and to have info sheets posted in the drop-off area.
78.	our apt. building isn't yet set up for composting/e-recycling; a lot of challenges around education/compliance
79.	Having lived in other places in the world, I think it's amazing that you can throw away almost anything for free here.
80.	My apartment manager doesn't offer green bin pick-up - I think it should be mandatory for all residences. I wish more items were accepted in the recycling.
81.	I would like an electronics bin.
82.	Never thought of backyard composting as being part of Toronto's Waste strategy. I had to buy my composter, so what does it have to do with the city?
83.	The bins are expected to be curbside by never placed back correctly. Instead they are on the side walk and are a barrier to accessibility!
84.	Needs to have more locations and access to electronics recycling downtown.
85.	Need more battery drop all locations Also need fluorescent light bulb locations
86.	For those without indoor storage / garage storage for the green bin, it serves as a buffet for urban wildlife.
87.	Johnson Strike Global Offensive + Zombie Outbreak = GG GL HF LOL Get rekt
88.	I believe, in this condominium crowded environment, more emphasis should be put on the condominium building owners and management to inform and keep tabs on the response

	of the residents in using the above listed facilities in their individual units and collection sites. Some buildings still do not have the organic composting bins; in some buildings the bins are not in convenient locations; some buildings do not have a responsible method of keeping their residents informed, etc. Regular reminders and information as to how the combined usage of these waste facilities saves money which ultimately ends up saving the residents money, should be prominently available for all to see.
89.	Since we have outsourced our garbage, both my recycling and garbage bins have broken lids & there is very little or no routine to the pickups. It changes every cycle. It impacts putting out the Green Bin as raccoons rule our neighbourhood. It is very complicated to figure out what goes into recycling vs garbage etc for the elders in the family as some types of plastic are RECYCLABLE but not recycled in Toronto.
90.	We compost in our back yard but I use the green bin for paper towels and tissue from our home and my office. I recycle electronics at Environment Days or at the Green Living Show.
91.	I bring my e-waste to an OES drop off point
92.	Three-stream recycling not available in my building. Should be implemented ASAP.
93.	My housemates and I recycle but I'm not sure how much difference this makes. I've heard that there are different qualities of plastic (e.g. the numbers on the bottom of yoghurt containers etc) that can't really be recycled, so putting them in the blue bin is just a "feel good" action but doesn't really do anything to reduce the environmental impact. I think a lot of people want to reduce their environmental footprint but don't really know how, because we're not sure whether or not the things we buy can be recycled, the cost involved, or what alternatives are. I've also heard that different municipalities within Ontario, and even in the GTA have different recycling methods, so whether or not something can be recycled depends on where you live. (e.g. City of Toronto doesn't separate the bags out of green bin waste but other, smaller municipalities do.) I have an idea to make this easier for residents and reduce costs for the city. Why not create a Toronto or GTA brand/certification for products that can be disposed of in an environmentally safe and cost effective way? Based on the waste disposal technology the city uses, it could figure out whether or not things can be recycled etc, what the cost is, and then have some sort of grading system (like the colour coded food inspection signs at restaurants). Then when you buy something, you will know right at the point of purchase what the cost of disposal is and the environmental impact, based on the waste disposal system in place where you are living. Maybe the city could do this in collaboration with the C40 Cities Climate Leadership Group (C40), so as to work with and share best practices among other major cities around the world. There could be an ad campaign (on public garbage bins, on transit vehicles and stations, online etc) to explain to people what the certification means.
94.	Keep Collection in the hands of our workers. Contractors are carless and cut corners which in the long run will cost the tax payers more
95.	It frustrates me to know that newer/other condos in my area are outfitted with compost chutes and/or provide residents a way to discard organic waste (e.g. large bin in loading dock area, etc.), and mine does not. I live in 4K Spadina Avenue which shares amenities with 25 Telegram Mews. Both don't have any way to dispose of organic waste other than by throwing it in with regular trash. We also own a unit in the complex across the street (11 Brunel Court, 15 Brunel Court, 15 Fort York Blvd.) and they do not have anything either. This is very disappointing. A few years ago, Sobey's used to have green bins that I

	could take my compost to, but they don't have that anymore.
96.	- pick up location could be closer (ie. on Arlington instead of on St Clair)- I don't really follow proper instructions for recycling/garbage I guess I should
97.	I think recycling is a good idea and the responsible thing to do but the blue bins are too small for a family of four. Our neighbours are not always willing to let us put recyclables in their blue bins. The Disco Road transfer station seems to lump everything into solid waste except for electronics and hazardous waste. It would be good if residents could have either a place to drop off recyclables once Enviro days stop or give us bags to put extra blue bin materials in.
98.	I compost all organics on site at home, and use the compost for gardening and enriching lawn and shrubs.
99.	More items could be added to the blue bin recycling
100.	some trash pickup days result in garbage left in bins and on the ground.
101.	My Garbage collection does not or cannot include green bin or Blue bin pick up. This is extremely disappointing. We do not even have access to black bins to put out our garbage and have to tag everything.
102.	The GFL collection people are awful, totally unprofessional. They stole my blue bin last week, and have been slowly destroying the main container.
103.	I would love to see e-waste bins rolled out in every apartment/condo building, or at least have one publicly-accessible one for every X people/km (whatever is most efficient). The current depot location and hours are virtually impossible for me (and likely most people with 9-5 jobs) to get to because it would involve a 3 hour return trip just to drop off a bit of e-waste, and I can't wait around all day for a private company to pick it up. I also don't have room in my condo to keep these things sitting around until the next Community Environment Day.
104.	Green bins should be available/mandatory in apartment buildings and condos
105.	I would be happy to sort my blue bin into paper and plastic
106.	My building doesn't offer green bins! Very disappointing!
107.	The annual calendar for pick ups has lots of information but it is not easy to access. I like the separate card about recycling.
108.	I live in a large apartment complex. I have a suggestion as follows: All new apartment and condo buildings must include at least three shutes on each floor for disposal: a. Regular Recycle      b. Organic Recycle      c. Non-Recycle
109.	Electronic recycling is a bit inconvenient since I need to go to best buy / futureshop to get to the recycling centre.
110.	I wish more items qualified for blue bin collection. It's confusing when some items are accepted, but seemingly similar items are not. Also, paper coffee cups would be an excellent item to include. Perhaps it is not economical, but I am sure that there are an enormous number that currently must go to a landfill each day.
111.	Animals getting into the green bin make it impossible to put it out early. If we're away on



	collection day, we have to wait for the next collection.
112.	The large garbage and recycling bins are unsightly when they are stored on peoples porches and front lawns in our area....blue and black bags should be offered as an alternative for thoe who do not have lanes or garages to store them in. The green compost bins are easily accessed by animals ...need work.The paper bags too often get wet and break open on the street. I have on occasion put clear plastic bags loosely around them to prevent the bottoms from breaking open but then they were not picked up.
113.	I wish waste diversion was mandatory as many still don't use GreenCarts in Halton, so they are making more greenhouse gases in our landfill instead of nutrient rich soil. We should all do our part to slow down climate change as every day we all throw out something and it should be in the right bin. This fact and waste reduction should be communicated on an ongoing basis, so the message is clear.
114.	Organic collection hasn't been set up in my condo building. I believe there should be some kind of pressure/enforcement on the need to set up this program. An idea that comes to mind is to require all buildings to establish such key program by a certain date or be subject to penalties or increased fees.On the Hazwastes collection calendar my comment is that during fall/winter seasons there're not many options for disposal of household hazwastes as the only collection centres are far away from certain areas of the city, like the west end.
115.	I'm not aware of any electronics or household hazardous waste collection for condos. Organics collection is not something offered at my condo, and I wish it were, as it probably makes up a huge majority of the garbage that I throw away.
116.	How is it possible that cat and dog feces can go in the green bin? I've never understood that.
117.	ABSOLUTELY ALL HHW goes down the chute. people don't want to spend time and effort and money to haul their HHW to dropoff place.and they don't want to clog their limited space with junk waiting for the neighborhood Enviro Day.BRING THE HHW BINS TO MULTIUNITS!
118.	The Electronics I bring it into my workplace that has recycling for batteries, toners etc.
119.	Should have good organic waste collection methods in place for high density living situations such as condos while still avoiding pest issues.
120.	The city is not aggressive enough is forcing the recycling program.Condo management does not care and so they do not implement strategies that make recycling more attractive unless board members force them to. And some board members do not care, they prefer to drive up prices and take kickbacks.Stricter enforcement and serious fines to companies and individuals would "put litter in its place", but corruption in the system and condo management is afoot.

## 15. In your day to day life, what would help you to reduce, reuse, recycle more of your waste? |

#	Response
1.	Deposits on all containers and depots for returns.

2.	less packagingrecycling chute in apartment building
3.	less packaging
4.	If I had an organics option in my building that would definitely help me to reduce the amount of waste that I would send to a landfill.
5.	Products with packing that can be recycled
6.	Curbside pick-up that includes batteries, lightbulbs, and empty paint cans.
7.	Packaging that is easily recyclable.
8.	reducing the amount of packaging that products use
9.	more convenient hazard waste collection. Batteries, light bulbs, e-waste, etc.Quarterly curb side collection would be nice.
10.	I wish my condo would start a green bin program - I know there is a program whereby they will come and speak to us but we need our Boards to buy in...
11.	Having a compost program in my condominium.
12.	More convenient opportunities
13.	less packaging options
14.	More education/awareness campaigns about what goes where (e.g. what types of plastic can be recycled).
15.	If I didn't have to carry recyclables to the ground floor of my apartment building - i.e. if I could put them down a chute like I do my garbage
16.	More efficient recycling services, more recycling products allowable.
17.	Possibly changing packaging regulations. There is way more packaging then is actually required for most items.
18.	* LESS RETAIL PACKAGING!!* Green bin and electronics recycling programs for apartment buildings and condos.Thank you.
19.	A small poster I can put up above the bins or on my fridge with pictures to easily remind me what can be recycled, especially the lesser known items.
20.	more expensive products (more incentive to buy quality and less)higher quality and more durable (long lasting) productsif it was cheaper to repair or buy usedfinancial incentives, ie. fees for plastic bags, discounts for reusable bags and mugsless excessive packagingif retailers took back packaging, HHWmore opportunities to share and swap goods
21.	Easy and free distribution of waste containers for curbside collection. Don't want to have to go to City Hall or a retail store to get these.
22.	Having all three chutes on my floor. Currently have to go down to the main floor to participate in recycling and organics program.
23.	We pretty well recycle every day, the only thing is green bin, I'm unsure if my condo is implementing the green bin program. I need to look into this.
24.	try to buy items that have less packaging is a good start

25.	Better materials used in packaging, ban Styrofoam and non-economic plastics (plastics that can not be recycled economically, or are a problem in the waste stream) . Charge retailers to pick up their excess packaging, the consumer can leave the ridiculously over packaged materials at the store. Bet the manufacturers would start to reduce very quickly once the retailers put pressure on.A swap day, people bring things and leave things.
26.	more prompting and convenience
27.	More clarity about what can go in each bin. More restrictions on retailers about how much waste they produce (i.e. plastic bag ban).
28.	buy goods with less or no packaging
29.	More accessibility to waste bins (e.g., rather than central depot, one on the apartment floor would be easiest).
30.	not much unless more packaging was included in the program
31.	Being able to purchase goods in smaller quantities and in less packaging
32.	This is something that the condominium corporation should be asked.
33.	I don't know
34.	Refuse things that are not needed. Avoid buying things with excessive packaging. Use cloth grocery bags. Refuse paper cups from coffee shops/ fast food chains and use mugs. Buy fresh fruits and veggies instead of canned foods.
35.	I'd say my girlfriend and I do a pretty good job already of managing our three R's. One way of reducing waste would be to accept more types of plastics as recycling (e.g., black plastic takeout containers). Less packaging on products would help as well.
36.	Less packaging on products, increase number of products that are now considered waste (e.g., black plastic containers).
37.	Have companies use less packaging.Stores should not be giving out plastic bags.
38.	A larger curbside green bin would be helpful since we produce more of this waste than will fit into the current bin.
39.	having products purchased that do not use much packaging; attending events that encourages you to decrease amount of waste, going to retailers or restaurants/fast food that does not use much packaging, having PROPER bins (so option for recycling, garbage, organics) instead of just 1 bin.
40.	A recycling chute in my apartment building.Options to recycle and compost at fast food restaurants, malls, etc. Usually it is just a slot for bottles but nothing for paper, Styrofoam, etc.
41.	A handy app on my phone that tells me what can be recycled would be helpful. Also a convenient way for me to track and see my waste measurement.
42.	plastic bag ban, or put hefty price on plastic bag purchase (\$2 or more) to discourage usage. Ensure that fee goes toward recycling programs
43.	recycling and green bins next to all garbage bins. more waste bins along the street.
44.	I think that we're at an optimum level.

45.	If there was more curbside collection for things like old dishes or plastic toys; more information about where to donate used goods
46.	patio composters and winter worm Bins, wheeled clean mini green bin for apts withslf loading bags.
47.	higher costs of products (environmental tax) and now that i'm trying to garden, I think more like a farmer, worrying more about garbage and land quality.
48.	Less packaging on products (food). More recycling bins handy/around.Trustworthiness of buying used products (particularly electronics).Making more things recyclable or biodegradable/compostable.
49.	Make better purchasing decisions (more durable longer lasting goods) Reduced packaging on consumer goods
50.	Curbside options for pre-sorted materials with high recycling value, e.g., copper wire, aluminum Ability to separate paper/cans/bottles/plastics for reduced down-stream processing costsMore standardization in container shapes, sizes and materials to make recycling more efficientAnything that allows me to throw less into the garbage (trash) bin
51.	Less packaging.
52.	Clearer recycling guidelines.
53.	If more things were accepted in curb side bins
54.	I try to buy things with less packaging, go to st. lawrence market, etc.
55.	Better, clearer, larger info on packaging -- simple, straightforward.
56.	Green bin collection in my apartment building! More convenient disposal options for household hazardous waste.
57.	easy access drop off for electronics
58.	house to house pickup for all waste, or perhaps quaterly pickups for hazardous materials including cleaning and electronics waste?
59.	Not having to sort recyclables - the bins in my apartment are supposed to be sorted but no one does it. Makes me question whether the material ends up being recycled at all.
60.	I recycle as much as possible, follow City's instructions for waste.
61.	Don't let retailers give bags!
62.	get rid of those awful street containers (THEY ARE ALWAYS FULL OR BROKEN) and replace them with better ones
63.	I live in a condo. Boxes for various types of 'special' waste (batteries, CFLs, etc.) would be greatly appreciated.
64.	We definitely need tamper-proof bins, not only for vermin, but some way to keep strangers and passersby out of them until they are collected and emptied.
65.	No much. I follow all of the City programs and avoid buying disposables. I follow the 3Rs in all that I do
66.	Overall, I am very satisfied with the way we reduce, reuse and recycle. We are easily able

	to stay within our limits. I love the green bin!
67.	Not much. I already do a lot. Consumer packaging is light-weighted with plastic that is not recyclable. Return to vendor programs or something like TerraCycle would be useful
68.	Elimination of packaging for most products.Incentive at food establishments for bringing in reusable containers.More retailers accepting their old products.Commercial property recycling (my office doesn't recycle).
69.	info sessions in community centers and buildings
70.	I do all that I can. It is the governments, businesses, NGOs, charities, apartments, condominiums and neighbours that are not doing their part.
71.	Ban plastic bags. More damage than good. Ban packaging. Reuse grocery packaging.
72.	Great recycling off packaging materials. Chip bags is a good example...
73.	The city's waste disposal system is far more onerous for people with cognitive and physical disabilities than in the days before recycling and is not inclusive. It is cognitively challenging to separate, and becomes overwhelming when cannot distinguish what goes where. It is physically challenging too. For people with language or time issues, separating garbage just doesn't happen (and I hear the well off don't bother either) because they don't have the time between three jobs to do the city's job for the city. It is also much more inefficient to have humans separate garbage than machines. If the city was serious about reduction, reuse, and diversion, they would mechanically separate garbage from every type of building and not expect residents to do it, and they would create energy from non-recyclable or non-compostable waste. They would also lobby manufacturers to reduce the ridiculous amount of packaging they now use.
74.	if there were more options to purchase things without excessive packaging. For example, grocery items, electronics, produce. Also, if recycling & green bin programs were mandatory in every workplace and condo.
75.	Reduction in packaging that comes with needed items I purchase
76.	A facility to recycle additional plastics - i.e. containersLess packaging from retailers / manufacturersIn Alberta, where we were recently, paper coffee cups could be composted. Think of what this would mean for coffee shops here in Toronto. The cups are coated with 100% BPI compostable material.
77.	The City calendar is useful, but I would like a one pager, poster or a magnet that gives an overview of what I can and cannot recycle at home. I'd like to put this on my fridge or right on my garbage or recycle bin. This should be distributed with the calendar each year. It would be good to get easy to read info on what types of plastics are OK to recycle and which should be placed in the waste bin. Also, on these materials the City should give information on waste diversion rates and on what happens if there is waste in recycling bins. Does the waste get sorted out at the recycling plants or does the bin then get put with waste if there is a lot of waste in the recycling bins?
78.	More information about recycling and how to reduce and reuse more of my waste.
79.	I reduce, reuse and recycle regularly. But if there was less packaging of the products I purchase I could improve on that.
80.	Less packaging of materials I buy. More options for restaurants to use customer reusable



	containers. Lack of recycling and composting bins on Toronto streets in business areas. Stores that sell products in styrofoam etc should be required to have clearly labelled bins for recycling these materials. There should be more deposit return options for milk, juice, pop. All plastic cups should be compostable or recyclable.
81.	Purchase/useless single use items
82.	Minimize packaging on products
83.	Can't think of anything
84.	Tax on packaging.Green bin in condo.Returning bottles to convenient location.Better Regulation of private garbage collection.
85.	I wish packed goods came with less packaging! Most of the waste in my household cannot be avoided because it comes standard with certain products.
86.	Increased education and city support of community level composting and greater training on how to compost effectively. Less packaging on products - return of policies like plastic bag fee to reduce offering of unnecessary packagingIncreased information about toxic recycling - perhaps made available at point of sale for these products or attached as a sticker to toxic products when purchasedGreater city support of initiatives like the "Repair Cafe" or "toronto clothing repairathon" as viable options for reducing and reusing on a community scale
87.	- organics bins as part of the street side and park bins (with garbage and recycling bin)- pictures on the side of bins (to help others - I'm pretty good at knowing)
88.	A simple way of figuring out what goes where-which bin to use. If you put everything at the curb is that really what you want to sort through? EPR is also important and like any other major icy in the world Toronto should lead by example, find a solution locally or force it back, other cities will have the similar issues. You need to read NETPP, CEAT, 3RWG, & RWWG recommendations and findings of which I do not see referenced anywhere, seems like you're not moving forward at all and wasting more time and money, please READ what's already been researched.
89.	Not sure. The city is pretty good with the available recycling bins.
90.	-My own effort to learn more about the available options
91.	Convenient drop off for hazardous waste. Being able to put green bin stuff down the chute instead of taking it down to the underground green bin collection bin.
92.	small blue bins for bathroom and other rooms
93.	More support from employers to have reusable plates, cups, etc.Fast food resturants to have reusable plates, cups, etc.
94.	Incent / penalize retailers and manufacturers to reduce packaging. Audit recycle bin content to improve input qualityProvide loanable educational displays for institutional use like churches, schools
95.	Bigger Green bin
96.	Having green bin option at food court
97.	Having waste cut-off at the producer level will me most helpful in aiding me to reduce my

	waste. I feel I already take full advantage of the City's waste management collection and use it as directed and yet I still feel like I generate more waste than I should.
98.	It would help if I was provided with an easy-to-follow guide of how to dispose of all of my waste. It can sometimes get confusing when an item is made up of two different materials and I am not sure whether it goes in the garbage or if it can be recycled or how to properly dispose of it. It is inconvenient to have to research the answer, and oftentimes I simply throw it into the trash if I am in doubt.
99.	Reduce - smarter packaging; some products are just overdone for aesthetic reasons. Reuse - more durable products will have a longer lifespan, serving more. Better quality needs to be balanced with higher initial price. Recycle - better markings (too many times only a pair of good eyes will find the recycling markings)
100.	Less packaging (see next Q), as well as easy access to reusing resources like donating to charities, the Toronto Free Market, Freecycle, or other resources. I do do all these things, however when you don't have a car, transporting larger amounts of these items can be challenging.
101.	cannot think of anything at this time
102.	companies responsible for their packaging, not my tax paying \$\$
103.	If I could buy food without excess packaging.
104.	keep doing it
105.	Less packaging on products. Producers should be encouraged (possibly through source generator levies) to use less packaging materials -- especially plastics.
106.	more accessible compost bins esp in food courts.
107.	Deposit systems. More connection/education of the effects of waste and the benefits of recycling (great info at public consultation)
108.	Having more knowledge on what is recyclable and being able to do that conveniently without having to wait until collection as it piles up in the house and attracts insects. Leaving it outside attracts people who go through it and animals also hang around it and cause a mess. When you have multiple students/full time workers basically using their space for just sleeping and eating, saving time and effort makes a huge difference.
109.	Better solutions for plastic, compostable plastic bags, less packaging in retail sales
110.	Already recycle a lot. Needs to be easy to reduce waste. Need help with advocacy on things like packaging reduction... or having packaging that is easier to recycle (e.g. less plastic... more glass)
111.	retail stores should readily open purchased packages and dispose of the packaging at their site. Outlaw grossly overpackaged goods, don't tax the consumer for this
112.	easier access to recycling bins in condos/ apartments
113.	Green bins in public areas / restaurants. Mandatory green bins and recycling in commercial / office buildings.
114.	It would be far easier if multi-unit residential buildings did not simply place the recycling and organics collection bins outside far away from the building. This discourages most

	people I talk to from participating, and makes it especially difficult in the winter to participate. Retrofits of garbage disposals and trials of alternating chute disposal days could prove far more effective.
115.	Recycling bottles
116.	Reduced packaging
117.	The items that I purchase need to have minimal packaging, or switched to paper/metal packaging instead of plasticMandatory education/syllabus on high schools or the importance of reducing consumption
118.	I know the rules but just do as convenience. The habit get better after about 2 months of trying.
119.	More items should be accepted into the blue bins
120.	Less packaging - plastic mostly
121.	more options for reduction in the apartment building
122.	Information such as in your community recycling rates, above/below the city rates (based on sampling techniques)
123.	Less packaging
124.	Buy products with minimal packaging
125.	Reduce the amount of packaging with products
126.	I know that many people don't separate all of their waste, particularly of compost able items. We have created our own system with paper bags in each bathroom and bedroom to collect toilet paper, kEven ex and other compost abeles in other parts of the house. I wonder if this kind of system was promoted... People might think about the items they are missing. I am always astounded at how much garbage some people still have. Our garbage is empty, while our e cycling and compost are full.
127.	Less packaging
128.	More time
129.	Products that come in less packaging or re-useable packages.Full recycling & organics program in food courts.Same recycling rules everywhere (commercial buildings should match the curbside collection categories).Fewer little containers from takeout food. (Ask me if I want that packet of soy sauce!)
130.	A credit for recycling over garbage and organics produced.
131.	Mainly finding use for some wrapping made of cellphones or waxed paper, some plastics like flower pot/containers
132.	More Information
133.	Less packaging on all products. I frequently leave unwanted/unnecessary packaging at the store so they can figure out how to dispose of it. The city should re-instate the 5 cent plastic bag fee.
134.	If manufacturers and distributors were forced to take their packaging back and cover the

	cost of recycling it.
135.	A compost chute in my condo. Better awareness of people around me, the 3Rs being more socially accepted (they are becoming more and more so).
136.	getting a better sense of what can go in the recycling, never sure if some plastics and other packaging can be recycled
137.	Better diaper recyclingLimits on bulky recyclables, ie clam shell cases
138.	Program is very improved since inception but we have to take all plastic types, or change the packaging method at source?
139.	more info on the benefits to me and the city if i participate
140.	Weekly recycling collection services.
141.	I think the City is doing a great job with recycling. It looks like there could be a lot more done on influencing the "reduce" - everyday household items have a lot of packaging (there aren't so many of the once popular "refill" packs) and not really reuse friendly, either. Can we find ways to make take out food packaging a little easier to recycle/reuse/reduce? If I knew furniture/clothing/books were bedbug free, I would be more open to buying them used.
142.	Clearly labelled bins in the apartment for hazardous waste & electronics or some indicator of where to leave these items.
143.	Stop distributing of unwanted flyers/advertisements discourage excessive advertisement.
144.	Community Environment Days should be held twice per year in all wards. Early spring & late summer-fall. City could ask for community volunteers to help reduce costs.
145.	Better waste diversion program in my office building.
146.	Done pick ups and Community Environment Days.
147.	More information on the packaging itself on whether to discard into the garbage or in the blue bin.More statistics on the # of waste collected yearly/weekly/daily etc.For e.g. "K-cup coffee pods discarded in 2013 would have circled the globe 10x" - but on a Toronto scale
148.	If manufacturers of goods used less packaging
149.	More frequent environment days or another way to dispose of batteries, oil, old paint. Promote those retailers like Home Depot and Canadian Tire more who take back light tubes, paint, etc. It would be great if the City could pick up some construction materials to avoid a trip to the depot (and having to rent a vehicle to do so).
150.	Need consumer goods to have less packaging. Population is aging quickly but you expect them to lug large heavy bins through the snow to curb
151.	less packaging, better street facilities for waste (there are not well maintained, they could have a scan code or number and residents could in repairs to 311).
152.	Better understanding of what is and what is not recyclable.
153.	Ensure that the TDSB stops disposing of waste, compost and recycling items in the same bin. They need to made accountable for not recycling.

154.	More green bins and blue bins on city streets. And emptying them!
155.	If more things could go into recycling, then that would reduce what I throw out.
156.	city should charge for disposables (i.e.) plastic bags, coffee cups, etc. - make people pay for the garbage they produce create more deposit-like systems like the beer model - charge a fee upfront and have people return for their \$ back have more water fountains and refillable water fountains in all public spaces and malls to reduce bottled water
157.	More clarity on what is recyclable.
158.	More recycling bins. More re-useable food/drink containers at fast food places.
159.	less packaging when things are bought / more reusable packaging that can be left at the store (producer stewardship)
160.	Having choices at the main grocery stores. If a store has a vegetable both packaged and laying loose, I always choose the unpackaged vegetable even if it's more expensive and as long as the quality is very similar.
161.	Why not have a household hazardous waste curb pick up twice a year eg. spring & fall. This could be clearly indicated on the annual collection calendar.
162.	Education - knowing how and what could be reduced, reused, recycled
163.	1) Green bin program in my building 2) More large blue bins
164.	add to recycle list
165.	Drill a hole in green bin arms so I can put screws in instead of new one
166.	Alternatives to plastic packaging I waxed paper and bags, e.g. inside cereal boxes
167.	Can't think of anything, am already very diligent, ie: always buy in bulk, will not purchase anything with excess packaging.
168.	Education for certain - knowing more about city programs and personally pushing my family to become involved/motivated to reduce waste.
169.	We pretty much have everything we need in our neighbourhood to help us with our waste. In terms of waste infrastructure, Leslieville/Riverdale is pretty well set up.
170.	Retailers reducing the amount of packaging they use. Use waste wizard more frequently. "Rewards" for recycling - similar to Air Miles program?
171.	Buy products that have packaging that can be recycled or reused.
172.	A listing of the drop-off depots/waste transfer stations in my area, so that I can drop off my HHW and electronics year-round.
173.	Reduce packaging on all products sold in Canada. Most of what I throw in the landfill trash is packaging and much of it is not needed.
174.	(1) More materials accepted in the recycling bin and a lot more (2) demographically-targeted education. I found older individuals (particularly 35-40 range currently) are not respectful of the environment and do not recycle clearly recyclable materials like cardboard. (3) Smart business incentives for more recycling at workplace (4) Provide businesses with green bins besides the food industry -- target small businesses first.



175.	Free and conveniently located waste management centres Recycling of glass to be done separately as it is 100% recyclable (see examples in Europe / France)
176.	A really, super easy way to know which things I can recycle and where I put them. I have so many times not known if this particular *kind* of plastic is recyclable. And I'll usually err on the side of garbage. Otherwise, I do it as much as I can.
177.	Less plastic wrapping
178.	more user-friendly information, e.g. don't expect that we're going to read the new calendar before throwing out (recycling) the old one. I happened by chance to notice that you tell us to keep the old instructions for the blue box
179.	a wider range of materials that are accepted for recycling
180.	Better labeling on packaging. E.g. Styrofoam packaging on meat & some plastics are not labeled for recycling.
181.	Recycle bins in the US have all the items listed on the bins that can be recycled - good idea!
182.	City can give us separate boxes for recycling things.
183.	I think more education on how to do so would help. Toronto needs to increase awareness of environmental issues within the city because many residents are under-educated. The only reason I know anything about the importance of recycling and especially composting is because I'm a biology major.
184.	We need more options to recycle plastics and worn out items such as, small household appliances (yes, there are Toronto recyclers, but they are often hard to get to for drop offs or cost for pick-ups), worn out clothes or shoes (yes, charities, such as the Salvation Army will take them to be sold to the rag trade offshore, but this is not an ethical or green way to dispose of these items). Plus more recycling of items that could be recycled in blue bins (metal lids on jars, aluminum foil, other plastics etc.). Light bulb recycling that is not so time consuming and complicated (e.g. Canadian Tire takes some light bulbs, but not all and I have to travel to a Cdn. Tire to do that). It would be easiest if disposal locations were "curbside" or in neighbourhood central locations - not a drive away to the drop off location.
185.	All products/manufacturers were forced to use only recyclable materials, there should be no non-recyclables allowed.
186.	I try to recycle as much of my waste as possible. However, when looking at my school (Earl Haig Secondary) I see many items not being recycled, especially the plastic bottles from the vending machines. A ban on the use of plastic bottles in schools or at least a stricter recycling program would help myself and others to recycle.
187.	Smaller containers (Blue box and dry garbage) for my basement, so I can sort there and later transfer to the wheeled bins for collection.
188.	Less packaging. There is lots of packaging, and some of it is needless waste.
189.	- Conscious awareness of my thoughts and actions in general- Joining community programs that advocate reducing, recycling, and reusing- Be a model of goodness- Replace material through to more lasting, sustaining- Produce minimalism- Live realistically
190.	More collection centres

191.	I don't think there is anything because I leave most packaging stuffs at the store when I buy.
192.	green bin that I can useclear information about schedule of garbage, blue bin, toxic items, and rescheduled pickup daysextra garbage tags should be easier to purchase - couldn't they be mailed from city hall? or buy online and print?
193.	Less packaging
194.	BARTER AND EXCHANGE CENTERThere are so many items that are put out for garbage that are not garbage. Many items such as children's toys, furniture of all kinds, all kitchen things, curtains, etc should be available for barter or exchange where no costs or money is exchanged between people with agreement. All items must be in good working order and good condition. Some items such as clothes and mattresses are not acceptable for this type of exchange.ex: someone brings in kitchen pots and pans and takes out 2 living room lamps.ex: someone brings in a couch and takes home a kitchen table and 4 chairs
195.	I would like to increase the number of items that we can recycle. It should be expanded to include clothing, furniture and other items we no longer need. Perhaps we could have a central location to take them to or maybe they could be picked up.
196.	broken glasses, mirrors, cupsGarden trays/containers
197.	I consider myself very conscious of recycling. Less packaging would be most helpful.
198.	Less packaging on products
199.	Drop-off depots need to make it easy for households to recycle construction waste from minor renovations. There should be recycling for wood and inert materials, like rocks, concrete and bricks. For rocks, concrete and bricks there is currently no effective way to get rid of the them. Putting wood into landfills seems very waste full and it can easily be recycled. Also no charge metal recycling at drop-off depots should be available, this should be cost nutral to the City as the selling of the metal should pay for the service.
200.	Products I purchase have a recycling symbol on them and say "recyclable where facilities exist". When I am on the street, I can't check if the produt is recycled in my municipality.. I wish there is more info on what is recycled in our municipality around the city and constantly remind people. Very few people put efforts into finding out what's recycled in our city. I think information needs to be readily available.
201.	Better garbage bins on the street.
202.	Reusable, Environmentally Friendly Products.
203.	not sure
204.	Education and convenience.
205.	We ry to be as efficient as possible. We tend to see over packaging as a problem.
206.	I feel that my household is in full compliance with this strategy.
207.	Less plastic (I.e. bottles, containers, etc
208.	Less junk mail, biodegradable packaging on food & household supplies.
209.	Easier drop-off places. Or maybe once every 3 months, on garbage day, you can put out

	electronics or paint for collection.
210.	Trying to buy food with less packaging. Reduce buying takeout meals.
211.	More convenient receptacles within the home (we have the compost bin for the green bin, but similar items for the blue bin would be helpful. More clarity around which plastic bags can be recycled.
212.	Separate bins for paper, plastic, glass. Knowing that the program is actually working. Like most I'm willing to participate 100% if I know it's real.
213.	Manufacturing companies have the largest role to play -if they are encouraged to use environmentally friendly packaging, then our waste resources will be reduced (thus saving the city money because people will have less waste). Other than that, a city-wide campaign to make being eco-aware attractive/socially promoted.
214.	less packaging on purchased items
215.	less packing material
216.	Have an easily accessible list of all charities that pick up.
217.	Inform me what can be picked up that week. I used to leave cardboard boxes out when recycling bins are emptied, then it was not taken. I have left leaf bags out on days that normal garbage needs to be picked up, and these were left uncollected at the end of the day.
218.	Stronger city-wide regulations to prevent over-packaging of goods. More stores need to collect returns of re-usable materials, and of hazardous things such as electronics, paint tins, solvents, etc. More stores need to offer bulk items in re-fillable containers. The city should ban the sale of all bottled water. More local environment days - they seem to be so rare now!
219.	city is doing a pretty good job right now.
220.	I did not know that the toxic taxi existed until doing this survey. Need to force retailers and producers be responsible for their packaging and waste materials. Need a better system for construction waste.
221.	As I said in an earlier question, I try to reduce any form of packaging in my consumption, but it's not easy. Often there's no option (e.g. milk, yoghurt, packaging for meats, cereal, cleaners), and sometimes there is a disincentive to reduce (the example of 1/2 dozen muffins in a large plastic container). The initiative has to start there, at the source, at the retailer and manufacturer, but that's not going to happen anytime soon. Meanwhile expand the recycling program to include more plastics.
222.	less packaging
223.	Less packaging
224.	less packaging on products I buy
225.	Perhaps being told of the outcomes of recycling, and what we can look forward to in the environment. Would be nice to be more knowledgeable of drop off depots for hazardous materials.
226.	Reduced advertising would result in less consumerism. This in turn would lead to a less "throw-away after one season of use" society. Advertising pressures you to "need" new

	fashions for yourself and your home.
227.	The present system is great. However, need a special day/date for pick up of hazardous waste such as medicines/drugs, batteries, electronics.
228.	Use paper bags, paper containers, dispose of packaging in designated bins, which unfortunately are often contaminated with non-recyclables.
229.	Mandate reductions in non reuseable, recycable materials. Provide more items in the recycling stream
230.	Get children to use less power and water, satisfied with families recycling and donating etc
231.	convenience
232.	- In the past there was a network of Goodwill/Salvation Army stores that was a great place to drop off reusable items and get used items. I used to use them a lot, but now they've gone to a centralized model and getting to a store/drop off site is more complicated and time-consuming so I do it a lot less- If there was less packaging (most of our waste is plastics and packaging)
233.	I would like more options for recycling items that currently go in the garbage. For example, I am very interested in TerraCycle's many recycling/reuse programs ( <a href="http://www.terracycle.ca">www.terracycle.ca</a> ) but it is not practical for me to personally start a brigade/zero waste box for each of the many items they collect. For example, to fill a box with toothbrushes, another with plastic packaging and another with markers requires time to sort these items into their correct boxes, space to store these boxes until I've collected enough items to send them and cost to purchase these boxes to submit these items to TerraCycle. It would be amazing if Toronto could implement the Zero Waste Program now under way through TerraCycle in Maple Ridge, BC, so that I could put any items that do not go in the current recycling, compost or yard waste programs into one bag/bin for it all to go to TerraCycle for recycling/reuse. I would also be happy to pay for the costs of such a program and believe that a municipal program would be more efficient in terms of time, space and cost than participating personally in TerraCycle's programs for individuals.
234.	Access to organic green bin programKnowledge about depots and Community Environment Days
235.	Buy less item in plastic. Buy Organic and in bulk barn.
236.	Meat packaging at grocery stores were freezer friendly. I remove from packaging, put in freezer bags, and now have waste twice.
237.	Raccoon proof green bin
238.	less packaging
239.	City bylaws that mandate reusable packaging.Recycling programs are, by definition, the wrong "R". Reuse is preferable. What would help me further reduce my environmental footprintis city bylaws that mandate reusable packaging. The flow of materials should be a closed loop. Industry won't do this voluntarily because it increases its internal costs.A bylaw could require, for example, that if a grocery store sells a jar of jam, they should also take back the empty jar and lid, and return it to the producer for reuse. Thus, delivery vehicles, all along the supply chain, wouldn't travel back empty -- they would carry empty containers.This isn't the right answer for all materials but it should be the default,not the exception.Reusable packaging need not flow back to the same originator.It could instead

	<p>flow to another producer who uses the same packaging. For example, a local manufacturer might reuse jars from a particular imported good. A free market of packaging materials could exist. A good bylaw would prevent a product from being sold in volume in the city until an environmentally responsible flow for its ejecta (and for the discarded product itself) had been arranged. Products sold in small quantities could be exempt, because (a) they are a smaller problem, (b) would be harder to police, and (c) the overhead of making the arrangements may be economically and environmentally unjustified. The retailers, distributors, and the city could all participate in brokering arrangements, between manufacturers, for the flow of ejecta. Though such a bylaw would take the city in a difficult direction, with many growing pains, it would also have far reaching and beneficial effects. It would give an advantage to local and nearby producers, thus stimulating our economy. It would cause producers to choose packaging materials that are environmentally better (durable, washable, recyclable with lower energy input, less toxic when disposed), since they would themselves have to process the returned packaging. It would motivate industry to standardize packaging materials and sizes. And it would significantly reduce municipal garbage. It would make most garbage be the vendor's problem, not the city's problem. Some rules are easier to apply to local businesses than to individual consumers: there are fewer of them, they have more at stake, they are easier to locate, easier to monitor. Please consider this. Some of it must be doable.</p>
240.	If the chute in my condo that separates recycling and organic waste actually worked! We have two chutes, I wish we just had 3. Every should have mandatory green bin programs, including my workplace, malls, offices and other private businesses.
241.	- Sale of 3 slotted garbage bins for use within the house in rooms other than the kitchen
242.	Develop "Baby Blues" - small blue boxes for use in bathrooms, bedrooms and other parts of the house. These could be small cardboard boxes that are distributed in packages of 4 (e.g.), and are foldable.
243.	More support for backyard composting, pressure on manufacturers to offer products with less packaging and/or truly recyclable packaging
244.	Finding recycling options for all types of plastic would be beneficial. Most of our waste is food packaging; restricting this is beyond the City's mandate but perhaps the issue could be raised by a coalition of municipalities, with the federal government. On a larger scale, an MSW-to-fuels plant like Edmonton has recently commissioned and the Fulcrum company is building in Nevada could help us divert close to 100% and reduce GHG emissions.
245.	If more materials were accepted for recycling.
246.	To have access to the green bin program (that is not mandatory, so the building I live in does not bother to make a change, as it is probably costly for them). I will venture to guess that 75% of my current waste is organics and can be composted. I cannot compost on my balcony as it is very small and will not be able to compost all the organic 'waste' that is produced by my household. To be able to recycle more plastics, though I try to limit the number of those.
247.	Extend green bin programs to condominiums.
248.	1. Install hazardous material bins around the city so residents get an easy access when needed. Describe what goes in the container. Send easy to read pamphlets to the residents - e.g. avoid "friendly sketches", show real pictures so people don't assume what it means. 2.



	It is still unclear what plastics qualify for the bin and which go to the garbage.
249.	less packaging on items,
250.	Let people know clearly what goes to which bin. Create a healthy and fair environment for people, when people are not happy with their lives, they don't care about recycling. Rebate for old products and pick them up for free
251.	less packaging on products.
252.	More clear or obvious or comprehensive information reminders
253.	probably a nice poster/ reminder of how to do the 3R's of waste management so other members of the family will be aware of
254.	Bigger recycling containers.
255.	Effective recycling facilities at work
256.	Biodegradable bags, stickers for compost and trash bins (what goes where)
257.	I dispose of heavy steel car parts to curb for scavengers who grab it long before City give rule breaking notice.
258.	More convenient bins inside my home to then take out to the bigger bins at the side of the house.
259.	Having green bin pick in my apartment, and having larger recycling bins. They are constantly full and the residents in the building are not fully aware of how the recycling program works.
260.	water bottle refill stations around the city as bathrooms are not sanitary
261.	Communication, pick-up events, more items recyclable/compostable at curb.
262.	central sorting of waste stream with electric generation through incineration in the unused facilities on the lakeshore mile long of greenhouse along the north side of the Keating Channel to convert sewage and green material into liquid fuel for generation of electricity nearby Glass in greenhouses to be solar cells Greenhouses to be heated with spent fuel from Pickering
263.	nothing
264.	Ability to recycle metal products other than tin cans
265.	more AD in community
266.	If the City accepted MORE materials for recycling (as mentioned previously), ie plastic items such as plastic packaging etc. Also, if we could recycle unuseable, old clothes & shoes! I have a collection of them from several years now, and absolutely do NOT want to put them into Mother Earth!!! But where can I recycle them ????
267.	a more knowledgeable account of what goes where and more bins for organization of our waste. the bins can be made from the waste if that helps.
268.	- Having a clearer idea of what can and can't be recycled.- Having more options in supermarkets and stores for minimally packaged goods- Having more packaging and materials be recyclable- Having a kitchen catcher and in-unit recycling bin- Having a more pleasant and accessible place to drop off my organics and recyclables- Public space

	recycling is important too - Having better signage and more user-friendly bins on the street that don't require really strong leg muscles. It would be great if we could also have organics bins on the street or required in shopping malls, schools, libraries, etc. (both public and private buildings)- The city should also ban mailed flyers and other junk mail that do not come as part of a subscription
269.	Nothing. I do a good job now
270.	offer places in my area where items can be donated/disposed (eg. in cooperation with retailers); expand items that are recyclable; offer more helpful information; encourage retailers to sell products with less packaging (eg. bulk) and to take their own packaging/products for disposal/recycling; ban plastic bags
271.	If it came with less packaging in the first place! But I think I'm already recycling everything I can.
272.	Green bin in my apartment building. More items accepted in the recycling. More convenient ways to dispose of hazardous waste (including more items being accepted that shouldn't be going to landfill).
273.	Cost should not be a factor in determining hazardous waste.City of TO should make it much more convenient to dispose of hazardous wasteand business which sells & makes money from these things should be part of the solution, not exempt.Charging people to dispose of hazardous waste is a non starter if you want a successful program in the long run.Sometimes society as a whole must pay in order to protect the environment.Bring back the 5 cent a plastic bag charge, however, since it was very successful in curbing use of plastic.In order to save water households should be able to buy and use a water saver in order to use laundry water more than once.We had a water saver attached to our washing machine back in the 60's & 70's,but now you cannot find them anywhere
274.	Toxic waste pickup every 2 months on schedule would be helpful. I do also believe that there should be some further encouragement for those people who knowingly continue to be non participants in this waste system. I understand it is difficult to police... I do find a number of my more well to do friends scoff at the system....how do we work on better inclusion strategies?
275.	Clearer guidelines. Coffe lids, yes or no. No to coffee cups but what if they are rinsed styrofoam cups. Some way to compost at work.
276.	Having green bind
277.	more variety recycling programs needs to be available for condo residents by default, no sign ups required.
278.	better understanding of what can be recycled
279.	Being aware of packaging and buying more groceries in bulk.
280.	Animal proof green bin
281.	More emphasis on eliminating packaging. Information as to ways to recycle, perhaps listings with phone numbers of organizations that will pick up items for reuse or resale
282.	A better system for recycling. From a users standpoint, if its recyclable, then it should go into the recycling bin. Its too frustrating to teach old & young which of the particular recyclable items are NOW recyclable in Toronto but weren't before or may not be if things

	change in the background. I'm sure (outside of laziness) this is one of the main reasons people don't recycle properly. Two years ago, at a "Green" show there was a City of Toronto (maybe Live Green?) booth. I had a take out container that was compostable but had a recycling logo on it. The folks handing out the recycling/garbage flyers for the City of Toronto had to have a discussion and then decide by consensus if it was recyclable, compost-able or garbage!
283.	less product packaging
284.	I think we are doing the maximum. Old calendars, cardboard, Christmas cards, etc go to the local daycare. Plastic bags with holes in them go to my mother in Grimsby where they are accepted in her recycling program. Newspaper bags go back to the newspaper distributor. Food waste that can't easily be composted (corn cobs, peach pits) we grind up in the Vitamix, add water and use for plant fertilizer.
285.	more material types to blue bin, plastic film
286.	There isn't enough detail provided about some kinds of waste -- what is garbage and what is recyclable is not always clear -- e.g. frozen pizza boxes.
287.	Three-stream recycling in my building
288.	If I knew whether or not something was actually recyclable or what would happen to it after it is finished being used (e.g. will it go to a landfill), then it would be easier to make a decision about whether or not to buy it. For example, everyone in my house thought we were doing the right thing by using the green bin and lining it with biodegradable green bin bags. Then I read something online about plastic bags and apparently just because something is marked biodegradable, doesn't mean it's environmentally friendly (e.g. it might take several hundred years to actually biodegrade). Apparently it needs to be a compostable bag so we switched to that. It's very confusing and you never know if you're doing the right thing. I think if there was a City of Toronto certified green label or something like that, where you knew that what you bought would be recyclable/compostable, then it would be easier to make a better choice when purchasing. Also, I think the city should be stricter about making restaurants/coffee shops etc pay for all the waste they create. There are so many restaurants where you don't even have the option of eating on a real plate with real cutlery - even though they have tables so you can eat there, they serve you everything on disposable plates etc so they can but down on their costs by not having dishwashing facilities or pay someone to wash dishes. Restaurants should have to pay for all of the waste they create and the fees should be structured so that it makes financial sense for them to not serve everything in disposable containers.
289.	Quarterly roadside pickup of hazardous waste.
290.	All condos should have a way to discard garbage, recycling and compost. Not currently the case.
291.	Availability of programs within our condo. I would use them (ie. hazardous waste)
292.	- fines
293.	More frequent pick ups of blue bins.
294.	I consider myself efficient when it comes to my own waste management. I reuse most plastic bags and bottles and containers, and am an avid composter. As a city worker I

	would like to see more initiatives taken by city institutions such as the implementation of green bins. Also, it would be nice if more public garbage and recycling bins were functioning, especially downtown.
295.	shop at farmers markets and reuse shopping bags. No packaging. Compost at home. Indoor worm composting bin for much of kitchen waste.
296.	If more items were recyclable as well as being accepted into the recycling stream
297.	Increased fees & reduced collection volume. We only use the small garbage bin, and we try to recycle and green bin as much as possible to avoid having to pay extra for garbage disposal.
298.	Less packaging on products.
299.	LESS PACKAGING !!!!!
300.	stricter garbage pickup rules, more fees.
301.	More waste program accessibility in apartment and condo buildings
302.	More products being available with reusable (return for deposit) packaging
303.	Availability of: lower packaging products, green bin
304.	easier ways to recycle electronics, green bins around cities, in restaurants and shopping centres, in workplaces
305.	Green bins on the street, city encouraging the use of reusable containers by businesses (see Laurier University's program <a href="http://www.thecord.ca/laurier-offers-eco-friendly-food-containers/">http://www.thecord.ca/laurier-offers-eco-friendly-food-containers/</a> )
306.	More resident waste bins with more categories of waste like a British, German or Scandinavian style waste systems. Weekly blue bin pick ups. Larger blue bins.
307.	We should be generating less waste. Manufacturers produce too much packaging, specifically plastic packaging.
308.	See prior comment
309.	Access to green bin in my apartment complex. (or compost)
310.	Recycling is the final and least effective of the waste reduction hierarchy, reduction is and reuse are most effective. The ability to purchase items with less packaging or using reusable bagging/packaging materials is fundamental. Emphasis on reducing disposable items at offices and places of work, business would be effective in reducing the city's waste, and education is key, particularly for individuals from other cities/provinces/countries with different waste management strategies/systems.
311.	Individual's Producers Responsibility (IPR)
312.	Nothing
313.	Toxic taxi requires a minimum amount of material for pick up. It is such a large amount that we have to keep it all year until the community environment day, and hope that somebody with a car will help us get to it. If we can't go on that day, we're stuck for another year.

314.	Racoon prevention/security of green bin + rolling carts are too large (they should be smaller!) + reuse libraries for tools, home fixing supplies run by the City (pay for membership through taxes like a library)
315.	Convenience, greater knowledge about what is recyclable
316.	do a twice year battery/paint/ pick up thru neighbourhood
317.	Animal proof green bin.....I keep mine indoors but my Mum does not use it as she is elderly and cannot continually clean up the mess.
318.	Nothing for me as I do it already, but laws would help those that keep throwing everything into the bag, my neighbor included. Perhaps lower the bag limit, go to clear bags (they can store in garbage can, so can't complain about privacy issues) If a collector sees organics - food waste or recyclables in the clear garbage bag, then it is left for them to sort &/or a fine. Relate air pollution to not using a Green bin so people understand it's healthier to source separate food & compostable paper waste. Do a campaign and educate.
319.	Get collection of organic residues set up in my residential building.Reduction of packaging in many of the products I buy.
320.	having compost set up for the condo building & at least one day during the week where the drop off depots are open past 6:00 pm, and changing hours for Saturdays
321.	receptacles in common areas around the building.
322.	In my day to day life, I would reduce more if I were aware of easy ways or incentives to reduce my consumption of certain things. For sure, my waste would be reduced if I could also separate out the organic component of it, as my condo only has garbage and recycling collection. It would also be great if packaging were fully and easily recyclable (e.g. can be flattened easily, not made of mixed materials that require separation, etc.).
323.	Less plastic from food items
324.	Financial rewards: \$50k, a prize and a year-long metrocard to the resident who recycles the most. "FAQ" posters (in huge bright font) on bus shelters and garbage trucks answering the most frequently asked recycling questions.
325.	Having pick ups for Toxic, electronic and other items close to many intersections the more you have the easier it is for people who don't have access to vehicles.
326.	more education. ads in public places like bus shelters and on TTC buses+trains are very good in my opinion.BRING THE HHW BINS TO MULTIUNITS! BRING THE GREEN BINS TO MULTIUNITS!if there's no bin, no way ppl r gonna dispose properly.
327.	Reduce packaging size. Packaging should state clearly type of recycling process. Allowing multiple recycling bin pickups depending on family size.
328.	Having the option to bring tupperware for take out. Having more water fountains in public areas. Discounts if you bring your own tupperware or reusable mugs when ordering food or drinks.
329.	Ensure there are INDOOR locations for people to drop off various types of waste. Our management took away our indoor blue bin and wants 122 units to each take items outdoors in a dark alley. Toronto should send a person to each high-rise or other condo and examine their stats and location, then devise a personalized plan and over time ensure



that best practices are being used. Tracking waste reduction individually will tell the tale. Perhaps some composting could be done as well if sanitation was satisfactory to reduce trucking costs and pollution.

**16. What are some of the most common items you throw in the garbage that you wish could be recycled? |**

#	Response
1.	Batteries
2.	meat styrofoam
3.	Used pens (writing utensils), disposable razor. Aerosol cans
4.	Plastic wrapping (pretty much that's all I put in the garbage which I usually empty once a month)
5.	wood from clementine boxes.
6.	Plastics which Toronto doesn't accept, drink boxes....
7.	Plastics that aren't currently being recycled in the program.
8.	Wax-covered paper cups.
9.	Certain types of plastic food containers
10.	various types of packaging....old clothing and household items made of material eg old sheets, towels, clothing that is not suitable for donating...
11.	tim hortons/starbucks cups
12.	food
13.	plastic wrap
14.	plastic wrap
15.	I don't wish for things to be recyclable
16.	Food packaging.
17.	Foil pouches (cat treats), plastic windows in packaging (ie Kleenex boxes)
18.	* Plastic bags* Styrofoam* Used wax coated paper or plastic cups from take out coffee shops* Worn out* Worn out textiles (clothes, footwear, linens, stuffed animals, etc)
19.	food take out containers
20.	small appliances (ie. kettle, blender, toaster, hair dryer)textilesscrap metal
21.	plastic bags
22.	Styrofoam
23.	kleenex / paper towels
24.	Plastics that can't be recycled.

25.	N/A
26.	Black plastics
27.	Moldy food containers (I can't bear to open them to clean them out to recycle them!)
28.	coffee cups
29.	plastic bags- I am from Vaughan region
30.	The condominium corporation has a very extensive recycling program.
31.	Some food containers
32.	Floss. Q tips. Paper cups.
33.	Black plastic containers
34.	Black plastic containers.
35.	Plastic and styrofoam packaging (mostly from food)
36.	plastic packaging
37.	consumer packaging where materials are fused together. i.e. sticky labels and foil lining, meat-saturated plastic
38.	Plastic milk bags, plastic sleeves that diapers are sold in, plastic bags frozen fruits and vegetables are sold in.
39.	coffee cups, fountain cups, popsicle sticks, packaging (chips bag, etc.)
40.	I recycle everything I can. I wish that there was an option for soiled pizza boxes, kleenex and paper towels in my building.
41.	Potato chip bags, milk bags.
42.	metal caps, bottle lids small plastic lids or removable pieces from plastic containers
43.	aluminum foil, plastic wrap, coffee cups
44.	-Plant containers from the garden centre-plastic containers for yoghurt-bags for milk
45.	Packaging! Toronto should pass by laws to make local retailers and restaurants use packaging that is compostable or recyclable
46.	Blister/hard shell packaging and other assorted pastic packaging, small appliances that use to be able to be fixed but now seem to wear out quickly and need to be replaced; clothing that gets a stain or a spot and isn't considered gently worn enough to be salable when given away.
47.	plastics
48.	plastic wrappings
49.	Gum wrappers. (both the pill-type packing and the individual foil wrappers).Saran/plastic wrap. not sure if that is recyclable.Bicycle inner tubes.Pens (barrels and ink refills).Everything lol
50.	Small household appliances (toaster, etc.) Plastic packaging / film

51.	Unmarked plasticsAll aluminium and steelWood
52.	Packaging.
53.	Clothing and shoes.
54.	Not sure? Maybe green waste, which can be composted but again, not in my private collection building. I bet there are lots of things. When I went to Japan they had so many sorting options. I liked that a lot.
55.	Food scraps, metal lids from glass jars, tissues/paper towels, flexible plastic packaging
56.	food packaging and coffee cups,
57.	lightbulbs
58.	plastic bags
59.	Plastic bags. Local grocery store used to have a drum for collecting them, but no more.
60.	Plastics
61.	Nothing really -- Toronto's recycling program is amazing compared to other cities in the US and Canada.
62.	plastics.
63.	Plastic wrappers
64.	Plastic bags, plastic wrap and certain packaging materials that I'm not 100% sure are recyclable.
65.	Plastic packaging, shoes
66.	other forms of plastic.(almost everything should be diverted)
67.	n/a
68.	some plastics that are integral with paper, some plastic bags, some paper ie all that we do not recycle now.
69.	Wood
70.	Chip Bags,Batteries ( through specialized drop off a retail )
71.	Coffee cups, milk bags, various plastics, broken glass.
72.	Plastic bread bags, milk bags (as it is now we save them for a recycling program in Peterborough
73.	Coffee cups - as above.Plastic containers from food stores.
74.	Strawberry and other fruit containers.
75.	plastic bags, styrofoams.
76.	Wrappers that package meat with the styrofoam bottoms and plastic wrap covers. They take up a lot of room in my garbage and I use 2-3 of these a week.
77.	milk bags, plastic wrappers, coffee cup lids, kleenex, straws, plastic cup lids, light bulbs

78.	Granola bar wrapper, chip bags
79.	Plastic wrappings on food
80.	Can't think of anything
81.	Food scraps.Packaging.
82.	Coffee cupsChip packetsGranola bar wrappers
83.	- plastic wraps- plastic bags-plastic personal care tubes- batteries
84.	Coffee cupsChip packetsGranola bar wrapper
85.	Styrofoam, certain metals and plastics.
86.	Hard plastic packaging (e.g., from batteries or medicine bottles), plastic bread bags, plastic wrapping (e.g., saran wrap).
87.	Much of our waste is plastic bags/wrappings, including sandwich bags, bread bags, plastic film, etc. If we could recycle these materials, we could further reduce our waste to landfill.
88.	take out containers that can't get clean - I'm never sure if these are ok to recycle or if it will just be thrown out at the end (ie wasabi stuck inside a sushi styrofoam or plastic container)bottlecapsthin plastic bags from buying produce
89.	Shampoo/conditioner bottles, toothbrushes and packaging from some food (think frozen berries)
90.	-plastic fruit/veggie bags-plastic packaging (tofu packages, plastic wrap)
91.	Black TV dinner trays & chicken trays, plant trays-at least advise some retailers will accept these on your waste wizard, dry wall and painted/treated wood that should not be burned for environment reasons- building waste, all plastics, ceramics,
92.	styrofoam
93.	Plastic bags/grocery bags
94.	plastic bags
95.	coffee cupstypes of plastic (not always certain which are recyclable and which aren't)
96.	Increase the types of Plastic bags used to package food items, that can be re-cycled, eg. milk bags that go into the pitcher, cheese packaging, plastic bags inside cracker, cereal boxes, Bread bags.Clothing -especially things like socks with holes, ragged shirts, pants, underwear
97.	Coffee cups
98.	Plastic packaging (e.g., cat litter bags, bread bags, food wrapping).
99.	Soft plastics.
100.	Any type of wrapper, like from a granola bar or a meat package.
101.	Things made out of wood
102.	I find packaging infuriating -- it is pretty much the only thing I throw out. There is so much of it, and while produced by a manufacturer out for profit, the onus on disposal falls on the individual and the city. I thought the plastic bag ban was an amazing step in the right

	direction. (Do we need to use something for 10 minutes that requires oil to make and will take thousands of years to break down.) I would love to see that policy extended to other convenience disposals: coffee cups, water bottles, takeout containers. I realize this is a very complex thing, and would cause some conflict with local business, but I do believe that a small fee (that businesses could keep) would have a tremendous impact on consumer behaviour. Reusable bags were a rarity 10 years ago, now almost everyone has them.
103.	More plastic, more containers.
104.	cannot think of anything
105.	plastics from packaging and coffee cups
106.	Plastic bread bags; corn chip bags; "aluminum" shiney bags. Toothbrushes and pens. Old clothes.
107.	i know
108.	Plastic milk bags
109.	coffee cups
110.	plastic bags (bread, fruit/veg,)tin foilplastic wrap
111.	Food containers that are too difficult to clean and leftover food in general.
112.	Plastic bags bubble wrap, plastic wrapping
113.	Not really anything. A lot of stuff can be recycled. Instead of looking for new and harder things to recycle, we should be advocating for a move back to packaging, items that are easier to recycle. As a related note: I wish there was less plastic packaging. Remember when strawberries would come in those green cardboard cartons (same material as egg cartons)? e.g. 2 -- lots of stuff that used to come in glass containers is now in plastic containers.
114.	nothing that I can think of
115.	?
116.	I think I often throw things in the recycle that I hope/assume should be able to be recycled but in fact can't be given our system. Sadly I think I'm not the only one, if in doubt I still recycle it.
117.	Organic matter (when I am away from my home without access to a green bin).Plastic packaging (fruit and vegetable shells, packaging around electronics / other consumer products).
118.	Milks bags
119.	- Plastics- Plastic bags- Food/drink containers- Coffee cups
120.	The green bun & E waste program are already good. Just it is hard to change my own habit and it is even harder to change others.
121.	Film plasticSoft drink cupsPlastic cup lidsWrappers on hamburgers
122.	Old shoes that are too worn to donate to charity or second hand store
123.	light bulbsplasticdrinking glasses



124.	Trays for food brought at storesCoffee and other disposable cupsReturn to charging of plastic bags
125.	Coffee cups
126.	Fast food coffee cups
127.	Plastic food bags
128.	*****Clear Plastic bags from food itemsPlastics that can't be recycled ( dark plastics)Aluminum foil wrap
129.	Incandescent light bulbsCosmetics jarsWax paper, cling film, plastic storage bags & containers
130.	Flimsy plastic
131.	- Plastic bags & film. (Not sure if this is recyclable now in Toronto. The rules change occasionally.)- Dryer lint.- Mixed waste from takeout food.- Wood scraps.
132.	Clear plastics (food containers), appliances.
133.	See above - mainly packaging that cannot be recycled.
134.	GlassLight bulbsPlasticFood
135.	soiled styrofoam, waxed packaging
136.	Plastic lids, crunchy plastic containers like plant pots, potato chip-type bags.
137.	Every product that has oil industry products in it.
138.	plastic from the inside of cereal boxes, candy wrappers, plastic wrap, tin foil etc.
139.	packaging on most items. Styrofoam
140.	Broken glassPlastic bags
141.	Plastic bags other than hopping bags eg. Milk Bags, bread bags, plastic wrap around water and pop cases.
142.	chip bags and other plastic wrap
143.	Coffee Cups. Scrap Metal.
144.	Aluminum foil that has just a bit of food contamination. (I would rather have reduced packaging and waste to begin with).
145.	Packaging - not all can be recycled (e.g. cellophane wrap, plastics)
146.	Black plastic food trays, metal caps & lids on glass bottles/jars, milk bags, etc.
147.	Food scraps, other plastic materials
148.	Styrofoam, plastic bags & packaging
149.	Plastic wrap
150.	Old furniture, tools, old videotapes, plant pots and trees
151.	Elastic BandsPlastic bags (eg. From Newspaper Delivery)Plastic bags used for food storage

152.	Coffee Cups
153.	Paper - Plastic
154.	- Small bottles of cosmetics (Wife's)- Some plastic items that are not currently accepted by City of Toronto- Toothpaste tubes
155.	Nothing really. We recycle everything we can.
156.	broken toys, tools, anything that has metal bits or plastic should go in recycling
157.	food waste
158.	Those zip-top plastic bags that all foods seem to come in now (I.e., frozen vegetables, nuts). Most of my black bin garbage is plastic packaging of various kinds. Also, recycling furniture would be helpful, because it's big and bulky. Also paper coffee cups--I don't use them, but I see lots of them go in the garbage.
159.	Empty milk bags, twist ties, cat litter (I usually use Maxx Scoop or Arm and Hammer that says to throw it in the garbage once used) and other food packaging. (plastic mostly is what the garbage consists of)
160.	food containers, styrofoam
161.	Metal lids on jars.
162.	don't know
163.	Free Run Eggs always seem to be sold in clear plastic containers and I don't think all are recyclable. I usually put the container with the recyclables and let the "experts" decide.
164.	Houses are not the problem. Apartments is where you need to focus. All my neighbors recycle.
165.	Plastic cutlery
166.	Brita Water filters
167.	Coffee cups
168.	grocery bag
169.	Plastic wrapping, wax-type bags, e.g. cereal box liners, cell phone packaging
170.	Have very little garbage, I compost and use blue and green bins as per instructions.
171.	Non recyclable food packaging (bags, wrappers) / worn out clothes / plastic wrapping
172.	Beer caps.
173.	Plastic bags (might be recyclable), tin foil, paper towel
174.	Food packaging
175.	Styrofoam
176.	plastic bags, bubble packs, plastic wrap, spent pen refills, worn out shoes, bottle and jar lids, polycoat (combined materials such as foil and cardboard) food packaging, aluminum foil
177.	Loose/ thin plastics (hard, I know.) Tags on bread and milk bags. Pad from meat tray

	(possible organic in future like a diaper?)
178.	Electronics, containers, batteries
179.	Some plastics that I don't know if they are recyclable kinds.
180.	black plastic trays, aluminum foil, fireplace ash, plastic wrap, tim hortons cups
181.	plastics
182.	Styrofoam & coffee cups, some juice boxes
183.	Tissue
184.	All plastic bags & plastic wrap (from meat & food purchases)
185.	Can't think of any.
186.	Old woods, glasses, metals,...
187.	Foil on yogurt
188.	most plastics (plastic wrap of all types, plastic plant pots, other plastics); foams (e.g. foams - non PVC - used as packing materials); worn out textiles of all types, worn out shoes of all types; metal jar lids, aluminum foil, parchment paper and waxed paper; worn out furniture that is not acceptable to charities (e.g. break it down for recycling); mattresses; light bulbs of all types (yes, they are somewhat recyclable at special locations, but this is time consuming and probably means most get put in the garbage); and cork.
189.	bread bags, milk bags, jar lids, some caps, form-fitted see-through plastic, sealed around products
190.	Crinkly wrap (e.g. potato chip bags), coffee cups and fountain soda cups, milk bags, sandwich and plastic food wrap
191.	Probably paper waste. I try to bundle most of what accumulates for recycling.. I would say that we recycle 90% of our waste.
192.	Jar lidsStyrofoam traysOrdinary light bulbs and other glassMetal items that aren't cans or others on the official recycling listPlastics with type codes in the triangle, but I don't know if they are recyclable or not
193.	Old construction nails
194.	Plastic Bags
195.	Paper
196.	Because there are so many people - greedy, selfish people there is probably nothing can be done about the plastic bottle drinkingwater, and mass automobiles everywhere. Birth control and eating less animal flesh is a wise move.
197.	magazines
198.	Non recycling plastics: yogurt cups, cutlery, black plastic food trays, plastic milk bags, bulk wrap, pails, toys, coffee cups (paper)
199.	I don't do this as I use agencies that pick up good useable items such as clothes, shoes, boots, books, etc such as the Canadian Diabetic Association and the Ontario Cerebral Palsy

	Association. I am on their call list when in my area or I can call for a pick up.
200.	Anything made of "plastics" makes no sense to me to be putting in the garbage as they won't break down in the landfill.
201.	coffee cups from Tim Hortons
202.	HHW monthly pickup would be great
203.	plant trays
204.	none. My remaining garage consists mostly of plastic-film packaging which should be used as fuel in a waste-to-energy facility.
205.	snack (ie.potato chips, granola bars) wrappershot drink cups (ie. coffee cups)
206.	Coffee cupsplastic wrap and other films and packagingpens3 ring binders
207.	Clothes
208.	Wood/ Ikea type products.
209.	Black plastic and stir sticks
210.	un recycable packaging
211.	grocery store produce plastic bags
212.	Styrofoam - fish I buy comes in styrofoam containers. I think they should do away with styrofoam
213.	Styrofoam meet containers & wrappers.
214.	I wish Toronto could recycle more plastic.
215.	Plastic containers that don't go into recycling. Occasionally, old pots.
216.	I continue to be confused about plastics (solids and bags). Maybe ceramics? We sometimes break our plates and throw them away.
217.	Corn based plastic
218.	Food containers from take-out
219.	Baby Wipes
220.	Milk bags, bread bags
221.	recycle almost everything
222.	plastic tags, food plastics, razor blades, tissues, soiled cardboard packings, paper, air filters, wipes, tin lids, corks, nails,
223.	non transparent food packaging, plant (garden) containers.
224.	Broken china, glass, etc. All other types of plastic not currently included in the blue bin program.Aluminium foil.Fabrics.
225.	plastic bags
226.	Take-out paper coffee cups.

227.	plastic food wrappers and bags (e.g., bread bags)
228.	Plastic bags (all types including packing for salads, cereal, snacks, meat, etc), plastic planters, plastic food containers (e.g. take-out).
229.	plastic bags
230.	don't know
231.	Some plastic boxes, disposable coffee cups
232.	N/A
233.	plastic bags. mountains of plastics from construction sites.
234.	Radio / flashlight batteries.
235.	organics. Would dispose of these in a composter if the building had this facility
236.	Plastic bags films and wraps
237.	wish there was reduced packaging with meat purchases that has to be thrown in the garbage
238.	coffee filters - the new ones
239.	- textiles (e.g. old T-shirts and dish rags)- hard plastic shell packaging that many items are encased in (and that's impossible to open)
240.	Plastic packaging of all kinds: on food, toys, toothbrushes,....
241.	I don't understand why you can recycle a store-bought glass bottle (i.e. juice beverage) but you can't recycle broken glassware.Can you recycle plastic sandwich bags? (i.e. ziplock)Didn't know until recently that you can't recycle take-out containers with a black bottom or top.
242.	Coffee cups
243.	Styrofoam
244.	various plastics: sandwich/freezer bags, overwrap (e.g. toilet paper), black container bottoms, cutlery, drinking straws, candy wrappersfoil packaging (e.g. chip bags)newspaper bags
245.	metallic coated jar lids.plastic nozzles and screw-on lids from large jus cartons.
246.	zip lock bags. Can they be recycled?
247.	plastic bags
248.	soiled tinfoil, small plastic items like pens and toothbrushes, plastic film wrapping
249.	Various plastics, especially bags of all sorts (inside cereal boxes, over-wrap for bathroom tissue rolls, etc.)
250.	Plastic, plastic, and more plastic! Our household garbage is mainly plastic wrapping of various sorts, and other forms of plastic. There's got to be a way to reuse/recycle a lot (if not all) of it. (Actually, I would love to see much of it reduced at source, but I gather that wouldn't be part of this initiative!)Also, random bits of various metals (not big items, little bits of hardware, old screws/nails/keys, etc.). These are resources that can be recovered



	but are very difficult to find a way to dispose of other than the garbage!
251.	Plastics that currently cannot be recycled, because of non-existent facilities.
252.	Plastic bags.
253.	Organic waste to green bin.
254.	Various metal and plastic pans, pots, trays, iron(s), heavy household plastics, wood crates, old tools, lumber pieces.
255.	some plastic products.
256.	coffee cups and lids
257.	condos
258.	small and big plastic bags
259.	Squeeze tubes, batteries, plastic bags and wrap, aluminum foil wrap, wood objects.
260.	Black plastic containers
261.	Plastic food wrap, aluminum foil
262.	I dispose of heavy steel car parts to curb for scavengers who grab it long before City give rule breaking notice.
263.	I don't really throw out things that I can reuse or recycle but I don't like throwing out plastic cups that break.
264.	All types of plastic bags.
265.	plastic bags
266.	Coffee cups and lids.Cellophane.Styrofoam.
267.	I think most of the present recycling is futile and recommend electrical generation - see above
268.	wood
269.	broken tools,
270.	styroform like City of Markham does, and plastic bags
271.	As mentioned above
272.	non recyclable plastic,just because it can not be recycled does not mean it should go in the garbage. no bin for glass, oil, metal.
273.	- Plastic wrap- Foil and wax paper (from takeout food)- Hair (why can't it go in organics?)- Chip bagsIn general, the range of recyclable materials in Toronto is very good compared with other cities I've lived in (e.g. in Metro Vancouver).
274.	Coffee pods
275.	plastic cutlery, takeout packaging, soiled cardboard, broken glass, other types of metal
276.	Reusable containers (Ziploc)

277.	Fabrics, all plastics & metals
278.	n/a
279.	Tin foil. Since this program began I really have very little garbage.
280.	Nothing. I only take garbage out for pickup every 2 months or so.
281.	I do not wish to recycle.
282.	Hair, fur, chopsticks
283.	non plastic recycle package items
284.	batteries, cleaning solutions, used oils (culinary)
285.	styrofoam
286.	Food waste
287.	Packaging from household purchases Much of this is a combination of cardboard, cellophane and plastic. I attempt to break it down so that it can be recycled but many times this is overlooked because of the time element in doing so as well as the ingenious methods of attaching the various components.
288.	used coffee cups... I JUST learnt that they are not recyclable! Styrofoam packaging peanuts aren't either... but styrofoam cups are. Weird (from a user's perspective).
289.	paper towels, napkins
290.	Plastic bags/film and aluminum foil (used twice a month or so for barbecuing fish)
291.	plastic film
292.	plastic planters, clear plastic bags (I keep the ones that are easily rinsed),
293.	Compostibles; mostly vegetable and fruit peelings, coffee grounds.
294.	Coffee cups, yoghurt containers, pop bottles, shampoo and other toiletry containers, plastic bags...
295.	Most food packaging
296.	styrofoam.
297.	Plastic bags
298.	- electronics (smaller devices and chargers, cables)- cooking oils
299.	Plastic that is not a 1, 2, 5 or 6. Broken toys. Wood. clothes that are not suitable for donation.
300.	Aluminum foil, plastic bags, plastic squeeze tubes
301.	deodorant bottles
302.	some plastics
303.	Plastic packaging. Some of the plastic items (like cling wrap) that are not accepted in the blue bin.

304.	I wish you would pick up recycling from my building. So everything that is Recyclable.
305.	restaurant takeout containers
306.	I use my own mug, but the fact that Tim Horton's coffee cups are not recyclable drive me insane.
307.	Plastic packaging
308.	Plastic packaging, styrofoam
309.	certain types of plastics that are not recycling according to Toronto
310.	Paper towels, coffee cup lids
311.	Plastic (poly- or other) foam object (like cups), all types of plastic resin codes. Or ban use of non-recyclable plastics and other non-recyclables.
312.	Jar lids and plastic wrap from purchases.
313.	None
314.	blister packs
315.	Pizza boxes.
316.	plastic over-wrap and other plastic materials for packaging.
317.	Egg cartons -- all of them. Tin foil Sandwich bags / plastic wrap
318.	Incandescent light bulbs, glass mirror, glass picture frames.
319.	nothing
320.	Lids for take-out beverage containers, such as coffee cup lids.
321.	Clothing + hot beverage cups + plastic films + bulky pure plastic items
322.	Food containers - it's hard to tell if they can be recycled
323.	Clean plastic wrap
324.	Organic wastes.
325.	light bulbs, and organics
326.	all plastic packaging. straws. drink cups.
327.	Organics, mixed material packaging
328.	plastic wrap, coffee cups,
329.	Not much: I don't produce much garbage. But can receipts with that strange finish be recycled?
330.	nothing I can think of. If there are items that you don't take I probably put them in the recycling
331.	organics.
332.	Additional recycling items since my large recycling bin does not hold everything due to the oversize packaging.

333.	Packaging for food.
334.	all organic waste, light bulbs and batteries, black plastic trays (maybe these could be bagged like shredded paper is?)

## 20. Are there other waste related factors that influence your purchasing decisions? |

#	Response
1.	Compostable
2.	Is the packing reuseable, not just recyclable, or made from recycled content.
3.	Biodegradable vs not
4.	Do I really need it?
5.	green footprint
6.	No
7.	* Quality of product* offering to ship using reusable packaging
8.	If product has lots of packaging but the price is cheap, I will be annoyed by packaging but still buy. Would buy corn-oil goods if more available - my enviro sins are ziploc bags and diaper wipes :( Try to use sparingly but still...hard to cut out bc they are convenient with kids.
9.	is the packaging recyclable
10.	Yes - I try to but quality products that I won't need to replace.
11.	What kind of company is it? Are they environmentally friendly?
12.	Ability to recycle packaging
13.	Packaging
14.	Reuseable, biodegradable
15.	Factors identified in 22 and 23 are the main factors I look at.
16.	No, factors identified in 22 and 23 are the main factors I consider.
17.	Cleanliness (of grocery store and shopping carts) when considering adding plastic produce bags. Lifecycle of reusable products (i.e. embodied energy in metal coffee cups vs. easily recycled paper cup).Advertisement of a store or brand's operating policy (i.e. alternative energy, visible recycling bins, community involvement)
18.	None that I can think of.
19.	can the material be re-used, biodegradable
20.	Ingredients. I try to buy "greener" products with fewer toxic chemicals.
21.	distance of manufacture (closer reduces footprint and supports more local economy); environmental impact on producing country
22.	recyclability of the product and packaging, corporate donations to waste and environmental causes

23.	I consider how far away the product has travelled before it is sold.
24.	whether its durable or disposable, whether it will be obsolete / out of style in a short time (e.g. electronics or clothing)
25.	take back policies
26.	Info. Years ago after hearing how long plastic takes to decompose, I greatly reduced my plastic use
27.	Type of packaging and how it will or won't break down or is recyclable, convenience of recycling facilities relative to purchase, e.g. is there somewhere where i can recycle the packaging/container of the fastfood when i am done eating it, whether I can reuse the packaging, etc.
28.	Is the product recyclable Does the product contain the minimum amount of unnecessary material for its function Does the product contain toxins (like CFC bulbs) What is the expected life of the product
29.	I consider how long a product will last. Stores such as Dollarama sell cheap, breakable stuff that encourages people to buy more than what they need, on the basis that it's cheap. We produce a lot of garbage that way. I wish the city had any control over the upstream sources of garbage. In addition, I try not to buy fast food or restaurant items if a provider does not have a waste management program in place. I think a huge amount of garbage produced in the city is by businesses, particularly the food industry. And the city's guidelines add to the problem. For instance, a local restaurant (One Love on Bathurst at Bloor) used to serve on real plates with real cutlery. However, because they are not able to build a washroom, due to space and building restrictions, they now must serve all food on disposables. Customers can still sit in the restaurant but now they have to create a pile of garbage for what seems to me no good reason. The city needs to reconsider such policies, which seem to me ridiculously bureaucratic and serve no real purpose.
30.	I try to buy things that are against animal testing or have more environmentally friendly production practices and/or are local.
31.	I am often very angry when I have to purchase an item that has so much packaging and is very difficult to open due to the way it is packaged. I want cities, provinces, etc. to tell manufacturers to stop all this packaging.
32.	if the store encourages recycling such as a take away that gives you a break if you come with your own dishes or reuses theirs
33.	Better value with used items
34.	serving size
35.	Where possible, I try to buy in larger quantities to take advantage of economies of scale, and reduce the amount of packaging waste.
36.	Disposability is a factor, as is the environmental track record of the company I purchase from.
37.	Durability
38.	need, cost and durability



39.	plastic wrapping
40.	toxicity
41.	Waste to energy?
42.	Longevity.
43.	How do I dispose of the product when done? Can I resell, donate or recycle?
44.	durability
45.	Is it compostable? What will I do with it when I am finished with it?
46.	For Q 23 - it would be more accurate to note that I am far less likely to buy a product if it has a lot of packaging. I don't just buy a product BECAUSE it has less packaging. I wish there were more waste mitigative initiatives that the City took on. For example, a product packaging guideline or producer-pays law where manufacturers of goods would be responsible for the safe end of life disposal of their product. I understand that this would be hard to do for all goods - however I think this should be especially considered for electronics and appliances.
47.	No. My purchasing decisions are base on the price and quality of the product.
48.	GHG emissions, toxics
49.	Volume of the package - that may fit on my bike
50.	No
51.	Do I really need it.
52.	Ease of disposal (e.g., can I dispose of waste in my household bins or do I have to take it to an Environment Day?).
53.	What material a package is made of - I will choose glass or metal over plastic
54.	I don't buy individually packaged items, such as: individual yogurt containers, juice boxes, bottles of water, bottles of juice, granola bars
55.	Leaving the packaging with the retailer, having the option for a plastic bag and being rewarded for bringing my own bag or mug!
56.	No
57.	Mostly packaging
58.	Where is it made? If it's in Canada, there is less fuel being wasted to reduce the travel of the product.
59.	carbon footprint
60.	I consider whether or not the packaging is recycleable in Toronto. Sometimes packaging says that it's recycleable (e.g., President's Choice black fabric reusable grocery bags) but I know that they are not.
61.	I may be more likely to buy a product if the item or its packaging claims to be made out of recycled material.
62.	First I look at the product that I need, and at the price can afford

63.	not really
64.	Shipping method and materials
65.	excess packaging that makes it almost impossible to open the package. I would pay more for responsible packaging
66.	The amount of energy that went into production and shipping of a product. Additional steps to manufacture and get a product onto shelves uses resources and creates garbage.
67.	no
68.	How long I am likely to use a product.
69.	between two equal products, I would purchase the one w/ less packaging. Otherwise I would base my decision based on the product, not the package.
70.	where made, I try to buy locally produced things, Ontario first, then Canada, then USAI really try to avoid over consuming, and will not needless buy anything not made locally
71.	no
72.	I try to avoid restaurants that use styrofoam take-out containers / coffee cups. I frequent coffee shops where they have no problem filling my reusable mug.
73.	Quality of item - poor quality , more frequent replacement
74.	I would purchase something with paper/cardboard packaging over something with plastic packaging
75.	no
76.	Buy large containers and separate at home (ie yogurt)
77.	Can I buy an alternate with no garbage?Can I bring my own cup/container?Will it be compost able?Is the company working on sustainability practices that are progressive?Will I want the item in a year?Can someone else share the item with me.
78.	Organic contentLength of useful life
79.	Energy put into the production.
80.	I buy reduced produce.
81.	No
82.	I look at the expected lifetime of the product. I will pay a bit more, or will buy an older model of something if that choice means I can repair the item instead of having to replace it completely when it breaks. When I buy popsicles, I look for the ones with paper wrappers that can be green binned, rather than the ones with plastic wrapping. I don't want plastic anywhere near my food, and I am frustrated that so many food products that used to come in paper or wooden packaging (like old peach baskets and apple baskets) that are now plastic. I refuse to buy the pre-made salads at Metro when they package them in the thick, brittle plastic bowls, as they are not recyclable.
83.	I try not to buy products that can be easily recycled.
84.	When companies have made an effort to make products out of recycled materials.

85.	what they are made of, if they can be recycled,
86.	Better product ie. cloth diapers better for babySize of waste won't fit in bins
87.	Buy it as is. It's not a consumer problem. Most cases, an item is packaged similarly from various sources.
88.	How soon the item will become waste. How easy it is to recycle / reuse (i.e. do I have ways to recycle / donate /reuse / sell in my neighbourhood or do I have to pay / go somewhere far away to do this?)
89.	- How long the item will last or how useful it will be to be worth the purchase- Often think of the longevity of the product & how "wasteful" the product will be when we are done using it
90.	When buying new furniture or large items to be delivered I ask if they will take the old item for disposal or recycling.
91.	Most packaging can be recycled so not a big concern for us.
92.	Often there is no choice - there is too much packaging for all of the products
93.	Price size
94.	No.
95.	I like to use stores that will take back used materials (home Depot use to take back more and I am disappointed that they send people to drop off depots now). I dont like to buy packaged fruit and vegetables.
96.	How easily the item could be repaired.
97.	How toxic the product is.
98.	No, I usually buy what is cheapest. I just take it for granted that almost everything is recyclable.
99.	don't know; prefer natural products if they are available / relevant
100.	No
101.	Size of packaging - if it will fit in the bin
102.	I buy cleaning products that are less toxic/have less chemicals for the drains, pipes, cleaning in my unit.
103.	I look at the quality of the product - how well it's made. Better quality lasts longer and can usually be recycled or donated.
104.	Mostly about the packaging, and size of the product (whether it will all get used, or eventually some will be thrown away or wasted)
105.	Yes—dried goods at bulk food stores will get my consideration before I purchase a new jar of spices or herbs.
106.	What the packaging is made up of
107.	Type of packaging ie: plastic vs paper/cardboard
108.	I consider whether the product is made to last a long time. I try not to buy things that will

	wear out.
109.	Packaging
110.	To be honest, it's very secondary.
111.	weight/size of packaging
112.	Content Safety
113.	But we do complain about the extra packaging on some products. At least some of the packaging is now recyclable.
114.	No
115.	The resources used in the product. I know that it's directly waste-related, but the emissions from making a chemical product is a type of waste that harms the air.
116.	Can it be recycled easily in my location (e.g. many plastic items say they can be recycled, but are not recycled in my area)
117.	prefer local items over imported if possible.
118.	No.
119.	No
120.	Time wasted shopping for the sake of window shopping energy wasted in the wrong direction when I don't shop for necessity only.
121.	I usually leave the packaging at the store garbage.
122.	Bulk purchases - less waste per unit
123.	vendor responsibility to reduce packaging. Vendors who take back packaging boxes/remove box at time of purchase, printer refills, etcVendor interests in environmental responsibility
124.	no
125.	no
126.	Can it be recycled efficiently
127.	Durability. once I buy sth I tend to use it for a very long time.
128.	Price, Weight Compactability
129.	No
130.	packaging
131.	I do not buy items like soft drinks that come in plastic rings - it gets into lakes and oceans and kills marine life. I buy reusable water bottles instead of plastic ones. I stopped buying newspapers
132.	No
133.	We try to buy locally made goods. We try to buy things that are better made, so they will last longer. We try very hard not to buy plastic - but this is quite difficult. We all use stainless steel water bottles, and stainless steel lunch tins. I buy bigger packs. We never

	buy lunch sized things. I also wrap lunches in cloth.
134.	If the packaging is made from recycled product. Prefer cardboard packaging.
135.	I think about what goes into the manufacturing.
136.	If a company is powered by a renewable energy source - Wind power for example - will increase my chances of purchasing that particular product.
137.	packing material
138.	Recycled content (especially for paper & cardboard products).
139.	FSC certification, use of recycled materials, durability of the product, energuide rating
140.	I try to buy non-toxic products for the home, such as cleaners and paints whenever possible.
141.	how toxic the materials are
142.	product life span
143.	No. I am not a big consumer so amount of packaging would not be a determining factor for me.
144.	No.
145.	How long will an item last e.g. tools
146.	- Type of maintenance required e.g. avoid clothes that require dry cleaning, things that require specialised cleaning products- Quality/longevity e.g. stay away from disposable or poor quality items where possible so I can have things for a long time- Material e.g. try to avoid plastics in favour of more environmentally friendly or biodegradable options
147.	Sustainable sourcingLocal sourcing (to reduce waste from transport)Environmentally friendly production methodsEnergy efficiency
148.	No, mostly try to avoid excessive packaging.
149.	usage of the product (long or short term) for example I would not buy plastic cups or plates for a birthday party I use my own ceramic plates and glass cups.
150.	Cost and quality of item is only what I consider
151.	not really
152.	Yes: Difficulty (measured by personal effort) of disposal. Toxicity when disposed. Amount of mass to be disposed.For example, I avoid fluorescent bulbs because a broken bulb and the disposal of a dead bulb carry a heavy environmental burden.Question 20 "What is important to you when it comes to making decisions about managing waste over the next 30-50 years? Rank each in order of importance for you (1 is most important and 5 is least important)" has no field for textual input so I will clarify my answer here:Though "natural environment" is most important to me, I do not really see it as being in competition with jobs, cost, or convenience. I believe thatgood management of our environment is the foundation upon which better andmore local jobs would be created, costs reduced, and life in the city bemade more convenient. More specifically:Jobs:For example, to repair goods, to resell them, to recycle them. In adisposable world, there are fewer jobs.Cost:Environmental responsibility reduces total cost of living. In accountingfor total



	cost, I include producer's externalities like garbage pick up and hospitals to handle health problems, all of which I fund with my taxes, in addition to paying for the product itself. Convenience: For example, my grocery store is a lot nearer than the city's hazardous waste depot. If the store accepted my used light bulbs, my life would be easier because I go there anyway.
153.	environmentally friendly (biodegradable, natural ingredients), if they have refill options (e.g. MAC cosmetics and Aveda cosmetics), if it's a product I can re-use (e.g. grocery bags, coffee cups etc.)
154.	geographical source location (prefer to buy local)
155.	More general environmental considerations - i.e. where it was produced, is it toxic to humans and environment (including upon disposal), is it durable rather than a disposable item, can it be fixed...
156.	If the package is recyclable - or if the item is available without a package. That said I understand that packaging can prevent product damage or spoilage that creates even more waste. We need to differentiate between useful and extraneous packaging.
157.	Quality as it may relate to a product that will last longer and not need to be replaced as soon, or the ability for it to be repaired vs replacement.
158.	Large items require proper/sturdy packaging. Reason is that it ensures item is protected during shipping.
159.	None
160.	I avoid fancy wrapping.
161.	Type of packaging i.e. is it recyclable or degrades quickly
162.	Higher numbered plastics in packaging that are not reprocessed in North America.
163.	The toxicity of products.
164.	level of harm to the environment is considered e.g. non bleach alternatives
165.	Location of manufacturing/origin of product.
166.	No
167.	cost
168.	Size of product, portability, ease of storage in off season
169.	no
170.	YES! Mother Earth as a LIVING BEING!!!
171.	quality products last longer. I try to stay away from cheap products that end up in the trash.
172.	No
173.	if company takes back its products (eg. electronics), or packaging can be reused (eg. cloth bag)
174.	Recycled content, durability of the product

175.	environmental harm
176.	Not at this time.
177.	Size of item- eg a big block of cheese vs lots of individually wrapped "strings" of cheese.
178.	No
179.	organic, less harmful for the environment
180.	No
181.	Food quantity - how much will spoil before I have time to consume it
182.	The expense of advertising, producing and packaging must increase the price of products, and I consider this when I am purchasing something.
183.	longevity of product.
184.	I will choose groceries that have no packaging, where possible. I will not buy bottled water. I prefer to pay more for products that will last longer. I prefer to repair things like dishwashers, dehumidifiers than buying new.
185.	do not like blister packs
186.	I buy many things at a bulk food store, so that less packaging is required for me to bring items home.
187.	Over packaging mostly
188.	Packaging is the biggest factor. Oftentimes, I'll leave it with the cashier.
189.	no
190.	I try to look for paper packaging over plastic.
191.	Type of container (cardboard or plastic)
192.	Quality/durability of the product
193.	I try not to buy a lot of electronics because I know they often end up in developing countries producing toxic e-waste
194.	Biodegradability of packaging or item.
195.	Where the item came from and how much toxic byproduct was probably created. I would like to buy Canadian but there is less and less available that is made in Canada. Usually I decide I don't really need an item. Ultimately everything ends up in the garbage so it becomes harder and harder to buy anything for me.
196.	First I would like to say question 17 should have a third response choice, "sometimes". I would have chosen that. Yes, there is one factor to add in particular, is the item recyclable?
197.	Manufacturing process, environmental fees, heavy metal content (eg mercury)
198.	Ideally they're recyclable, or their packaging is.
199.	the level of toxicity an item would generate (e.g. mercury in CFLs) - would rather choose something that are less toxic to health & environment than the amount of waste that it would generate (e.g. replacing 10 incandescent light bulb vs 1 CFL per 5 year period).

200.	Retailers who accept used batteries, light bulbs/tubes get our business ahead of ones who do not.
201.	Also - is it durable?
202.	If it's recyclable or biodegradable
203.	IF it's made from 100% content as in toilet paper, chlorine free, etc. Canadian made. I buy Cascades toilet paper from Quebec, not Kimberly Clark from the U.S. as they cut our boreal forest down for something we flush down the toilet and Canada allows it!
204.	% of recycled content. distance from point of manufacture/production
205.	In the end, it is the product itself that will dictate whether I will choose it over another. But I do think of the sustainability of items, such as where I can bring it at end of life, is it repairable, can it be recycled, does the company have a good environmental track record.. etc. Pricing will also play a role in whether I can choose something more environmentally-friendly. I am, however, generally averse to excessively packaged goods.
206.	chemical content
207.	No
208.	bigger quantities = less packaging, but not as much as to waste the extra
209.	How important is the item and if not too important what do you do when you want to dispose of it.
210.	If I can reuse packaging (eg. the box that something comes in) then I would be more likely to buy it. I don't like buying things that are individually wrapped when they don't need to be.
211.	Cost is often the reason, but I wish the government would enforce some minimum packaging laws as discussed back in the 1970's and never done.

**[OtherID] If you selected "other" in the previous question, please specify. |**

#	Response
1.	Finding ways to get energy from waste.
2.	Selected by accident
3.	N/a
4.	education
5.	Self-sustaining management of waste, impact on future generations, burden on other communities
6.	Animal well-fare is very important, I just don't believe our city government will do anything about it.
7.	We must start to calculate the price of the waste of the product into the price! Also I want to see the Gov put higher restrictions on manufacturers of hazardous materials - known hazard or unknown. It's too easy for consumers to be ignorant of the hazards in the products that they buy!

8.	I'm not sure what other is but if it means that we are going to privatize more city services then I am completely against any changes. We need to keep good paying jobs in this city and stop outsourcing them to private companies that pay considerably less, split shifts and avoid paying benefits.
9.	Sustainability, effectiveness and viability of chosen process
10.	energy use and energy production potential, toxicity,
11.	Is it truly 'Green'? Best practice from another example from around the world.
12.	Frequency of service, once every 2 weeks for pickup not enough...
13.	Our society needs to reduce it's consumption. We consume at the expense of the environment and developing nations (slave labour, poor environmental regulations)
14.	I want to City to consider waste from inception to end of life. The Swedish model for waste is something that the City of Toronto should consider.
15.	Energy production
16.	Don't redo what's already been researched, there is always a way but it needs to be sustainable, make bylaw changes ASAP, get provincial help, make it happen within 10 years.
17.	Health.
18.	Local handling of waste as opposed to trucking to landfills
19.	Effectiveness at reducing the amount of total waste produced (incl. recycling), and then at reducing the amount of garbage reduced (grey bin).
20.	If cost is too high and/or level of service is too poor, interest/compliance will decrease
21.	Long term consequences overall
22.	The city needs to build an incineration unit as this is the most effective way of eliminating waste. It does not pollute the air.
23.	A more comprehensive plan that deals with the whole system.... From the production of products and packaging to consumption/ final life of products
24.	Forethought.
25.	We must reduce racoon population - this is more important to me than others ex enviro., it would rank #2.
26.	increased awareness, participation, and general attitudes of society on waste management
27.	Ethical disposal where possible (e.g. not shipped to the developing world to be picked over by children etc. or to disrupt local economies, such as local textile industries or to cause local pollution). See if you can dispose safely and ethically here in North America, without adding to our pollution levels.

## 22. What are some ways that you reduce and reuse your waste items? |

#	Response
1.	sell old stuff on kijiji or donate to value village

2.	I use reusable bags when grocery shopping. Use plastic bags to line small garbages.
3.	Only buy what I'm going to eat. Sell or pass on items I no longer need such as furniture, books etc.
4.	Do my own garden composting. Reuse packaging.
5.	Find new homes for items. Re-use packaging, bags.
6.	Bring cloth shopping bags instead of using plastic ones Use reusable water bottle instead of disposable ones
7.	recycle and compost. Very little actually need to go into the garbage. Re-usable shopping bags, No plastic water bottles!
8.	buy used books bring electronics to recyclers use old sheets, towels etc for rags I do not buy paper towels
9.	Most of what I buy is recyclable or compostable. Unfortunately, my building does not have a compost program.
10.	Recycle Don't buy unnecessary things.
11.	resell online or craigslist
12.	handing down to others, buying in bulk, reusing plastic bags in compost or garbage pails, recycling everything that can be
13.	Recycling
14.	I use re-usable glass containers for lunch and reusable water bottles. Try not to buy individually wrapped things. Try to avoid plastic toys, donate outgrown clothes, visit the Really Really Free Market every once in a while and take items there that are no longer needed and can be used by someone else. <a href="http://rrfmarket.blogspot.ca/">http://rrfmarket.blogspot.ca/</a>
15.	buy only what need buy products with less packaging avoid take-out cups and food packaging (bring own mug, container and cutlery) buy used, borrow, attend clothing swaps always carry and use reusable water bottle and produce bags
16.	Nothing out of the ordinary - I try to reduce waste in the first place by limiting packaging, buying conscientiously and using reusable grocery bags.
17.	buy local use plastic containers instead of plastic bags for lunch bring my own grocery bags buy in bulk return bags to beer store for recycling
18.	Buy in bulk. Reuse ziploc bags when able. Reuse plastic shopping bags.
19.	Use things until they have no further life, try to borrow and lend items that used infrequently (yard equipment). Compost as fast as much as the composter lets me.
20.	-longer product turnover cycles-recycle and compost
21.	put waste in right bins
22.	Recycle all paper-like waste.
23.	reuse plastic bags, try and bring coffee mug, don't buy bottled water
24.	Donate things to organizations that can make use of them.



25.	Biodegradable, Reuseable, recycleable
26.	Only buy groceries one week at a time to reduce waste. Buy large yogurt containers instead of individual packages. Reuse pasta glass jars for storage.
27.	Re-use ziploc bags over and over. Try minimizing use of take out containers.
28.	I use reusable containers for my lunch and reusable bags for my groceries. I donate old clothes and household items. I use a glass water bottle and fill it with tap water from my Brita. I try to use cloth napkins instead of paper napkins. I teach my children and my students to reduce, reuse and recycle. I take reusable "junk" to school for my students to reuse for art projects.
29.	Donation of goods and clothes to charities Own tools and supplies to repair and maintain Stream movies, tv, and music online (do not purchase hard copies, do not own television set, stereos)
30.	I try to wash and reuse plastic zipper bags multiple times.
31.	not purchase it, recycle when possible, re-use it if possible, purchase items that has the least amount of packaging (if price and quality of product isn't a huge factor), bring my own container/cup
32.	I try not to purchase items that I don't need. I use products until they break and need to be replaced. I recycle what I can. I re-purpose items when I can. I occasionally buy used products.
33.	I leave them on the sidewalk and they are taken by other persons
34.	backyard composters for yard waste, kitchen organics and cotton/wool clothing, reuse on garden; plastic bags get reused until unusable; refusing plastic bags at retailers (I would prefer to be charged to receive one than have to refuse)
35.	use fastfood bags for green bin liners, opt out of paper newsletters
36.	I try never to use anything just once before I dispose of it. For example, I re-use and sometimes wash plastic bags. I don't buy food with a lot of packaging where possible. I buy some things in bulk and bring my own container (this is not possible at Bulk Barn because they won't let you bring your own containers - as such, I don't go there anymore). We are avid composters and therefore generate very little waste and are constantly amazed at the small amount of compost that is made from an entire year of kitchen scraps and collecting leaves. It's hard to believe that there's a garbage problem when you see how much gets reduced.
37.	I repair things, i share things with friends and family (loan tools or painting tools instead of buying new),
38.	Rarely buy replacements, use everything until it is worn out. Try and buy good quality and not short term items that one tires of very quickly. Ask the drug store to reuse my prescription bottles, I am careful about everything I throw away. When my children were little I used to take things to the school or play groups for craft projects
39.	Buying Used clothing and donation of used goods adn clothing.
40.	Create new piece of clothing from old unused pieces. Paint wine bottle to make it decorative

41.	Always carry a plastic bag in my purse
42.	avoid buying things with too much/harmful packaging. upcycle things into DIY crafts. print less, reuse scrap paper, avoid buying packaged things, etc
43.	Free-cyclingBuying less / smarter (less packaging and more durable goods)
44.	I reuse product packaging (sometimes many times) e.g., for storageI disassemble products and re-use components or materials in projectsDonations to programs that refurbish and redistribute, Freecycle, Habitat for Humanity, clothing pickups, etc.I service and repair to avoid replacement as much as possible.I avoid the urge to buy things just because they're a great deal (reduce consumption)
45.	Try to purchase with less packaging. Resell or donate used items. Buy fresh food with minimal packaging. Try not to use products that can't be disposed of or recycled easily.
46.	We buy as little as possible, we reuse what we can (e.g., plastic takeout containers, food containers, and bags), and we always carry reusable shopping bags so that we don't need to get bags when we do buy things.
47.	Improve private collection in my building
48.	Don't buy things unless I need them, upcycling waste into craft projects/other uses
49.	use glass containers for food storage, I buy from bulk stores to reduce packaging and have a circle of friends that like to give each stuff when we are tired of it and will be new to someone else. use glass water bottles instead of buying water etc...
50.	keep packaging materials for protecting valuables, moving.
51.	I reuse envelopes from mailings and I reuse paper when possible. I return unwanted mailings to sender. I do not get daily newspapers.
52.	Out of time bye!
53.	compost everything organic including meat wasterecycle all plastic and paper and metal
54.	I try to re-use plastic take-out containers that survive the dishwasher. Glass jars (spagetti sauce, etc.) can be re-used for canning. I have a community plot, so I grow a few of the most common herbs and vegetables that would normally be sold in quantities far larger than I would need, and wrapped in plastic. Community gardens are amazing, and there should be more of them.
55.	Rince things off and use them again. Use old plastic items for other purposes, like around the garden.
56.	At the start I ask if I need or want something and if I will really use it
57.	Determine end of life options at purchasing phase. I reuse or repurpose items rather than recycle them. Use items to their end. Bath towels become smaller towels or are used to make wash mitts which then become rags. I always try to find a new home for an old item. If not, will leave at curb for someone else to repurpose or use as is
58.	Consume products less, but consume experiences more. Give the gift of experiences rather than physical items.
59.	Think before you buy

60.	Participate in the Toronto system 100%. composting lawnmower, compost in summertime, donate used items to charity.
61.	Dog waste digesters for street lights.
62.	Restore drop off
63.	I don't buy a lot of stuff. I use rags instead of paper towels when I can.
64.	Try to purchase mindfully - consider what will happen when done with the product. I buy things with minimal packaging. Buy used items.
65.	Reduce purchasing stuff....repair items as much as possible
66.	Backyard composter(s)Grow food in our garden at homeElectricity and gas purchased from Bullfrogpower - reduces environmental impactDrive a hybrid car - reduces air pollutionUse public transit for all trips downtownFood - buy in bulk; buy without packaging; re-use cloth bags; buy local if possibleBe aware of packagingTry to live simply so that others may live - especially future generations
67.	I do my research and try to buy better quality products that I think would last longer. When I need to purchase an item, I look for the option with the least amount of packaging. Here are some suggestions that I would like to see in the City:- Have 'swap' days at Nathan Philips Square or Dundas Square and other public areas. One person's garbage can be another person's treasure.- Place more responsibility on manufacturers of goods to make quality products that stand the test of time. Get manufacturers to take responsibility for their products at the end of their life cycle.- Have guidelines or policies about acceptable packaging practices for goods.
68.	Donate cloths, shoes, toys. Reuse plastic bags.
69.	Reuse containers from yogurt, cottage cheese, etc. for tupperware for my lunches. Get hand-me-down furniture from family or online. Trade clothes with friends. Don't use those silly little clear plastic bags at the grocery store to put all my different veggies and fruit into separately. These are ridiculous and should be eliminated from grocery stores, people don't need those bags, they are pure convenience so you don't have to put each orange or tomato on the checkout counter separately.
70.	Purchase most clothing second handDo not use plastic water bottle, only refillableTry not to buy drinks from fast food restaurants as much as possible
71.	My good quality throw away is neighbors free gift
72.	Share unwanted products with friends or post on FreecycleBuy items second hand
73.	Keep printing to a minimum
74.	Sell on kijiji or craigslist.Don't buy unnecessary product.Buy product with less or biodegradable packaging.Buy green products.Use products to end of life cycle.
75.	I don't really do a very good job other than putting things in the proper bins
76.	RecycleDonate
77.	Try not to buy unless necessary and recycle / reuse through informal networks.
78.	I tear up old clothes into rags, I re-use paper as scrap paper.

79.	Using reusable grocery bags, and saving plastic produce bags for reuse (where possible). Purchasing food in bulk (nuts, dried fruit, beans, etc.).Bringing packed lunches to work, using reusable containers as often as possible.Dusting/cleaning with reusable cloths.
80.	Buy less and better quality goods when possibleShare things with friends and family when I don't need them anymorelook up how to repair household electronics online or visit the repair cafe for things beyond my scopereturn egg cartons to a local farmer for refillingvermicomposting in my basement at hometry to buy items with as little packaging as possible, bring my own bags for shopping
81.	-I don't buy individually packaged items, such as: individual yogurt containers, juice boxes, bottles of water, bottles of juice, granola bars-I used to buy more second hand clothing, however, I am afraid of getting bed bugs from buying second hand clothes and books (and I would never buy second hand furniture)-I give clothes, books, household wares to second hand stores and friends-I have clothing exchanges with friends, or attend them-I don't take plastic bags from stores-I bring containers with me to restaurants for left overs (when I remember)-I eat try to eat all left overs-I buy in bulk
82.	Buy what I need, less is more even with cost of bulk being a saving, the waste of not using it all is more costly. Use the internet to advertise for free pickup of items, metal recyclers search the streets for metal, wouldn't it be great to have people sign up for certain commodities and you would get a map of how much is here and there for greater management of where these items could be pick up. Wait until environment days to utilize one stop shop for HAZ and other reuse items.
83.	I tear my paper towels in half. I reuse bottles. I print on both sides of paper when I can.
84.	-Recycling-Buying products with little packaging-Trying to buy used products where possible
85.	Use green bin collection most of the time. Use reusable cloths for washing dishes. Buy used clothing.
86.	Use reusable cups at coffee shops.Use reusable bags to carry food.
87.	donate good condition clothing to charitiesbuy less "stuff"Keep my car longerrepair instead of replace
88.	Donate
89.	Try to use Tupperware vs saran wrap or baggies...stay on top of what can be put in green/blue bins so not putting things in the garbage.
90.	I plan a weekly menu and prepare a grocery list before shopping. I also store food properly and buy many foods in bulk to store in glass containers (e.g., dried legumes, rice, popcorn). These habits help me reduce my food waste. I always use reuseable shopping bags, including reusable produce bags. I also buy music electronically instead of purchasing a physical CD. I reuse old clothes as rags and prepare my own clearing solutions with vinegar or baking soda.
91.	I will try to reuse things like plastic bags whenever possible, or put up with a broken electronic device as long as I am still able to use it.
92.	Buy on a per need basis as opposed to have it "just in case" or because it has a nice ad; try to get the best quality and durability I can afford; try to get one versatile item instead of a

	collection of specialized ones; fix rather than replace (depending on my skills, tools etc)
93.	I reuse as much as possible: donating (and taking) items from places like Freecycle, the Toronto Free Market, and garage sales (or if all else fails leaving it at the curb). I reuse things like glass jars and plastic containers, and try to buy items that come in containers that can be returned for deposit (milk and coffee for example) or don't have containers at all (the farmer's market). I compost everything I can in my home composter (food and yard waste), so that trash doesn't have to travel, and then use that compost to support my organic garden in my yard. I also collect all the compost in my office at work (14 people) and carry it home every other day to put in my own composter since there is no green bin program there. I recycle everything possible. I do not buy things that come in single servings (yogurt, juice boxes, etc. etc) but rather package my own. I always bring my lunch and in reusable containers. I try to buy in bulk, and sometimes bring my own containers, but this can often be viewed by retailers with some stigma (it is an inconvenience to their usual systems). I bring my own mug to coffee shops most of the time, and reusable bags everywhere.
94.	Buy less stuff. Reuse more stuff.
95.	compost in the back yard
96.	donate furniture, clothes, put scrap out for recycling, use tupperware, read online, stop buying junk and trinkets, reduce clutter try to find a good home for unneeded things
97.	I do my best to not buy crap. I love diverting from landfill. Generally, if something is good for the Earth, it's good for us!
98.	buy bulk
99.	I try to reuse containers for storage when feasible.
100.	green bin, recycle, buy secon hand
101.	Backyard composting reusing within the household (plastig bags) donating used items buying bulk
102.	Reuse, Multi-use of plastic bags, backyard composting of food waste, take unwanted clothes and household items to Goidwill etc to be reused
103.	Reusable sandwich containers instead of Ziploc bags, or reuse the bag that I used at the store to put the buns in; bring a teatowel to work to dry my hands in the washroom instead of the paper towels
104.	line my garbage bin with plastic bags from shopping use old light bulbs as Christmas decorations for tree, I paint them bright colours use confidential papers as fuel for cooking leave grass clippings on lawn reduce lawn with plants, no watering of any kind keep my trees in good shape to get long life from them don't over consume
105.	throw out items once i'm done with them / they don't work anymore - use them to the fullest
106.	Always carry a reusable shopping bag, reusable mug. Reuse sturdy take-out containers, wash and reuse plastic zipper bags. Donate old clothes to charity.
107.	I participate in every waste diversion program available to me, and I consistently avoid products that use unnecessary packaging.



108.	Is it a need or a want? Donate books & magazines to friends/library etc.How energy efficient is it? Avoid electronics - toxic wasteCan I reuse/recycle it? e.g. gift bags, not paperWas it made under good working conditions? - likely to last longer (apart from other issues)Before city program, used to compost at homeBuy less often, better quality & keep it a long time
109.	CompostingPut used clothing in bins
110.	- Borrow instead of buy books- Buy items in bulk- Avoid using disposable food/drink containers & plastic bags at all cost
111.	I turn waste into science experiment equipment/toys for a science club, and just try to be more conscious of reducing my use of resources. (I'm quite wasteful) (but trying)
112.	Dropping off coffee cups and lids at places that clearly recycle them
113.	I make art. and/or reuse it to make something I can use for home. I have networked with other artists who make art out of electronics. I will give them my old computer.
114.	I don't
115.	Have your own organic bin & water barrel of rain for garden
116.	Buy in bulk
117.	Reuse plastic shopping bags and also use cloth ones- use reusable water bottle instead of disposable ones
118.	All bags are used for a second task, holding garbage or compostI use flyers to line the compost binPaper napkins, used at the table are used for cleaning up spills if they are not heavily soiledMandarin orange crates, used for storageMiscellaneous items collected and taken to school for kindergarten craftsGift bags and wrap used many times, and we have many fabric bags now for giftsAll old socks and underwear are cut up to use as plant ties ( tomatoes ) to hold up growing plantsOther clothing/linens/shower curtains torn up for rags paint clothes/ clothsGift cards turned into other cards or gift tagsEnvelopes reused for mailing or filingRefill soap bottles rather than buying new pump bottlesUse very simple cleaning products... Vinegar and baking sodaOld shoes become garden/ work shoesTea cans, juice containers are pencil holdersTin boxes ( cookies/ chocolates) become storage containers rather than buying new plasticApple boxes turned into storage boxes with lids - by cutting the outside box smaller
119.	Buy at farmers market. Buy products in bulk. Home cooking from scratch. Store hardware in jars & plastic tubs
120.	I put unwanted things out on the curb, and they disappear quickly. Living on a busy street, this is the easiest way of free-cycling, and it's accepted practice in my neighbourhood. For some items I use the Freecycle mailing list, give to friends, or sell on Craigslist/Kijiji.It would be nice if each neighbourhood had a sheltered hut for free-cycling, just like the "Bridge Boutique" on Algonquin Island. Or if there were advertising to encourage people to set out a box labelled "Free Stuff".
121.	Use Paper twice. Avoid using paper for writing. Don't buy gift wrapping materials. Use "a computer". Think ahead.
122.	I save paper towels & napkins after light use and keep them under sink to use for cleaning & wiping counters & spills on the floor. That way the paper is given full use before

	throwing out & my hands don't have to rinse cloths or sponges. Ronny Yaronryaroncpa@yahoo.ca
123.	I don't
124.	wash packaging & bags to reuse instead of cling wrap. reuse grocery bags for garbage. try to buy more fresh food not packaged.
125.	I donate any items in good condition to charities, and I always check shops like Value Village and Salvation Army for used products before purchasing something new. The bottle return system in Ontario is extremely poor. I grew up in BC, where every beverage container (except tetra pacs) has a deposit and return system. Here we have to take our alcohol bottles back to the Beer Store, rather than the store where we purchased the item, and soda containers are only recyclable, not returnable. In BC, you never see empty beverage containers littering areas, as the homeless and other low-income people collect them and return them for deposit. Our household always puts our alcohol bottles in a box at the curb so that the homeless can collect them without having to risk injury while digging through our blue bin.
126.	I don't throw out vegetable waste, I freeze it in a plastic bag and make soup stock out of it. I have a juicer, so vegetables that are about to go get blended up and made into a healthy smoothie. I keep almost all plastic containers for re-use. I bought Abeego waxed linen for use instead of plastic wrap (it's AMAZING you have to check it out: <a href="http://abeego.com/">http://abeego.com/</a> )
127.	use re useable coffee cups/ water bottle use containers instead of bags to hold foodtry to fox something instead of buying a new onealways looking for new ways to become more sustainable and generate less waste on a personal level
128.	Fill recycling/green bin properlyBuy biodegradable soaps/cleaning productsCloth diapers
129.	do my best to limit unnecessary consumption
130.	Lots of paper waste (flyers etc. constant) - signing up for e-billing, recycling paper; reusing plastic food packaging as food containers (not for microwave use); donating used items; purchasing / seeking out used items; using reusable cloths rather than paper towels;
131.	- Blue bin, green bin, yard waste- Conscientious about what we purchase as to produce as little waste as possible
132.	Buy fresh, unpackaged food - cook
133.	- Wash clean plastic milk bags & other food bags & reuse them- Drop off household items & clothing to goodwill, St. Vincent de Paul, Flea markets, etc.- When replacing my computer I dropped the old one & other electronics @ BestBuy a couple of years ago (I don't know if they still accept all of these items)- I take used ink cartridges to Staples
134.	Use every item to the maximum limit it will last stop producing items that are not necessary to basic life existence.
135.	Use less, tool, equipment, appliance etc., libraryNot every home needs :- a full set of tools- a picnic table and tent- a power rake- hedge trimmers- compressor/nailer*Can apply to all areas of our lives where we have things we seldom need of use.
136.	- Recycle futon frame into work station- Remove perfectly good flooring that was destined for landfill & install in other house- Try not to buy bottled water- Plant own vegetable garden- Bring own plastic container for to restaurants for take-out container- Install pedal

	on kitchen faucet to reduce wasted water
137.	Participate in all programs, donate used items regularly, try not to be wasteful.
138.	Backyard compostingRe-using containers (versus purchasing)Not purchasing take-out foods & drinks
139.	Use the backside of printed paper, stack into a notepad reuse pretty tins (eg. tea containers) and tubs for other things.
140.	Buy what you need
141.	- Old envelopes used for shopping/grocery lists- Old towers used for dusting & cleaning around the house- Take serviceable clothing in good repair to salvation army or Goodwill. Ditto for small household appliances
142.	paper bag bakery products, no plastic wrap or traypurchase larger box of tissue, more in pkgpurchase at farmers market, bring own bags
143.	Try to sell them on Kijiji and similar sites, donate to Habitat for Humanity, give items to shelters.
144.	I have worms! Worm coposting should really be encouraged.
145.	Backyard composting. Mending clothes. Buying second-hand. Not going shopping for fun. Recycling everything possible, even it mean carrying an empty container around until I find a blue bin. Not buying too much junk/prepared food. Bringing my own bags and containers to farmers' markets. Refusing bags when offered them in stores.
146.	When I clean out my cat's litter daily instead of flushing her solid waste down the toilet I put it in a bucket outside. When the bucket is full, I put it in the compost collection with the regular kitchen waste. e.g. eggshells and teabags etc. Whatever I can put into the blue bin I do, and I only have one small bag of garbage to throw out every two weeks.
147.	reduce waste by not buying overly packaged itemshand down old clothes, toys, etc. to others/charitable organizations
148.	1) All organic waste - paper towel - paper napkins2) All packaging - blister packs, Styrofoam, cardboard, paper3) Donate used clothing and electronics
149.	garage salesreturn to retailer once no longer used
150.	- Always bring plastic bags when I grocery shop- Always buy spices at a Bulk Barn store and sometimes buy snack food there too, eg. raisins, nuts, & seeds- I recently organized a garage sale along my street and had 7 houses participate
151.	Reusing plastic containers as storage; using plastic bags as garbage bags.
152.	I walk a lot, and I don't throw out or waste food because I eat leftovers something I learned in childhood. Fast food can be very wasteful.
153.	- Give clothes to goodwill- Recycle- Fix broken items before buying new
154.	Garbage collection days
155.	I follow the City of Toronto waste/recycling instructions very carefully (blue bin/green bin/garbage) and assist family members to do the same. I try to buy products with the least plastic packaging.

156.	Recycle all that I can through the blue bin. Make purchasing decisions based on waste impact of product. Buy second hand clothing and furniture when I can. Use packaging for kids' projects, try to print as little as possible, re-use bags, managing food consumption better (smaller portions, making own products instead of buying them)
157.	We recycle plastic bags, using them for cat-litter. We reuse plastic produce bags from the grocery store instead of using plastic film wrap (like Saran Wrap) in our kitchen. We constantly use our rain barrel's water—weather permitting—to water our garden. We save water from our kitchen (as long as it doesn't have any cleaning products in it) and pour it off into our garden. We have a small herb garden, which helps us in terms of saving on the packaging herbs are sold in at the grocery store. 80% of our twins' clothes are second-hand, purchased from thrift stores, community or living room sales or given to us as hand-me downs. We try, as much as possible, to also do this with their toys. Best find ever : a box of over 1,000 Lego pieces for \$10 at Value Village on Queen East & Carlaw last year. Unfortunately, in this age of heavy marketing to children, getting used toys for our twins isn't always possible.
158.	Reuse plastic bottles to make and store green drinks, made with blender.
159.	Recycle, sell/buy on ebay/Craigslist, shop at value village, look for products with less packaging
160.	Use as containers, compost and recycle
161.	place all organic material (including used tissues) in my kitchen container, then dump it in the curbside green bin for collection. place all recyclable material in a box indoors, then dump it in the curbside bin on the appropriate day.
162.	I try not to buy things that will wear out. I reuse old clothing for rags and don't buy paper towels. I don't buy disposable cleaning products. I basically reduce the amount of products that I consume so there is less to throw out. I also use everything that I have until it wears out completely.
163.	Turn jars into containers.
164.	Sell and buy second hand items Participate in proper waste collection Educate colleagues at work
165.	I eat lots of produce, so a good chunk of my waste is compost. It's very satisfying to have very little non-compost/paper waste.
166.	reuse yogurt, etc. containers, old jars, etc. rather than buying new containers; leave lawn clipping on the lawn; leave leaves in gardens;
167.	re-purpose items before disposal or recycling them or donating to a friend or charity.
168.	Diligent with packaging especially cardboard & newspaper & composting
169.	Recycle when necessary. Use composting bin.
170.	Reusing plastic packaging
171.	We compost food waste & use in our garden. We recycle as much as possible to reduce the amount of garbage & donate any large items that are still in reasonable shape.
172.	The city can encourage people by giving them some presents,...

173.	I use tote bags, tupperware, recycle, compost, give it to a friend
174.	I look for ways to keep everything out of the garbage stream whenever possible by using the full City of Toronto recycling services (e.g. everything that can go into the Blue Bins, goes to Environment Day, is picked up by the Toxic Taxi, is composted in the green bin etc.). Things the City of Toronto program will not take are recycled at appropriate locations - light bulbs to Cdn Tire, electronic to an electronic drop-off spot, such as Staples (curbside electronic collection in my neighbourhood does not work well as most stuff is picked up by individual garbage pickers before the City trucks arrive), cork to Whole Foods or LCBO who do cork recycling. Textiles to various charities (Salvation Army or Goodwill); worn out towels to the local Vet or the Humane Society etc.
175.	we are not big consumers, buy only what we need after some consideration, and buy used items very often, not only at thrift stores, but at many church bazaars and rummages. we never use disposable dishes, cups, cutlery...
176.	By trying to fix as many broken items as I can (e.g. computers, other electronics, kitchen appliances) and trying to find other uses for items I can't fix (e.g. CDs, VHS tapes)
177.	All wet waste is put in the Green bin and collected curbside. Groceries are transported in reusable bags. Cardboard and paper packaging is recycled via the Blue Bin.
178.	Purchase lessI rarely fill up my smallest-sized garbage bin or "regular" recycling bin or green bin
179.	Make an inventory of what I have on handDonate to a monthly causeThink simple ie the lesser the better gifting items to anyoneA way of being kind to all God's creationOwn the responsibility to reduce and reuse waste
180.	- Discard of items in appropriate bins ie. recycling- Restrain from using Styrofoam utensils & use kitchen utensils instead- Do not buy bottled water
181.	Reuse as much as we can.
182.	recycle
183.	Vegetable, fruit, and animal waste can go into the ground. I use my Forsythia bushes long branches for hanging heavy clothesoutside or for curtain rods, leaves for oxygen to the earth, old clothing and bedding material I make underwear, dish towels anddish cloths, etc. cardboard milk containers I wet and break into fine pieces in the earth, mail waste I return or drop it off at thecontainer near the bus stop...other than these I guess I am pretty clean.
184.	reuse plastic containers, plastic bags
185.	Buy in bulk...less waste per unitGarden compost for kitchen waste - egg shells, tea bags, donate used clothing
186.	give unneeded clothes, furniture, kitchen stuff to friends and family.put useable items at the end of my driveway with a sign "free, please take". Not done on garbage day!!!!call local churches to ask if someone could use washer/dryer, etc.
187.	I use plastic containers for other uses...storage, cleaning, painting. I use cloth for other purposes. I use plant material for mulch.
188.	Repaint old furnitures, reupholster old chairsReuse margarine containers/glass containers



189.	I recycle and sort everything that comes out of my home. I collect HHV to make periodic trips to stores of Depots that accept them. I don't purchase items with excessive packaging. I use my own grocery bags.
190.	purchase items from goodwill and drop off items at salvation army and goodwill
191.	donate that can be reused; buy quality items that are really needed
192.	Education. I lived in Asia, Europe and North America. North Americans def are careless when it comes to throwing garbage. They live as if we abundant resources in this planet. When people throw a party, every one uses plastic cups, plates, utensils and throw everything in garbage bin here. Such things do not happen in other parts of the world. I think education, especially kids education, is the key . Educate them about the consequences and show them pictures of what is happening and what will happen if we do our business as usual.In the long run, we need to have the culture in which the majority of the public is keen on reducing, reusing and recycling. We can't just do it with just "environmentalists".
193.	Resuse jars and tins as much as possible. Reuse clean aluminum foil and ziploc bagsSave carboard tubes for donation to arts programsBuy rechargeable batteries
194.	I reuse plastic water bottles, I use washable/resuable dishes instead od paper plates.I only turn on the water tap when I need water insteading of running water the whole time while brushing (Some people do this)
195.	buy less stuff
196.	Participating in the 3 bin program.
197.	thinking ahead at the effect that products have when disposing especially large items
198.	donate old clothing, household itemscloth diaper service instead of disposablesreuse ziploc food bags & yoghurt containersuse cloths instead of paper towels
199.	I recycle almost everything. I use reusable grocery bags. I don't buy bottles or cans. I buy items with the least amount of packaging. I don't buy newspapers.
200.	We use re-usable plastic containers for storage & lunches.
201.	Sorry - already said - do not use plastic bottles; do not use plastic lunch tins; use glass containers; we make a lot of our food so we have quite a lot that goes into the compost bin (we have 2) - I re-use cardboard that things come in - we try to repair when we can; we buy second hand goods; we also give away or try to sell things we longer need.
202.	I repair things and save broken things for parts.
203.	Make your own, go without, extend the use.
204.	Reuse able glass water bottles, refill natural cleaning supplies, vegetables delivered in a box
205.	I avoid luxury items and only buy what I need.
206.	pass on items to friends & family rather than dispose of it; donate to charities that take used goods
207.	using old containers as storage

208.	I try to recycle all that I can by donating to Value Village or using one of the charity pickups (Ie. Cerebal Palsy). Would be nice to have a list of all charities that pick up.
209.	use cloth rather than paper towel
210.	We keep items like bags, waste paper, etc to reuse at home.
211.	use cloth bags for groceries and re-use plastic bags for garbage collection.
212.	Even though my backyard is tiny, I have a composter and I use it as much as possible. This reduces the amount of green bin items that I put out.
213.	buy less, recyle, less packaged materials
214.	I try to shop responsibly, so I will forgo buying something if there's unnecessary packaging, e.g. packaged cookies, muffins, cakes, I go for Ace's bread rather than plastic bagged breads; Loblaw's take-out sushi (container not recyclable) vs. Loblaw's salad bar with paper containers. I will wash and reuse ziplock bags and take-out containers whenever possible.
215.	Buy less wasteful products
216.	Donate to charities, give to friends and family
217.	I use old clothes as cloths for household cleaning, I use old vegetables to make homemade stock
218.	I organize my garbage/waste in their correct recycling bins, as well as drop off batteries and electronics to a collecting site whenever possible
219.	I take clothing, toys and books to a Family or Day care centres. Others items to Value Village or Salvation Army. I put large items on the curb for passers by to take.I buy books a Salvation army. I try to read e-books.
220.	I reuse plastic grocery bags to line the kitchen garbage receptacle.
221.	save plastic bags and reuse. Avoid products in plastic containers. Reuse glass jars. Recycle bottles and cans.
222.	Reusable shopping bags, bulk buying, return packaging to the retailer, composting
223.	re-use or give to someone else for use
224.	donations
225.	storage
226.	Buy used where good options exist (Value Village, Goodwill, yard sales, online)Pass things on to other people as much as possible (to family, friends, sell online, put out on the curb)Buy long-lasting itemsAvoid disposable productsCreative cooking to use up food before it goes badBought soda stream to stop using bottles of carbonated water
227.	Participate in all municipal household collection programsHold garage sale/sell reusable items only/donate items to local charities to find new owners for useful itemsParticipate in selected TerraCycle programs at home and through children's school
228.	Purchasing used itemsGiving away, selling or donating instead of throwing in trashRecycling everything possibleDispose of organic waste at workAvoid excessive

	packaging - especially when grocery shopping
229.	Use three composters in my back yard
230.	buying items in reusable containers
231.	wash and reuse plastic take-out containers, plates, cutlery, etc.use back of envelopes and other printed paper for notesreuse gift wrapuse plastic shopping bags for garbagereuse plastic and paper shopping bags when shopping and only recycle when torn
232.	We compost by our own home.We bring our own bags to the store (every type of store).We buy foods that aren't processed (no packaging)or in bulk (less packaging).We mend our clothes.We repair our home appliances.We repair our computers, telephones, etc.We buy used rather than new.We find discarded items and get those free (shelving, electronics, books, you name it).We make useful items from things that would be discarded (eg jar lids -> candle holders, square-shaped food containers -> storage, wood crates -> small wood crafts, climbing weeds -> wreaths).
233.	- Re-use zip lock bags and yogurt containers. - Buy products with less packaging (OB Tampons)
234.	- hand down clothes to friends and family- sell/give away items that are still in good condition but we no longer need- repurpose items to serve new functions rather than throw them out
235.	Donating good condition goods. Reusing materials to make other things (clothing mostly).
236.	Buy things with less packaging, don't buy disposable items, try to source separate as much as possible, get library books. I used to buy second hand items, but bed bugs in Toronto has become an increasing concern.
237.	Use reusable bags for produceBuy used when possibleDonate items for use by othersBuy only what we need
238.	Being conscious of not buying more than is needed and not wasting what we have.Saving items for potential reuse rather than disposing them.Using reusable containers and items rather than disposable ones.Being resourceful!
239.	Re-use glass jars for storage, buy bulk, bring totes when shopping, re-use plastic bags, donate, re-purpose fabric and clothing items, don't buy take-out food
240.	Reuse the plastic bags that you get from grocery stores to throw away garbage or use plastic boxes to store medications in it.
241.	Encourage the family to recycle all applicable materials.
242.	Buy less things so items have longer life. Fix minor problems so you save money and waste.
243.	repair rather than throw out
244.	make reusable items. print double sided.
245.	I use glass jars to keep rice,flour,salt, spices.i use paper products to start fire in the fireplace
246.	making projects out of discarded materials such as making shelves and plant boxes out of skids (wooden pallets), plant pots from ice cream containers, pencil holders and other

	home and office organizers from small boxes, use of old socks as ragsuse of old comforters as pillows (Fold and roll old comforters and put it in a pillow case. It's comfy and washable).other projects one can think of using discarded/unwanted/old materials.
247.	Recycle
248.	Re-use packaging (boxes, gifts) for wrapping Xmas & birthday gifts, party favours, etc.
249.	Recycle, buy things with less or recyclable packaging.
250.	avoid battery powered stuff.
251.	save packaging for craftsbring my own bags to the storetry not to buy plastic
252.	I try not to make unnecessary purchases, and I evaluate how long a product will last. I try and mend clothing and swap clothing items with friends and family.
253.	I avoid animal products. The raising and slaughter of animals for food is harmful to the environment (water, air quality etc). I get my clothes altered when required instead of buying new. I buy green products.
254.	Reuse containers where possible, donate clothing, buy used clothing, buy used goods, avoid packaging if possible
255.	backyard composting
256.	donate to Goodwill when and were possible
257.	Recycle lumber for other uses, store in basement until another use can be applied, give to charity when possible
258.	don't know
259.	I reuse my old pantyhose and stockings! For example, as insulation "material" for drafty windows! It really works! And my partner and I always reuse paper and even reduce the number of times we flush our toilet!!! (depending on what's in it, of course) But there is always room for improving and expanding our "service" to our beloved planet ...
260.	i try to get my waste to the correct bin. or to the nearest trash can. its hard when no one is accountable. i go with the flow and follow my heart. i do the right thing when the option is there, if not its the closest trash can. larger items i ask around, if not side of the curb or transfer station.
261.	Takeout containers, glass jars, yogurt containersRe-purpose things like cardboard packaging and plastic boxes into storage/organizers
262.	I always use my own washable shopping bags
263.	buy in bulk, buy from second hand stores, borrow from friend, buy quality products, get items repaired if possible, donate to second hand store/bins/library, lend to friend
264.	Reuse packaging/containers as much as I can, use products until they're dead (i.e., don't buy a new product just because I want a new one)
265.	I buy bulk goods, avoid packaging, use post-consumer recycled toilet paper, etc.
266.	Upcycling, avoiding purchasing things I don't need, keeping things until I can find a way to recycle them, balcony composting (since I don't have green bin service, though not very

	successfully).
267.	this survey is too lengthy
268.	Buy recyclable item. Reuse plastic bags , containers and tinfoil. Increased donations of used items to various charitable groups.Ongoing discussion with friends and family about the recycling program in Toronto and it's benefits.As an aside would like to see better recycling strategies at my place of business....a large Toronto hospital.
269.	Almost all my clothing is bought at 2nd hand stores and I wear them for a long time. I bring plastic & cloth bags with me everywhere and rinse out both as needed. I reuse wrapping paper, ribbons even cards. Borrow from the library or buy used books/DVDs. Hang onto electronics for many years rather than upgrade all the time. (My vacuum cleaner is 63 years old) (It is older than I am) Repair/reupholster furniture, take electronics like irons/clock radios, etc in to be repaired.Presents to others are often repurposed from something else.
270.	I dont
271.	swaps, swapping clothes and books
272.	recycle as much as possible, consider used items
273.	- reuse plastic containers- use scrap printing paper
274.	I buy food in bulk and re-use the small plastic bags provided.
275.	As explained previously, I attempt to dismantle packaging so that the recycleable parts can be put in the specific bins. I often keep plastic containers as well as foil plates and packaging that can be washed and reused.
276.	we reuse cardboard boxes etc. buy used products without packaging from Goodwill etc. Take our own bags for groceries.
277.	turn old clothes into rags to save on paper towels
278.	I take my own bags to the grocery store/market.I take materials that could be used for art projects to the local daycare.I wash plastic bags and pack them in "Doggy bags" for local dog walkers to use.Newspaper bags and elastic bands go back to the man who delivers papers.Ripped or overused plastic bags go to my mother in Grimsby where they are accepted in the recycling program.I don't use staples if I don't need them.Unused pills go back to the drug store.Corn cobs and other food waste that don't rot quickly in our composter are chopped up in the Vitamix and used as plant fertilizer.Gray water goes on the garden.Plant pots go to Loblaws whether they came from there or not -- what a great service!
279.	donate clothing, do not purchase items, donate or accept used furniture from contacts. compost in the back yard.
280.	I take all items that an be re-used to the Goodwill store. I don't buy a lot of new clothes.When our car reached the end of the road, we didn't buy a new one, and we sent it to an organization called "Car Heaven" a network of auto recyclers who follow a code of environmental standards.I cut up used computer printer paper to use for grocery lists, notes, etc.
281.	Encourage family to give consumables, ie food treats, or gifts to charities as gifts.



282.	I have a reusable coffee mug and use glass containers for storing food etc. I have tried to bring my own food containers to the supermarket when getting lunch from their hot food bar but was told they are not allowed to put their food in a container someone brings from home because of contamination - they can only use their disposable food containers. I have a reusable bag that I carry in my purse so I don't need to take a plastic bag when I'm out and I buy something. I try not to take flyers or any other pamphlet or handout, since I know I will just throw it out when I get home and can probably find all of that information online anyway. I go paperless for all of my banking and try to choose the online option wherever possible - partly because it's more convenient and partly because it wastes less paper.
283.	reuse bags, shop at used clothing stores.
284.	Lots of ways.
285.	I do not use plastic disposable containers of any kind, bring my own when purchasing items that I can place in my own container. i.e.) coffee cup, water bottle, shopping bags.
286.	sell used items, donate old items
287.	We try to only buy what we need. We buy used clothes for the kids. We try not to buy products with excessive packaging. We try to fix things before we consider buying a replacement. We put things into the blue bin instead of just tossing things into the garbage for landfill.
288.	I use recyclable materials for crafts, I compost, I reuse plastic bags, I use reusable plastic containers to pack my lunch, and I donate items in good condition to Value Village.
289.	Reuse plastic shopping bags till they break. Reuse no-handle plastic bags like milk or potato chips as kitchen garbage containers, and keep rubber bands from grocery store vegetables and use to close up the kitchen garbage bags before putting in gray bin.
290.	donate whenever possible and reuse items once or more before disposal
291.	no car tires, no car parts, no used oil, nothing.... i don't own or use a car
292.	buying more green bins, and teaching people in the house what goes where.
293.	Reusing jars for lunch and beverage containers, packing a lunch every day in reusable containers, only getting food/beverages packed to go when absolutely necessary, attending clothing swaps instead of shopping, living a simple/frugal lifestyle based on experiences over material things
294.	Buy as many things as possible without packaging or with easily reused packagingGet as much as possible in bulk using my own jars where possibleAlways looked for a used option for something before looking for something new
295.	Buy in bulk or at farmers markets, bring own bag/container, avoid plastics
296.	use clothes as rags, reuse plastic bags, buy used clothing and furniture, avoid printing paper
297.	I use all reusable containers for my lunch, bring my own cutlery set with me. I will only buy coffee using my reusable mug. I also try to eliminate cotton pad use for makeup removal by using reusable cloth pads. I bring reusable grocery bags to the store.

298.	Use the backyard compost bin for almost all yard waste. Try not to buy throwaway plastic bags(if some are present, reuse the bags multiple times). Use reusable glass or recyclable plastic containers for left over. Donate most old clothes to charity. Destroyed clothing is used for rags etc. in house or sent to a textiles recycling company.
299.	I give as much as possible to charity rather than throwing it away and recycle everything I can. Some items can be given to family or friends. Doing my own composting makes me feel good about my footprint and I don't eat meat so that helps a lot too. When I buy things like books, movies, and most clothing, they are also recycled, either from value village or yard sales.
300.	I save all my recycle until my shopping cart is full, then I take it to the recycle room.I would like to proffer that the "Blue Box" given to apartment dwellers is to small and that few if any will take their recycle to the basement of an apartment on a daily basis!
301.	try and clean and re-use everything, repair used goods, repair electronics. re-sell my electronics on ebay/kijiji
302.	Avoid purchasing items with excessive packaging, avoiding using "disposable" items such as water bottles, plastic bags, ect
303.	Reuse boxes and shipping packaging.
304.	stop buying overpackaging/one-time-use products, bring/use own reusable containers whenever possible, buy local & support companies/brands that would take the products to end of product cycles (i.e. Extended Producers Responsibility - EPR).
305.	When the car was too old to repair economically we donated it to Recycle Your Ride. We avoid packaged fruit and veg.
306.	Share with neighbours + plan meals + do grocery shopping more often (small trips)
307.	Freecycle
308.	Take items to Goodwill, recycle, garage sale, give away items to those that can use them.
309.	Pack zero waste lunches daily, buy in bulk, drink tap water only (never bottled water, it's a scam), make banana bread out of overripe bananas, use reusable bags, teach school children about how to reduce waste and importance of using a Green bin, etc. (improves air quality, makes nutrient rich soil, saves taxpayer money by extending the life of our landfill.)Take strawberry, peach baskets back to Farmer's Market (used to return egg cartons for reuse until the Health Department ruined that. Return dry, plastic newspaper bags back for reuse. Give stainless steel bottles to people that were drinking from single serve bottled water.
310.	Not buying every new technological invention and buying only amount of clothing needed.Buying some used stuffDonating gently used goods as much as I can.
311.	donate clothing, recycle what I can,
312.	donations. use things longer. repair items instead of throwing them away. borrow instead of buy.
313.	I use used paper for notes and occasionally packing materials. I try to use my backpack or bags I bring from home when getting groceries. Being able to buy items that aren't all individually-wrapped also helps (also extends to groceries). When I have some electronics



	just the U.S. and Europe) where they might have innovative ways of reducing/reusing/recycling.
10.	Work with production companies to eliminate packaging that is not recyclable - eg. black plastic food containers & plant pots/trays or reduce the size of the boxes used for small items.
11.	Discourage/stop excessive advertising and packaging
12.	Instead of "filling land" with waste-create a winter recreation area - a mountain built by waste within 60 mins drive from Toronto.
13.	- Condos, apartment towers and office towers seem to be generally behind- Jurisdictional reviews of best practices
14.	That is half a century, in 1964 a great deal of what is happening now, and the technology, was not predictable.
15.	Target packaging of products- Reduce packaging, biodegradable packaging, etc.Support artists, industries & other people/orgs that actively reuse products in their business
16.	**Please have a pickup sheet available at City Halls that list all the Community Environment Days & locations.
17.	As mentioned earlier the City does not account for climate change and provide extra services related to storm damage or later growing seasons leaving residents on their own in some cases.
18.	These are big categories so I am not sure what is included in each, but I don't see methane - maybe that is gasification. But over arching policy/ strategy statement should be that what is picked up is mostly not "waste" and there is another life stage - be it reuse, recycle, creating energy or compost. The division should consider more of "life cycle" rather than "end of life" approach to it planning and communication so that thought permeates to all residents. I also do not see expanded services - the absolute first step should be that everyone - every apartment, condo, and business has composting and recycling.
19.	You missed pressuring other levels of government to partner with other countries to reduce packaging waste on a international scale. As long as most of our consumer goods come from other countries, there's not a lot Toronto can do to reduce packaging.
20.	Well what I think is the garbage I throw out now is mostly plastics. If it could be made into something... I realize that not all garbage is plastic, but I guess I have to speak on my own waste. I wish that I knew what it could be made into, but that's my wish.
21.	Thinking out of the box about recycling in "tower" buildings. The city only offers recycling education to tower building that use the city for all waste management services. I think that there could be more opportunities to reduce waste with better education to these residents.
22.	ensuring the most sustainable option that minimises the use of resources and energy in the whole life cycle of a productfacilitate the reuse of waste resources
23.	Review electrical generation from Burning Garbage
24.	Ongoing scientific research/development into materials used, for example. in packaging - compost able plastics, etc. Much will change in the next 50 years.

25.	Do the above encompass more strategic pressure on corporates - packaging / their waste - imposing fees/penalties on corporates in addition to private companies. ?
26.	I may not be the first person to suggest this, but I've seen nothing of a suggestion like this one : build in a new island in Lake Ontario. Bear with me, the explanation will eventually get to what we can do with Toronto's waste. Three of the biggest problems Toronto faces are these : 1. The need for expanded transit ; 2. The need for new land for the expanding population of the city ; 3. The inevitable expansion of the downtown airport, and the shit-storm that will eventually fall-out from that expansion. The problem with #1 is cost. Could the cost of expanded transit be offset by building new land in Lake Ontario? Problem #2 could be solved by this new island. The soil dug up from burrowing new subway lines, for example, could be dumped into Lake Ontario to build new land. The land development rights—or however it works—would be sold to developers, new homes and businesses could be built there, and the revenue generated from the property development, property sales and property taxes on the new island could potentially be used to pay for the expanded transit. And #3 could be solved by building a new island dedicated to the downtown airport. If thought through properly, a solution could be initiated with everyone being happy. And now, the suggestion for what to do with this waste in conjunction with the new island in Lake Ontario : use the waste to mix it, in an environmentally sound way, with the soil that is dug up from the new subway lines.
27.	More specifically, developing much more effective and successful waste management strategy for apartment dweller to practice the 3 Rs. The current strategy is a failure.
28.	Methane recovery at landfills. Kitchener-Waterloo has this system in place and it generates substantial fuel. I last saw it in 1995 when it was being flared off and don't know if it has been put to use but this seems to me to be an opportunity that is not being explored. As a former waste management consultant to the ICI sector, I know there are limited options for disposing of unwanted material. I have long felt that more should be done to reduce the packaging that comes with consumer products. Bring back the hardware store with the bins of nuts and bolts that you put in a paper bag. The bag could be recycled or composted.
29.	(1) Working with other levels of government, or even governments in other large jurisdictions (eg. New York State, California) to compel companies to use recyclable packaging materials! (2) It would be *stupid* to increase fees for hazardous materials because if people do not want to pay the increased fee, they'll just dump it down the drain or in the Don river instead. Absolutely counterproductive. The alternative: leverage the eco-fee to make disposal free (ie, you pay up front.) (3) Look for further ways to digitize city services and reduce paper costs. (4) Incineration of our waste is not a worthwhile task and I disapprove of weasel words words such as "pyrolysis" and "combustion with energy recovery". That will only directly harm our air quality which has taken years and millions of dollars and lawsuits to resolve. (Look how few smog days we have had these past few years compared to the early 2000s).
30.	Look at other countries that have not necessarily solved this problem, but are doing a much better job than Toronto. Learn from those who have already learned.
31.	Educate people in the waste management strategy
32.	Working on reducing packaging at the source with business (legislation, promotion, incentives, penalties/fees, and city waste tax reduce or tipping fee/disposal fee reductions incentives for those who comply).



33.	mandate that all products and packaging must be of recyclable material, therefore diverting 100% out of the waste stream.
34.	- Implement the new and emerging waste reduction techniques and practices, reusing and recycling techniques, and bylaws, policies, and legislations. - Review and implement new and emerging waste management techniques and practices, such as new technologies that break down waste faster- Implement new techniques and technologies to handle waste from the energy sector, such as radioactive waste from nuclear power plants
35.	Bring back the bag feeWalk along the lakeshore: there are so many plastic water bottles and those plastic gum blister-wrapsSeeing what gets washed up is a good indicator of what needs to be taken care of better
36.	I do know that with clear understanding of the reducing, reusing, and recycling cycle in their total perspective and take ownership of this responsibility, are the least justly pair towards a clean and healthy community to live! It's a daily commitment.
37.	Mechanical biological treatment and thermal treatment (your e.g., examples) are no where near as wise as lowering humanpopulation thru birth control and teaching people to live simply and righteously respecting all other living beings and the environment,because causing a problem then trying to get rid of it is useless and harmful like flue gases into the atmosphere and waterways,better to do right by living right. Building the so-called economy has been a horror and a sin against all what is right.
38.	Work with manufactures, distributors and retailers (Municipal, provincial or Federal) to reduce or eliminate solid waste at point of origin.
39.	I find the biggest impact on my "environmental" thinking was the constant reminders while we were young. Young students - elementary - are the place to start I feel. They need to "grow" into ownership of their environment. You can't change an "old dog" who feels entitled to dump everything on his curb because he pays his taxes and has earned the right. It will take a few decades because we have dropped the ball for a few decades. The "Litterbug" program when we were kids was lost, and it is amazing how people just think they are entitled to throw garbage on the street. It is like smoking - we have to change it to something we need to be ashamed of.
40.	New waste diversion programs for different types of waste.
41.	1) Out-law garbage chutes in buildings or mandate chutes for garbage and recycling; existing buildings with single stream chutes should be required to close the chute. This should force recycling rate up.2) Landfilling should be the last favourable option and this is not sustainable. Focus on energy recovery. It is a waste to burn oil/gas for electricity production and bury non-recyclable plastics!3) Reducing / elimination waste drop off at transfer stations by Toronto residents marks no sense. There should be plenty of recycling options (wood, drywall, metal, brick/concrete etc) available to residents for any out of the ordinary wastes. (e.g. minor renovations).
42.	Need to actively promote product stewardship and make manufacturers more accountable for consumer waste.
43.	The most promising technology I have come across is gasification and we do have a Canadian company who has a proven facility which would have the greatest effect I can imagine. I have passed this on to as many people as possible ( including my councillor ). The company is called Plasco Energy Group and I would strongly suggest investigating

	their web site. By the way, I have no affiliations with them.
44.	I think we need a huge shift in people's thinking from a 'throw away culture' to one where we try very hard not to generate waste by buying everything new. I know waste is your goal - but I think it has to encompass all parts of life - from buying locally to encouraging walking & cycling. You can't solve the waste issue without looking at it in a broader context.
45.	Do not increase fees. You want to encourage recycling, not discourage it. Educate newly arrived residents with ads on ethnic tv and approach leaders in those communities.
46.	The best way to reduce waste is to reduce consumption, so I think that connection needs to be made.
47.	Effective mass/ individual composting
48.	water contamination through waste disposal.
49.	Work with companies to reduce their packaging. It seems that even though there is a focus on reduce/recycle (ie. fee for plastic shopping bags)at the individual level, the packaging for products has become very elaborate and continues to become more elaborate (esp. for higher end products). Plus, we live in a throw away society with the increased consumption of cheap goods produced in developing countries (ie. China and India), so governments need to play a bigger role in discouraging companies and consumers from behaviours that promote this type of lifestyle.
50.	Review existing approaches in other jurisdictions aimed at reducing over-packaging.Work with industry groups to standardize container sizes/shapes to increase re-usability.Review single-stream recycling program and explore alternatives used elsewhere to ensure maximum effectiveness.Make greater use of existing supply chains to return packaging and other wastes to where the originated.
51.	Look at how technology has changed in the last 50 years. It is going to change exponentially more in the next 50 years so you should be thinking of how you are going to make a profit from waste in the future while simultaneously benefiting the environment. Your last "Alternative waste technologies" is the key. You need smart people to do this and to get smart people, you need to privatize the entire business model.
52.	extended producer responsiblity laws, landfill tax, plastic bag charge, plastic water bottle ban, keeping construction materials out of landfill
53.	EDUCATION needs to be top priority. There's still a lot of confusion out there. No program would work without the consumer being on board. Also if fees are increasing at the depots, please separate Recycling drop-offs from Waste. At the Victoria Park transfer, it's all one drop-off except for HHW. You are penalizing people for bringing in recycling in. In the end, JUST DO. If you're just reviewing expanding recycling in the next 50 years rather than putting in place expanded recycling, then it'll be a very long slow and agonizing road forward.
54.	incenaration. but this could fall under combustion with energy recovery.
55.	manage illegal dumping, blatant disregard for waste management and the environment. Dog waste in plastic bags and coffee cups and lids are often disposed of in recyclables containers.

56.	Reduce packaging, encourage production practices that allow recycling when the useful life is over. Dedicated landfill cells for materials that could be reused or recycled in the future. Any form of burning waste is not an acceptable solution.
57.	Advocacy for reduced packaging
58.	Engaging manufacturers in taking more responsibility for recycling/reusing the items they produce Offer the full range of waste collection strategies (recycling and organics) in as many public locations as possible
59.	Educate public to Reduce consumption so we as human beings learn the value of the product.
60.	Educating the public Increasing fees will only create more illegal dumping in parks etc, where we do not have the bylaw enforcement to deal with it.
61.	That is a comprehensive list. While looking at "new and emerging" practices, please also remember ancient practices. The modern world is far more pleasant but there are lessons to be (re)learned from times when transport was harder and when local self-sufficiency was a necessary fact of life. In the coming decades and centuries, long-haul transport may again become very expensive. Looking strictly at monetary cost, long distance dumping isn't a good long term bet. Another idea that may help is to create public spaces where citizens, for an extremely low fee, would trade (free or for a price) waste materials, crafts made from waste materials, and services to repair commonly discarded objects. Think of a kid's 5-cent lemonade stall but in a winterized space with tents of home industry vendors. Lots of these little bazaars throughout the city. Vending space should be affordable on a child's allowance. To qualify for that rate, the items traded would have to fulfil some waste diversion criterion. Commercial vendors should be allowed but at commercial rates. Their presence would provide diversity and increase consumer traffic. Large programs, like the current recycling program, are good at exploiting economies of scale but they lack flexibility. Contrarily, communities are good at harnessing individual ingenuity, to solve problems on a small scale. One's garbage is sometimes another's treasure. Cottage industries improve local monetary flow and have spinoff effects. Small-scale bazaars create opportunities for bonds to form between people, to reduce marginalization, to increase pride of place. People who are more or less permanently on social assistance or ODSP sometimes have entrepreneurial spirit, which could be harnessed here, on a scale that is within their reach, to their own benefit as well as the community's. Children and teenagers might find a creative outlet and gain experience in business as well as in interacting with the world beyond the home and school. Space is expensive in Toronto so such a program cannot develop on its own. Also, it would take decades to bear meaningful fruit. But it would, perhaps, add to Toronto's vibrancy and entrepreneurialism, while diverting waste for which large scale solutions are less effective.
62.	Do not privatize waste collection! Private operators are less likely to follow waste diversion techniques and may throw everything in the garbage. Bring City collection to private business to also avoid this.
63.	Please consider the use of small "plasmafication" plants (like the one in Ottawa) that can be placed in the City's industrial areas to minimize transportation of waste and need for landfill sites, and to also create energy from waste that can support the surrounding land uses.
64.	- eliminate packaging from the manufacturer- introduce bag (plastic only) tax at retailer

65.	You need to look at more backyard composting to put less pressure on the City's organic collection, and you need to find a way to separate food waste from other organic waste, so you can produce a higher quality agricultural grade compost. You also need to look at by-laws around packaging and launch an education campaign around durable goods, in partnership with other businesses and organizations.
66.	Depends on if gasification includes conversion to liquid fuels. There will be huge demand from airlines for biofuel to meet IATA targets for GHG reduction by 2020 and, longer term, while cars can be easily electrified, aircraft can't. Fuels from waste can avoid landfill creation and fossil fuel extraction.
67.	Encourage new developments to mandate blue bin, green bin and discourage garbage use.
68.	Stimulate companies processing recyclables. Ensure all buildings have a working recycling program. Educate people paper don't go to waste bins. Provide more recycling bins around the City and plazas.
69.	Consumer culture where things are thrown out because they're out of fashion, too cheaply made to be repaired, or deemed obsolete.
70.	Enforcing waste sorting in condominium and apartment buildings.
71.	Extra retail tax on packaging that does not have north american processing for recyclables. Shipping high numbered plastics to West coast by train for ship haulage to asia would not be economically feasible when considering the premium curbside collection cost for recyclables over regular disposable waste. The energy generated and emissions from burning it would be less than the energy consumed and emissions discharged from shipping it to asia.
72.	Work with all levels of government to regulate product packaging and toxicity, including emerging toxins. We need to approach the problem upstream, or you will forever be dealing with other people's design flaws, eg. single use coffee pods.
73.	Mostly covered since everything above is pretty general, but perhaps explore subsidies/reduction of fees to encourage reduction.
74.	Incineration like every sensible city in Europe is undertaking Biomass to liquid fuel using algal digestion
75.	Waste at landfills breakdown. It may be possible to recommission an existing landfill to deposit additional waste after 20 years which may be preferred to starting a new landfill on agricultural land.
76.	As mentioned previously, viewing the Earth as a LIVING BEING that actually FEELS the impact of our actions! For reference purposes, please visit: <a href="http://www.findhorn.org">www.findhorn.org</a> , which is an excellent example of a community that is living out and practising what they preach!
77.	the effect on the environment. how about laws on product packing. to reduce what can be reused before we put it. food products anyway? that's half of our daily waste. i mean most of my garbage is consumables.
78.	Maybe this is included in "waste reduction techniques", but really target industry and commercial sectors to require all packaging to be recyclable and stores and supermarkets to stock a certain percentage of bulk or low/no-package items. Also, promotion and education of waste reduction/refusal. For example, Vancouver's Christmas/holiday campaign encouraging people to give experiences instead of objects as presents. Promotion

	and education of recycling policies can be extended beyond the home: public service ads on transit and other visible locations. Find out what recyclable materials are being recycled at the lowest rates and target these materials/items in ads. Most people don't think about this stuff so it needs to be in their face.
79.	Incineration is the way to go
80.	encourage industry to create solutions/take responsibility -eg. cradle to grave product design, take back products at end of life, offer easy upgrade options, minimize/create recycled content packaging; ideally products & packaging should be designed so that there is no waste or the waste can be repurposed/recycled
81.	I think we need to find ways to make people accountable for their garbage, and maybe even pay more for it. It's so easy to be wasteful when collection is anonymous and free.
82.	The city should adopt a zero-waste/100% diversion goal. There should be specific efforts related to the most common items in the waste stream (for instance, bring back the plastic bag fee). Public waste bins should include green bin compartments. The city's own procurement policies should reflect its waste strategy goals (recycled content, less packaging, etc.)
83.	survey is too long
84.	New home absurd waste management would be helpful but the manner in which this could be accomplished is not completely clear to me ... I should do more research on this topic.
85.	There are ideas out there which aren't new but which the city is not using. How did Sweden cut their garbage down to 4%? Why does Guelph have a huge warehouse of used goods that people can just go to and find & buy used ? The cost is low enough that it makes no sense to buy new without checking there first.And where does education fit in?
86.	Look at the model of Zoo Share for methane production. Look at relationships with industries that can mutually benefit from each other. Incineration for house heating etc.
87.	Extend 3-stream recycling to multi-unit buildings. Give energy from waste higher priority;
88.	I think the city should take advantage of people's desire to reduce their own environmental impact and people's general trust in government (which despite what people say, is actually a lot higher here than in other places) and make it a goal to become the most environmentally sustainable urban region in the world. Make it cool (and easy) to be environmentally conscious and uncool (and expensive) to be wasteful/make environmentally harmful decisions. Create a brand/certification system for environmentally sustainable purchases so that people can easily make a better choice at the checkout. That will also mean for people who don't make that choice, they will be aware that they are making a less environmentally sustainable choice, they will understand that they will be required to pay the full cost of disposing of their item, and they will also know what they can do to make a better choice and avoid paying that cost (e.g. buy something that has been certified by the City as environmentally sustainable.) The public and companies will change behaviour in response to the new cost structures.
89.	lobby Federal government to set criteria for manufacturers to meet in order to receive grants or funding. Consumers are lazy and will purchase what is in front of us. Don't give us



	the option!
90.	more local neighborhood availability of city-made compost and mulch, or offer compost and wood chip delivery as other municipalities do.
91.	Automation of vehicles and pick up. Clean Trucks.
92.	working with manufacturers to avoid packaging,
93.	The City of Toronto should have a goal to have almost zero waste going to landfill much like Germany or Scandinavian countries.
94.	Education of the public. Residents in my son's condo appear to have little or no interest. They just throw everything in the garbage, even though there are recycling bins available.If drop-offs at transfer stations are being reduced, how will we get rid of paints and other household toxic wastes?
95.	Incentives for companies who sell goods with reduced and/or recyclable packaging and materials within the City of Toronto.
96.	Prevention is better than cure. When it comes to building a zero waste society, everyone has a role to play in moving towards a more resource efficient, circular economy. Building a culture of zero waste is the best approach (i.e. transition town & share economy).
97.	Review opportunities to more sustainably manage the resources that result from recycling and organics processing technologies to ensure that they are used effectively.
98.	The last item might refer to this but whatever methods you are thinking about effects on global warming/ green choices should be taken into consideration.
99.	Ensure waste diversion is a law and that it gets enforced. Apply law to condos, etc. with triple shoot. Make diverting as easy and convenient as "garbage" disposal.Add Businesses and IC & I sector as they generate double the waste residents do.
100.	Forcing commercial (IC&I) users to collect recyclables and organic residues. I can't believe that private haulers are allowed to collect garbage that contain recyclables and organics and users get away with no recycling them.Closely look at what other successful jurisdictions have done to minimize waste generation.IMO, Incineration should NEVER be an option.
101.	incentives for local production of goods. bulk sharing to reduce packaging and unit cost. find additional reuse streams for large-volume items
102.	I would like to see alternatives to the status quo, such as mandating or working with manufacturers and retailers to offer all products in more environmentally-responsible ways. A reduction of single-use, singly-packaged items would be good. I imagine that the sheer variety of materials is a hindrance when it comes to keeping a recycling facility profitable and operating. So is it possible to influence and minimize these materials, especially highly non-recyclable items that tend to have small post-recycling value, like styrofoam. A cradle-to-grave approach should be expected of anyone producing a widget that at some point the city will have to deal with at its end of life.
103.	Insist that electronics manufacturers take care of their products from cradle to grave, the same way we insist with alcohol sellers via LCBO recycling.
104.	*Cars that are over a certain age do not require clean air tests. These cars are the

problem. \*Also the trucks, buses and industrial vehicles are not maintained as strictly as are the people population.\*People that are non English speaking and are new comers are not well informed what process is and they unfortunately do not follow the process.\*Like some of the other provinces take strict measures to prevent pollution in their province for example PEI do not allow aluminum cans like pop cans because they have to take their waste to another province to dispose of it. This is something that the mainland provinces should look into also. It should not be an island that makes them take strict measures, but it should be the world like an island.\*We should so look more closely at the minerals extracted from the earth and the processes and the damage being done due to the extraction.

105. I am an Art teacher. There are so many ways we could use re-cycled materials in the public and private schools. Everything from paper-mache sculptures to dyed eggshell mosiacs. I am rather an expert in my field and would enjoy the opportunity to create exciting lesson plans for the city to use.