

Long Term Waste Management Strategy

Phase Two Consultation

Summary Report

April 15, 2016

City of Toronto

13-8766

Submitted by

Dillon Consulting Limited

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1 INTRODUCTION

1.1 Background

The City of Toronto (City) has completed Phase Two of the development of a Long Term Waste Management Strategy (“Waste Strategy”). The Waste Strategy provides a framework for solid waste management policy decisions for the next 30-50 years. It reviews and recommends 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**. Communications for the project is divided into three consultation phases: Phase One: Build the Foundation, Phase Two: Develop the Strategy, and Phase Three: Document & Decide.

Figure 1: Project Tasks and Consultation Phases

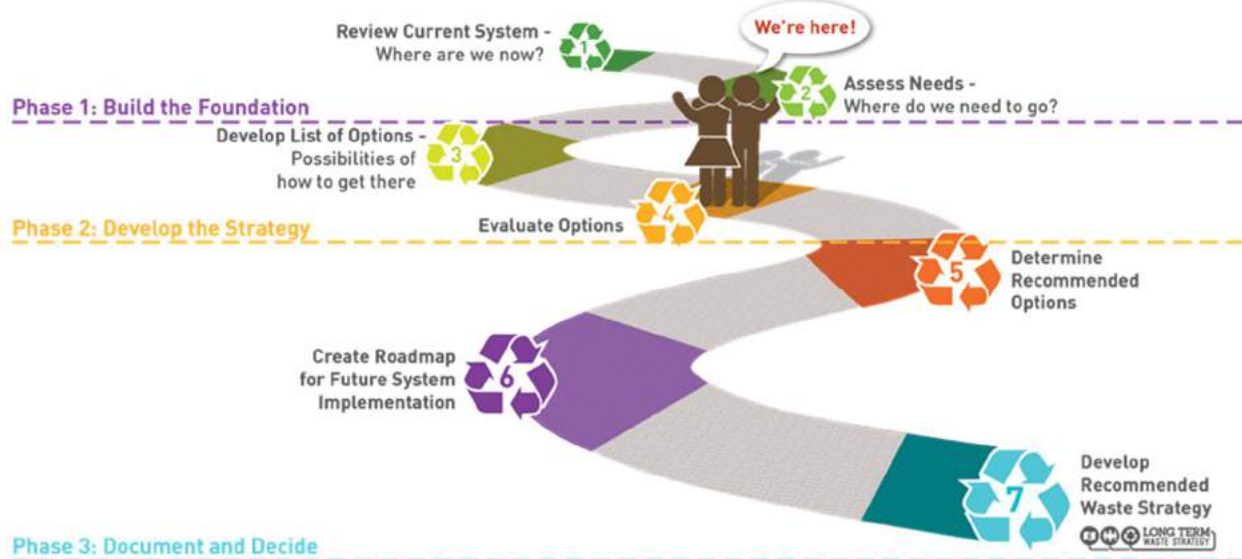
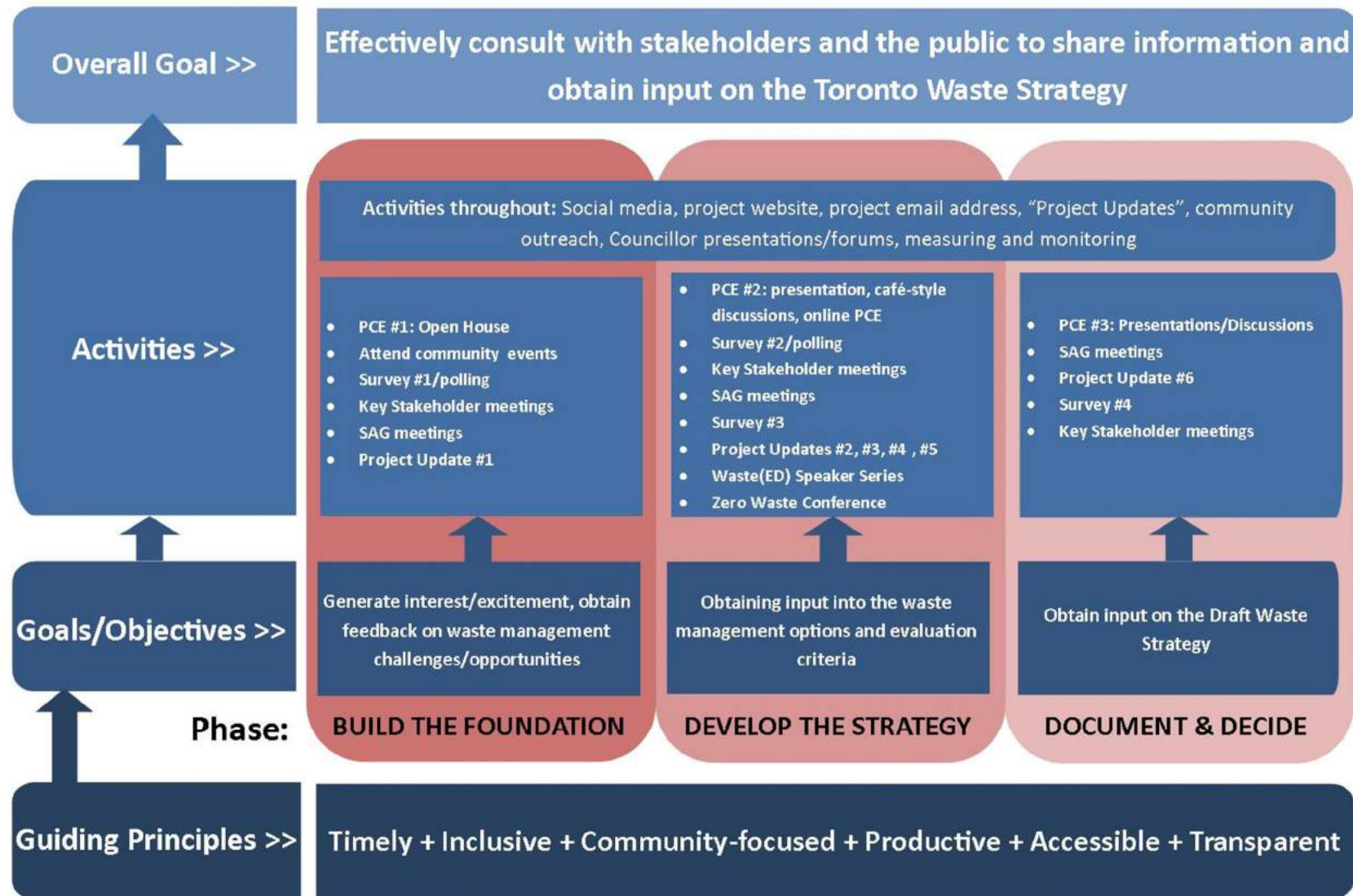


Figure 2 shows the principles, goals, objectives and activities for all three phases of the project. This includes the overarching goal, “to effectively consult with stakeholders and the public to share information and obtain input on the Toronto Waste Strategy.”

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



1.2 Overview of Consultation Activities

Consultation on the Waste Strategy is divided into three phases to ensure multiple opportunities for participation. **Figure 2** shows the activities taking place in each phase of the project as part of an inclusive, transparent and accessible consultation process. Consultation in the second phase included Public Consultation Events (PCE) in four quadrants of the City, two surveys, and several meetings and events with key stakeholders, the Stakeholder Advisory Group, Councillors and City staff/agencies.

The goal for consultation and communication during this phase was to obtain input to help inform the decisions around how to manage waste in the City. This phase specifically sought input on what options the City should consider and what criteria the City should use to evaluate those options to make recommendations for inclusion in the Waste Strategy.

The consultation objectives of the second phase are outlined below:

- Provide an overview of the Waste Strategy process and what has been accomplished to date;
- Present the Draft Waste Strategy Vision and Guiding Principles;
- Increase awareness of the evaluation process, draft evaluation criteria, gaps and challenges and draft options;
- Receive input on the Draft Vision Statement, draft options and evaluation criteria including relative importance of the criteria;
- Continue/increase consultation momentum around the Waste Strategy; and
- Encourage participants to provide any additional feedback through Survey #3 and/or the PCE #2 Workbook.

All consultation activities captured various forms of information about the Draft Vision, Guiding Principles, evaluation criteria and options. All feedback received was reviewed, analyzed and themed under common ideas, concerns or suggestions that were provided during Phase Two of the project. The feedback is organized according to the events that took place in Phase Two. A summary of what was heard provides a stakeholder and public perspective to the technical team on the Draft Vision and Guiding Principles for the project as well as waste management options and evaluation criteria.

1.3 Report Contents

This report describes the consultation and engagement activities undertaken as part of the Phase Two (“Develop the Strategy”) of Waste Strategy. This report also provides a summary of feedback received from each consultation activity that occurred in Phase Two.

Section 2 of this report provides an overview of the consultation process, the approach used to engage a wide range of people, and the communication tools (surveys, social media, events) that were used.

Section 3 is a summary of what was heard from each consultation activity. **Section 3** is a robust compilation of the comments, suggestions, concerns, and questions raised in the surveys, website and stakeholder and community events. Next steps in the Waste Strategy process are outlined in **Section 4**.

2 DEVELOP THE STRATEGY - PHASE TWO CONSULTATION PROCESS OVERVIEW

A key technical activity occurring during the Phase Two consultation process was the development of the project Vision and Guiding Principles. Input on this important component was obtained primarily through a survey tool.

The “Develop a Strategy” Phase coincides with technical tasks of the project to determine options to address waste management needs (Tasks 5 and 6, **Figure 1**). Task 5 involves identifying waste management options that the City can use to meet the goals and objectives of the project. Options such as educational programs, multi-residential programs for reducing waste, use of social media and engaging institutions are some examples discussed. The initial options developed in Task 5, have been reviewed at different public forums, stakeholder meetings and through surveys. Task 6 involves evaluating the options presented by the City. Input on evaluation criteria was also sought through the Phase Two consultation activities as input to the evaluation.

Key messages related to Phase Two of the consultation strategy were included in promotional materials to invite participation as well as consultation event materials. The following outlines the key messages for this phase of consultation:

- The Waste Strategy will drive Solid Waste Management Services’ decision making for the next 30-50 years;
- A comprehensive list of options for managing waste is being considered;
- Options will address the full waste hierarchy (5Rs – Reduce, Reuse, Recycle, Recovery, Residual) with priority given to diversion (3Rs); and
- The City will be undertaking an open and transparent review of options and input received through consultation and outreach on the options, and the evaluation criteria will be incorporated into the evaluation of options undertaken in Fall 2015 to Winter 2016.

2.1 Consultation and Communication Activities

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

- Web and social media presence;
- Public Notice/invitation/other coverage;
- Project updates;
- Survey #2 and Survey #3;
- Stakeholder Advisory Group (SAG) meetings;
- Councillor engagement;

- Public Consultation Event #2;
- Key Stakeholder Meetings; and
- Wast(ED) speaker series.



A summary of the input that was received through these consultation activities can be found in **Section 3** of this report.

2.1.1 Web and Social Media Presence

Stakeholders and the public continue to be informed and engaged through the dedicated project website (toronto.ca/wastestrategy), project email (wastestrategy@toronto.ca), project phone line (416-392-3760, TTY: 416-338-0889), and through the Twitter handle @GetInvolvedTO. The project hashtag #TOwastestrategy was 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 Two consultation process. **A total of 11 messages were shared via social media through the City's Strategic Communications and GetInvolvedTO accounts.**

2.1.2 Public Notice/Invitation/Other Coverage

Survey #2 was promoted using: the project website; social media; Waste Strategy e-mail subscribers list; posters at Community Centres, Civic Centres, libraries, and Solid Waste Management Services facilities; and through “matte” stories for the Mayor and Members of City Council, leveraging Stakeholder Advisory Group member networks, and internal staff communications.

Public notices, invitations and website postings were used to increase awareness of the Waste Strategy project and promote PCE #2 and Survey #3. **Table 1** outlines the newspapers, placement specifications and dates of the notifications for the PCEs and the surveys.

Table 1: Notification Publication Dates

Media (Newspaper)	Placement	Running Dates
Metroland	½ page (black and white)	June 2 and June 18, 2015
Metro	½ page (black and white)	June 12 and June 22, 2015
Inside Toronto	200,000 impressions	June 1 – 24, 2015
CP24	200,000 impressions	June 1 – 24, 2015
NOW	1000,000 impressions	June 1 – 24, 2015
The Weather Network	200,000 impressions	June 1 – 24, 2015
Facebook	Geotargeted to Toronto only (Toronto residents 19+, homeowners). Approximately 167,500 impressions.	June 1 – 24, 2015
Pattison	TTC Screens and Production - Approximately 149,000 daily impressions during morning rush hours and approximately 144,500 daily impressions during afternoon rush hours (00:15 min spot during both the morning and afternoon rush hours).	June 1 – 24, 2015

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

The following notification methods were utilized in Phase Two of the consultation process:

- Public Consultation Event notification was sent to Councillors prior to being shared with the public to ensure they were aware of upcoming consultation with their constituents. Councillor briefing sessions were held on Monday, May 25 and Wednesday, May 27, 2015.
- City Councillors and staff were informed through existing internal mechanisms such as Monday Morning News and Executive Environment Team Meetings.
- The public was invited to attend PCE #2 through newspaper advertisements, digital screens on TTC subway platforms, online banners, direct mail/email/Listserv, posters, media advisories, the web site and social media. Public notification of PCE #2 event dates began in the first week of June.
- The City's main web page included a direct link to the Waste Strategy web page.
- Scheduled tweets were used to provide ongoing project updates leading up to and during the PCE events.
- A media release was issued the first week of June which advertised the public event.
- The City requested that key stakeholders and members of the Stakeholder Advisory Group assist in disseminating project information.

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:

Robyn Shyllit
Public Consultation Unit
55 John Street, Metro Hall 19th Floor, Toronto, ON M5V 3C6
Email: wastestrategy@toronto.ca
Phone: (416) 392-3760 or TTY: (416) 338-0889

2.1.3 Project Updates

Regular project updates continued in Phase Two of the Waste Strategy consultation program as a way to keep participants interested, informed and to encourage participation in surveys and events. Updates were written as concise documents presenting clear and simple information with eye-catching graphic representations used wherever possible. Distribution of these updates was carried out primarily through email, the project Listserv and web posting. The updates were designed to enable printing for hard copy distribution at public events or via mail.

Project Update #2 highlighted the first round of public consultation efforts undertaken during Phase One of the Waste Strategy. Key themes heard from Survey #1, which were available online, and distributed through public consultation efforts, were provided. Information on how the public and stakeholders could continue to stay involved throughout the next stages was outlined, which included the project website, mailing list (electronic and digital) and Twitter. Project Update #2 was distributed in January 2015.

The purpose of Project Update #3 was to provide the public and stakeholders with an overview of why the adoption of a Vision Statement and Guiding Principles were important in the development of a Waste Strategy, and to invite them to take Survey #2 to provide their input on these important topics. Potential Vision Statement Themes were included to provide an idea of what may be important for Toronto. The update also highlighted the various phases of the Waste Strategy and the next steps in the process. Project Update #3 was distributed in early April 2015.

In Project Update #4, the public and stakeholders were presented with a Draft Vision Statement incorporating input from Survey #2. The update also explained that options and evaluation criteria were being prepared and invited the public and stakeholders to participate in the upcoming PCE #2 and Survey #3 to provide their input on these topics. Information on the Wast(ED) speaker series was also provided. Project Update #4 was distributed in early June 2015.

Project Update #5 provided the background on the Committee and Council approval process and highlighted the approved Vision Statement, Guiding Principles and Evaluation Criteria. Information regarding next steps and the Zero Waste Conference was also provided. Project Update #5 was distributed in October 2015.

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

2.1.4 Surveys

Two surveys were undertaken in this phase. Survey #2 was launched using the online platform Fluid Surveys, to obtain feedback on possible Vision Statement Themes and Guiding Principles. The survey ran from March 27 to May 29, 2015 and a total of 790 surveys were completed.

In conjunction with PCE #2, the project website offered a link to an interactive online engagement tool used to administer Survey #3. The MetroQuest tool, or Survey #3, was launched from June 9 to July 24, 2015. MetroQuest is an interactive public engagement software that allows participants to learn about the economic, social and environmental evaluation criteria and to provide their thoughts on the relative importance of the criteria. Survey #3 also allowed participants to learn about the waste management options being considered and provide comments on the options. A total of 1,134 participants provided nearly 4,300 comments.

MetroQuest is built on a platform of five screens. Survey #3 was set up according to the following Screen Structure below.

- **Screen 1:** Welcome – This screen introduced the Waste Strategy and why we need one, provided context on where we were in the process, outlined the purpose of the survey and reinforced the importance of public input.
- **Screen 2:** Priorities/What is Important to You? – This screen introduced the following criteria proposed to be used to evaluate waste management options:
 - Environmental impact;
 - Produce less waste;
 - Community impact;
 - User friendly;
 - Economic impact; and
 - Risk and reliability.

Participants were asked to prioritize up to five criteria. When a participant clicked on each priority, a brief explanation and photo appeared to further describe the criteria. Participants also had the opportunity to suggest another priority if it did not appear on the list.

- **Screens 3 and 4:** Draft Options – The screens introduced the high level waste management options in the following categories:
 - Promotion and education;
 - Reduce and reuse;
 - Recycling;
 - Collection and drop-off;
 - Multi-residential homes;
 - Energy from waste;
 - Landfill;
 - System financing;
 - Industrial, commercial, and institutional (ICI); and

- System considerations.

For each category, the options being considered were listed and questions were used to obtain feedback on the options (e.g., Which option(s) would be most helpful for you? What are your thoughts on the options?), and to inquire if any options were missing.

- **Screen 5: Stay Involved** – This screen thanked participants, collected basic statistical information, requested they sign up for updates and directed them to the project website and contact information.

The survey was developed in consultation with City staff and the SAG members in May 2015, to prepare for a launch date of June 9, 2015.

See **Appendix C** for Surveys.

2.1.5 Stakeholder Advisory Group

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. Membership includes organizations representing a variety of interests in Toronto. There are 16 SAG members on the Committee as shown in **Table 2**.

Table 2: 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

Thirteen SAG meetings were held over the Phase Two consultation period. SAG meetings were usually held in-person with some meetings held by webinar/conference call, as appropriate. Meetings were generally well attended. In addition to providing feedback on the material discussed, SAG members were asked to assist in disseminating information about the project and encouraging their membership to take part in events and surveys. The SAG has been particularly helpful in acting as a sounding board on materials and questions prior to them being released for public review. During Phase Two, the SAG

provided valuable comments on both surveys and materials for PCE #2, resulting in changes that made information clearer and improved overall readability.

Table 3 lists the focus of the SAG meetings held in this consultation phase.

Table 3: SAG Meetings Held in Phase Two of Consultation

SAG Meeting #	Meeting Date	Discussion Focus
4	November 6, 2014	Recovery and residual disposal options.
5	December 4, 2014	Elements of a vision for the long term waste management system and key underlying guiding principles.
6	January 22, 2015	Waste management baseline conditions, challenges and options associated with packaging, technology for education and collaboration opportunities with partners.
7	February 19, 2015	Waste management baseline conditions, challenges and options related to collection, transfer of waste, and financing of solid waste management services.
7.5	March 5, 2015	Survey #2 - Vision and Guiding Principles.
8	March 19, 2015	Waste management baseline conditions, challenges and options to waste recovery and residual waste.
9	April 16, 2015	Strategy development process, evaluation methodology and criteria. Update on Phase Two consultation activities.
10	May 21, 2015	Review of Phase Two consultation materials including Survey #3, PCE #2 presentation and discussion approach.
11	June 18, 2015	Overview of information included in the staff report to Council.
12	August 26, 2015	Discussion of the recommended Vision, Guiding Principles, Evaluation Process, Criteria, Priorities and the options.
13	November 16, 2015	Discussion on the Evaluation Process. Preliminary evaluation of the options under 3Rs and drop-off depots. Comments on the draft evaluation were obtained.
14	December 14, 2015	Preliminary evaluation of the options under ICI, multi-residential, and control, influence and enforcement. Comments on the draft evaluation were obtained.
15	January 29, 2016	Preliminary evaluation of the options under recovery and residuals. Comments on the draft evaluation were obtained.

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

2.1.6 Councillor Engagement

It is important to keep City elected officials up-to-date on the Waste Strategy development and to provide opportunities to hear their feedback. During Phase Two of the process, City staff took reports to Public Works and Infrastructure Committee: a progress report in January 2015 and a progress report in May 2015. In addition, City staff held one-on-one meetings with Councillors to respond to their questions and obtain input on the options and criteria being considered and the criteria proposed to evaluate options. One-on-one meetings were held with 37 Councillors. In some situations it was not possible to schedule a one-on-one meeting; however, two separate councillor briefing sessions were held on May 25, 2015 and May 27, 2015.

2.1.7 Public Consultation Event #2

A second round of four PCEs occurred on June 9, 15, 20 and 24, 2015. The focus of the PCE #2 events was to educate attendees and obtain input on the Draft Vision Statement, options for waste management and the criteria to be used to evaluate the options. **Table 4** outlines the time, location and date for the PCEs in Phase Two.

Table 4: Locations and Times of the PCEs

Location	Date	Time
Etobicoke Collegiate Institute, (Cafeteria)	Tuesday, June 9, 2015	6:30pm - 9:00pm
Metro Hall	Monday, June 15, 2015	5:00pm - 9:00pm
North York Memorial Hall (Burgundy Room)	Saturday, June 20, 2015	1:00pm - 3:30pm
Scarborough Civic Centre	Wednesday, June 24, 2015	6:30pm - 9:00pm

Each event provided an interactive opportunity for the public to discuss and provide input on the options, whether any additional options should be considered as well as the evaluation criteria and their relative importance. Participants were asked to register in advance through Eventbrite (an online registration tool) to determine an approximate number of attendees. The format for PCE #2 was a short open house followed by a presentation and small table group discussions. At the open house, participants were welcomed to review display panels with information on the City's current waste management system and options that are being considered in the Waste Strategy.

The presentation highlighted the draft evaluation criteria and draft waste management options and was followed by further discussion in small groups. The small group discussion was facilitated by members of the technical team. Participants were encouraged to record their thoughts in a workbook and to hand that in at the end. Recorders also documented the small group discussions from each table. Throughout the event participants had many opportunities to ask questions.

Some attendees remained at the event for over an hour. The PCE presentation and workbook are provided in **Appendix E**.

In order to reach a broader audience and increase accessibility in the consultation process, the PCE presentation and workbook were shared on the project website after the events.

2.1.8 Key Stakeholder Meetings

Meetings with the following key stakeholders were held in 2015:

- Current service providers (April 8);
- Environmental Groups (April 23);
- Non-Profit Organizations (April 28);
- Ratepayers Associations (April 28);
- Multi-Residential (May 4);
- Environment & Energy Division (June 25);
- Toronto Public Health (July 9);
- Toronto Transit Committee (July 17);
- Executive Environment Team (July 20, additional updates were provided at other meetings);
- Solid Waste Management Services (Multiple dates in July); and
- Ministry of the Environment and Climate Change (Summer 2015).

The meetings with the current service providers and ratepayers association were held via webinar and feedback forms were distributed for participants to submit following the webinar. The purpose of these meetings was to provide an overview of the Waste Strategy, background on the City's waste management system, an overview of options being considered and how stakeholders could stay involved throughout the development of the Waste Strategy.

The environmental groups, non-profit organizations and multi-residential sector meetings were held in-person. The format included a presentation followed by small group discussions. The presentation was similar to the webinar delivered to the current service providers and ratepayers association. During the small group discussions, participants were asked to provide the following information about the City's waste management system: what was working well, gaps, significant challenges, potential programs, initiatives and facilities during the 30-50 year plan, and collaboration and partnership opportunities.

A half day charette was held on June 25 for multiple key stakeholders (including some who attended the previous meetings). The format of the charette was similar to PCE #2 in terms of content (Draft Vision Statement, Guiding Principles, preliminary list of options and draft evaluation criteria) and format. A presentation was delivered followed by small group discussions which were facilitated by members of the technical team. Feedback was captured by a City recorder. Participants were also provided with individual workbooks that they could fill out and submit after the charette.

2.1.9 Waste Education Speaker Series Summary

The Waste Education speaker series - Wast(ED) - hosted events in April, May, and July 2015, to promote engagement in the Waste Strategy in an informal community setting, and encourage participation from guests who might not otherwise participate in the Waste Strategy consultation process. The series attracted approximately 180 participants through dynamic in-person panel discussions and featured leading Toronto organizations and initiatives focused on waste reduction, recycling and reuse. A Zero

Waste Conference was held in October 2015, which focused on redefining the value of waste and building a circular economy. The list below outlines the outreach events that the City participated in.

Wast(ED): Community

Date: April 29, 2015

Location: Ralph Thornton Centre

Attendance: 40

Panelists: Toronto Environmental Alliance; Furniture Bank; Project Get Reel; Toronto Tool Library; Repair Cafe

Moderator: Ayal Dinner - Greenest City

Partner: Ralph Thornton Centre

Wast(ED): Clothing

Date: May 27, 2015

Location: George Brown College

Attendance: 60

Panelists: Pret-a-Preter Clothing Library; MEC; Fashion Takes Action; Toronto Clothing Repairathon; Goodwill Industries

Moderator: Tarah Burke - post-secondary instructor at Seneca College and Ryerson University

Partner: George Brown College School of Fashion Studies

Wast(ED): Food

Date: July 9, 2015

Location: Scadding Court Community Centre

Attendance: 80

Panelists: Not Far from the Tree; FoodShare; ZooShare; Second Harvest; Informa Market Research

Moderator: Tammara Soma - Trudeau Scholar and University of Toronto PhD Candidate

Partner: Toronto Food Policy Council

Wast(ED): Zero Waste Conference

Date: October 29, 2015

Location: Al Green Theatre, 750 Spadina Avenue

Attendance: 85 in Toronto; 700 in Vancouver

Panelists: Steelcase; Nature's Path; Tetra Pak; BASF; Club Coffee; BSI Biodegradable Solutions Inc.; Harvest Power; Loblaws; Value Chain Management International; Walmart Canada; Just Eat It: A Food Waste Story; Peg Leg Films; The Waste Not, Want Not Cookbook; North Shore Culinary Education Society of BC; Zero Waste Scotland; Finnish Innovation Fund; StuffStr; Ponder; Dell; Ifixit; City of Toronto; Metro Vancouver; PAC; Recycling Council of British Columbia, Recycling Council of Alberta

Moderators: Brock Carlton – CEO of Federation of Canadian Municipalities; Christina Seidel - Executive Director at Recycling Council of Alberta; Shelley Carroll – Councillor at City of Toronto's Ward 33 Don Valley East; Darrell Mussatto – Director of Metro Vancouver Board of Directors; Vanessa Timmer - Executive Director at One Earth; Heather Deal – Director at Metro Vancouver Board of Directors; Greg

Moore – Chair of Metro Vancouver Board of Directors; Kathryn Gretsinger – Journalist and Producer at Radio Host; Malcolm Brodie – Chair at Metro Vancouver Zero Waste Committee and National Zero Waste Council

Partner: Metro Vancouver Zero Waste Conference

3 REPORTING

This section of the report documents the input received through the various consultation activities that occurred during Phase Two. Input has been documented based on the consultation activities that occurred. This allows the reader to see the input that each type of consultation activity generated. In cases where a particular consultation activity generated similar comments, duplicate comments have been removed where applicable. A summary of the input received during the Phase 2 Consultation period can be found in **Section 3.7** of this report.

3.1 Public Consultation Event – PCE #2

Four Public Consultation Events were held across the City and 68 people participated. The PCEs were held in Etobicoke (11 participants), Metro Hall (22 participants), North York (10 participants) and Scarborough (25 participants). Through the workbooks and facilitated discussions participants were asked to provide their input on the draft options outlined in **Table 5**.

Table 5: Facility and Program Options

PCE #2 Workbooks Asked Participants For Their Input On:	
Program Options and Criteria	<ul style="list-style-type: none"> Possible program options including: <ul style="list-style-type: none"> Promotion and education - possible options to reach Toronto's diverse communities; Reduce and reuse - possible options to reduce waste and find ways to reuse before recycling or disposing; Recycling - possible options to increase convenience and materials for recycling; Multi-residential homes - possible options to increase diversion rates in multi-residential homes; Industrial, commercial and institutional - possible options to increase waste diversion in this sector; and System considerations – possible other considerations to improve Toronto's waste management system. Evaluation criteria, including their thoughts on the criteria and criteria priorities.
Facility Options and Criteria	<ul style="list-style-type: none"> Possible facility options including: <ul style="list-style-type: none"> Collection and drop off - possible options to provide convenient and flexible options to divert more waste; Energy from waste - possible options to preserve landfill capacity and recover energy; Landfill – options to extend the life of Green Lane Landfill and/or find other disposal opportunities; and System financing - possible options to divert more waste while achieving financial sustainability. Evaluation criteria, including their thoughts on the criteria and criteria priorities.

3.1.1 Summary of Feedback on Draft Program Options and Evaluation Criteria

The group discussions were facilitated by a member of the team and input was recorded in a facilitator workbook. In some cases participants also handed in their own workbooks. Feedback from all four sessions was reviewed and organized according to the list above. **Table 6 to Table 12** summarizes the input received on the program options presented for discussion.

PCE participants were also each given three sticky dots to use to identify evaluation criteria they felt should be given more priority in decision making on program options. The following tallies the results of this “dotmocracy” exercise. In general, in aggregate, PCE participants expressed that environmental criteria should be given the most priority when making decisions about waste management programs.

Table 6: Program Evaluation Criteria Priorities

	Criteria	# of Sticky Dots
Environmental	Environmental Impact	51
	Potential to Increase Diversion from Disposal	37
Social	Approvals Complexity	1
	Collaboration Opportunities	3
	Community Impact/Benefit	12
	Convenience of User	25
	Innovation	15
	Program Complexity	0
	Waste Hierarchy	4
Financial	Contractual Risk	4
	Economic Growth	19
	Flexibility	13
	Net Capital Cost	1
	Net Operating Cost	6
	Schedule Risk	2
	Technology Risk	1

Table 7: PCE #2 Discussions on Program Options - Promotion and Education

<i>Develop an App and Use Technology</i>	<i>Target Promotion and Education to Kids</i>	<i>Provide More Education</i>	<i>Provide Reminders, Carrots and Sticks</i>
<ul style="list-style-type: none"> • Develop an app that locates various depots based on location in lieu of a new network. • Develop a clever name for the waste app (e.g., “Wasted”). • The app should use images and offer multiple languages for the City’s diverse community. The mobile app should be tailored to educate newcomers/cultural groups. • The app must be universal so that not only those with the app get an update. • The app should allow one to scan a product and the app will show what the life cycle is and any impacts on the environment (e.g., gas emissions). • Use technology whenever possible and create a community social media page to encourage local exchange of items. Develop an app using Google Maps to locate local organizations that take reusable items (e.g., based on postal code). 	<ul style="list-style-type: none"> • Hold mini Environment Days in schools. • Target education at students because they can pass on the knowledge at home and reach multi-lingual families through their kids. • Implement mandatory waste education in schools. • Target kids with play based learning. 	<ul style="list-style-type: none"> • Use targeted messages based on type of facility. • Target specific audiences and tailor educational materials towards them. • Hold recycling week with education programs and blitzes. • Implement a volunteering program for students to help with promotion. • Cooperate with environmental institutions. • Train staff and supervisors of multi-res buildings • Provide education on plastic pollution on our oceans. 	<ul style="list-style-type: none"> • Use incentives for public to participate (e.g., a contest for collecting the most recycling, reduction in property taxes). • Provide updates at grocery store check-outs. • Include pictures inside bins to identify where items should be disposed. • E-mail reminders on waste days. • Provide education on food waste and plastic bags at the source of purchase (e.g., grocery stores). • Inform residents about non-profits and benefits (e.g., receiving tax receipt from Furniture Bank). • Enforce proper disposal (e.g. \$350 fine for cigarette butts). • Research France’s law which forces industries to donate food. • Expand eco tax on items.
<i>Make Materials Simple, User Friendly and Accessible</i>	<i>Improve the Website</i>	<i>Suggestion on the Type of Information People Need</i>	
<ul style="list-style-type: none"> • Create a simple guide to educate on how to recycle in Toronto. • All educational materials should be consistent, user friendly and use pictures. • Use a celebrity to emphasize importance and appeal to different demographics. • Post messages at large venues (e.g., waste free/recyclable rates). • Translate brochures in different languages. • Communicate information through libraries. • Promotional/educational material should be accessible to non-internet users and people with learning or hearing challenges. 	<ul style="list-style-type: none"> • The City website is difficult to navigate and unable to bookmark certain pages. • It is hard to find things on the City website. 	<ul style="list-style-type: none"> • Provide education on reduction – the City focuses on recycling and garbage collection instead of reduction. • Educate on what is disposable and the lifecycle of products. • Only 2% of the solid waste budget is budgeted for education and enforcement – we need to devote more. • Implement a special program for newcomers as they lack knowledge on how to properly divert. • Provide educational tours of waste facilities. 	

Table 8: PCE #2 Discussions on Program Options - Reduce and Reuse

<i>Find Ways to Reduce Packaging</i>	<i>Find Ways to Reduce Food Waste</i>
<ul style="list-style-type: none">• Develop a policy to encourage reduction and reuse of packaging.• Use biodegradable packaging instead of plastic bags, water bottles and single serving food containers, which enter our waste stream.• Ban plastic water bottles.• Add a fee for the use of plastic bags.• Influence provincial policy to reduce packaging and provide more options to consumers for less packaging.• Encourage producers to reduce packaging and not over package products.• Advocate for reduction in packaging.• Collaborate with other cities to influence manufacturers to produce eco-friendly products.• Aim for 100% producer cost for Blue Bin.• Council needs to stop the introduction of new plastics.• Take action at the design stage of packaging and products.• Discourage the use of other types of containers (e.g., Europe charges bottle fees (\$0.19) for water).• The City should introduce by-laws and policies to impose waste and take out containers from restaurants.• More stores should accept damaged clothing.• The food industry should use different materials or they are charged a fee.	<ul style="list-style-type: none">• Reuse edible food “waste” from restaurants, festivals and events to provide to shelters (e.g., use harvest trucks).• Provide better education on expiry dates and best before dates.• Educate restaurants on food waste disposal so that it does not enter waste stream.• Improve the quality of city water to decrease the consumption of bottled water.• Research France’s food waste legislation.
<i>Promote Options for Reuse</i>	<i>Increase Reduce/Reuse Education and Incentives</i>
<ul style="list-style-type: none">• The City should provide information on agencies/organizations that accept items for reuse.• Consider potential of repurposing (e.g., art and jewelry from “waste”).• Collect used cooking oil from businesses.• Focus on clearer resource streams instead of waste streams.• Repair cafes can be established to save resources and build communities. Promote the repair cafes and expand the program to occur more frequently and in more locations across the city.• Form partnerships with non-profit groups to set up programs for reuse.• Set up used clothing collection bins in apartments.• Charitable gifts.• Drop off secondary materials to businesses.• Use Environment Day as an opportunity to reuse, swap, sell, etc.	<ul style="list-style-type: none">• Hold more group events instead of single person programs.• Change the language used in promotion (it is outdated).• Emulate Singapore where they campaign for waste management and foster ownership in the city’s cleanliness.• Use a mascot.• Show rate of reuse/reduce and use performance metrics at capturing waste.• Use volunteers and community organizations to help.• Target multi-res commercial tenants because they do not attend presentations or events.• Hold “How To Recycle and Reduce” events.• Tap into the “Minimalist Movement” (movie) and watch “Small Space, Great Style” on HGTV.• Hold school contests for green initiatives, similar to TDSB’s “Eco-Schools”.• Engage community groups – support and fund groups to collect litter.

Table 9: PCE #2 Discussions on Program Options - Recycling

<i>Deposit-Return</i>	<i>Community and Backyard Composting</i>	<i>Simplify Recycling</i>	<i>Improve Existing Recycling Program</i>
<ul style="list-style-type: none"> Advocate for an increase in deposit return fees at the Beer Store as it is not enough of an incentive now. Include more containers and packaging in deposit return systems (e.g., pop bottles). Implement a \$0.50 deposit and receive a receipt for money back. 	<ul style="list-style-type: none"> The City should manage dog waste in parks and provide bins and bags in busy dog parks. Create community composting opportunities and provide financial support. Backyard composting will generate emissions. 	<ul style="list-style-type: none"> Rules are too complicated and change often (e.g., coloured plastic). Update recycling posters and use pictures. Send a reminder sticker to all residents each year. Use mechanical-bio sorting (one bin) for everything, similar to the City of Edmonton. Use tri-sorter systems in condos. Understand the hierarchy of recycling. It is difficult to recycle old electronics. 	<ul style="list-style-type: none"> Recycling costs energy. Focus education on high value recyclables. Provide cost-savings to those that participate in programs. Communicate with private sector. Create stronger partnerships (e.g., Habitat for Humanity) to reuse household items and building materials. Encourage producers to use more recyclable and eco-friendly materials.

Table 10: PCE #2 Discussions on Program Options - Multi-Residential Homes

<i>Communication and Education</i>	<i>Infrastructure Improvements</i>	<i>Encouragement and Incentives</i>	<i>Policy & Behaviour Change</i>
<ul style="list-style-type: none"> The City should provide an educational program for building superintendents or hire highly trained staff to set up system. Share success stories involving savings. Expand the 3Rs ambassador program. Implement sharing libraries in each condo. Provide clear instructions on how to use systems. Do not accommodate contamination (e.g., Germany does not collect unless it is sorted correctly). Multi-residential residents are not as engaged as in communities. 	<ul style="list-style-type: none"> There needs to be a minimum level of collection infrastructure (baseline) in all buildings. There are infrastructural barriers, such as only garbage chutes available. Retrofit older buildings to have separate chutes or tri-sorters. Install in-sink disposal units in all multi-residential homes. In-sink disposal units use a lot of energy and most leading cities are moving away from garburators. Consolidate all waste and digest to harvest energy; results in only 3-6% waste. Use technology rather than relying on residents to sort waste. In LEED certified buildings, waste management criteria is included (e.g., 'garbage lounge' with no chutes). There is an issue with building materials because everything goes into the garbage since the City does not collect. Consider on-site composting. 	<ul style="list-style-type: none"> Use incentives. Place recycle bins in more convenient locations. Encourage more sorting on-site in condos/buildings. 	<ul style="list-style-type: none"> Create a by-law to state that the City owns waste and not private. There is an issue with anonymity. Collect data on garbage bins and use information to educate and promote diversion. Use a better method to track when containers are full. Put responsibility on property managers and owners. Implement tax break for buildings with high diversion rates. Toxic taxis do not serve condos that are not with the City. Develop a campaign and encourage less waste production on moving days. Pick-up services should be notified of moving days and when a lot of waste will need to be picked up. The burden is on property managers to put the bins out.

Table 11: PCE #2 Discussions on Program Options - Industrial, Commercial and Institutional

Waste Diversion	Collection	Policies and Enforcement	Construction and Demolition Waste	Alternative Technology
<ul style="list-style-type: none">• Create an ICI exchange similar to Kijiji.• Implement mandatory repair cafes in every neighbourhood as an essential service.• Businesses should make their recycling containers more visible and easier to understand.• Encourage businesses (e.g., butchers) to allow customers to bring reusable containers to pick-up their purchases.• There is concern that there are separate bins in office buildings, but in the end, the materials are all dumped in the same place.	<ul style="list-style-type: none">• Consider giving all waste to private sector to take over.• Private collection is not the best option as there is a risk they will dump organic waste into the garbage.• It is more convenient to have one collector as opposed to multi-service providers.• The City should only provide collection of recycling and organics.	<ul style="list-style-type: none">• Levies and fines could negatively impact waste diversion.• Use by-laws.• Increase enforcement of Ontario Diversion Act.• Enforce provincial regulation aimed at ICI sector to report on their waste diversion.• There should be collaboration between provincial and municipal governments.• Everyone should have the same responsibility (commercial vs. single families).	<ul style="list-style-type: none">• Research Metro Vancouver (e.g., deconstruction permits).• Obtain data from waste generated in the ICI sector, including construction and demolition waste, from the province or RCO.• Develop legislation on building materials (e.g., toxic adhesives) to ensure that toxins are not released during their life cycle or disposal.• There is an issue with construction waste not being sorted.• The City is responsible for waste because it provides permits for buildings and demolishing.• There should be separate contracts for indoor cleaning and waste collection.	<ul style="list-style-type: none">• No sorting is required for a gasification plant.• The City should make money from waste by generating clean energy.

Table 12: PCE #2 Discussions on Program Options - System Considerations

System Considerations
<ul style="list-style-type: none">• Advocate for clearer labels on packaging whether it is recyclable; this requires collaboration with industries and other municipalities.• Engage with the provincial government to expand diversion programs.• Enforce with fines/penalties; ban disposal of some items.• Create provincial policy regarding packaging.• Obtain diversion rate for private collection.• Introduce transfer stations that produce energy without greenhouse gases.

3.1.2 Summary of Feedback on Facility Options and Evaluation Criteria

Table 13 to Table 17 summarize the input received on the facility options presented for discussion.

PCE participants were also each given three sticky dots to use to identify evaluation criteria they felt should be given more priority in decision making on facility options. The following tallies the results of this “dotmocracy” exercise. In general, in aggregate, PCE participants expressed that environmental criteria should be given the most priority when making decisions regarding waste management facilities.

Table 13: Facility Evaluation Criteria Priorities

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

The comprehensive list of comments received through the PCEs is included in **Appendix F**.

Table 14: PCE #2 Discussions on Facility Options - Collection and Drop-Off

<i>Neighbourhood, Mobile and Other Drop-Off Location Ideas</i>	<i>Partnership Opportunities for Drop-Offs</i>	<i>Ways to Make it Easier and Better Used</i>	<i>Look Elsewhere for Good Ideas</i>
<ul style="list-style-type: none"> Have mobile drop off locations at multi-residential buildings, high traffic areas (e.g., malls, the PATH, subway stops, public libraries, parks, schools, festivals, special events). Europe has these in high traffic areas. Mobile depots may be better options than permanent ones as they are more likely to be staffed and less likely to get contaminated. Neighbourhood drop-offs are more convenient and should be permanent. Design drop-off locations in new condos/developments (add to requirements in New Development Guidelines). There is concern about multi-res buildings downtown because it is hard for residents to carry items somewhere. Arrange a special drop-off at multi-residential buildings once a year where all materials possible at Environmental Days should be collected. Improve promotion of Environment Days and hold them more frequently. Expand the Toxic Taxi program to ICI (beyond residential) and ensure quick collection. Implement on-demand collection by calling 311. Collect special items on-site at festivals and special events. Introduce mobile library/book borrowing programs. The City should promote or list companies that collect items. Develop reverse vending machines that collect bottles. There is a risk of data collection when depositing a cell phone to a reverse vending machine. 	<ul style="list-style-type: none"> The commercial sector should collect materials for recycling (e.g., grocery stores collect plastic bags, home improvement stores collect paint cans, batteries, electronic stores collected unwanted electronic materials). Private sector should participate in reuse centres Collect old batteries at the library. Expand partnerships and incentives, such as providing discounts for returned goods (e.g., H&M). Connect with non-profits and provide incentives to encourage this. 	<ul style="list-style-type: none"> Have collection containers that are more visible, colour-coded for different materials, or run a contest to design the best container. Use non plastic bins for collection. Implement a gum tree (a place to deposit chewing gum). Decentralize organic waste facilities so there is less to transport. People without vehicles do not feel welcome at transfer stations. Increase number of by-law tickets handed out (especially at night). Change waste collection to every three or four weeks with a bag limit. Charge users by the weight of waste. The more difficult it is, the less people will do it, which could result in illegal dumping. Develop a regional approach to collection to help reduce confusion. Offer more transparency about where waste goes. 	<ul style="list-style-type: none"> Research programs and facilities in other jurisdictions such as Saskatchewan (e.g., return programs, drop-off depots provide employment, etc.), Manitoba and Nova Scotia. Research Terracycle for cigarette disposal. Incorporate employment opportunities for unemployed/underemployed. Mechanical biologically recovery treatment should be listed (or another non-thermal option).

Table 15: PCE #2 Discussions on Facility Options - Energy from Waste

<i>Some Liked the Idea of Recovering Energy</i>	<i>Some Did Not Like the Idea of Recovering Energy</i>	<i>Other Ideas Were Put Forward</i>	<i>Other</i>
<ul style="list-style-type: none"> Pyrolysis is the most advanced and its impact on the environment is minimal. Use the heat and energy produced from waste. Capture methane and generate landfill gas. There should be a safe way to use combustion. Extract fuel from garbage and organics. 	<ul style="list-style-type: none"> There is concern about pollution and burning potential resources. Introduce a gasification plant to produce electricity with an inert end product. Energy from waste is a waste of resources and a big cost. 	<ul style="list-style-type: none"> Research dehydration since burning is not required to breakdown particles. Encourage different methods. Multi-residential organics should be processed differently because they are highly contaminated and the compost quality would be lower. 	<ul style="list-style-type: none"> Methane collection can reduce the building of new landfills. Europe advocates for composting facilities over landfills. Reduce the need for facilities by reducing the use of resources. Stop creating new plastics that require new recycling

<i>Some Liked the Idea of Recovering Energy</i>	<i>Some Did Not Like the Idea of Recovering Energy</i>	<i>Other Ideas Were Put Forward</i>	<i>Other</i>
<ul style="list-style-type: none"> • Use biogas produced from landfills and organics. • Research incineration similar to Durham Region. • There is a concern about fly ash that needs to go to hazardous waste landfills. • Use conversion technology more often. • Create a smaller combustion system downtown to heat buildings. • Incinerating facilities should be flexible when waste diversion is increased. 	<ul style="list-style-type: none"> • The amount of energy produced is not worth it compared to recycling (sited chart found in “The Zero Waste Solution”). • Pyrolysis is not economically sustainable, for example in Ottawa. • Pyrolysis is new so the risks are unknown and not familiar to the general public. • Need to ensure hazardous materials do not get into the facility as they may have negative health impacts. • Energy from waste does not fit in with society’s current goals, such as clean air and water, and mitigating climate change. 	<ul style="list-style-type: none"> • Repurpose waste. • Transport waste to York Durham facility. • The province needs to help municipalities work together since greenhouse gases spread to neighbouring municipalities. • Expand to province-wide issue, not only Toronto. • Implement a program for animal waste, similar to the Zoo Poo program. • A company in Guelph uses technology that uses wood as a feedstock to create energy. • The biomass plant in the UK has high carbon dioxide emissions and does not have enough wood to fill burners so now they are receiving it from the US (requires a sustainable supply of feedstock). 	<p>processing requirements.</p> <ul style="list-style-type: none"> • Beverage containers in Alberta must be recyclable and manufacturers require approval to sell.

Table 16: PCE #2 Discussion on Facility Options - Landfill

<i>To Extend the Life of Green Lane</i>	<i>Others Felt it Was an Option That Should be Considered</i>	<i>Other</i>
<ul style="list-style-type: none"> • Priority should be to promote waste reduction and diversion. • Increase bans and levies to extend the landfill’s lifespan (e.g., organics). • Refuse waste from ICI sector. • Tax payers should not be paying for waste generated from businesses. • Increase fines and penalties. 	<ul style="list-style-type: none"> • Expand and maximize the Green Lane Landfill. • Learn more about bioreactor and maximizing airspace. • Recover landfill gas instead of flaring. 	<ul style="list-style-type: none"> • There is a risk of not finding capacity. • Use Keele Valley instead of buying a new landfill. • Build an incinerator at Green Lane where there is already a garbage source. • The City should collect and sort (convenience for home owners). • Use a moveable metal plate to cover landfill instead of using soil for daily cover. • Landfills should be the last resort. • Eliminate collection from private sector.

Table 17: PCE #2 Discussions on Facility Options - System Financing

<i>Responsible Producers</i>	<i>Support Innovation</i>	<i>Other Ways to Reduce Costs or Obtain Money</i>	<i>Other</i>
<ul style="list-style-type: none"> • Mandate producers of packaging to become responsible for production cost. • The provincial government should advocate on producers’ accountability and responsibility (EPR legislation). • Manufacturers should be paying for the materials they put on the market that are hard to recover. 	<ul style="list-style-type: none"> • Create an innovation fund to develop technology and fund costs of implementation (partner with a university). • Technologies to help sort waste remove job opportunities. • Support local entrepreneurs to develop innovative ideas to reduce waste. 	<ul style="list-style-type: none"> • Offset carbon tax credits. • Cooperate with other municipalities to reduce our emissions. • Revise cost structure so that waste bins are more expensive than Blue and Green bins. • There is concern with charging fees for all bins. • If fees increase, illegal dumping may increase. • More transportation is greater cost. • Invest by processing other cities’ organics in facilities. • Create partnerships with private sector. • Charge users and reflect real costs. • Focus on reduction so there is no increase in tax. • Include an option on tax bills to donate extra money to the City. • Research San Francisco (e.g., charge for all waste streams). 	<ul style="list-style-type: none"> • Develop standard rules and regulations. • Most European countries have a landfill tax, while in North America landfills are still the cheapest option.

3.1.3 Summary of Feedback on Vision and Guiding Principles

With input from the SAG, City staff, Survey #2 and Phase One consultation activities, the team developed the following Draft Vision Statement

Together we will reduce the amount of waste we generate, reuse what we can, and recycle and recover the valuable resources in our waste that remain. We will embrace a waste management system that is user-friendly, convenient and accessible with programs and facilities that balance the needs of the community and the environment with long term financial sustainability. Together, we will ensure a clean, beautiful and green City in the future.

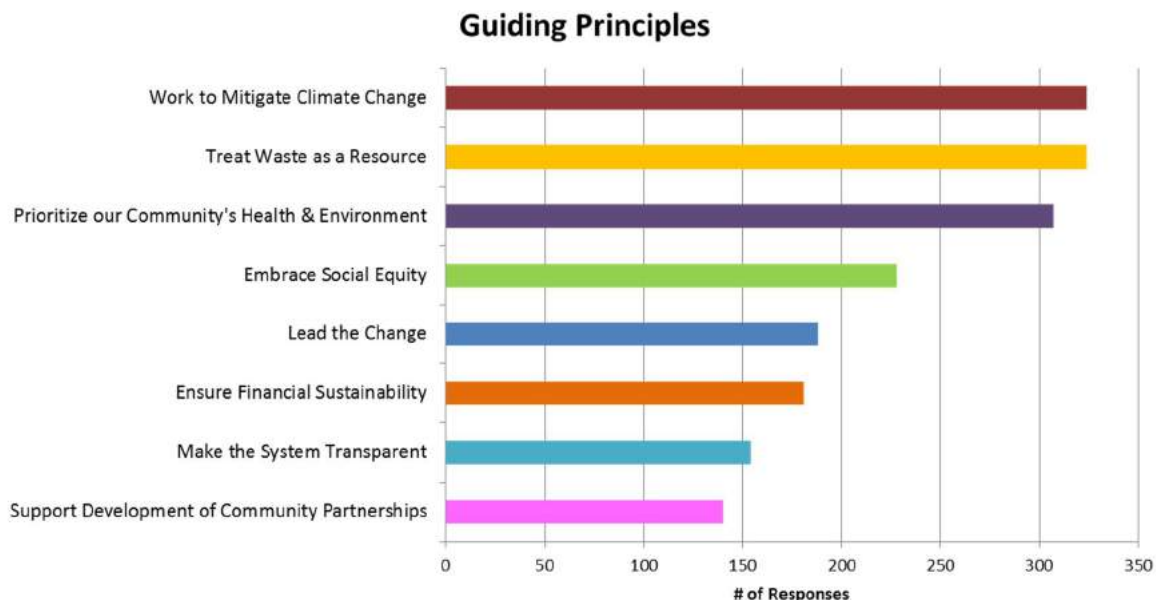
This Draft Vision Statement was presented at PCE #2 and participants were asked to provide their comments. Generally participants expressed that the Vision effectively reflects the right direction for the Waste Strategy. It was suggested that adjustments should be made to reflect the circular economy and health. Participants also noted that it was important to keep the Vision aspirational. Wording suggestions were also provided for consideration to simplify and clarify the message.

3.2 Survey #2 – Vision and Guiding Principles

From March 27 to May 29, 2015, Survey #2 was open and participants could provide their responses to questions aimed at understanding their perspective on proposed Guiding Principles and project Vision Statement. A total of 790 surveys were completed and 1,082 comments were collected across all surveys (73% completion rate).

Participants were asked what Guiding Principles were most important to them. **Figure 3** shows the results of how principles were viewed by survey participants. The top three principles selected were: **work to mitigate climate change, treat waste as a resource and prioritize our community's health and environment.**

Figure 3: Survey Feedback on Important Guiding Principals



With input from the SAG, City staff and Phase One consultation activities, the team developed Draft Vision Statement Themes. Survey #2 presented these Draft Vision Statement Themes and asked respondents to identify their top three most important and their one least important. **Figure 4** shows the results of the ranking of the top three Vision Statement Themes. **Figure 5** shows the results of the ranking of the least important Vision Statement Theme. The results indicate that survey participants were most interested in taking responsibility for our own waste, a user friendly and convenient waste management system and a clean, beautiful and green City. Survey participants were least interested in seeing Toronto as an international leader in environmental sustainability.

Figure 4: Results of Survey Question on Most Important Vision Statement Themes

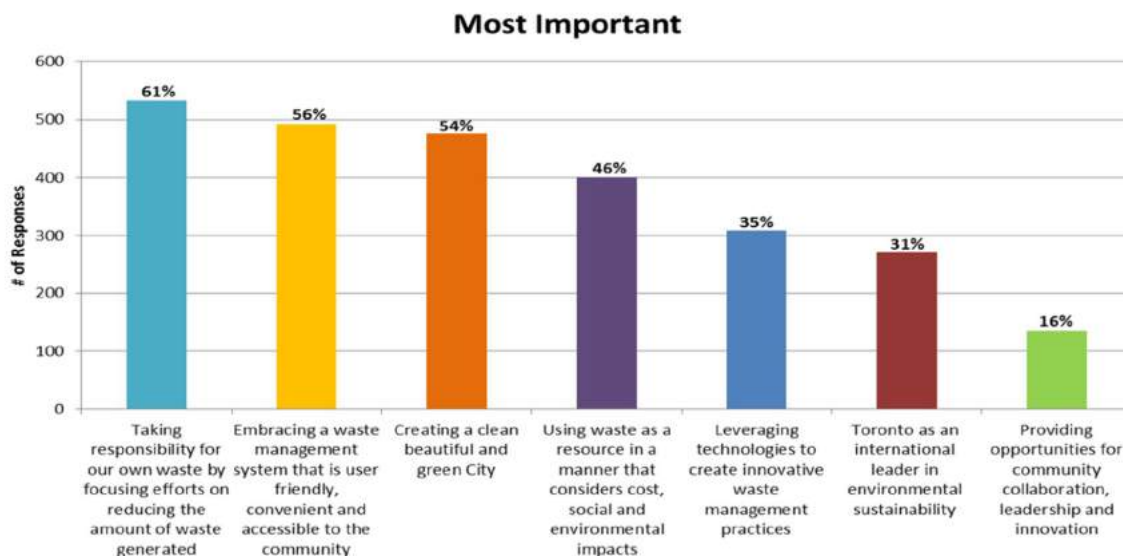
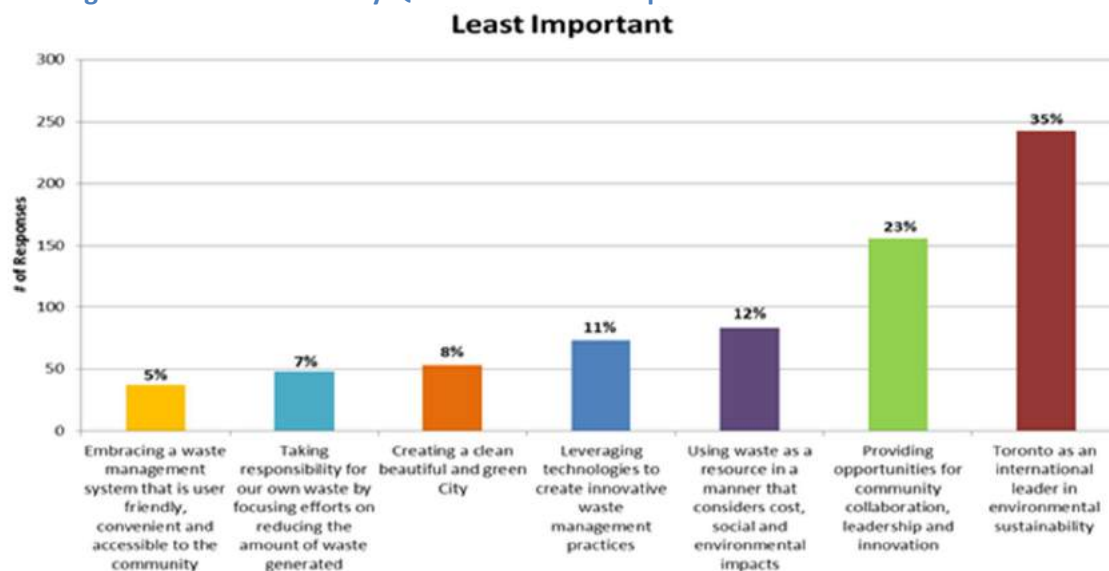


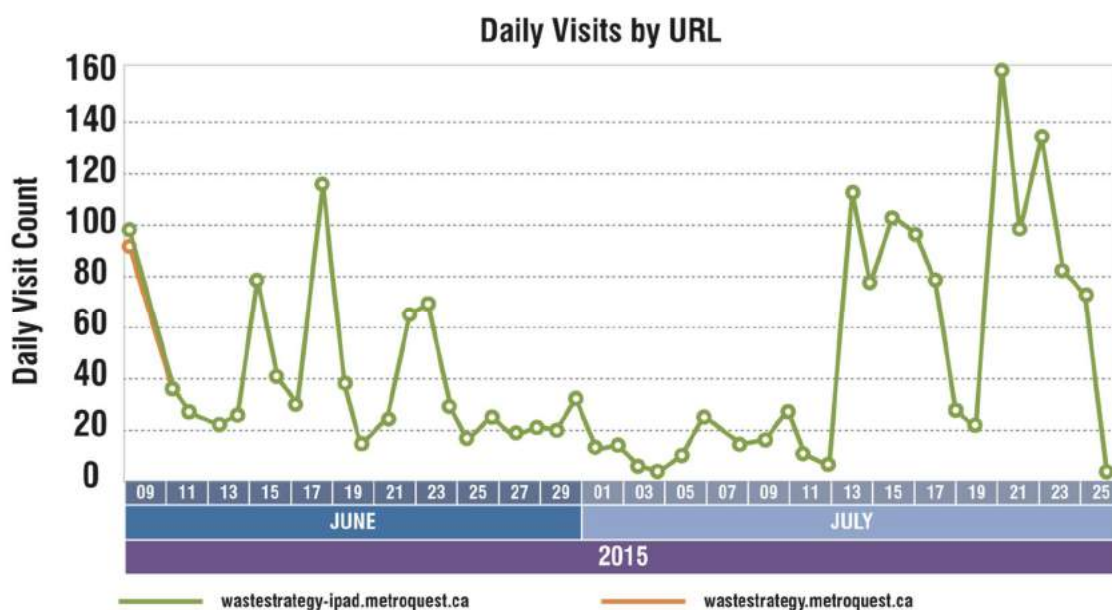
Figure 5: Results of Survey Question on Least Important Vision Statement Themes



3.3 Survey #3 – Options and Evaluation Criteria

Survey #3 was an interactive online tool designed to get input on priorities for consideration when selecting waste management options as well as the options themselves. The survey was active between June 9 and July 24, 2015. A total of 1,134 survey responses were submitted with data. **Figure 6** shows a record of daily visits throughout the duration of the survey.

Figure 6: Survey #3 Daily Visits



The survey involved the completion of 5 screens to obtain input on demographics, priorities and input on options. The following subsections summarize the input received through the survey. A complete listing of survey input is provided in **Appendix G**.

3.3.1 Survey Participant Demographics

Figure 7 shows the age of participants. The majority of survey participants were over the age of 30, with the largest group of participants between the ages of 30 and 49 years old. Approximately 50% of survey respondents were over 50 years of age and only one participant was under the age of 18.

Figure 8 shows the geographic distribution of survey participants across the City of Toronto. In addition to local residents, the survey received inputs from participants in the United States, Europe and Asia (not included in the demographic count). Almost half of the participants that provided data indicated that they live in Downtown Toronto. The second largest group of survey participants is from North York and the fewest number of participants taking the survey within Toronto are those in former York and Etobicoke districts.

Figure 7: Survey #3 Participant Age

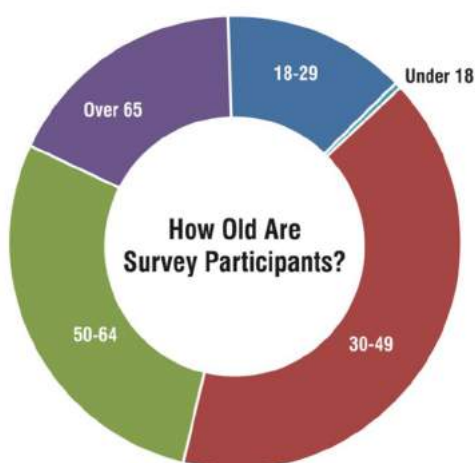
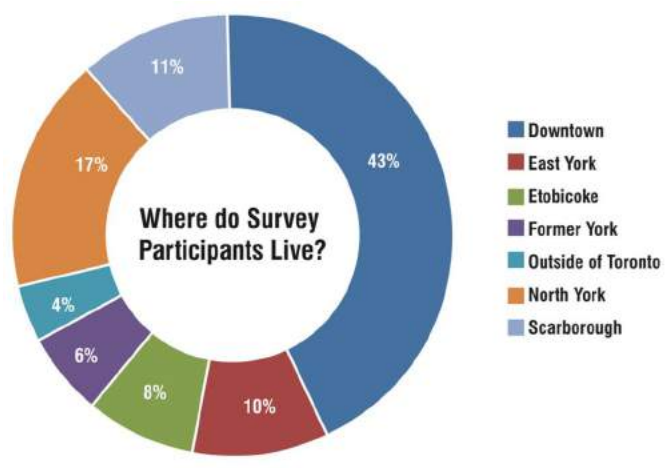
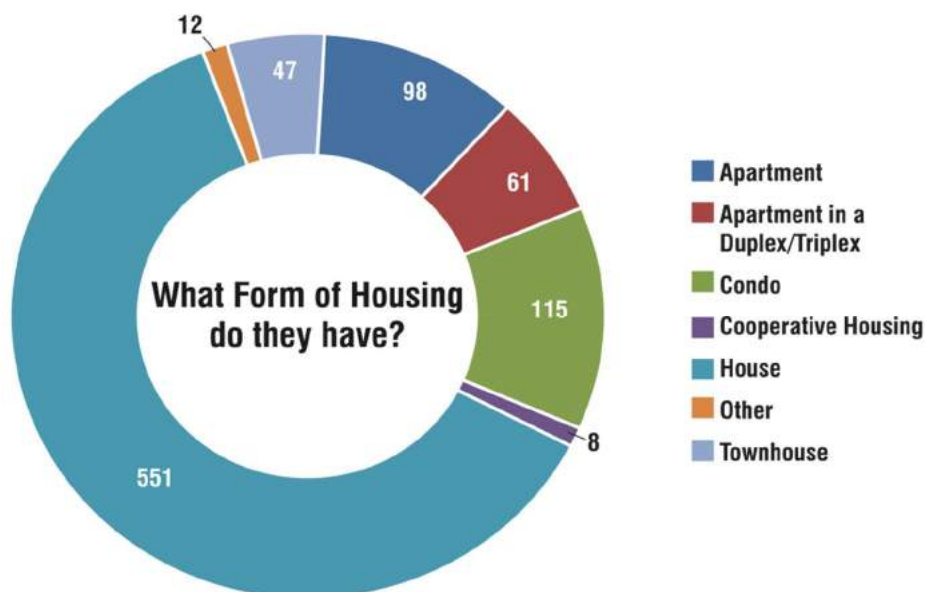


Figure 8: Where Survey #3 Participants Live



Almost every participant (91%) that filled out the survey responded as a resident, 66% of who owned their place of residence. Only one participant filled out the survey as a business owner. More than half of the survey participants indicated that they reside in a house. The second largest category of participants was those who live in a condominium. **Figure 9** shows the distribution of housing types for participants that filled out the survey.

Figure 9: Survey #3 Housing Type



3.3.2 Ranking of Priorities

Participants were presented with the following six priorities in random order and were asked to select their top five priorities for the Waste Strategy by dragging the selected five criteria above a line:

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

Figure 10 shows the average ranking of all six priorities listed in the survey. The average ranking shows how many times a priority was selected (dragged above the line) and calculates the average position from a score of 1 to 5. Results of the survey indicate that, on average, environmental impact was highest ranked priority. In contrast, risk and reliability was the lowest ranked priority on a scale of 1 to 5.

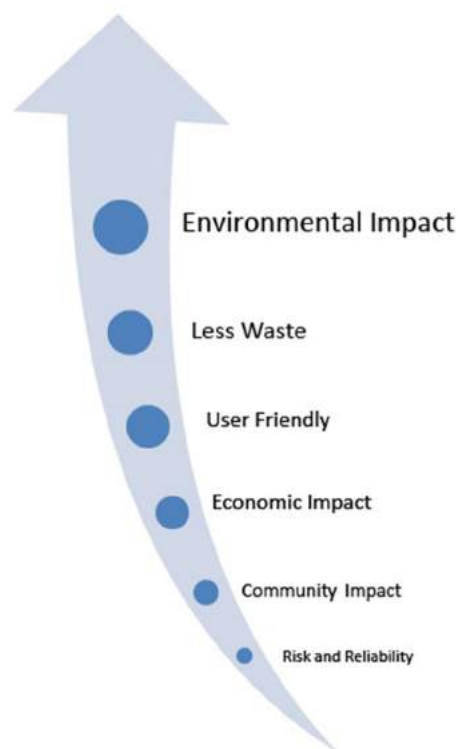


Figure 10: Survey #3 Rank of Priorities

Participants were able to suggest additional priorities that were not listed in the ranking. Common suggestions for additional priorities included:

- Accessibility and convenience;
- Accountability;
- Adaptability;
- Collection and drop-off;
- Community programs/services;
- Compliance and enforcement;
- Cost/budget;
- Energy from waste;
- Government action;
- Health;
- Incentive;
- Innovation/technology;
- Manufacturing/quality;
- Promotion and education;
- Receptacles;
- Safety;
- Sustainability;
- Waste transport;
- Waste and recycling facilities;
- Waste and recycling programs; and
- Zero waste.

3.3.3 Comments on Each Priority

Survey participants were able to write comments about each priority listed to explain their reasoning for ranking and/or provide feedback on how the City could improve Toronto's waste management system. Highlights of the feedback are provided in **Table 18** and the detailed input is provided in **Appendix G**.

Table 18: Survey #3 – Summary of Comments on Priorities

<p>1 - Environmental Impact <i>Minimize pollutants to air, land and/or water, climate change impacts, and land required/displaced.</i></p> <ul style="list-style-type: none"> • No burning of trash. Burning puts toxins in the air we all breathe. Recover methane from all dumps. • Harmful chemicals should be regulated and "transition phases" should be shorter. Do a better job of publicizing how people can dispose of paints, batteries, prescription drugs safely. • This should also include the conservation of natural resources that results from recycling rather than using raw materials. • Zero landfills should be the target. All products must be produced to be reused, recycled or incinerated that improves global air quality.
<p>2 - Produce Less Waste <i>Find opportunities that allow us to reduce the amount of waste requiring disposal, through reduction, reuse, recycling and recovery.</i></p> <ul style="list-style-type: none"> • Reusing and donating items seems to reduce my garbage. The more recycling stations the better especially for batteries. • Make it a requirement for apartment and condo buildings to sort all waste. • I want to reduce waste but not burn garbage. Waste needs to be diverted first. • Provincial / Federal policy is required to drive companies to reduce packaging waste. Manufacturers should be legislated to make recyclable packaging. • Why isn't this city pushing for laws that make sure all packaging sold in Ontario is 100% recyclable? • Trendy retail clothing and goods stores should not be allowed to hand out wasteful one-use tote bags.

- The City can exercise its power as one of the largest governments in Canada to force change amongst manufacturers.
- Prohibit companies from using the plastic containers for food and for miscellaneous products.
- Education/incentives for producers of products to reduce volume of packaging.
- Advertise communities doing successful recycling on the news.
- Publicize performance metrics and compare to cities of similar size, population, etc.
- Encourage composting by making available vermin-safe containers.
- Put the greatest emphasis on the 3Rs system with the goal of a zero waste society.

3 - User Friendly

Create a waste management system that is easy to use and access.

- Consider user friendly bins in condos and apartment buildings.
- Too many bins or sorting requirements just doesn't function in a busy home.
- Currently it's almost impossible to understand what goes in what bin and what gets picked up when.
- Needs to be easy and safe for seniors and disabled.
- Easy disposal of hazardous waste, more accessible locations, easy disposal of small construction materials, i.e., wood, metal, wire, etc.
- Toronto's current programs are complex and confusing and could use restructuring.
- Access is important especially good education in all languages.
- Good participation is needed to minimizing contamination of the waste streams. Confusing systems will not garner the success desired (or measurable outcomes desired).
- We already have a user friendly system. People are selfish and ignore what has been done for them.
- Offer monetary incentive (e.g., beer bottles) or rebate (e.g., small residential garbage bin).
- Put animal proof green bins in all public places, including parks.
- Create a curb side pick-up program for reusable items, bringing them to furniture banks, shelters, etc.
- Work with Second Harvest, and Not far From the Tree, to pick-up and distribute extra food, thus reducing food waste. Have all restaurants and grocery stores develop a food waste reduction strategy.
- City-wide education is important.
- Make bins look more colourful and attractive to people.
- We need more garbage containers in popular areas like Yonge and Eglinton.
- Standardize - there needs to be ONE diversion system for the consumer. If everybody diverts differently proper diversion will never be archived.
- Use clear plastic bags so unsorted or improperly sorted waste can be easily rejected.

4 - Economic Impact

Create financially sustainable solutions that future generations can maintain and help create economic growth and jobs in our city.

- If it costs too much it will deter people from getting involved.
- Charge people for what they dispose.

- Use competitive bid process to obtain lowest cost services.
- Return kiosks - Citizens collect, clean and return bundles to a kiosk for cash return.
- Projects like Zoo Poo and other programs to reduce waste and help environment create jobs.
- I don't like "economic growth" and "jobs" being in the same category. Jobs are important to me, economic growth isn't.
- More integration is needed between City divisions on promoting and communicating about waste management.
- A taxes reduction incentive is the most beneficial way to encourage recycling.

5 - Community Impact

Reduce negative impacts (e.g., traffic, noise, odour and litter) and increase benefits to neighbourhoods and our communities.

- Schedule earlier (or later) pick-up times so garbage trucks don't block streets during a.m. rush hour.
- Reduce odour and collect within a three hour window.
- On a lot of the smaller streets is there a way of setting it up that bins get placed on one side of the street to make pick-up less time consuming?
- The metal wheels on large waste bins are noisy when dragged into position by a tractor. Recycled rubbers tires on bins for garbage in condominiums would reduce noise.
- Management/superintendents don't always care. Bins should be refused pick-up if not sorted properly.
- Additional funding should be available for solutions to waste that are creative and support other aspects of the community such as the arts and education.
- Community impact should include local jobs, impact of pollution on local health, and other benefits by working with community groups.
- This should include community health and ensure that it works towards social equity.
- NO BURNING of trash. Burning releases toxins we all end up breathing.
- Containers are excessively large. It's not clear at all where these bins will be stored on people's properties without being eyesores.
- More refuse should be processed locally. Modern incinerators should be built in Toronto.

6 - Risk and Reliability

Consider proven technologies that are flexible and adaptable to future change.

- Consider system implemented in the city of Songdo, South Korea. A waste system that sucks rubbish to processing centres through tunnels.
- Explore waste to energy technologies.
- Risk must be minimized and reliability maximized.
- The hierarchy of disposal is landfill then incineration. Incineration is both bury and burn. Incineration is a high risk method of disposal. Energy from waste cannot compete with the energy saved through reliable strategies like the implementation of the Rs...Reduce, redesign, repair, and remove toxics, reuse and recycle.
- More recycle options. The City should support new recycling initiatives and help them grow.

3.3.4 Options for Managing Waste

Survey participants were provided with possible options being considered for Toronto's Waste Strategy under the categories of Promotion and Education; Reduce and Reuse; Recycling; Collection and Drop-off; Multi-Residential Homes; Energy from Waste; Landfill; System Financing; Industrial, Commercial and Institutional; and System Considerations. Survey participants were asked for their feedback on the options and whether they had any additional options to suggest. For some of the options participants were also asked to identify which would be most helpful to them or most appropriate for the City. The following subsections summarize the input received under each of the noted categories.

3.3.4.1 Promotion and Education

The following five possible options to provide increased promotion and education to reach Toronto's diverse community were presented in the survey:

- Develop an educational mobile phone application;
- Provide more in-person workshops and educational events;
- Expand the City's waste management social media presence;
- Incorporate innovative practices from other cities; and
- Provide more support for volunteer outreach.

Survey participants were asked to select what options would be most helpful. A summary of the results for how many times each option was selected is shown in **Figure 11**. Participants were also asked to provide any comments they had on the possible options presented as well as any additional options they felt should be considered to help ensure waste management promotion and education reaches Toronto's diverse community. The comments received are summarized in **Table 19**.

Figure 11: Survey #3 - Promotion and Education Options

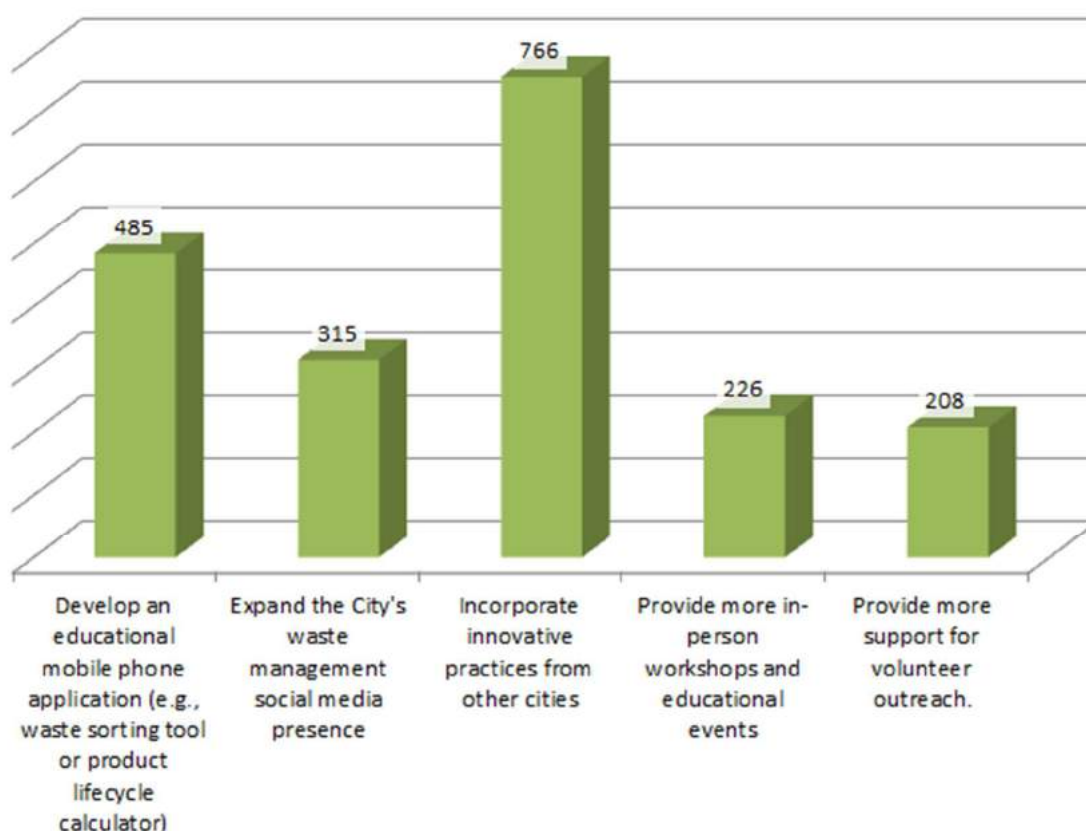
Options: Promotion and Education

Table 19: Summary of Comments on Promotion and Education

PROMOTION AND EDUCATION OPTIONS	
Theme	Highlights of Feedback Received
Make Information more Accessible and Increase Convenience	<ul style="list-style-type: none"> To get participation it is important to make waste management as simple as possible.(14 comments) Some ideas provided include: <ul style="list-style-type: none"> Stop asking people to sort and separate. Accept all garbage and recycling (separate compost) in one bin. People don't recycle because they can't remember the 25 rules. If city staff do the separating we could double the amount that is being diverted. Craft a waste handling system that is so simple and intuitive that promotion and education are not necessary. Make the directions for what is recyclable more clear as they are not easily understood. Keep it simple. Better/ more detailed labels everywhere to help people sort quickly. Standardize location of recycling symbol on packaging, including paper and cardboard products. Harmonizing the accepted materials is needed before P&E activities to increase education effectiveness. Provide easily accessible lists of locations and operating hours for

PROMOTION AND EDUCATION OPTIONS	
Theme	Highlights of Feedback Received
	<p>hazardous/electronic waste depots.</p> <ul style="list-style-type: none"> Education on the kind of plastics that can be recycled. Everything else is easy. Education on proper and hygienic use of green bins. Better sealing of organic waste trucks. Different/better solutions for organic waste. I don't know which option is best but I do know that it is totally confusing what is blue bin material and what is not. Drives me CRAZY!!!! <ul style="list-style-type: none"> Provide better/more access to educational materials (6 comments) <ul style="list-style-type: none"> A mobile phone app would need to be easy to use with really good instructions. The "Waste Wizard" on the 311 website doesn't always make it easy to figure out how to get rid of all materials. Have a main location where educational materials are accessible to staff & residents, re: calendars, information material. Incorporate information into existing communication methods (e.g., the waste Pick up schedule) to make it simple to find answers in one place. Make facilities more accessible to citizens. Facilitate tours so citizens get to learn how waste is dealt with, give citizens chance to realize the issues come from households and industries. Educate manufacturers and stores so they don't sell non-recyclable goods. More exposure, awareness, and training for City and SWMS staff so they can become more empowered, better ambassadors, and create more reliable touch points through engagement within their own social circles, become subject experts and opinion leaders in their own domains, and throughout their interaction with the public. Create a better program for testing SWMS initiatives with members of the public (the end users), engage their feedback, and report on it to the public at large to generate more interest as well as to empower the public.
Complete more Proactive Community Outreach and Education	<ul style="list-style-type: none"> Programs must be simple and intuitive and educational materials need to be more specific and clear (5 comments) <ul style="list-style-type: none"> The calendar needs to specify how to sort all the items in 3 bins). Materials should be translated. Educate people on animal proofing through a humane education program. Make the waste wizard more easy to access and use. Right now it is buried and you have to be specifically looking for it in order to find it. Recognize the benefit of people's efforts by providing feedback. Use the web site or other means to tell us about things like the number of trees saved from recycling, information participation rates over time, funds generated from recyclables for the city, cost of litter pick-up, comparison in costs of recycling vs not recycling, show where existing waste is going and how participation in diversion results in change, etc. Proactive outreach is suggested to community groups, community centres, Toronto community housing, colleges, businesses & offices, senior's centres, libraries, schools, and apartments and condos. This could be through community

PROMOTION AND EDUCATION OPTIONS	
Theme	Highlights of Feedback Received
	<p>centres and cultural hubs. (13 comments) Some ideas include:</p> <ul style="list-style-type: none"> ○ Provide educational events near the places the products are purchased. ○ Educate new immigrants on how Toronto's recycling and waste programs work when they arrive, maybe in a welcome package in their native language. ○ Hold small condo group education sessions. ○ Connect with public schools in Toronto to help teachers come up with recycling and environmental activities they can do with their students (year round, not just on Earth Day) and by doing so develop good habits in young Torontonians. ○ Get on university campuses during frosh week and set up a booth or connect with an environmental group on campus to help promote good recycling and environmental habits within residences. ○ Work with environmental non-profit organizations to give feedback and education to participants. ○ More events like the wasted talks. ○ Public workshops to showcase innovative practices from around the world to increase public awareness of the opportunity, educate on waste management and solicit grassroots support ○ Have reuse classes free at all community centres or creative reuse centres. ○ Booths at the Home Show or Cottage Life show where you can have one on one discussion with someone and get info can be effective. <ul style="list-style-type: none"> • Increased support in communities and outreach, helps to bring awareness, foster new habits in people, enact changes and get the whole community motivated to recycle, reuse and reduce waste. • Better advertise community environment days, they are great! Perhaps through connecting with various neighbourhood groups on Facebook and posting a notice within these neighbourhood groups when environment days are happening in the area. • Increase the number of waste ambassadors across the city, especially in apartments and condos. • The current use of subway advertising seems to be good. Keep that up.
Find Ways to Provide Incentives or Enforcement	<ul style="list-style-type: none"> • There need to be incentives and fines for compliance (6 comments). <ul style="list-style-type: none"> ○ Most people do not participate until they are forced to. Apartments and condos are the biggest culprits. Leveraging fines to the building managers would incentivize them to ensure their tenants are separating and disposing of waste properly. ○ Develop a recognition program for properties successfully diverting waste. ○ Enforce the by-laws. Fine people. • Include more financial incentive for people to participate to target those who won't bother to change till it hits their pocketbook. Some options include: (2 comments) <ul style="list-style-type: none"> ○ Property tax incentives for waste reduction (including household solid

PROMOTION AND EDUCATION OPTIONS	
Theme	Highlights of Feedback Received
	<p>waste as well as waste water).</p> <ul style="list-style-type: none"> ○ Offer cash for recycling like returning wine bottles but for other recyclable products at the transfer stations, on environment day. ● Involve participants, volunteers, out of work university students. Create jobs to keep the environment clean.
Improve Promotional/ Advertising Tools	<ul style="list-style-type: none"> ● Consider the following promotional/ advertising tools (33 comments) <ul style="list-style-type: none"> ○ Use the Commissioners Stack (400 foot tall landmark) similar to CN tower as an information tool/beacon to convey success of the City's targets. Ex. Have the stack display a dynamic diversion target by lighting up the stack a different colour. ○ Improve household handouts. ○ Focus on the positives. ○ Expand website education. ○ Maintain an email list where an update is sent when there are changes to what is/is not recyclable. ○ Target members of the population whom do not speak English as their first language. For example, try to tap in social media commonly used by Chinese citizens in Toronto. Facebook is not the main one. ○ Better coverage regarding what is and is not working. ○ Create a marketing and communications strategy. ○ Include better pictures on waste bins. ○ Look at Toronto's streets, parks, subway, buses and you will see garbage everywhere. We need a campaign to educate people about waste and to develop a pride in this city. ○ Simple consistent messages like "every piece of plastic you've ever touched is still on this planet". ○ Not an additional option, but should consider that messaging needs to be accessible and targeted to different users (language, multi-res vs. houses etc.). ● Placement of ads through a number of mediums was suggested (29 comments). <ul style="list-style-type: none"> ○ TV, newspapers, bus shelter, on subway, on recycle bins, community newspapers, billboards, radio, YouTube. Ads should be humorous, and promote social acceptability. ○ Have more presence in print media, not just social media, to target all ages. ○ Host Educational Tours / Virtual Tours at recycling plants. ○ Periodic reminders of reducing and recycling help those who are not sure what to do with their waste. These can be emails, TV commercials, radio ads, other media promotions, like on games.
Partner with Others to Increase Outreach	<ul style="list-style-type: none"> ● Partner with existing community members for greater outreach (e.g., TPL, hospitals). ● Connect with /outreach to groupings of people such as schools of all types, sport events, religious affiliations and medical/dental practitioners. ● Collaborate and synchronize with other educational initiatives. ● Involve industry in their in-store and ICI programs to reach to citizens at home, in

PROMOTION AND EDUCATION OPTIONS	
Theme	Highlights of Feedback Received
	public and at places of work.
Encourage the Next Generation	<ul style="list-style-type: none"> • Work with schools (13 comments) <ul style="list-style-type: none"> ○ Have waste management included in the curriculum. ○ Effective waste management is a behavior best taught early. ○ A consistent message to future generations may also help kids pass the message on to those at home. ○ Offer a grade 6, 8, 10 science field trip to teachers, to help educate our citizens of tomorrow. There is a climate change unit in their curriculum. ○ Hold workshops/ presentations in schools. ○ Get ideas and motivation into schools either via curriculum, extracurricular activities, visiting presenters, displays, field trips, etc. In other words, promote to kids as well as adults. Especially in homes where English is not the first language or parents have little time or interest to read about changes in waste management, have kids bring home the message. • Information suggested for inclusion in school curriculums includes: product lifecycle, littering, general environmental cleanliness, waste management awareness, recycling, flexible packaging, reducing waste, get kids excited about the three Rs, food production and its relationship with waste. • Hold new immigrant orientation sessions/booklets. work with schools, new immigrant assistance agencies, public transportation (buses, trains, and their stops are particularly dirty at some places).
Consider New Online Tools	<ul style="list-style-type: none"> • Waste Wizard <ul style="list-style-type: none"> ○ Consider adding more items and publicizing more. • Website (7 comments) <ul style="list-style-type: none"> ○ Adopt WasteNothing.ca as the city's waste sorting tool. ○ Product life cycle calculator should be available via City's website. ○ Provide promotional and educational tools offered with a multi-language option. ○ I don't see myself downloading a whole new app for waste management, but I could see myself going to a very mobile friendly website to deal with issues like where to send e-waste, if something recyclable, the day of the week for garbage vs. recycling, etc. ○ Record webinars/seminars of workshop and educational events so people who can't attend are able to watch online via your website or blog. ○ Keep adding to the City's website. • Mobile Phone App (6 comments) <ul style="list-style-type: none"> ○ Would be useful to have a quick reference to waste separation policies through an app, but make sure it's useful and designed well. Clunky app with irrelevant content is a waste of money and no one will use it. ○ Mobile phone app should also support advising people as to what can be recycled or thrown out where they are, e.g. food court, market, allowing them to determine if they can dispose of something properly now or should take it home or back to work. ○ The mobile app would be helpful. It's hard to keep track of what is/isn't

PROMOTION AND EDUCATION OPTIONS	
Theme	Highlights of Feedback Received
	<p>recyclable for instance, so often people throw things in garbage to be "safe".</p> <ul style="list-style-type: none"> ○ A "what goes in the Blue Box, Green Bin, Garbage" App could educate kids from grade school to high school on how to reduce, reuse and recycle.

3.3.4.2 Reduce and Reuse

The following four possible options to cut down on how much waste Toronto produces and find ways to reuse it before recycling or disposing of it were presented in the survey:

- Initiatives to reduce food waste;
- More opportunities for collection, reuse and/or recycling of used clothing;
- More involvement of non-profit organizations that collect/manage materials for reuse; and
- Support events that allow residents to sell, swap and/or give away materials.

Survey participants were asked which of the options would best help them reduce and reuse more waste. A summary of the results for how many times each option was selected is shown in **Figure 12**. Survey participants provided comments on these options and on other ways or options that would help Torontonians reduce and reuse. Comments received are summarized in **Table 20**.

Figure 12: Survey #3 - Reduce and Reuse Options

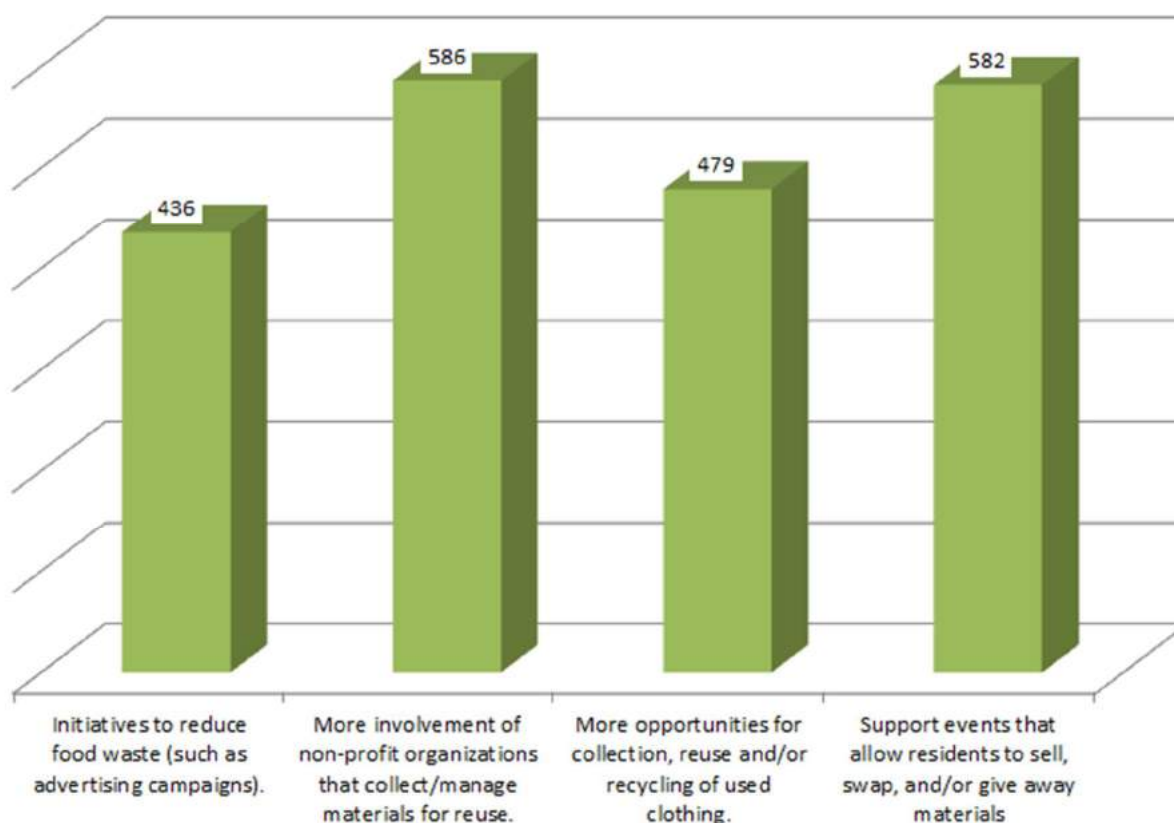
Options: Reduce and Reuse

Table 20: Summary of Comments on Reduce and Reuse

REDUCTION AND REUSE OPTIONS	
Theme	Highlights of Feedback Received
Make Reduction and Reuse Convenient and Accessible	<ul style="list-style-type: none"> More accessibility to reuse drop-off locations are needed. <ul style="list-style-type: none"> There should be more drop off points throughout the City. Many residents do not have vehicles and it is difficult to bring materials anywhere (8 comments). <ul style="list-style-type: none"> There should be more options for at home pick up of unused items for donation and advertising to publicize the service. "The City should collect and manage materials for reuse instead of independent non-profits". There should be one stop collection points for all household reusable, recyclable and hazardous items such as expired medications, batteries, electronic items, common chemicals such as paints (2 comments). More accessibility for composting in multi-family buildings.
Place Accountability for Waste on the Producers	<ul style="list-style-type: none"> Accountability for waste needs to be put back onto the producer (37 comments). <ul style="list-style-type: none"> Products need to be produced with less waste and eliminate unnecessary packaging. Advocate for extended producer responsibility. Manufacturers

REDUCTION AND REUSE OPTIONS	
Theme	Highlights of Feedback Received
	<p>should be responsible for their own waste and pay for it (the whole lifecycle).</p> <ul style="list-style-type: none"> ○ Lobby the government for EPR programs and pressure the federal government for setting national and international standards. ○ Producers need to take back their own waste and recycle it. ○ There are not enough manufacturers that provide no-packaging/minimum packaging options other than bulk-food stores, expensive boutique-style outlets for various products and second-hand stores. Manufacturers need to take responsibility for the end-of-life of their packaging. ○ 3D glasses are used then sent back to the supplier to be repackaged for reuse. It's a good start but at Disney land they are reused without being repackaged, so there's already a model for reducing that waste. ○ Seek cooperation from manufacturers and producers. ○ Standardize glass jars to improve reusability and refilling (e.g., similar to beer bottles). ○ Target food packaging as much as food waste. <ul style="list-style-type: none"> ● Hold producers accountable for their waste through laws, fines and/or bans (37 comments). <ul style="list-style-type: none"> ○ Establish guidelines and/or laws for packaging and enforce them. ○ Create policies that force businesses to reduce waste and actually enforce them. ○ Provide incentives for manufacturers to be accountable for their waste(s). e.g., prevent them from selling over packaged products. ○ Charge fees for producers of excess packaging. Demand higher costs for large waste producers. Fees will cover the costs of managing waste from their packaging E.g., fast food chains. ○ Legislation, like banning plastic bags, the city should have stuck with that. No more time for coddling voters, it's time to get tough on producers and consumers, make it against the law to create unnecessary waste. ○ Fine manufacturers/stores that provide non-recyclable packaging. This includes grocery stores and restaurants. ○ Help eliminate the use of plastic bags! Re-establish the charge for plastic bags, and encourage stores to not have plastic bags to offer to customers Ban single use packaging that cannot be recycled. ○ Publicly shame corporations that use too much packaging in their products. ○ Move toward Lifecycle costing (it is also a mindset and attitude) when manufacturing and purchasing goods. Should be explicitly part of RFPs for as much business the City does (e.g., catering - what happens to the left-over food? Was the food sourced from Ontario?). ● Assist producers through the provision of education about alternatives for

REDUCTION AND REUSE OPTIONS	
Theme	Highlights of Feedback Received
	<p>packaging (2 comments).</p> <ul style="list-style-type: none"> Enhance the current deposit system (2 comments). <ul style="list-style-type: none"> Put a deposit on all liquid containers, not just alcohol e.g., Nova Scotia, BC.
Encourage Ways to Donate / Repurpose or Repair Reusable Items	<ul style="list-style-type: none"> Ways to repair broken reusable items should be encouraged and supported (7 comments). <ul style="list-style-type: none"> Street fairs could connect people who want to reuse old items. There should be more repair events. Support should be provided for existing events (e.g., repair café to provide staff who know how to repair items). Programs to train people to fix more broken items would be helpful. People should be taught creative ways to reuse potential waste. Develop Creative Reuse Centres. Combine teaching, workroom and shop/gallery space with a warehouse style store for reusable/repurposable objects - including everything from industrial offcuts to pop can tabs, art materials to scrap lumber, clean rags, yarn and way more. Make it fun, make it "cool" while educating. Most people still see repurposing as for poor people, whereas it should cross all economic and skill and language and age barriers. Provide more support for donating reusable items (18 comments). <ul style="list-style-type: none"> There should be a service that collects reusable items from households and takes them to suitable charities. More community run garage sales should be organized. A community swap day(s) could be organized. This could be in one central location, or everyone could participate by placing items out at their curb for anyone to take. In multi-family buildings a "swap spot" could be created. Households that put items out at the curb for reuse aren't always in the neighbourhoods that could benefit from those items. Should be a system to bring these products to communities that would benefit. Provide more clothing drop off spots. Support maker-spaces, Book exchange boxes on the sidewalk, Artscape and the Tool Library to set up exchanges of reusable materials for arts, crafts, woodworking, electronics, etc. Initialize more reuse centres where people can donate and pick-up stuff to reuse. For recycling clothing, a better and more consistent network is needed. Perhaps on the website show locations for this and make it easy for residents to know where these are and which are reputable charities.
Facilitate Ways to Use Less	<ul style="list-style-type: none"> Propose initiatives encouraging residents and businesses to use less (8 comments)

REDUCTION AND REUSE OPTIONS	
Theme	Highlights of Feedback Received
	<ul style="list-style-type: none"> ○ Encourage standards where different brands must use the same packaging, device (e.g., all electronic devices must use the same recharger). ○ Develop a system that utilizes reusable containers for take-out food. ○ Support buy-less programs (e.g., Buy Nothing Day). ○ Initiatives so that businesses, large and small, use less waste at all areas of the waste stream including but not limited to packaging. Procurement policies should be implemented that favour sustainable supply chains. ○ Promote a culture of reuse and educate consumers to think about reuse. Share stories of how other residents reuse their items. ○ Encourage purchasing unpackaged foods. ○ Facilitate ways to use waste to replace purchasing/using something else. E.g., used coffee grinds for mushroom production.
Encourage a Reduction in Food Waste	<ul style="list-style-type: none"> ● Encourage the donation of food, specifically grocery stores (10 comments). <ul style="list-style-type: none"> ○ Legislation should be put in place to force grocery businesses to give away surplus food. ○ Provide financial incentives for businesses to donate unused food products. ○ Encourage buildings relationships between grocery stores and food banks. ● Promote purchasing of 'ugly' fruits and vegetables (4 comments). ● Collaboration to expand food diversion programs to include farmer's markets. ● Encourage the purchasing of food in bulk to reduce packaging waste. ● Provide more education on what food labels actually indicate. A lot of waste is caused by mislabelling e.g., the Film "Just Eat It" A Food Waste Story" highlights this. ● Encourage building relationship between local/retail grocery stores and food banks.
Provide a Financial Incentive for People to Reduce and Reuse	<ul style="list-style-type: none"> ● Bring the plastic bag fee back (4 comments). <ul style="list-style-type: none"> ○ Make the fee mandatory with the revenue going to the City for waste management. ○ .People are primarily motivated by personal financial incentives and penalties. ● Discourage the use of single use items through fees/taxing. <ul style="list-style-type: none"> ○ Tax bottled water. ● Increase charges for garbage as an economic incentive to reduce waste (3 comments).
Provide Reward and Recognition as an Incentive to Reduce	<ul style="list-style-type: none"> ● Provide recognition and rewards to businesses who reduce their waste (4 comments). ● Provide recognition to individuals or groups who are doing exemplary

REDUCTION AND REUSE OPTIONS	
Theme	Highlights of Feedback Received
and Reuse More	<ul style="list-style-type: none"> work minimizing waste (2 comments). <ul style="list-style-type: none"> Give incentives to individuals participating in reuse programs (e.g., coupons, rec centre passes).
Encourage People to Use Quality Items that Can be Reused	<ul style="list-style-type: none"> Encourage the manufacturing of goods that have lifetime warranties and that do not wear out easily (3 comments). Implement a system for customers to bring their own containers, or a system of reusable containers. <ul style="list-style-type: none"> Find innovative ways for customers to be able to buy food or bulk food without always resorting to plastic. Encourage more innovative, sustainable packaging (e.g., milk bags have no handles so they have to be put into a bag with handles). Discourage production of dominant products that end up as garbage by finding safer and reusable alternatives.
Partner with Others to Reduce and Reuse	<ul style="list-style-type: none"> Create innovative partnerships (12 comments). <ul style="list-style-type: none"> Work with local neighbourhood associations. Support food rescue programs. Work with organizations focused on healthy food, food justice and environmental groups. Partnerships with businesses/non-profits that repurpose/restore/resell unwanted goods and materials. Work with non-profits to start and manage social enterprises that generate income and employment in local communities.

3.3.4.3 Recycling

The survey noted the following five possible options for recycling and processing materials:

- Advocating for deposit return on more items;
- Encouraging producers to make their products and packaging more environmentally friendly;
- Expanding our recycling programs to handle new materials (e.g., furniture);
- Encouraging more backyard composting and community composting; and
- Considering additional technologies to process recyclables and organic waste.

Participants were asked if there were any other recycling and processing options that should be considered. Comments received are summarized in **Table 21**.

Table 21: Summary of Comments on Recycling

Summary of Survey Comments on Recycling Options	
Theme	Highlights of Feedback Received
Deposit Return	<ul style="list-style-type: none"> We need more/expanded deposit return programs. (22 comments) <ul style="list-style-type: none"> Many jurisdictions (e.g. Nova Scotia) are extremely successful when deposit/return systems are implemented. Deposit/return depots provide expanded useful and meaningful employment, in many cases for the under-employed/hard-to-employ.

Summary of Survey Comments on Recycling Options	
Theme	Highlights of Feedback Received
	<ul style="list-style-type: none"> ○ Deposit/return systems emphasize quality control for reuse and recycling. ○ Would cut down on littering as many people pick up items that can be returned for deposit even when another person has thrown it away as litter. ○ Require the Beer Store to accept broken beer bottles for return, just like they accept broken beer cans for return of deposit. ○ Allow return of wine bottles to LCBO. ○ Introduce deposits for non-alcoholic beverage containers to encourage recycling. • Need higher deposits. (5 comments) The amount of deposits has not kept up with inflation and higher rates would result in more returns. • Advocating deposits not the best use of city resources and should not replace expanded recycling. (3 comments) <ul style="list-style-type: none"> ○ Time for sorting is not worth effort – just expand recycling. ○ Inconvenient and environmentally unfriendly - you have to drive to return.
Environmentally Friendly Packaging	<ul style="list-style-type: none"> • Ensure that producers are responsible for their products at the end of their life cycle if they want to sell them in the City of Toronto and require a reduction in packaging and more recyclable packaging. (52 comments) • Ban packaging that is unnecessary and cannot be recycled/upcycled. • Tell grocery chains they must use less plastic. You can't buy lettuce without a big plastic bin! More paper bags. • Advocate to provincial and federal levels of government to regulate packaging content. Communicate with other cities on this. • Encouraging producers to make their products and packaging more environmentally friendly is NOT enough. Legislation is necessary. • Need more incentives for environmentally friendly packaging at the producer/distributor level (and penalties for the opposite). • Require disposable coffee cups be recyclable in City's program. • Encourage online deliveries and shippers to make environmentally friendly packaging. • Encourage producers to use only recyclable materials and keep packaging to the barest minimum possible (e.g., less packaging on produce and meat products). • All packaging should be recyclable - less plastic, less Styrofoam, more glass and paper. • Encourage different sizes of containers (i.e. smaller containers instead of large bulk purchasing options). • Take a serious look at charging for plastic bags/garbage bags (4 comments). • Encourage manufacturers to build products to last (2 comments). • The recycling program should be a collaboration of the City with producers of packaging and products. The costs for the collection, processing and the disposal of residuals should be 100% borne by the producers (2 comments). • Need to encourage reusable/refillable packaging (5 comments). Could

Summary of Survey Comments on Recycling Options	
Theme	Highlights of Feedback Received
	include incentive for more stores to carry options such as bulk bins and re-usable/returnable containers, encourage producers of some cosmetics to sell refill packs for shampoo, conditioner and soaps?
Composting	<ul style="list-style-type: none"> • Get the green bin program into the downtown core and condos (8 comments). • Some participants were not in favour of/concerned about backyard composting in the city with key reasons being rats, raccoons, skunks and small spaces (8 comments). • Needs to be a new approach to backyard composting in a dense city it would be better to collect waste and compost centrally in a facility that can be made rat proof. • With the growing trend of condo development in the city, create composting opportunities specifically for these residences (5 comments). • Provide tips on how to handle vermin. • Portland Maine has bins outside restaurants labeled 'animal feed'. A pig farmer in Las Vegas takes table scraps from buffets to feed pigs. Animal feed is a higher value than compost. • Provide people with Red Wiggler worms for vermicomposting (2 comments). • Make the composters bigger. They fill too quickly.
Expanded Recycling Program	<ul style="list-style-type: none"> • Make it easier to dispose of hazardous garbage like paint, batteries, medicines (11 comments). A "purple box" to collect these and put them out once a month was suggested. Expand and publicize the toxic taxi option was mentioned. • Dramatically increase the number and locations of "community environment days" (4) and offer recycling depots there. • Expand the reach of recycling including recycling in condos and apartments (5 comments), in public spaces (6 comments) like parks and plazas, schools, other commercial, industrial and institutional spaces, by bus and subways. • A number of things were identified that people would like to recycle: <ul style="list-style-type: none"> ○ Construction and demolition waste, mainly wood and drywall (6 comments). A curbside program was suggested. ○ Scrap metal (4 comments); consider pick up or community bins. ○ Packaging that is not currently recyclable like toothpaste tubes and deodorant containers. ○ More options for eWaste recycling (2 comments). ○ Clothing, linen and other fibres that cannot be re-used (3 comments). ○ Dog waste. ○ Wood waste – to make wood chips or to manufacture absorbent material for spills. ○ Appliances and large household items. ○ Expand program to handle more plastics, hard and soft (2 comments). ○ Porcelain (toilets and sinks etc.) recycling- can be ground up and

Summary of Survey Comments on Recycling Options	
Theme	Highlights of Feedback Received
	<ul style="list-style-type: none"> put into plasters. <ul style="list-style-type: none"> upholstered furniture and mattresses (2 comments). Yard waste should be picked up weekly. Give composts out for free. Encourage the sale of food "seconds", such as blemished produce. Provide a curbside box for collecting small things that don't go in the blue bin (electronics, hazardous waste, scrap metal). Create depots within local neighbourhoods that you can walk to or other places people frequent for the collection and processing of items that can't go into recycling (3 comments). Having donation bins and/or opportunities for residents to 'swap' were suggested as ways to "recycle". Connecting with venues that host events to encourage specific items to be brought in for recycling such as batteries, cameras, shoes, etc.
Accessibility/ Convenience	<ul style="list-style-type: none"> Make recycling bins for high rise buildings more user-friendly. If I have to return things, please make it easy for us old folks. Make sure it is easy and economical for businesses to participate in waste reduction and recycling.
Lessen the Need for Recycling	<ul style="list-style-type: none"> City could set up thrift shops/depots where items in good condition can be donated instead of thrown away - the city could pick them up and they could be sold for reasonable prices. Advocate for stores that accept used items from the public to be recycled. Promote less need for recycling by encouraging sharing, borrowing and repurposing. Encourage a change to the "throw-away" mentality. More free reuse centres (or some) for art supplies and other stuff. Like a food bank for stuff. Use recycled tires in playgrounds to keep children safe, at a reduced cost or offer it free. Encourage the sale of food "seconds", such as blemished produce. What can Toronto do to make the share and repair network accessible and staffed with volunteers, so that neighbours can help neighbours avoid waste? What about supporting or growing networks to share (and maybe store) usable goods?
Partnership Opportunities	<ul style="list-style-type: none"> Food waste should also be greatly reduced, by having the City partner with Not far From the Tree, and Second Harvest. Partner with private companies which take recyclables. i.e.; Best Buy, H&M (2 comments). Work with recycling companies to provide support or collection. Support organizations and artists that are repurposing materials to give them a second life. Collect renovation materials for Habitat for Humanity. What is Toronto doing to create the business climate that encourages food donation over composting? Terracycle is a company that is finding ways to recycle some new things - like ballpoint pens, nespresso capsules, drink pouch packaging and more.

Summary of Survey Comments on Recycling Options	
Theme	Highlights of Feedback Received
	<p>Would be great to see Toronto start either accepting these in recycling program, or at least setting up collection points (maybe in community center, or at community environment days) to collect these newly-recyclable items.</p> <ul style="list-style-type: none"> Look at developing other lines of revenue from the garbage stream (e.g., could you re-purpose furniture through a youth work program and then use the furniture at the furniture bank, shelters, or sell it).
Enforcement	<ul style="list-style-type: none"> Better monitoring, spot check contents of bins to verify that they are being used properly & then educate the owner (2 comments). Making sure our recycling gets recycled. People get demoralized and stop recycling when they hear stories of stuff going to landfill. Toronto should start penalizing those who use their blue bins as garbage cans.
Incentive, Encouragement and Deterrents	<ul style="list-style-type: none"> Use taxes and fines as a way to encourage recycling (11 comments). <ul style="list-style-type: none"> Make commercial operations and government (e.g., TTC) pay extra for not separating. tax plastic bottles as way to discourage single use items. no tax for reused items and a higher tax for new. Tax breaks or other benefits for companies using recycled materials. Preferential purchasing of items with higher recycled content by the city. Lower sales tax for items with recycled content. Give a tax break to companies that produced containers with higher recycled content. Increase litter fines. Some participants commented on the cost-benefit of recycling (2 comments). <ul style="list-style-type: none"> Would like to see a bit of reassessment of what is cost and environmentally effective to actually reuse/recycle. For example, glass. It is benign, we spend too much money trying to recycle it and it should be going into land fill instead of many of the plastics we haven't figured out how to recycle, yet. On the surface, recycling might seem like a good idea, but not at any price; it makes no sense, for instance, to keep throwing money at something which results in little or no benefit. Increase the cost of waste disposal. Better fiscal tracking of "plastic bag" taxes toward recycling programs. City should leads by example re: purchasing higher recycled content items. Look at incentives, retrofit old buildings not suited for current recycling (old tower neighbourhoods). Use metrics and stats to help residents understand options and why recycling is important. Provide economic incentives for companies to reduce the amount of packaging they use. Provide subsidies/grants for scalable innovative approaches to recycling

Summary of Survey Comments on Recycling Options	
Theme	Highlights of Feedback Received
	<p>and processing.</p> <ul style="list-style-type: none"> • Use government power to control the industries that generate the most waste. That's more effective than advertising to consumers, who usually care more about price and convenience than the environment.
Promotion and Education for Recycling	<ul style="list-style-type: none"> • Increase the capture rate of the recyclable items by improving signage and education/instructions (5 comments). Instructions need to be clearer and simpler. • More advertising and opportunities for recycling e-waste! • Use YouTube and TV commercials. Develop a strategy to change behavior similar to what was done for drinking & driving, cigarettes. • The public needs to know WHY they should waste divert, not just how to. Give people chance to know they have to purchase goods made with recycled materials to complete the 4R cycle. • Have more information on Waste Wizard of how or where to dispose of items the City does not collect. • Photos on Waste Wizard would help me and those who speak other languages. Would like to be able to send a picture of an item and find out if it is recyclable. • Condominium properties do not do a good job with recycling. Find out what the barriers are and develop solutions from condos that DO make the effort!
Other Technologies to Consider	<ul style="list-style-type: none"> • In Munich they no longer sort waste (except paper packaging); they have technology to sort much more effectively that prevents the wrong items placed into one or the other waste stream. This invention came after years of rumours that a lot of the sorted waste ended up in landfill because it was contaminated, wrongly sorted, etc. • The end of the line for garden waste and green bins should be generating electricity via bio gas or that gas should be being collected and sold for heating. • Build a Generator/Incinerator and look to Scandinavian Countries how this can be done. • Contacted "Diaper Genie" to see if they could make a similar product for an organic bin to help with the smell. • Consider compacting the waste. • Invest in waste management technology enabling the creation of recycled material for construction and furniture that is cheaper than non-recycled products. • Bag in Bag programs for plastics - people don't really know what recycling number a plastic is but they know plastic when they see it. • Need more information about the new plastic bag program -- do you have to separate types of bags? More explanations about the benefits (e.g., amount of waste diversion this could produce, how it will be reused etc.). • Exchange ideas from other Countries how they deal with the waste and how to manage the recycling at an affordable cost (2 comments). • If garbage is put out in clear bags instead of hidden in dark containers

Summary of Survey Comments on Recycling Options	
Theme	Highlights of Feedback Received
	<p>people are shammed into being good.</p> <ul style="list-style-type: none"> Considering recycling different for different residential typologies. More innovative way to compost and recycle in condominiums and rental apartments. All garbage and recycling in one bin. City sorts and separates. Results in more total recycling (3 comments).

3.3.4.4 Collection and Drop-Off

Four possible options related to collection and drop off were presented in the survey. Survey participants were asked to select what options would be most helpful. A summary of the results for how many times each option was selected is shown in **Figure 13**.

Participants were also asked to provide any comments on these options and suggestions for additional options that should be considered. Comments received are summarized in **Table 22**.

Figure 13: Survey #3 – Collection and Drop-off Options

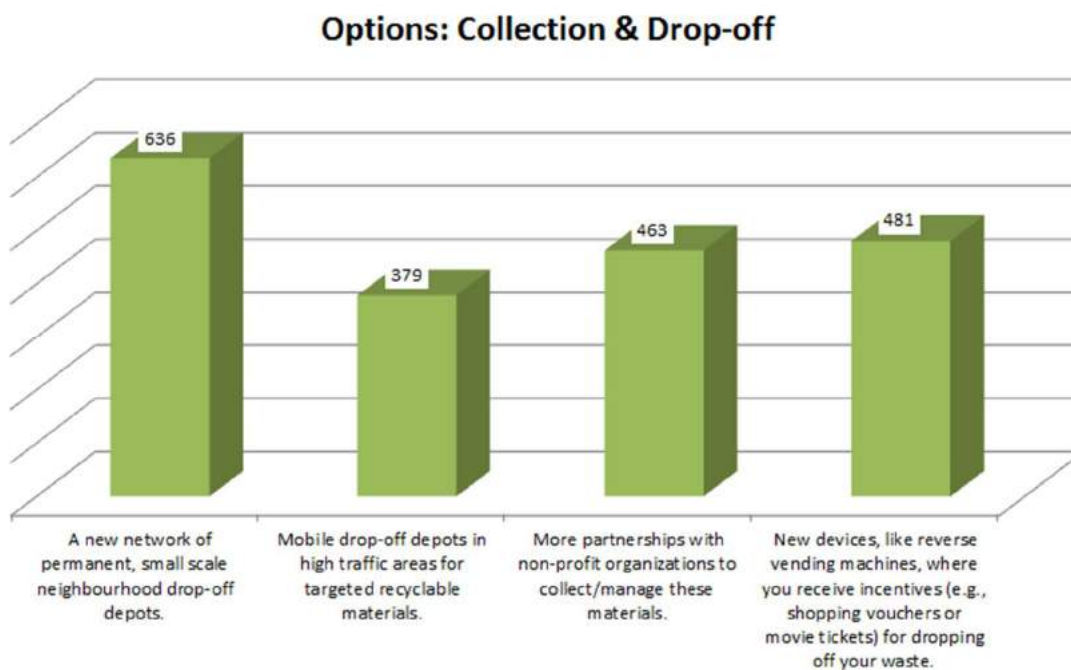


Table 22: Summary of Comments on Collection and Drop-off

Summary of Survey Comments on Collection And Drop Off Options	
Theme	Highlights of Feedback Received
Convenience and Accessibility is Important	<ul style="list-style-type: none"> • Please remember especially in the core many of us don't have cars (7 comments). • Make it convenient – Don't make it harder on me to recycle/get rid of my waste. Concerns were raised about having to wait for a certain day, store material or drive somewhere (7 comments). • Need to consider different needs, such as senior's condos (2 comments). There is often insufficient room in the units to store materials and challenges with mobility. • There needs to be more information on where to find places to take things back (3 comments). It was suggested to post a list of companies to drop things off at and what they will accept for recycling on Toronto.ca.
Ideas for Drop-Off Depots	<ul style="list-style-type: none"> • Drop offs should be transit friendly (2) and allow people to walk in. • All drop-off depots should have consistent hours and accept the same materials. • Longer/more convenient hours at drop offs are needed (5 comments). • Support and appreciation for Environment days and a desire to see them more often (4). More visibility and promotion was suggested. • Provide one-stop options for ALL recyclables (3 comments). • Have multiple drop offs in convenient locations (22 comments). Suggestions included: <ul style="list-style-type: none"> ○ Easy, colour coded bins that are easy to access, in locations where people buy these items in the first place (e.g., electronics at the electronic retailers; old meds at the pharmacies). Give these retailers some kind of incentive to have these bins in an easy-to-access location. This could be a win-win, as the stores could merchandise sales at the drop-off areas. ○ Every city-run place (e.g. civic centres) should have drop-off with clear signage and communication. ○ Locate with other services / places that people frequently visit (e.g., post-office, mail boxes, TTC bus & subway stops, grocery stores, sports complexes, downtown apartments and condos, community centres, libraries, major stores, MP, MPP, or Councillor's offices, churches/places of worship). ○ Locations could be added to the mobile app idea so people can find the closest ones easily. ○ Drop-off locations need video monitoring in case people start dumping everything. ○ Concern that permanent, unsupervised sites will become huge unsightly garbage dumps (2 comments). ○ Battery recycling bins + education about not putting batteries in landfill. • There was some support for Mobile Drop offs (4 comments). Key locations would be high traffic areas such as Yonge and Dundas, Queen and Dufferin, Chinatown. It was noted as important to make sure people are expecting a truck to come by so they can have materials ready.

Summary of Survey Comments on Collection And Drop Off Options	
Theme	Highlights of Feedback Received
Need for More Curbside Pick-up	<ul style="list-style-type: none"> Expand curbside Pick-up materials as it is most convenient (8 comments). An aging population was noted in support of expanded curbside pick-up of materials. Have special curb-side pick-up days for big items (e.g., Furniture. (3 comments). There should be a reuse pick-up (2 comments). Reusable materials could be donated to suitable charities. Provide homeowners with more convenient pick-up options to dispose of construction waste, and to make it easier for excess construction material to be reused or traded (4 comments). Stick to the schedule - yard waste can sit on the curb for up to two weeks. More frequent/expanded 'toxic taxi' visits or other way to pick up HHW (8 comments). One person commented that the "toxic taxi" program is great - but few seem to know that it exists. HHW collection in a special box as part of regular collection was suggested. Special pick-ups for biohazard or pest laden waste (bedbugs, feces or dead animal, contaminated waste) was suggested.
Producer should Participate in Collection	<ul style="list-style-type: none"> Producers should also have to pay for the amount of waste they are creating. The producer should be taking on some of the infrastructure costs and collection fees (2 comments). Why can't manufactures of large appliances pick up and dispose of worn out appliances, or make a better long lasting product. Support the return of products and their packaging materials back to the retail point of purchase (8 comments). There is much to be learned by the producer when the retailer is responsible for returning used products and packaging back into the hands of the first importers and producers.
Incentives are Needed to Encourage Drop-off	<ul style="list-style-type: none"> Some liked the concept of reverse vending machines feeling that they provided an incentive to divert material (14 comments). Comments included: <ul style="list-style-type: none"> Could be expensive and would need to be in many convenient locations or people still may not use them. School and University campuses were suggested. Need to be emptied regularly. Important that it not create more waste. Many retailers of electronic products, e.g. Best Buy and Staples, are already providing this service. Malmö, Sweden has some very interesting 'reverse vending machines' placed at retailers, gas stations, etc. around the city. Most grocery stores in Sweden have machines to return bottles. Perhaps a person, rather than a machine, could give out the incentive. Rather than offering vouchers or discounts on new products (thus creating more waste), offer discounts (or develop an app for a credit point system) on services (e.g. snow shovelling, lawn cutting, haircut) or necessities (e.g., groceries). The perfect incentive would be extra garbage tags for "just in case". Experiential vouchers make more sense than rewarding with more "stuff". Reverse vending machines are not necessary (2 comments). You just need to make it convenient and educate people on where they can conveniently drop things off for proper disposal. Resist incentivizing 'good' actions, rather, make them a community standard.

Summary of Survey Comments on Collection And Drop Off Options	
Theme	Highlights of Feedback Received
	<p>People tend to mimic what is defined as actions that are 'good' for the community.</p> <ul style="list-style-type: none"> If you offered even a small financial reward like the deposit on bottles or some swag coupon for being a good citizen someone would collect these items and take them to depots (2 comments). Partnering with a big corporation was suggested to provide the incentive.
Form Partnerships with Not-for-Profit and Others	<ul style="list-style-type: none"> Support of partnering with both for profit and not for profit organizations to make it easy for people to divert wastes (10 comments). Suggestions included: <ul style="list-style-type: none"> Electronics can be dropped off at the Salvation Army, this is not well known. Connect with for-profit (Pizza Pizza collected cameras recently) or with City "facilities" such as libraries or the TTC. Pilot projects / partnerships with innovative companies like TerraCycle. <ul style="list-style-type: none"> Direct support of Repair café. Partnerships with businesses for return of batteries, ink cartridges, etc. Inter-school competitions for kids to collect electronic waste for recycling. Could be worked into a curriculum. If you have partnerships with non-profits you have to fund them to do the work. Create a funding stream through Waste Management for non-profits who support waste reduction, reuse and recycling It would be helpful if the non-profit organizations better coordinated; they seem to be in competition and are often overwhelmed with stuff. Perhaps they could work together to better get what they want, and better direct what they don't. More local community composting bins with good signage about what is acceptable. Knowledge that the results of those bins feed trees shrubs flowers in local parks! Whenever people leave used articles out for garbage collection, City could leave information about alternative disposal methods. Any electronic waste, metals, liquor bottles left in my neighbourhood (mid-town) is always scooped up by private guys looking for items to sell – these items should be going to the not-profits.
Collection Bins	<ul style="list-style-type: none"> Please get rid of all those ugly bins. All waste can be put in Plastic Bags. These can be processed with some technologies.

3.3.4.5 Multi-Residential Homes

Apartments and condos make up approximately half of the housing in Toronto, but only divert 26% of their waste from landfill; residents living in single family homes divert 66%. Survey participants were asked which of the following six possible options would be most helpful for increasing diversion in apartments and condos:

- Better communications/education for property managers, landlords and tenants;
- Mandatory recycling requirements and the use of by-laws and enforcement;
- On-site composting of food waste and/or use of garburators in buildings;
- Better tracking to know when collection containers are full and need to be picked up;
- New collection approaches that increase convenience; and
- I don't know.

A summary of how many times each option was selected is shown in **Figure 14**. Participants were also asked to provide any comments on these options and any other ideas to help divert apartment and condo waste from landfills. Comments received are summarized in **Table 23**.

Figure 14: Multi-Residential Homes Options Considered Most Helpful to Increase Diversion

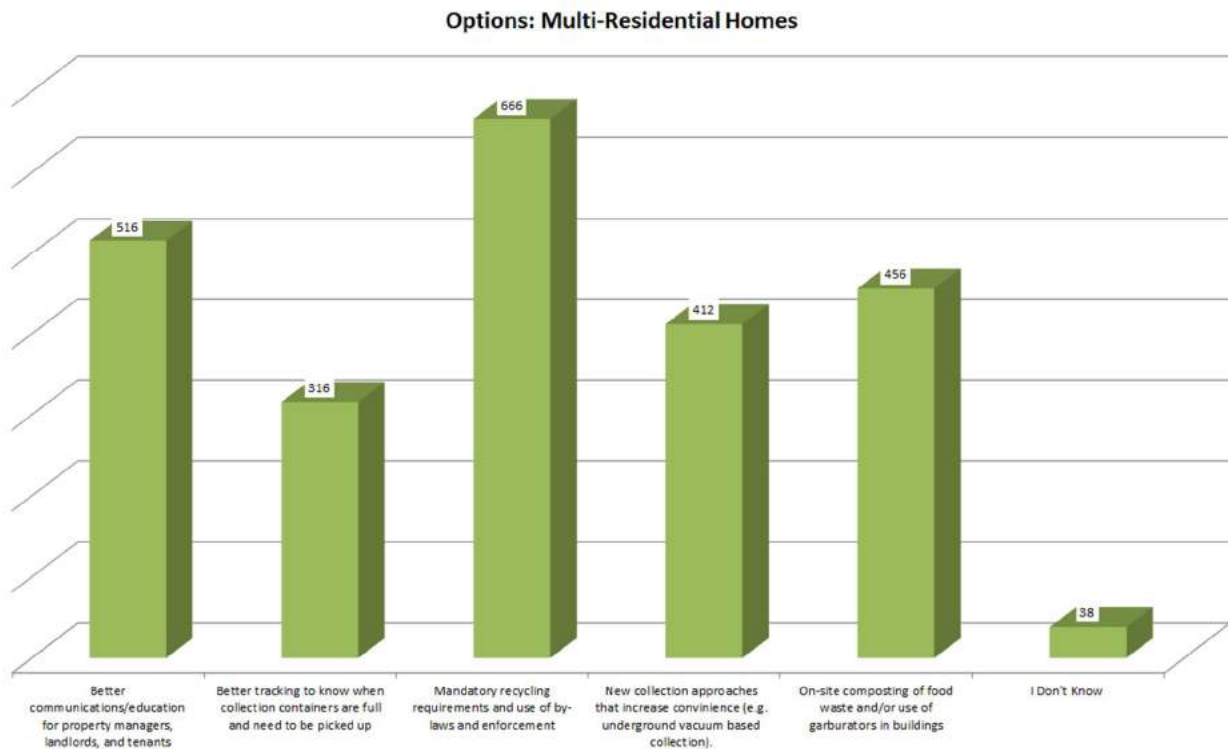


Table 23: Summary of Comments on Multi-Residential Home Options

MULTI-RESIDENTIAL OPTIONS	
Theme	Highlights of Feedback Received
More Accessibility/ Convenience for Multi-Residential	<ul style="list-style-type: none"> Convenience is critical to increasing diversion (11 comments). <ul style="list-style-type: none"> Taking garbage down the elevator is not convenient; however, garbage chutes don't always fit larger items. Convenience should not be too costly. Most people in multi-family units don't care about recycling. It needs to be easy for them to recycle. People in apartments want to recycle it is just SOOO inconvenient! Diversion is more difficult for multi-family homes (8 comments). <ul style="list-style-type: none"> Consider buildings that have 75% frail seniors. Items to be composted and recycled should be simplified. Condo owners pay their taxes and yet don't seem to have the same rights in terms of waste pick up as single homes. There should be 100% availability of recycling and composting facilities in all condos and apartment buildings.
Accountability of Managing your Waste should be Encouraged	<ul style="list-style-type: none"> Lower diversion rates could be attributed to tenants not having a personal investment in waste diversion. It can be 'anonymous' when it comes to taking out the waste (5 comments). Suggestions to encourage more accountability could include: <ul style="list-style-type: none"> RFID or similar unique tokens that open the garbage chute room on each floor. On a monthly basis a list could be published in the building (without names, just unit numbers) about how often the garbage room was accessed by each unique tenant. (Assuming all SSO and recycling has to be brought down separately). Fundamentally, transparency is missing from multi-res units and while all home-owners are accountable to their neighbours and there is a level of transparency that can't be avoided curbside, this has never been established in multi-res. A billing system for individual tenants would help similar to a data fee on your phone bill. If it's just rolled into the monthly rent, it becomes hidden. Incentivize building owners / managers / individual residents. There could be fees for garbage removal, and no fees for compost and recycling.
New Approaches to Collection/Drop-off	<ul style="list-style-type: none"> Suggestions for City-provided servicing included: (8 comments) <ul style="list-style-type: none"> Support landlords that have space limited sites by allowing the use of City property for collection, focus all on sizes of residential unit. Reduce fees for collection of multi-residences. Provide more frequent pick-ups. Provide incentives for buildings to install better facilities. Promote city-only pick-up up and no private collection/diversion. Green bin pick-up should be available for apartment buildings (2 comments). Older buildings may benefit from a hallway recycling program, where maintenance staff (or a service) collects recycling from the hallways once a week, similar to curbside service for homes.

MULTI-RESIDENTIAL OPTIONS	
Theme	Highlights of Feedback Received
	<ul style="list-style-type: none"> Programs to divert more materials should be encouraged (9 comments). <ul style="list-style-type: none"> Provide neighborhood drop off depots in the building. This could include batteries and electronics drop off. Have a designated 'swap' area where residents can deposit items they no longer want and other residents can pick up. These can be donated to charities periodically or thrown out. An online directory can be used to alert other residents when items are dropped off. There could also be resident-focused wanted/offered bulletin boards. A large item pickup, and separation program for different types of "waste" are needed. Every 6 months a collection of house hold waste like paints, perfume cans, car oils etc. and larger items to prevent environmental pollution should be provided. Then residents are reminded that they do not have to toss those toxins in the environment and learn about the risk from them. Update existing chutes, or how chutes are used (25 comments). <ul style="list-style-type: none"> Provide/revamp chutes or provide drop off locations for all materials on all floors to take garbage, recycling or organic. Find easier methods of waste diverting, color coded bags for older buildings that don't have tri sorters, that way everything can go in one chute tube. Close all garbage chutes and organize one central location for all trash, recyclables, and organics. Garbage chutes should be used for organics and not garbage. Considerations of where the recycling bins are placed (6 comments). <ul style="list-style-type: none"> Place the recycling bins close to the parking lot in a convenient location to encourage use. Recycling bins in the garbage room might help reduce the amount that goes into garbage chute. Consider alternative sorting systems (2 comments). <ul style="list-style-type: none"> Optical sorting would increase the recycling rate tremendously for a very low investment cost. The same chute is used for the various fractions the same truck is used to take the waste away. Only a sorting station is needed somewhere in the system. Another advantage with optical programs is that additional fractions can be introduced over time. Only when we run out of colours have we reached the limit for optical sorting. Optical sorting can also be combined with underground waste collection. Using the Optibag system where residents sort their waste in differently coloured bags and put all bags mixed in one and the same bin/skip. The bags are then sorted by colour, centrally. Smart bins that communicate when they are full. Encourage on-site composting (8 comments) <ul style="list-style-type: none"> Use small scale digesters (similar to the one at ACC). Limited space in multi-family buildings for compost; however, perhaps apartment buildings could have compost systems on their rooftops and make their own soil to be used in the apartment building's landscape.

MULTI-RESIDENTIAL OPTIONS	
Theme	Highlights of Feedback Received
	<ul style="list-style-type: none"> ○ On-site composting won't work as people may throw anything of everything anyways. If there is a hygienic way to collect compostable waste (compost elsewhere) that would be ideal. ● Usage of Garburators (6 comments) <ul style="list-style-type: none"> ○ Garburators are appreciated by some as a way to manage compostable materials. ○ Most jurisdictions are moving away from garburators. Why would Toronto want to increase the need for water treatment by throwing organics in the sewage system? ● Stop asking people to sort. Have one combined garbage and recycling bin that gets sorted at the plant. ● Make the recycling room more usable. This includes hand sanitizer on the wall, some stats about how important recycling is and how little is diverted in condos, proper signage etc. (2 comments) ● Green lids should stay closed. The current model is not secure and raccoons and other vermin are a constant problem. Provide smaller green bins that hold odours for apartments. In winter months it is a problem and makes snow removal more difficult.
Compliance and Enforcement Measures	<ul style="list-style-type: none"> ● Use of regulatory mechanisms (34 comments) <ul style="list-style-type: none"> ○ Adapt building codes to require easier recycling options for residents of apartments and condos Suggestions included required separate chutes, imposing space requirements for waste management and requiring a compost bin. ○ Consider requiring all landlords to meet mandatory new systems (including things like a free pickup of reusable items, green bins to all residents). ○ Make it mandatory for all buildings to retrofit and have a minimum of two chutes. ○ Ban garburators. ○ Require landlords to have more recycling capability. ○ It's time for apartment and condo dwellers and the management of those buildings to start pulling their load and diversion should be mandatory. ○ Limits that apply to single-family dwellings should apply to condos and apartments. ○ Consider mandatory training/licensing for multi-family buildings on what is waste, recycling and repurposed. ● Use of incentives (32 comments) <ul style="list-style-type: none"> ○ Provide a financial incentive for compliance and/or increase penalties (taxes) for excess garbage. ○ One participant suggested the City require certain buildings to pay a person to sort building waste. Tax credits or rebates were suggested as incentives for landlords with good participation. ○ Give incentives when certain targets are met. ○ Maybe release a public list of the best buildings and worst buildings in

MULTI-RESIDENTIAL OPTIONS	
Theme	Highlights of Feedback Received
	<p>the city. Reward the best buildings. Encourage the worst buildings to get themselves off that list.</p> <ul style="list-style-type: none"> Enforce non-compliance (10 comments) <ul style="list-style-type: none"> Track and penalize people who don't participate. Follow up when a tenant makes a complaint that their landlord does not provide adequate recycling. Enforce by-laws, including people putting waste into community bins or dumping. Fines need to be high enough to make recycling and waste reduction a financially necessary option. Site specific audits should be completed. Some participants expressed concerns about mandatory recycling by-laws (4) <ul style="list-style-type: none"> City never has enough officers to enforce by-laws. Feels heavy handed. Difficult and/or costly to enforce.
Community Outreach and Education	<ul style="list-style-type: none"> Communication from the City (3 comments) <ul style="list-style-type: none"> Include everyone in outreach, whether serviced by City collectors or not. Communication from property manager (7 comments) <ul style="list-style-type: none"> Have the property managers meet with tenants on a bi-weekly basis to ensure tenants are properly recycling, Education material for new residents to Toronto. Outreach to immigration support organizations with material in different languages. In these buildings everyone is a captive audience in the elevator. Encourage landlords to communicate building recycling/diversion initiatives in elevators. Providing easy-to-post charts of what can / cannot be recycled (e.g. in hallways, next to the garbage area) could also help because there are so many materials that can / cannot be diverted and this has changed over time. There should be official posted signs in the waste disposal rooms with clear lists of what can and cannot be recycled, etc. Orientation should be provided to each new tenant or condo owner once they move in. Surveillance of the recycling area could give the feeling that they must sort appropriately. Encourage building champions. <ul style="list-style-type: none"> "Champions" that are the same ethnicity of apartment dwellers and can explain, in their own language, why it is important to recycle. Recycling may have not been a priority in the countries where they originated from. Education of tenants is key! Marketing materials should be clear (5 comments) <ul style="list-style-type: none"> Better signage. Better education. Better communication. Many tenants do not understand waste diversion rules. There is little guidance and a lot of rules, seemingly more all of the time.

MULTI-RESIDENTIAL OPTIONS	
Theme	Highlights of Feedback Received
	<ul style="list-style-type: none"> More comprehensive list of recyclables. Provide recycling instructions to occupants of buildings with private-sector waste collection. (The City would partner with each private collection company to describe their rules.)
Encourage Community Partnerships	<ul style="list-style-type: none"> More promotion by the City for community composting facilities. <ul style="list-style-type: none"> E.g., Community composting facility run by the Oak Street Cooperative community near Dundas Street East and River Streets. Landscapers provided with composted green waste. Charity drop-off bins should be available in buildings. Set standards, provide resources (knowledge, some funding) and require that building residents form commissions to resolve how best to meet them according to local contexts. This would also build sociability and ties.
Provision of Performance Metrics	<ul style="list-style-type: none"> Online apartment listing database with recycling data should be available for all public to see.
Training and Education	<ul style="list-style-type: none"> Training should be provided for landlords/property managers. (8 comments) <ul style="list-style-type: none"> Property managers can ban together to get bids for contracts. More properties may give a better price, tendering services, etc. Works well for ICI, may work well for multi-res property managers. Also, there are certifications for MURBs through BOMA. Mandatory program (also accessible to tenants) should educate them about triage and waste diversion. Education of condo boards so that they take on "shared responsibility". Importance of each citizen understanding that he/she is very important in cutting waste and knowing HOW to recycle. Show examples of buildings that are handling their waste/recycling well and have open houses to show landlords how it is done. Presentations don't always sink in. Have workshops and education events once per year onsite. Once per year because there is a high turn around in residents each year. Many newer residents (both to Toronto and to apartment/condo living) are not familiar with Toronto's waste reduction programs and find it confusing.
Waste/Recycling Facilities	<ul style="list-style-type: none"> Look at large scale recycling depots that are in neighbourhoods (look at the Netherlands and their underground recycling storage units - that are picked up by large trucks).
Deposit Returns	<ul style="list-style-type: none"> Eliminate deposit/returns from all products. Condos and apartment tenants have no room to store them and few have vehicles to return them in. Provide return deposit kiosks nearby. Put deposits onto containers. Stop treating waste like garbage. If there is a value attached to them, many will be returned.

3.3.4.6 Energy from Waste

Survey participants were asked for their thoughts on energy from waste. A total of **695 comments** were provided on this topic. Out of this, **55% (379)** comments were raised in support of energy from waste and **13% (88)** comments were against energy from waste. **33% (228)** of the comments on energy from waste were provided by participants that did not know whether they were for or against energy from waste. A summary of the comments received on energy from waste is provided in **Table 24**.

Figure 15: Survey #3 - What was said about Energy from Waste

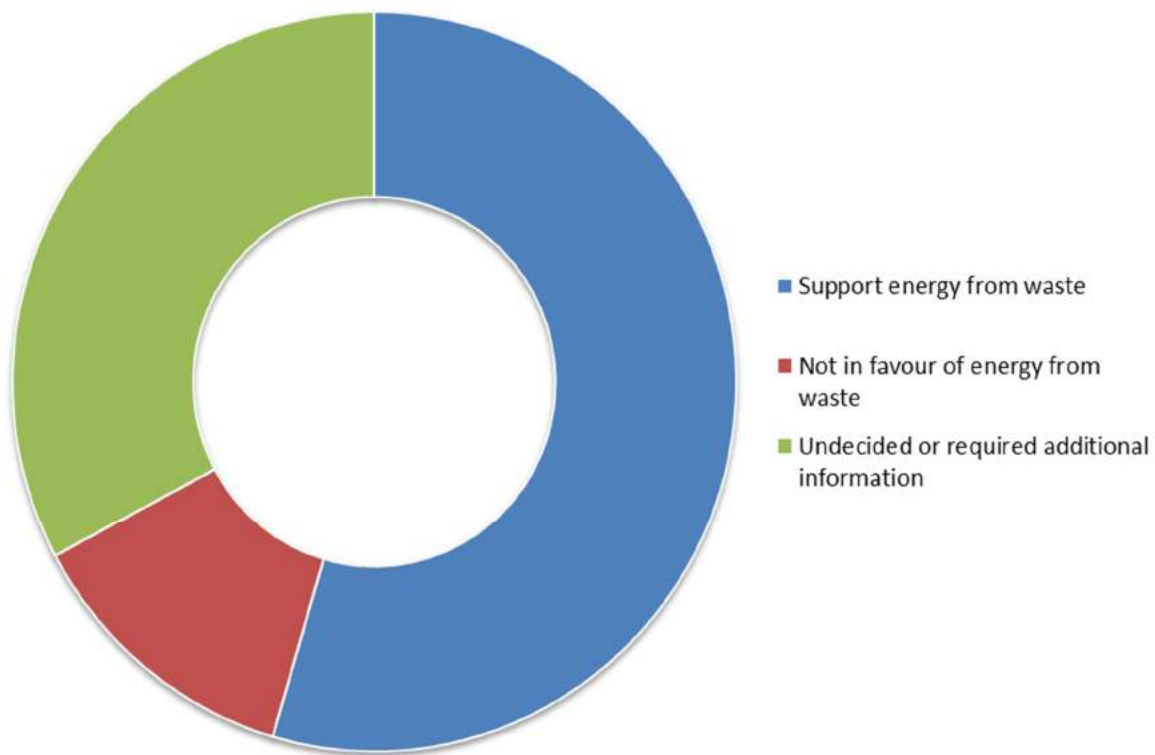


Table 24: Summary of Comments on Energy from Waste

ENERGY FROM WASTE	
Theme	Highlights of Feedback Received
General Opinion About Energy From Waste (EFW)	<ul style="list-style-type: none"> Not supportive of the idea of Energy from Waste (88 comments). <ul style="list-style-type: none"> Causes pollution of the atmosphere. Too expensive and should not be an option. Incineration is expensive and not sustainable Discourages other forms of recycling We should be focusing on reduction and large facilities move us away from this focus. Not an efficient way to generate energy. Supportive of considering Energy from Waste (379 comments). <ul style="list-style-type: none"> Should be explored; others are doing it. There are many big cities around the world utilize energy from waste processes. Some European countries and Japan have nice incinerator buildings inside the city core and are not affecting city operation. It is a good way to recover if clean and green technology can be used with minimal impact to air quality. Good in concept as long as recyclables are removed first. If the goal is to reduce waste, then presumably, this source of energy will eventually run out!
Research and Technology Ideas	<ul style="list-style-type: none"> Research liquid based depolymerization methods that do not emit particulate pollution into the air. Consider newer technologies e.g. mechanical biological treatment and refused derived fuel Dehydration using the same technology as vacuum packing aided by mechanical pressure. New and emerging technologies such as gasification and waste pelletization are excellent initiatives, more so if they are implemented in small and medium scale (rather than creating mammoth processing plants). Capture the energy and start laying an underground heating system under bike lanes and sidewalks and areas that hard to plow in the winter. There are many examples from northern Europe. Biochar is a great method of removing all of the bad gases (in an oxygen-free process) that produces biochar as a revenue stream that can dramatically assist food-growing, green roofs, gardening, etc. Technologies such as pyrolysis and plasma-arc gasification are less dirty than "incineration" technologies from the 90s. The city needs to communicate that to the public. Any facility in the GTA needs to go above and beyond environmental regulations.

ENERGY FROM WASTE	
Theme	Highlights of Feedback Received
Undecided about Energy from Waste	<ul style="list-style-type: none"> • Generally undecided about EFW as an option for the City (228 comments) • More information is needed related to risks, costs, technical aspects of the process (84) <ul style="list-style-type: none"> ○ Would need more information to have coherent reactions/opinions. ○ Not well enough informed about the options but certainly believe this avenue should be explored. ○ A bit scared of this option. We need to consider entire life cycle assessment of the remaining waste composition prior to EFW. ○ Must do our due diligence to make sure they are wise investments. ○ Would want the city to conduct an EA on any such option, and would hope somebody would put some thought into how to pay for it. ○ Sounds like a good idea, but would need to know more about the cost and environmental impact.

3.3.4.7 Landfill

The survey noted that even with our best efforts to reduce, reuse, recycle and recover waste, there will be some materials left over that require disposal in a landfill. The following four possible landfill related options were presented:

- Use a private sector landfill;
- Expand the City's Green Lane landfill near London, ON;
- Find more space in active and/or closed landfills owned by the City; or
- Purchase another landfill.

Participants were asked for their thoughts on these options. The comments received are summarized in **Table 25**. The following sections summarize individual thoughts on the different landfill options presented.

Table 25: Summary of Comments on Landfills

LANDFILL OPTIONS	
Theme	Highlights of Feedback Received
Do Not Use a Private Sector Landfill	<ul style="list-style-type: none"> • Not in favour of using private sector landfills (27 comments). <ul style="list-style-type: none"> ○ Lack of trust in private sector and difficulty monitoring private sector operations (11 comments).
Use a Private Sector Landfill	<ul style="list-style-type: none"> • In favour of private sector landfills (22 comments). <ul style="list-style-type: none"> ○ Expand by using a private sector landfill only if an impact assessment is done first and it is monitored closely (2 comment).
Expand Green Lane	<ul style="list-style-type: none"> • Expansion of Green Lanes and city existing landfills (53 comments) <ul style="list-style-type: none"> ○ Expansion makes the most logical. ○ Expansion avoids using the private sector which is difficult to monitor. ○ Expand Green lanes but mining this site may be difficult because the City is so urbanized (1 comment).

LANDFILL OPTIONS	
Theme	Highlights of Feedback Received
	<ul style="list-style-type: none"> ○ Expand however where available enforce other forms of managing waste to limit how much goes to landfill in the first place. ○ Expansion only in the short term. • Not in favour of expanding Green lanes <ul style="list-style-type: none"> ○ London has done enough and the City should take responsibility.
Expand Existing Landfills and then Purchase Another Landfill	<ul style="list-style-type: none"> • In favour of both expanding green lanes and finding more space in active or closed landfills owned by the city (12 comments). <ul style="list-style-type: none"> ○ This would be the first option to pursue and expanding green lanes and purchasing another landfill or expanding other city landfills is pretty much the same thing.
In support of Finding More Space First	<ul style="list-style-type: none"> • In favour of this option (89 comments) <ul style="list-style-type: none"> ○ Find a way to reuse what the City already owns this is cost effective and the least risky. ○ Find create ways to use existing spaces (e.g. Leslie Street Spit, skateboard parks and Hills). ○ I would like Toronto's landfill(s) to be in or as near to Toronto as possible - less bad publicity, less transport costs. ○ Look at using closed landfills for disposal in conjunction with remediating these sites. • Mine existing landfills to reclaim recyclable or compostable materials. (11 comments) <ul style="list-style-type: none"> ○ While disposal is bad, landfilling stuff at least keeps open the possibility of "mining" materials in the future (i.e., stuff we're throwing out today but could be used tomorrow). • Mine existing landfills to create disposal capacity. (4 comments) <ul style="list-style-type: none"> ○ If you could find more space in existing landfills, that would be good, but we need to focus on reducing this kind of garbage in the first place. ○ Re-open closed landfill, extract recyclables, and re-use that landfill. ○ Excavate existing closed landfills and reclaim materials that otherwise should have been diverted.
Not in Support	<ul style="list-style-type: none"> • Not in favour of expanding landfills or using City landfills at all (62 comments) <ul style="list-style-type: none"> ○ Landfills are a dead end and are not a solution to the problem. ○ Too much energy is wasted taking garbage to a landfill and nothing should go to landfill. ○ Other ways of managing waste are better than landfills like high tech incinerators. ○ Burying waste is an old concept and should not be the way we manage waste, instead we should recycling and reusing materials at a target (e.g., Toronto to reuse 80% of waste).
Purchase Another Landfill	<ul style="list-style-type: none"> • Purchase landfill sites is a good option (24 comments) <ul style="list-style-type: none"> ○ Canada is a large country and we should be purchasing new landfills. ○ New landfills should be in close proximity to the city so people are more aware of how we generate waste, but this only applies to non-hazardous

LANDFILL OPTIONS	
Theme	Highlights of Feedback Received
	<ul style="list-style-type: none"> waste materials. ○ Mandate burying waste under future development lands (e.g. big parking facilities or factories). ○ Toronto needs another landfill but this should be a joint venture or shared responsibility with other municipalities. • • Opposition to purchasing another landfill. (3 comments)
Public Landfills	<ul style="list-style-type: none"> • Keep the landfill under the City's control. (16 comments). <ul style="list-style-type: none"> ○ Whatever option should remain public; since this is a public concern and the oversight of private initiatives to ensure accountability are as onerous as doing it publicly. ○ Need public accountability to ensure safety of water supply. • Landfill used by the city should be owned by the city so that the city can exert some control over the costs of tipping fees.
Don't Know / Can't Comment	<ul style="list-style-type: none"> • Not sure or not enough information provided to comment/make informed opinion. (42 comments) <ul style="list-style-type: none"> ○ You need to provide the cost of each approach in order for these options to be assessed. ○ I don't know enough about the costs (both financial and environmental) to comment on these.
Considerations for All Options	<ul style="list-style-type: none"> • Choose the option with the least environmental and financial impacts. (19 comments). <ul style="list-style-type: none"> ○ Pick an economically and environmentally sustainable solution that will last long-term. ○ Minimizing carbon emissions to transport waste should be considered in addition to all-in costs to acquire and operate potential additional landfill sites. • Consider all proposed options (38 comments) <ul style="list-style-type: none"> ○ A scorecard or rating system, clarity around the decisions will help people understand better. ○ All options should be on the table and it may be they need to be used in combination with each other. ○ A necessary evil - do what need to be done (along with all the reduction work). • Choose the cheapest option (15 comments) <ul style="list-style-type: none"> ○ As a City taxpayer, I am solely concerned with what is going to cost me the least. • Choose the option with the least environmental impacts. (8 comments) <ul style="list-style-type: none"> ○ I think whatever option has the least impact on nearby communities is best. ○ Safety and longevity should be key decision points.
Waste Reduction and Diversion	<ul style="list-style-type: none"> • More efforts required to push people to reduce waste that is generated (9 comments) <ul style="list-style-type: none"> ○ Use less. Buy less. Make less... hopefully resulting in making less to dispose.

LANDFILL OPTIONS	
Theme	Highlights of Feedback Received
	<ul style="list-style-type: none"> ○ I think if we had reuse it centres where people could go through junk and find resources for their building or art projects it would divert a surprising amount of waste. • More recycling needed. (8 comments) <ul style="list-style-type: none"> ○ The City needs to put money towards educating the public about how to divert waste properly. Programs must be developed to recycle construction waste. More reuse of waste is needed. (2 comments)
Disincentives for Landfilling	<ul style="list-style-type: none"> • Increase landfill bans (by product type), toward an eventual long-term objective of closing all landfills. • Charge people more.
Landfill Location	<ul style="list-style-type: none"> • Site landfill within Toronto. (15 comments) <ul style="list-style-type: none"> ○ Out of sight, out of mind. People need to know that their thoughtless waste ending up in landfill affects us all. ○ This would reduce fuel consumption and GHG emissions generated by trucks hauling waste away to distant locations; it would also force us to be far more aggressive in reducing waste, as nobody wants waste in their own backyard. Let us also get Torontonians to think about what they would do if waste were required to be landfilled within each ward boundary where it was generated. ○ If Toronto really wants to be visionary, then Toronto's vision should be to manage 100% of its waste and accept 100% of its consequences locally, instead of shipping it off to others. • Site landfill close to Toronto. (12 comments) <ul style="list-style-type: none"> ○ Trucking just adds to the carbon footprint and can be expensive. ○ People may be more inclined to participate and change their behaviour when the threat of more garbage landfilled in the GTA is the only option. • Site landfill in a remote area. (3 comments) <ul style="list-style-type: none"> ○ A landfill in a remote area would be best, I think, where there is no run-off, perhaps on top of the Canadian Shield in a depression. Purchase a 1000 square mile plot of Crown land near a railway line, or were a rail spur can be built and develop a City owned and operated super waste management site. Why are we wasting agricultural land that's still needed for agricultural purposes in southern Ontario?
Decompose Waste in Landfills Faster	<ul style="list-style-type: none"> • Suggestions to find ways to speed the rate of decomposition of garbage in landfills. (2 comments) <ul style="list-style-type: none"> ○ The problem needs to be re-conceptualized; it isn't where do we put our garbage, it's how can we speed its decomposition. Fund research to help create the right conditions for quicker decomposition by biological and/or microbiological methods.
Alternative Ideas for Disposal	<ul style="list-style-type: none"> • In favour of using EFW technologies to reduce volume of residual waste sent to landfill, create energy and/or recover additional recyclables. (20 comments) <ul style="list-style-type: none"> ○ Incinerate what cannot be economically recycled and use the ash to extend the lake shore in the docklands area or build new ski slopes in our parks.

LANDFILL OPTIONS	
Theme	Highlights of Feedback Received
	<ul style="list-style-type: none"> ○ Volume for disposal and risk from leachate would be minimized with incineration (except for disposal of hazardous air emission control waste) - this would help. ○ The City should pioneer a best practices resource recovery centre that potentially could reduce waste destined for landfill to 90%+. ● Sell the waste to private industries that produce energy whether in or outside Canada. Use old mines or abandoned gravel pits (3 comments). ● Extend the City's less developed waterfront with landfill. ● Partner with other jurisdictions. ● Use some of the waste like the rock garden in Chandigarh and inspire people to do creative things with waste. ● Send waste to landfills in the US.
Closure Plans	<ul style="list-style-type: none"> ● Secure a parcel of land large enough to create a multi-use hill for winter sports (e.g., skiing, snowboarding, mountain biking). Long term build to take future waste and create a legacy resort. ● Put solar panels or wind turbines on the landfills once they are filled.

3.3.4.8 System Financing

The following seven possible options were presented in the survey to fund waste management in the future:

- Advocate producers of packaging to become more responsible for the cost of managing the waste they produce;
- Public/private partnerships for new waste facilities;
- Show separate fees for garbage, Green Bin and Blue Bin;
- Borrow money to pay for new programs;
- Charge Solid Waste fees that create a fully independent utility;
- Secure alternative revenue generation opportunities; and
- I don't know.

Participants were asked which of these options were appropriate for Toronto. **Figure 16** shows the seven options and how many times each option was selected in the survey.

Participants were asked for their comments on these options and whether there are additional options that should be considered. The comments received are summarized in **Table 26**.

Figure 16: System Financing Options Appropriate for Toronto

Options: System Financing

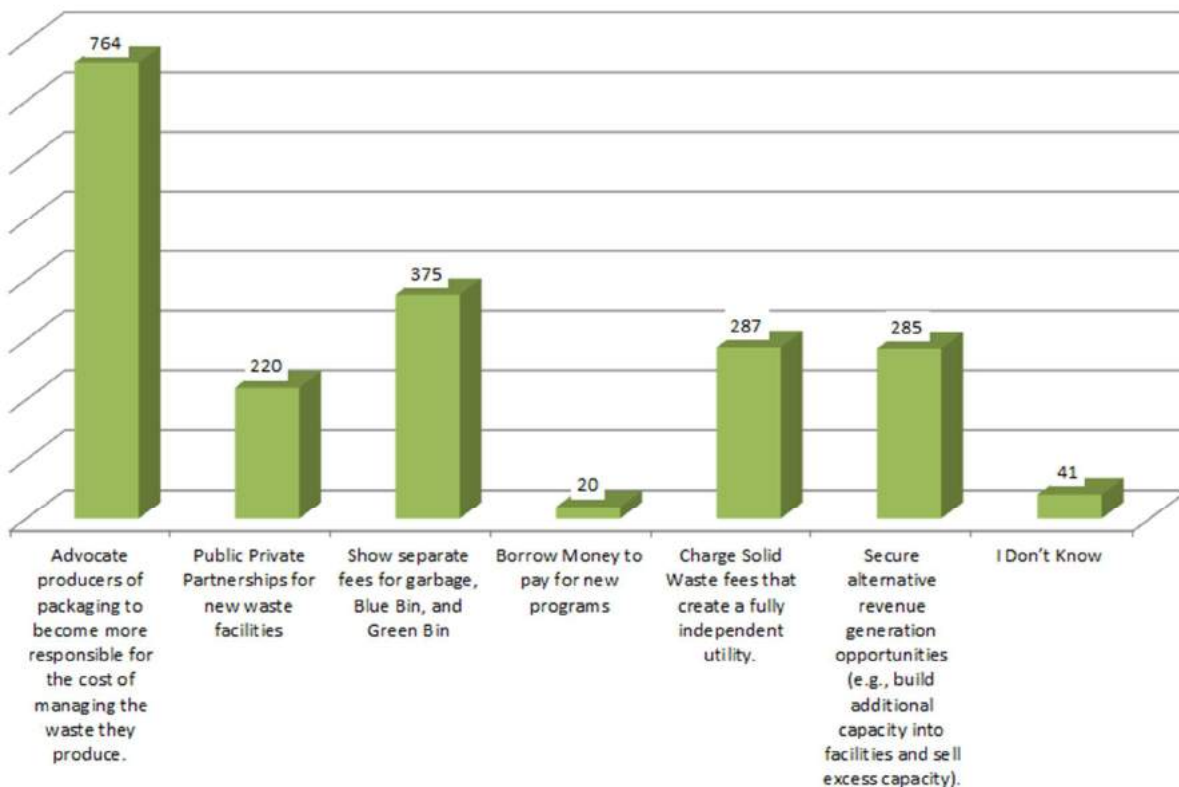


Table 26: Summary of Comments on System Financing

Summary of Survey Comments on System Financing Options	
Theme	Highlights of Feedback Received
Advocate Producers to be More Responsible for the Cost to Manage the Waste they Produce	<ul style="list-style-type: none"> Producers should be responsible for the costs to manage the materials they produce. Have incentives for those producers that reduce waste or use recyclable/compostable materials and disincentives for producers that create unnecessary waste or use unrecyclable products. This will make them be more innovative and find solutions to make their products less wasteful and more environmentally friendly. (55 comments). The City should do more than advocate – they should regulate changes to packaging and use of recyclable/ compostable materials for packaging (5 comments). <ul style="list-style-type: none"> I feel that the City has the purchasing power to influence corporations to adhere to new and minimal packaging requirements if they want to continue selling their products here. Excess/superfluous packaging is one item that I feel we can easily control. Collaborate with others to achieve goals. <ul style="list-style-type: none"> If higher levels of government do not get involved, then advocating to packaging producers is difficult. Collaborate with other cities to put pressure on producers of packaging: Toronto is not unique; many cities are facing the same challenges.

Summary of Survey Comments on System Financing Options	
Theme	Highlights of Feedback Received
	<ul style="list-style-type: none"> ○ If you pursue further EPR, work WITH producers to understand their unique challenges. ○ The City should pair Universities and Colleges with producers/first importers to come up with new designs that avoid wasting of energy use and finite resource use. • The emphasis needs to focus on the places/products that produce the waste. Fast food restaurants should be mandated to use re-usable dishes for its dine-in customers. • Include consumer education in school curricula on selecting products based on, among other criteria, responsible packaging. • If the producer is responsible, the cost will be passed to the consumer which is fair. If you can't afford the additional expense, you are less likely to buy and create more waste. • We need to invest more advancing the 3Rs, not expensive disposal technology that locks us in to dealing with the waste created by irresponsible producers.
Borrow Money to Pay for New Programs	<ul style="list-style-type: none"> • Opposed to this idea (4 comments) • The City should have a combination of charging fees and borrowing.
Charge Solid Waste Utility Fees	<ul style="list-style-type: none"> • Charge fees to recover the full cost of waste management provided there is strong oversight. This will help to reduce waste (12 comments). <ul style="list-style-type: none"> ○ Consumer and generator responsibility is as important as producer responsibility. Ensure accountability mechanisms that results in people/businesses paying the full costs of their choices - whether they are generators or producers. • Instead of user fees, work the costs of waste management into property taxes. (8 comments) • Do not charge more fees or taxes for garbage (8 comments) <ul style="list-style-type: none"> ○ Bin fees create bad behaviour. Households should be given large bins at no extra cost with instruction to only put the bin out when it is full. This will decrease cost of collection and decrease noise from collection. • Charging or increasing fees will increase illegal dumping activities (5 comments). • What is wrong with our current system of fees for bins?
Public/Private Partnerships	<ul style="list-style-type: none"> • Oppose P3s (9 comments) <ul style="list-style-type: none"> ○ The private companies are looking to make a profit and will have that in mind. ○ Public/private partnerships for facilities should not be pursued, as this has a higher net cost to the City to cover higher costs of capital and business risk. ○ Public/private partnerships invite deterioration of services, accountability to the electorate and fee increases. Infrastructure is a government responsibility that needs to be funded by the manufacturers. • Privatize the waste management system (2 comments). • Look at elements of public/private partnerships. How can businesses benefit from using these same facilities? What's the economic opportunity in by-

Summary of Survey Comments on System Financing Options	
Theme	Highlights of Feedback Received
	<p>products?</p> <ul style="list-style-type: none"> Facilities could be built in co-operation with other municipalities. P3s are also an option, but they tend to be a bit like borrowing, since the cost of the facilities has to be paid over time as part of the operating fees.
Show Separate Fees	<ul style="list-style-type: none"> Supportive of paying based on the size of the garbage can but not for paying for the Blue and Green Bins. (13 comments received) Charge more for garbage collection and less for Blue and Green Bin collection with strong enforcement. (7 comments) Separate the fees for waste collected so that users see how much waste they are generating and what it costs to manage the different streams. (8 comments). <ul style="list-style-type: none"> Do a study or a pilot area to flush out if there is a positive or negative impact on KPIs. Pay based on the weight of waste set out for collection. (2 comments) Charging not-for-profit association and companies for recycling will discourage them from recycling and produce more waste. This will be a cost for the city in another way. To encourage environmental stewardship, the City may need to subsidize waste management. Residents and businesses should have a financial incentive to recycle and compost. There should be a charge for people who litter.
Support for all Proposed Options	<ul style="list-style-type: none"> All the above and probably a number of others. The important thing is that the full cost for waste management is paid for by Torontonians. Ideally, the system should be designed to encourage recycling. All options should be explored by the city and yes producers have a role in managing their products.
Don't Know/Can't Comment	<ul style="list-style-type: none"> Don't understand what the options means: <ul style="list-style-type: none"> General comment. (5 comments) Solid waste fees/utility. (3 comments) Alternative revenue generation opportunities. (2 comments)
Product Packaging	<ul style="list-style-type: none"> Place taxes or surcharges on non-recyclable waste and use collected fees for waste management. (5 comments) Ban unrecyclable/unnecessary wastes (e.g., products made with composite materials, plastic bags, Styrofoam, etc.). (3 comments) Leave packaging at point of purchase. (2 comments) Give people reusable containers for common household products and advocate getting brands to ship large containers to retailers. You can still get the brands you like, (pay for) but the packaging issue is over. Follow Germany's lead from 20 years ago and force manufactures to produce less packaging and/or more environmentally friendly packaging. Social pressure played a huge roll, penalizing at the curb made consumers leave extraneous packaging at the retail which flowed up to manufacturers.
Greater Enforcement	<ul style="list-style-type: none"> Distribute fines for those that set out excessive quantities of waste. (8 comments)

Summary of Survey Comments on System Financing Options	
Theme	Highlights of Feedback Received
	<ul style="list-style-type: none"> Make multi-residential buildings more accountable for not diverting waste. (2 comments)
Reward those who Reduce Waste and/or Consistently Participate in Diversion Programs	<ul style="list-style-type: none"> Reward those who reduce waste or set out less garbage. (7 comments) <ul style="list-style-type: none"> “Reward households and neighbourhoods that reduce their waste with new public amenities -- gardens, parks, car-free streets, lower fees, etc.” Give incentives to landlords that set up proper waste management system in their building. Reward those who backyard compost or have vermicomposters since less organics to the Green Bin. Give tax credits to companies that do have sustainable practices in each sector - to encourage innovation.
Force Waste Reduction	<ul style="list-style-type: none"> Support any option that forces reduction in garbage and waste. (5 comments) <ul style="list-style-type: none"> “Companies and consumers should be charged for making/buying packaged products. There has to be a complete shift in consumer purchasing behaviour which would only be accepted if people had to pay for all the packaging they purchased just to throw it out after arriving at home. The incentive would be not to pay any fees by buying only products that do not produce waste at the end-consumer.”
Other Ways to Finance the System	<ul style="list-style-type: none"> Use EFW to generate revenue from the sale of electricity. (10 comments) Increase taxes on corporations. (5 comments) <ul style="list-style-type: none"> “Tax industries that do not use sustainable practices in order to pay for R & D and innovation.” Get funding from provincial and/or federal governments. (4 comments) Set up an extensive deposit-return system (4 comments) Encourage and fund local solutions to reduce the amount accumulating at the city-region level.
Find Efficiencies within Current System	<ul style="list-style-type: none"> Determine if the current level of City staffing is required. (2 comments) A \$350 million budget is sufficient to run the system. (2 comments) Look for efficiencies with current infrastructure (e.g., fleet, office space, facilities) (2 comments)

3.3.4.9 Industrial, Commercial and Institutional

The survey noted the following options for the management of waste from the Industrial, Commercial and Institutional sector:

- Continue to provide some collection but encourage the use of private sector collection;
- Expand collection services to gain more control and influence over waste diversion;
- Implement new policies to improve waste diversion without providing additional services; and
- Stop providing waste management services to this sector.

Participants were asked for any comments on these options and whether there additional options that should be considered. A summary of comments received on Industrial, Commercial and Institutional options is included in **Table 27**.

Table 27: Summary of Comments on Industrial Commercial and Institutional

Summary of Survey Comments on Industrial, Commercial And Institutional (ICI) Sector Options	
Theme	Highlights of Feedback Received
Continue to Provide Some Collection but Encourage Use of Private Sector Collection	<ul style="list-style-type: none"> Support providing some collection but encouraging use of private sector collection (11 comments) <ul style="list-style-type: none"> But provide a tax credit to those commercial businesses that divert and reduce waste. Privatize waste collection (6 comments) <ul style="list-style-type: none"> If private collection saves the city money, then why not use it. Private companies should hire private sector collection but the collection should have strict community oversight and enforcement so that the process remains clean and green and not necessarily all profit driven and greed motivated. The best operators who have a green conscious and concerned about future generations should be given incentives and recognition in a meaningful way that gives them further impetus to do better time after time. Work with the private sector to deliver services (5 comments) <ul style="list-style-type: none"> Maintain control of core waste management public services. Partner with private sector to encourage operational optimization and efficiencies. Don't stop providing waste management services to this sector, as this will make business less attractive in the city. Perhaps privatize half of the waste management service as was done for the residential waste collection. Private sector collection should be partnerships that give City ultimate control and ability to implement visionary waste reuse without years of fighting. The City should service particular types of customers (e.g., City buildings, small buildings). (2 comments) If a law requires private sector waste managers to use consistent separation rules, then the City can provide education and enforcement without having to expand collection services. Focus efforts on the industries that produce the most waste, and the most environmentally-harmful waste.
Expand Collection Services to Gain More Control and Influence over Waste Diversion	<ul style="list-style-type: none"> Agree with expanding collection services to gain more control and influence over waste diversion (50 comments) <ul style="list-style-type: none"> Charge ICI sector the true cost of providing the service and/or with increased fines for those that do not divert. (8 comments) Government is better at protecting the environment and serving public interest not leaving this to other institutions and companies to manage. Should not stop providing unless private options are more environmentally friendly than public ones. Perhaps the City should consider expanding services as a revenue generating opportunity? Many industries have quality standards for their products and suppliers

Summary of Survey Comments on Industrial, Commercial And Institutional (ICI) Sector Options	
Theme	Highlights of Feedback Received
	<p>because their customers demand it. The customers could incorporate waste management into their standards.</p> <ul style="list-style-type: none"> • Provide and expand services for smaller ICI sector organizations for which economies of scale make public collection services less costly than private collection. • There is a huge gap in thinking in these options from 1) let the private sector manage it to 2) Toronto managing it. Why not set the boundary conditions so that if you're a private waste management company that wants a business license to operate in Toronto, then you have to do x, y, and z. This way Toronto sets the outcomes, but gets the benefit of private sector competition. Create a by-law that says you cannot pick up garage, recycling, etc. unless you have a plan to meet our outcomes and implement it, and if you don't, then you lose your licence to operate.
Implement New Policies to Improve Waste Diversion without Providing Additional Services	<ul style="list-style-type: none"> • Support implementing new policies to improve waste diversion without providing additional services. (34 comments) <ul style="list-style-type: none"> ○ Change the laws so that Industry has to conform to the same laws as a residential customer who has his garbage picked up by public or private means. ○ Implement an accountability system so that this sector complies. Issue penalties for non-compliance. ○ Reducing waste across the board is so important considering the volume of industry. Waste handled by the private sector is still piling up somewhere. New policies are better to improve waste reduction. ○ You have to have policies that make sense and that allow people to make a living. Homeowners and consumers have to know that there is a cost to making stuff disappear ○ “Don't cut them off completely, because it will be a nightmare managing, containing quality control.” ○ “Make source separation of recyclables and compostable mandatory for the ICI sector. ○ “Incorporate a fine structure for violators who do not practice environmentally friendly waste management practices (in particular target businesses (including small business)).” • Require ICI sector to have onsite composting, or to separate garbage from recycled or reusable goods. It is important to maintain control in where the waste goes, in order to reduce the carbon footprint in transportation and the affect that dumps are having on ecosystems. • Any Waste Strategy has to begin with a firm commitment to reducing the amount of waste produced. If need be, this may have to be done by legislation.
Stop Providing Waste Management Services to this Sector	<ul style="list-style-type: none"> • Agree with stopping provision of services to the ICI sector. (17 comments) <ul style="list-style-type: none"> ○ As long as you enforce their need to participate in some way without hurting business opportunity in the City. ○ But monitor waste diversion and offers incentives to companies that are green.

Summary of Survey Comments on Industrial, Commercial And Institutional (ICI) Sector Options	
Theme	Highlights of Feedback Received
	<ul style="list-style-type: none"> ○ Agree with stopping collection to large companies but not to the small mom and pop shops. ○ Expand collection services to gain more control and influence over waste diversion. • Make for-profit companies pay for their own waste disposal. • If you stop providing waste management to these sectors the problem won't go away, it will just be hidden. It is an invitation to break the law, not help find a solution.
Don't Know/Can't Comment	<ul style="list-style-type: none"> • Not enough information/background provided to comment (17 comments) <ul style="list-style-type: none"> ○ The choice(s) might be different depending on the specific section of the sector. However, the choice(s) have to be efficient, have an eye on the long-term, and create motivation in the said sector to improve on their 3Rs.
Increase Enforcement	<ul style="list-style-type: none"> • The City needs to monitor and enforce participation in diversion programs. (24 comments) <ul style="list-style-type: none"> ○ There's a lot of waste that could easily be recycled and that should be mandatory for this large sector. ○ Monitor this sector and make it public if companies are not recycling/reusing everything that can be, possibly public/employee pressure will encourage them to divert more of their waste. ○ There's too much at stake to be parcelling it up and farming it out to others. A holistic, efficiently and effectively managed approach is what we need. No doubt it will cost more initially, but in the long run it will cost less. • We need stronger by-laws and investigations to discourage bad habits. Make individuals accountable. Create an incremental fine system. By-law officers should be checking City and non-City collected loads to ensure that all commercial customers comply. • Create an agency to audit waste practices of companies that have the ability to penalize those who do not engage in due diligence and best practices. • Encourage ICI employers to employ waste management specialists to reduce their waste.
Consistency with Residential and Non-Residential Sectors Programs	<ul style="list-style-type: none"> • Have the same programs for both residential and non-residential sectors (11 comments) <ul style="list-style-type: none"> ○ Systems, such as underground waste collection, can be designed to handle both types with separate payment structure. With more buildings and areas becoming 'mixed-use', being able to handle all types of waste with the same system will become increasingly important. ○ More people will be confused about the diversion programs since private collection companies have different diversion programs and in general they do not really encourage diversion. ○ This process needs to be streamlined and consistent across the board from cities to other provinces.

Summary of Survey Comments on Industrial, Commercial And Institutional (ICI) Sector Options	
Theme	Highlights of Feedback Received
	<ul style="list-style-type: none"> I think there should be a higher benchmark/standard/by-law for all of us, residential, ICI sectors, and it be streamlined with all organizations for efficiency.
Increase Fees or Fines	<ul style="list-style-type: none"> Impose fines/penalties to those not complying (9 comments) <ul style="list-style-type: none"> I think that these services [City collecting from ICI customers] should be reduced. I understand that businesses on streets receiving night collection may need this service provided through the City but others probably don't. Why not audit these businesses and cut off those (or fine those) that don't comply? Charge more or tax this sector. (6 comments) <ul style="list-style-type: none"> I think for large/chain businesses, they should pay much more to the city, whether or not they have some private collection. The amount of garbage and recycling created by these places should be taxed, whether or not the collection/disposal is actually handled by the city. The sector should pay the full cost for waste management (6 comments) <ul style="list-style-type: none"> Companies should be encouraged to incur less waste and pay for what they do dispose of. If businesses have to pay, they will reconsider how much gets thrown out. Why can't we change how they do business!
Provide Incentives to Reduce Waste and Increase Diversion	<ul style="list-style-type: none"> Provide incentives to those that reduce and/or divert waste. (24 comments) <ul style="list-style-type: none"> Charge for garbage, reduce fees/free for diversion programs. (3 comments) Provide incentives for organizations that are certified to ISO 14001. (2 comments) Offer incentives to companies that reach a diversion goal (e.g., discounted property taxes for zero waste). Recognition program, similar to top 50 employers, top 50 greenest employers. Reward companies that have gone paperless. Tax incentives for industries that come up with innovative ways to reduce their waste Mandate ICI sector to maximize reusing and recycling of materials by showing them that it will clearly result in lower expenses in managing wastes and real CSR towards the communities they serve or work in.
Waste Collection Should be Public	<ul style="list-style-type: none"> Keep public sector waste collection. (20 comments) <ul style="list-style-type: none"> Privatizing it leaves to less accountability from private companies. We need to start seeing waste as a resource that will make the City significant money in the long run. Key utilities and facilities should be owned by public. Garbage disposal should remain public, so that regulations remain under the jurisdiction of the City. Toronto cannot escape its duty to deal with the trash its businesses produce. Don't we get an income stream from them for picking up their garbage? Money coming in sounds good, and then we can help them reduce their waste by increasing the fees? (But not so much that they'll dump.)

Summary of Survey Comments on Industrial, Commercial And Institutional (ICI) Sector Options	
Theme	Highlights of Feedback Received
	<ul style="list-style-type: none"> Continue to service the ICI, ensuring cost recovery/profit from sale of their recyclables. Toronto's trucks are in the neighbourhoods for schools and hospitals already. We don't need another series of trucks on the roads duplicating routes. Ensure harmony between the ICI recyclable stream and the local residential stream. Consider collecting recycling and SSOs more frequently than garbage and allowing the sector to make arrangements above and beyond that schedule through private collection (which would be more expensive than the City's, and maybe charged higher tipping fees that would be passed on to customers that choose to create more waste). I don't think the City should stop providing services to this sector if it is being responsible in the 3Rs.
Collaboration Opportunities	<ul style="list-style-type: none"> Allow this sector (including non-profit organizations) to find users of their waste (4 comments). Work with the ICI sector to identify solutions to waste management (3 comments). Work with other City departments to look at the City-wide impacts of waste management (e.g., traffic, transportation). Business Improvement Associations around the city would be good organizations to consult on this. Continue to provide service to non-profit organizations.
Energy from Waste	<ul style="list-style-type: none"> Use EFW technology(ies) to manage ICI waste. (7 comments) <ul style="list-style-type: none"> All waste should be diverted to a "centre of excellence" for resource recovery from waste. You should consider not building an incinerator.
Provincial and/or Federal Support	<ul style="list-style-type: none"> Province needs to set ICI diversion goals. (4 comments) <ul style="list-style-type: none"> The province and City should work together with industry to encourage the use of 4R's to manage this waste stream more effectively. It is 2/3 of the waste stream so it needs to be dealt with. The ICI sectors together generate more waste than the residential sector yet have had a free pass on waste diversion. It's time that Ontario sets some regulatory framework in place; it should not be left up to individual municipalities/regions. ICI waste, in my opinion is a regional and provincial government matter that could also involve Federal regulation and strategies which may be implemented through private waste companies at the City level.
Small Businesses	<ul style="list-style-type: none"> Support servicing small businesses. (4 comments) <ul style="list-style-type: none"> Small businesses need city pickup. Their volume can be very small - not suitable for private contracts.
Education	<ul style="list-style-type: none"> Educate the sector about proper waste management. (5 comments) <ul style="list-style-type: none"> I think one of the keys is education about the amount of waste we produce - and aiming it at business and industry and to all sectors of the community - in many languages and on many platforms (social media, television, transit, etc.).

Summary of Survey Comments on Industrial, Commercial And Institutional (ICI) Sector Options	
Theme	Highlights of Feedback Received
Illegal Dumping	<ul style="list-style-type: none"> Concerns with illegal dumping. (5 comments) <ul style="list-style-type: none"> Do we trust the private operation to not dump illegally? If regulations became too strict, illegal dumping could be a problem? Monitor this sector to ensure that illegal dumping is not happening.

3.3.4.10 System Considerations

The survey noted that there are a number of other potential system-wide changes that will be evaluated including options such as:

- Continue collaboration with industry and municipal organizations to advocate for change and reduced waste;
- Evaluate impacts of alternative collection arrangement for apartments and condos, including more collection services being provided by the private sector;
- Explore use of bans, levies or fines to ensure proper disposal; and
- Review regulatory options through City of Toronto Act, new provincial waste legislation or by-law enforcement to encourage diversion.

Participants were asked for any comments on these options and whether there additional options for system-wide change that should be considered. A summary of comments received on system considerations options is included in **Table 28**.

Table 28: Summary of Comments on System Considerations Options

Summary of Survey Comments on System Consideration Options	
Theme	Highlights of Feedback Received
Continue Collaboration with Industry and Municipal Organizations	<ul style="list-style-type: none"> Continue collaboration with industry and municipal organizations to advocate for change and reduced waste (4 general comment indicated support, 1 comment was unsupportive). Bans are harsh and often not done for the right reasons. Collaboration is key as this is everyone's problem, not just bans, one of the stakeholders mentioned. This is a great start and kudos to the committee that is looking at this seriously.
Evaluate Impacts of Alternative Collection Arrangements for Multi-Residential Buildings	<ul style="list-style-type: none"> Evaluate the impacts of alternative collection arrangements to determine what options are available for multi-family buildings (5 general comments indicated support, 1 comment indicated unsupportive). Multi-family buildings are a huge, inefficiently operated sector. There should be focus on them as they are currently underperforming and not reaching City-wide targets (7 general comments). There are currently limited options for recycling. Often, options are not convenient. Expanded options that are easy to use should be a priority (3 comments). All buildings should be required to have organics and recycling collection programs (3 comments). Rebates should be a consideration when buildings are retrofitted to enhance recycling (e.g., retrofitting garbage shoots to accommodate recycling and

Summary of Survey Comments on System Consideration Options	
Theme	Highlights of Feedback Received
	<p>organics) (2 comments).</p> <ul style="list-style-type: none"> Alternative technologies should be considered (2 comments). <ul style="list-style-type: none"> A focus on older apartments is necessary as newer condos are built that can accommodate recycling and organics streams. External audits on buildings should be completed on contamination and waste stream.
Explore use of Bans, Levies or Fines to Ensure Proper Disposal	<ul style="list-style-type: none"> Bans, levies or fines to ensure proper disposal should be explored (30 general comments indicative supportive of this, 3 indicated not supportive). Ban plastic bags (3 comments) or bring back plastic bag fee (1 comment). Fine those who do not recycle (2 comments). Prior to fines, the first step should be education and enforcement (1 comment). The use of warnings prior to a fine should also be considered. <ul style="list-style-type: none"> All addresses within the City should abide by the solid waste by-laws regardless of if they are with the city or on private collection. There should be levies on the producers of the garbage. Bans or fines may not be effective as you would need evidence that the individual(s) responsible completed the infraction. I like the idea of levies - cost per unit of waste production - to encourage businesses to reduce their waste while recovering the cost of removal. Fines are harder to apply consistently.
Review of Regulatory Options	<ul style="list-style-type: none"> Review regulatory options through City of Toronto Act, new provincial waste legislation or by-law enforcement to encourage diversion. (10 Comments indicated support, 1 comment not supportive)
Support for All Proposed Options	<ul style="list-style-type: none"> 22 general comments indicated support. <ul style="list-style-type: none"> These all sound like important things to implement. It's good to know the city is considering this.
Don't Know / Can't Comment	<ul style="list-style-type: none"> Don't understand what the option means. <ul style="list-style-type: none"> General Comment (5 comments). Did not understand what was being asked (1 comment).
Promotion of Partnerships	<ul style="list-style-type: none"> Partnerships at all levels should be encouraged. This includes: <ul style="list-style-type: none"> Neighboring municipalities (3 comments). <ul style="list-style-type: none"> Avoid waste simply being diverted and dumped next door. Work with other jurisdictions to see if joint efforts can provide a better waste management system (2 comments). Recyclers for hard-to-recycle materials (e.g., teracycle), or City-wide systems to end markets to benefit from economies of scale (2 comments). Not-for-profits such as eco-depots, or a sorting spot prior to disposal (2 comments). Toronto Environmental Alliance. Other levels of government. Look to provincial government to take a leadership role in waste minimization and to encourage accountability.

Summary of Survey Comments on System Consideration Options	
Theme	Highlights of Feedback Received
Advocate Producers to be More Responsible for the Cost to Manage the Waste they Produce	<ul style="list-style-type: none"> • Ensure that laws and regulations are created that make producers/stores/packagegers more responsible for packaging (EPR Programs). (8 comments) • Make a distribution chain to collect the material (e.g., purchase bottled water in store, store has to accept empty bottle back for proper recycling). (3 comments) • Encourage manufacturers to use only environmentally friendly products. Watch what comes into Canada from other countries (2 comments). <ul style="list-style-type: none"> ○ Encourage retailers to offer discounts for products without packaging or reduced/green packaging. ○ If you are looking for a 30-50 year plan you need to have an answer for flexible packaging because in 30-50 years from now there will not be glass jars and heavy aluminum cans.
Responsibility of Alternative Collection for Multi-Residential Buildings	<ul style="list-style-type: none"> • City-owned (11 comments in support) <ul style="list-style-type: none"> ○ Private sector adds to the cost of waste management. ○ Do not leave this issue in the hands of the private sector, in fact take it right out. This is a governmental responsibility. ○ If privatization occurs, the City will not have an accurate picture of how much waste is being generated. ○ Hire more waste collection workers and have the city do it properly itself. • Privatized (4 comments in support) <ul style="list-style-type: none"> ○ Privatization should be connected with recycling so that haulers collect both recycling and garbage. ○ Privatize ALL the waste management system of the City. The City should only have an overseeing role. Only that way the system will be much more efficient and less expensive and more reliable.
Greater Enforcement	<ul style="list-style-type: none"> • There must be enforcement of by-laws and appropriate staffing levels. (14 comments) • By-law enforcement and education should be hand-in-hand. (2 comments) <ul style="list-style-type: none"> ○ If the intent is to actually beef-up regulatory options and actually be committed to use of bans etc., then do explore and review. Otherwise, don't even start that process. (2 comments) ○ Use revenues from fines to improve programs. ○ Better enforcement of non-recycling and contamination of products.
Reward those who Reduce Waste and/or Consistently Participate in Diversion Programs	<ul style="list-style-type: none"> • Determine what incentive / rewards programs could be put in place for recyclers. (14 comments) <ul style="list-style-type: none"> ○ Prefer incentives over bans/levies (1 comment). • Reward those who comply rather than just punishing (through fines) those who do not. (4 comments) <ul style="list-style-type: none"> ○ Points/rewards programs for bringing in your own cutlery/plates to fast food places. • Provide incentives and create programs in partnership with groups/stakeholders so they want to/benefit from participating. <ul style="list-style-type: none"> ○ Create a program where exchanging waste materials (e.g., high value recyclables) provides incentives such as TTC coupons. ○ Explore financial tools and incentives, such as making it more expensive

Summary of Survey Comments on System Consideration Options	
Theme	Highlights of Feedback Received
	<p>to produce waste.</p> <ul style="list-style-type: none"> ○ Profit share with those who participate in the program. ○ Think about the Carrot and Stick (2 comments). ○ Establish some sort of award system to ensure compliance, participation and best practices among multi-unit residential landlords, businesses, BIAs and companies. • Consider pay as you throw (4 comments) <ul style="list-style-type: none"> ○ A credit-based system not unlike the Kyoto accord — each household/business/company is given X credits. If they need more, they must purchase them. BUT if they use less, those can be exchanged for rebates. Easiest way to do this would be to get rid of the bins and use garbage tags instead. Extra garbage tags could be returned for money or other incentives.
Focus on Education	<ul style="list-style-type: none"> • Put more of an emphasis on education (6 comments). • Provide education in elementary schools so that youth are taught at a young age (3 comments). <ul style="list-style-type: none"> ○ Show how businesses and industry can save money by better managing their waste. ○ Educate! There should be a reminder everywhere there is a garbage can. Every building has a different collection system. Educate and promote. • Have visual reminders throughout the City (e.g., signs on garbage/recycling trucks). <ul style="list-style-type: none"> ○ More education on what is actually ending up in the garbage trucks. ○ Campaign to normalize waste reduction in public opinion. Make it hip and sexy to not waste food + other resources.
By-laws to Support Waste Diversion	<ul style="list-style-type: none"> • Put by-laws in place that indicate that the private sector must participate in waste management. Laws could limit how much unrecyclable material is allowed to be produced to begin with. (2 comments) • There should be by-laws at both the provincial and national level (2 comments). • By-laws should indicated at on large construction projects construction waste must be minimized. <ul style="list-style-type: none"> ○ Push senior levels of government for support. This is not just a Toronto issue. ○ In our globalized world we need a global standard for waste reclamation. Much of my waste is truly international. • Social Issue, not regulatory issue. <ul style="list-style-type: none"> ○ Ultimately this is more of a social issue than a regulatory issue. Until society as a whole believes the issues are relevant and important regulations will be ignored, facilities and programs will be under used, and little progress will be made.
Waste Management Program Focus	<ul style="list-style-type: none"> • Make system that is easy and cost-effective for all users (3 comments). <ul style="list-style-type: none"> ○ Focus on encouraging people to use the existing system more effectively. People are still throwing too much divertible waste into garbage. ○ Focus on diversion as the norm rather than garbage. ○ Proper disposal is essential regardless of who does it or who pays for it.

Summary of Survey Comments on System Consideration Options	
Theme	Highlights of Feedback Received
	<ul style="list-style-type: none"> ○ Any system must be flexible enough to work with other systems. • Everyone need to be accountable. <ul style="list-style-type: none"> ○ Set outcome, set targets and hold yourself accountable. Report to residents on progress annually. Real progress such as implementation effects and outcomes achieved, not reporting on studies. • Set goals for various sectors. • Look for high-tech innovations (2 comments). <ul style="list-style-type: none"> ○ Align the waste management strategy with Toronto's development goals. How would we like the City to look and function in the future? ○ Whatever is chosen, make sure the garbage stays in Toronto.
Use of Alternative Technologies	<ul style="list-style-type: none"> • Investigate using incineration and waste to make energy (4 comments).
Develop a Public Spaces Waste Management Program	<ul style="list-style-type: none"> • Implement green bin in community spaces (i.e., for dog waste) or consider dog-waste composting bins. • Add more receptacles on the street and retail recycling/composting bins. • Hold fast food producers accountable as there is a significant amount of fast food waste (2 comments). • Look into innovative options such as solar compactors. <ul style="list-style-type: none"> ○ Make Green Bins accessible on the streets bins. Recycle, Compost and Garbage should be the options in all new city garbage bins on street corners. We need to push and advocate for separating garbage and home, work, in institutions, and while you are out running errands. A consistent message needs to be sent EVERYWHERE!!!
Continue to Seek Ways to Encourage and Support Waste Diversion Activities	<ul style="list-style-type: none"> • Encourage and support a variety of waste diversion and reduction initiatives. <ul style="list-style-type: none"> ○ Encourage the use of backyard composting (2 comments). ○ Condos to compost their green waste and using material for a roof garden (2 comments). ○ Gardening and edible gardens. ○ Food rescue. ○ Large-Item pick up days (encouraging non-profits to collect materials first).
Continue to Learn from Other Jurisdictions	<ul style="list-style-type: none"> • Continuously monitor best practices around the world, import the good ideas, and avoid repeating mistakes found by other cities. Look to other jurisdictions to see if there is anything that we can learn and incorporate form other systems of waste management (including new technologies) (9 comments). • Bring in international experts, look at what other cities/countries are doing (don't reinvent the wheel). <ul style="list-style-type: none"> ○ San Francisco / California, Portland, Germany, Sweden. ○ Guelph (automated bin system), BC (deposit-return).

3.4 Stakeholder Advisory Group

Phase Two of the Waste Strategy included 13 meetings with the Stakeholder Advisory Group (SAG). The SAG provided valuable input to the team on the Vision and Guiding Principles, evaluation criteria, waste management options and consultation details. The following summarizes the focus of discussion for each of these meetings and the key comments and suggestions made by SAG members.

3.4.1 Meeting #4 (November 6, 2014)

This meeting continued from the Phase One meetings with presentations about the 5Rs. The focus at this meeting included the 4th and 5th Rs – Recovery and Residual Disposal. SAG members also had the opportunity to any further reduce, reuse and recycling options that they knew about.

The following comments and suggestions were made related to the **4th R – Recover**:

- Make sure that recovery is only after reduce, reuse and recycle are fully explored.
- Some technologies under recover may be more applicable higher up the waste hierarchy.
- The old high-rises have single chutes and that includes several hundred thousand units; need to find a way of addressing this mixed waste stream.
- A facility to sort a mixed waste stream could be an opportunity to capture some of the privately collected waste.

The following comments and suggestions were made related to the **5th R – Residual**:

- Consider solar panels at the landfill.

The following comments and suggestions were made related to the **3Rs: Reduce, Reuse and Recycle**:

- Consider community composting sites. Local community gardens and roof top gardens that would benefit from a local source of compost.
- Work with Canada Post to incorporate reverse vending machines adjacent to or built into community mailboxes to deal with batteries or electronics.
- Partner with the TTC for collection of smaller items like batteries and e-waste.
- Attractive reverse vending machines in multi-residential buildings.
- The City should address barrier (e.g., regulatory, provincial) to creative ideas in the strategy and push the province.
- Update the green procurement policy.
- Management City buildings/assets, and Agencies, Boards, Commissions and Divisions (ABCD's), should be included.
- Consider the cost (environmental and financial) of transporting waste.

3.4.2 Meeting #5 (December 4, 2014)

The focus of Meeting #5 was the discussion of potential elements of a vision for the long term waste management system and key underlying guiding principles. The meeting objective was to look at potential ideas and elements of a vision for the long term waste management system, and generating ideas and suggestions for guiding principles that should be considered when assessing and evaluating options and approaches to be included in the strategy.

Trends in Waste Management

At this meeting, SAG members were asked for their thoughts on trends in waste management. The following trends were reported:

- We have become more of a ***disposal society***.
- People tend to see the ***Green and Blue bins as a panacea*** feeling that if they use them they have done their job. A downside of curbside recycling is that people do not need to think about the value of what they use.
- There has been ***growing awareness of personal responsibility*** with people taking more responsibility at levels that are quite surprising, for example with recycling.
- ***Global economic factors*** such as low transportation costs, and low labour costs are driving the move to shorter use products.
- Increasing ***economic disparity*** between high and low income groups. People who are engaged may not always be representative of the larger population.
- There is an increasing interest in ***linking local environmental issues with global issues***.
- ***Higher density*** areas and energy ***retrofitting of old buildings*** have an impact in terms of waste collection and how to service those buildings.
- ***Technology*** is changing how we learn and find information (e.g., social media, information support, help desks and websites). Need to recognize not everyone has access.
- There is a ***shift in target population***, with a rapidly growing elderly population and an increasingly culturally and racially diverse population.
- ***Climate change*** will have a major impact on all activities.
- There is a huge change in ***composition of waste materials***; more plastics, more individual packaging.
- ***Regulatory changes*** at the Provincial level could change packaging behaviour, and work to make producers take full life-cycle responsibility for the packaging they create. Some people may decide that there is a role for municipalities to play.
- There are more ***opportunities for community organizations*** to be the focus for waste education and possibly for collection, for sharing items that not every household needs, being part of source reduction of food waste through community kitchens, and part of collaborative work and applied research.
- ***Reduced land availability*** and public acceptance will mean fewer landfills and less capacity.
- The ***design of facilities is changing***. Some other jurisdictions are looking at densifying waste management facilities (including vertical expansion of transfer stations).
- ***Resource demands*** change with increasing scarcity of certain materials, such as metals.
- There is an increased ***focus on value***. The “green fence” went up in China. This was about a rejection of poor quality products.
- ***“Time poverty”*** was noted as getting worse and something that drives behaviour.
- ***Citizen-driven innovation*** is on the rise (e.g., the Repair Cafe and the Tool Library, etc.).

Vision Input

The SAG was asked to keep those trends in the back of their minds, and then imagine taking a field trip to the year 2045, and writing a postcard back to today about the vision they would like to see at that time. The following highlights the visions SAG members developed:

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

Input on Guiding Principles

SAG members provided the following suggestions for Guiding Principles:

- Minimizing environmental impacts of waste management through triple bottom line analysis.
- Maximize benefit and minimizing risk for environmental, economic and social.
- Strategy should be based on evidence, accurate information, and awareness of that information.
- Principle of waste as a resource going to its highest and best use first.
- Transparency, accuracy and accessibility of data.
- Under the principle of environmental impacts, apply life-cycle considerations.
- Incorporate the full waste stream (including ICI). This does not necessarily mean that the City should take it over but the stream should at least be tracked it is better understood.
- Localize waste management as much as possible.

- Potential for waste management to offer new economic opportunities, perhaps with a principle to maximize the economic benefits of managing waste.
- The Waste Strategy should consciously try to be fair and contribute to economic and social equality.
- Consider health impacts of recycling hazardous items.

3.4.3 Meeting #6 – January 22, 2015

Discussion at this meeting focused on waste management baseline conditions, challenges and options associated with packaging, technology for education and collaboration opportunities with partners. The following summarizes the SAG input on what the Waste Strategy should consider related to these topics.

Packaging

- The City should push industry toward different solutions e.g., a technical solution to excessive packaging for small items.
- There appears to be a tension between achieving environmental values and issues of food safety and security. This could mean food packaging would be hard to change.
- Consider some kind of labeling or logo to show that something works with the City's system.
- Use procurement policies to drive packaging change. Cities in the US are creating their own by-laws.
- Planning and permit approval is an opportunity for City to ask developers for their waste reduction plan.
- Municipalities should use their leverage to push upper tier governments.
- Create standardized packaging for standardized items.
- More consistency in the nature of recyclable materials make it less confusing.

Technology for Education

- Support the expansion of the Waste Wizard. - It is an excellent resource. Add images to overcome language barriers. Tailor answers to users (e.g., different answers for people living in a multi-residential building compared to single-family homes).
- Opportunity to expand the Waste Wizard specifically for food waste.
- Working with the public school system (e.g., field trips for students to recycling facilities).
- Use segmented media to direct messages appropriately (e.g., advertising about food waste on the cooking channel, and about recycling construction waste on home renovation shows).
- Reality TV shows about families in different situations reducing their waste footprint.
- Life-cycle calculators, with customized answers according to Toronto's recycling program.
- Improved waste management planning at large events/festivals. Consider fees to ensure proper management of waste.
- Continuation of 311 for those who like to speak to a real person.
- Communications that celebrates successes and do some "myth-busting".

- Provide metrics on impact of diversion (e.g., on-line tracking, metric information to Ambassadors of multi-residential buildings).
- Fun and healthy competition.
- Consider ambassadors for ICI and for single-family homes.
- Look at the best practices from other municipalities. Share tools and advocacy research.
- Collaborate with other municipalities to push province for change in packaging legislation.
- Collaborate with the private sector and the media through events, partnerships, and volunteers. (e.g., with grocery stores on food waste.)
- Consider support for Zoo-share anaerobic digester project or other innovative technologies.
- Use BIAs to collaborate with the private sector to increase opportunities for markets.
- Reward businesses for good waste management behaviour e.g., Tax breaks, mini certification system.
- Support community composting programs.
- Collaboration Opportunities with Partners (3Rs); More collaboration – with between the City's ABCDs.
- "3Rs certified", certification for ABCDs.
- Share tenders and purchasing agreements between smaller, similar organizations (e.g., school boards, universities, etc.).
- Collaborate with the school system. Use the Eco-School system to reach kids. City could become an official partner in the RCO Waste-Free Lunch Program at schools.
- The post-secondary education sector should also be a partner in collaboration for research.
- Provide collective drop-offs at convenient community locations (e.g., for batteries, household hazardous waste).
- Work with ethno-specific organizations and media to target education to newcomers.
- More frequent Community Environment Days to educate.

3.4.4 Meeting #7 (February 19, 2015)

Discussion at this meeting focused on waste management baseline conditions, challenges and options related to collection, transfer of waste, and financing of solid waste management services. The following summarizes the SAG input on what the Waste Strategy should consider related to these topics.

Collection

- Take the changing built form into account in the design of collection, especially in neighbourhoods that are undergoing rapid change.
- Consider opportunities for partnerships for informal collection. Take-back programs support the informal sector and encouraging people to bring items back for re-use.
- A retail approach to the concept of drop-off depots.
- Possibility of having a collection depot somewhere on the transit system.
- Natural gas waste collection vehicles to reduce greenhouse gas (GHG) emissions.
- In-ground containers to facilitate smaller localized collection points.
- Canada Post community mailboxes as drop off sites for certain types of items like batteries.

Transfer

- If the City wants Green Lane to last as long as possible, should consider restricting commercial waste at municipal transfer stations.
- ICI should be made part of the Strategy, regardless of the City's role in servicing it.
- Making Green Lane last longer doesn't make the system sustainable; it just defers the date of doing something different with City-collected waste.

Financing

- Look at how other municipalities finance their system (e.g., San Francisco collects money for all three streams whereas Toronto only collects for garbage).
- Some concern was raised about muddled messaging if the City started charging for everything.
- Other financing opportunities could include local improvement charges.

3.4.5 Meeting #7.5 (March 5, 2015)

A special webinar was held to obtain feedback from the SAG on Survey #2. The draft survey was discussed and SAG members assisted the team in framing the questions in a manner that would be easy to understand as well as provide maximum benefit to the project.

3.4.6 Meeting #8 (March 19, 2015)

Discussion at this meeting focused on waste management baseline conditions, challenges and options to waste recovery and residual waste. The following summarizes the SAG input on what the Waste Strategy should consider related to these topics.

Waste Recovery

- As the waste stream changes and organics and recyclables are successfully removed from the waste stream will the investment in waste recovery technologies be cost-effective.
- Concerns about how to size an EFW facility that is commercially viable but could still run properly if the City achieves its waste diversion targets.
- Make sure waste recovery must not be a disincentive to waste reduction or diversion.
- Opportunities for smaller scale facilities, like the Zoo-share facility, which could potentially take lower value organics from a dirty MRF.
- Opposition to siting facility is a challenge and could be a bigger challenge here than in Durham.
- Suggested looking into community benefit agreements.

Residual Waste

- Communicate that the amount of material being landfilled is going down and that an increased diversion rate may be able to offset population growth and result in reduced landfill.
- The Province has a poor understanding of where soil is being moved; concerns about where hazardous soils are going.
- Worth considering the implications for methane production if the policy on organics going to landfill were to change in Ontario.
- Worth considering a bioreactor for multi-residential where there are more organics.

- Consider increased tipping fees for ICI and private haulers to Green Lane to extend life.

3.4.7 Meeting #9 (April 16, 2015)

The focus of this meeting was to present the overall strategy development process; present and discuss the proposed evaluation methodology and criteria for the options being considered and provide an update on ongoing and pending Phase Two consultation activities. The following summarizes comments raised:

General

- Consult with sub-contractors such as cleaners who work with City-related agencies and assets like Ex Place, police stations, and BMO Field.
- Important that all City divisions and agencies are committed to this Waste Strategy.
- Education needs to go beyond just teaching students, but reaching out to affected stakeholders. Involve other such as Toronto District School Board (TDSB), non-profits in promotion and education.

Evaluation process

- Jobs could be addressed. Consultation with the Labour Council may help to assess whether waste management processes/technologies provide quality jobs.
- Evaluation processes are complex and the presentation of results can sometimes obscure the magnitude of the differences between alternatives. Clear process and effective communication of results is important.
- Make sure there is data reliability, especially for new and emerging technologies where there is some uncertainty.
- Consider another category beyond environmental, social and economic such as “political”.

Evaluation criteria

SAG members discussed the draft evaluation criteria for program and facility options and provided the suggestions outlined in the **Table 29**.

Table 29: SAG Comments on Evaluation Criteria for Program and Facility Options

SAG Comments on Evaluation Criteria for Program Options	
Environment	<ul style="list-style-type: none"> • Environmental impacts should be broken down more, even at the criteria level. One way to do that would be identifying local versus global environmental impacts, and perhaps regional impacts too. • Break out the criteria more clearly, especially for environmental impact, which doesn't have much value on its own. This will be important for the public consultation as the public is going to need criteria to be explained more clearly.
Social	<ul style="list-style-type: none"> • Suggested additions included both quantity and quality of employment, as well as health and safety. • It was noted that risk criteria were all under financial, but there should also be social risk criteria. • Add potential for behavioural change under “Social”, as well as the long-term buy-in and effectiveness of a program (look towards proven programs). • Some of the criteria could be combined, like “program complexity” and

SAG Comments on Evaluation Criteria for Program Options	
	<p>“convenience to user”, which refer to the same things.</p> <ul style="list-style-type: none"> • Additional criteria should include whether a program is universally accessible and equitable. • There was a suggestion to look for a way to put a social justice lens on economic growth by, for example, elevating certain criteria (like social justice) that might be ignored by the general public or decision-makers during prioritization. This would also mean the indicators would identify where the money would go for economic growth (off-shore corporations vs. local benefits). • There was a question whether collaboration is a value in and of itself, or only if it improves convenience or operating cost. Similarly innovation is also not valuable for its own sake and a program should not be considered valuable just because it is innovative. • Add the 3Rs from the waste hierarchy as a criterion. • “Convenience to user” and “complexity” should be broken down by type of user – for example multi-residential vs. single family users. For programmatic changes, this would apply to many of the cases, but also to some extent for facilities and infrastructure.
Financial	<ul style="list-style-type: none"> • There were suggestions to add criteria such as the cost of disposing of a product and any liability associated with disposal (which could be another risk criterion). • Contractual and schedule risk does not mean a lot to the general public so that should be fleshed out better.
Priority	<ul style="list-style-type: none"> • The financial pieces, specifically capital and operating costs, should be a top priority with environmental impact following closely afterwards. • Another top priority was good jobs coming out of the Waste Strategy. • The top priority was environment.
SAG Comments on Evaluation Criteria for Facility Options	
Environment	<ul style="list-style-type: none"> • Metrics for local, regional and global environmental impacts. • Regarding global environmental impacts, there was a suggestion to look at nutrient recycling, and where nutrient management and long-term nutrient longevity fits into the criteria for different types of processing technologies and infrastructure. • There was a suggestion to include impact on energy in the criteria (including capital impact and operating cost).
Social	<ul style="list-style-type: none"> • If the waste hierarchy should be under social and whether the 5Rs could be broken out as their own criteria. • Social acceptability and social equity. For facilities and infrastructure, a lot of issues come down to siting.
Financial	<ul style="list-style-type: none"> • With regard to employment and economic growth, there was a suggestion to look into whether the cost of infrastructure could be offset by the direct and indirect induced labour benefits that come with it. • It was suggested that innovation be removed as a criterion in its own right, but dealt with from a risk perspective, by looking at how to measure innovation and the potential risk of incorporating that innovation. • The evaluation should consider the scale of economic growth and how it fits into the community. • Suggested ensuring a life-cycle approach to the facility as a whole, including the

SAG Comments on Evaluation Criteria for Program Options	
	<p>outputs. If an energy product is being produced, this would mean understanding where that product would go.</p> <ul style="list-style-type: none"> • There was also a suggestion to do bench-marking, which is similar to the “Do Nothing” alternative used in an Environmental Assessment. It means understanding what the changes mean compared to the current situation. • Consider the construction cost and the maintenance cost, and look at the impact not just of operation but of construction of the facility (including traffic, location, and creation of local jobs).
Priority	<ul style="list-style-type: none"> • Prioritize the environment. • Prioritize economics. • The “social” category lies between the two and could function as a tie-breaker. • Is there room for addressing “unintended consequences”, and specifically how those are tracked as the options are developed?

Consultation Activities

SAG members provided the following comments on the Phase Two consultation activities:

- For Survey #3 it will be important to present in a way that does not skew people’s responses.
- People are familiar with the 3Rs but the term “5Rs” may be confusing to some.
- Have staff with laptops at Community Environment Days so people can complete the survey there.
- Opportunity to use the raccoon proof bins to publicize the Waste Strategy.
- Identify a Councillor to champion the Waste Strategy.

3.4.8 Meeting #10 (May 21, 2015)

A webinar was held with SAG members to obtain input on the materials for public consultation, specifically Survey #3, the approach to PCE #2 and the proposed PCE #2 presentation. The following comments were raised:

Survey #3

Overall, the survey was positively received. Detailed comments were provided on the wording of the survey to help the team make it more user-friendly. These comments were incorporated into the revised survey where appropriate. The following summarizes some of the survey comments received:

- Images should be used where possible. It was noted that the visual message should emphasize recycling if possible.
- Text should be reduced and re-organized on some screens to ensure distinct sections are clear.
- Clarify the information and the instructions for the survey respondent. This included changing wording that people might find confusing.
- It was appreciated that the priorities would be listed randomly so as to reduce bias.
- It was noted that there were a number of open ended questions and that it might be advantageous to be clearer on the type of information that the survey was looking for.

- Some of the questions ask respondents which option would make the biggest impact. It was noted that it did not seem to provide useful information for the options on reduce, reuse and recycling as the City would probably implement more than one of the options listed. It was suggested that this be personalized (e.g., “what would be most helpful to you?”) to help the city prioritize options. For other options it was felt that comments and concerns was more important information to obtain from respondents than preferences.
- It was suggested that the screens on options should follow the waste hierarchy by starting with reduction and reuse, etc.
- It was noted that people may need further information about the options and it would be good to direct them to other resources.

PCE #2 Approach & Presentation

The SAG walked through a preview of the draft presentation for PCE #2. Comments were made on the presentation slides to assist the team in making the presentation easy to understand and user-friendly. Generally SAG members felt the presentation conveyed the messages needed. A number of specific wording comments were provided for the team’s consideration. SAG members did caution that there was a lot of information for participants to absorb.

3.4.9 Meeting #11 (June 18, 2015)

The focus of this meeting was to circle back to the SAG members and provide an overview of the information that was included in the staff report to Council including:

- Results from Survey #2 and Draft Vision Statement;
- Program options and criteria proposed to evaluate these options; and
- Facility options and proposed criteria to evaluate these options.

SAG members noted that the information presented was very similar to what they had commented on in past meetings and that their input did not seem to have been taken into consideration. The team explained that their input was received, would be taken into consideration and that information would be revised once all input was received following the PCEs and the close of Survey #3. The following key comments were raised by the SAG for consideration by the team:

- The City needs to coordinate with the Province on the new waste legislation.
- Additional clarity is needed on how the criteria will be applied.
 - In instances where the City will likely choose more than one option the purpose of the evaluation is unclear.
 - It is unclear how the criteria will be ranked and whether weights will be applied.
 - Information on indicators is needed to help understand the criteria.
 - Hard to see how options will be compared given that they are so different.
- SAG members reiterated some of their comments on the evaluation criteria and options from previous meetings including:
 - A tool library could be competing with a business and this should be considered.

- Synergy between the Waste Strategy and other city initiatives is needed to make it easy for businesses and streamline/coordinate so they do not have to report to multiple entities (e.g., City of Toronto initiative to get large buildings to track energy).
- Health should be mentioned somewhere within the criteria.
- Add a criterion to ensure that options do not unfairly impact those with lower income, the elderly, etc.
- Want to understand how innovation from outside of North America would be integrated.
- Waste hierarchy is in social and should be in environmental criteria.
- For the criterion “potential to increase diversion” it is unclear how the indicator presented for this would give a higher score to something that is higher on the waste hierarchy.
- Tool sharing is a good idea to save people money, but it doesn't seem like something that is going to have a major impact on landfill.
- Consider car sharing as it is similar to tool sharing.
- It's more about building a culture of conservation and sharing. Would like to see a more general “reuse” strategy.
- TV, media campaigns, presence at festivals, and partnering with other diverse news organizations should be considered for promotion and education.
- Additional criterion should be consideration of effect on infrastructure.
- Consider a screening criterion to remove options that are inoperable (e.g., don't meet provincial law, etc.).
- All waste diversion programs should be provided to all customers.
- City should look at a hybrid system for dirty MRFs.
- Anaerobic digestion from composting should not be listed under disposal.
- Landfill gas recovery should be under "Recovery - energy from waste".
- The interactions between these options need to be thought about more carefully.
- Suggested a screening criterion to decide if there is a place where a facility could be sited in the City.
- Difference between a bioreactor and a biocell and why they are categorized differently needs to be clarified.
- Clarity is needed on whether developing a new landfill and option.
- System finance options are controversial and information sources need to be stated.
- Performance-based incentives should be a program-based option.
- The City may reduce the incentive to divert if it removes the current rebate.

3.4.10 Meeting #12 (August 26, 2015)

The focus of this meeting was to present and discuss recommended Vision, Guiding Principles, Evaluation Process and Criteria, and the Options.

The following are the key comments and feedback by the SAG:

- The term “healthy city” can have various interpretations. The terminology should be clear.
- Evaluation criteria seem to have a lot of overlap with energy generation/consumption, fossil fuel consumption/displacement, and greenhouse gas contributions. Human health criterion on the

other hand has broad indicators and includes a number of sub-categories, so it would make sense to combine them.

- For economic growth, evaluation could allow a differentiation between local economic benefit vs. international economic growth (growth for an international client where the benefits are taken elsewhere).
- Unclear about how the criteria would be allocated points and how they will be scored. It would be very important to see the criteria holistically, which would enable them to see if different categories were weighted relative to each other.
- Note that the words “recyclable or reusable” may be more accessible than “divertable” for public documents.
- There is a lot of uncertainty about the impacts in many of these criteria and it might help to clarify them.

3.4.11 Meeting #13 (November 16, 2015)

Application of the Evaluation Criteria and Process to the 3Rs and drop-off depot options was the main focus of this meeting. Specific objectives were to:

- Provide an update on past and future project activities and schedule including the results of the Phase 2 consultation and plans for the Phase 3 consultation;
- Discuss the overview of the evaluation process; and
- Review and discuss how the evaluation criteria have been applied to Option #2 (reduction/reuse) and Option #3 (drop-off).

Key suggestions from the SAG included:

- Regarding health care costing, include diverse input, and not just from Toronto Public Health.
- Ensure that upstream benefits of Greenhouse Gas Emissions (GHG) reduction are specifically addressed.
- Ensure City operated or contracted food supply is addressed in the Food Waste Reduction Strategy.
- Add food preservation suggestions to Food Waste Strategy.
- Consider all employment opportunities, including City jobs and private jobs (example the local jobs lost if grocery stores are impacted by reduced sales).
- Consider having the City Equity Office, and those working on the poverty reduction strategy, review the equity element of the evaluation of the Strategy.
- Consider including individual economic benefit of saving money by not buying more food than needed.
- Consider the toxicity and value of the items being diverted in the evaluation of the benefit of diversion (i.e. not just volume/tonnage; electronics recycling keeps harmful and valuable materials out of landfill, even if the volume is relatively small).

- Have regard for the existing collection done by the not-for-profit sector. The Strategy should not work against the not-for-profits involved, and should consider enhancement of existing collection infrastructure.
- Clarification on how environmental criteria will be prioritized in the evaluation was requested.

3.4.12 Meeting #14 (December 14, 2015)

The meeting objective included preliminary evaluation of the options under ICI, multi-residential, and control, influence and enforcement. Preliminary comments on the draft evaluation were obtained.

Key suggestions from the SAG meeting:

- Show how school boards are affected by the Yellow Bag program.
- The Strategy should clearly distinguish between the Yellow Bag program and private ICI collection.
- Legal opinion on options should be obtained prior to public release of Strategy (e.g. Option 9.4: City Implements Industrial, Commercial and Institutional (ICI) Waste Diversion Policies).
- Clarify how the new Act changes policy relationships and enforcement roles between the City and the Province.
- SAG members provided input on the high, medium and low ranking of options.
- Option 9.5 (City of Toronto Exits the Industrial, Commercial and Institutional (ICI) Waste Management Service) assumes no Waste-Free Act, and may need revision.
- It is important to consider affordable diversion for small businesses in terms of economic growth.
- Note options that result in a direction that cannot be changed in a 5 year review.
- Make sure private companies are not discounted in whether they provide diversion programs to multi-residential buildings.
- To ensure costs will be covered properly, it must be clear how many buildings will be affected (the number of users), and the tonnage involved.
- Retail sector would like harmonization of policies across the Province.
- Don't discount the role of Toronto to be an environmental leader.
- Provide a table that compares what is in the Waste-Free Ontario Act with what is being considered in relevant Option Groups.
- The City could influence the market by buying compost for its operations.
- Need to differentiate the Waste Strategy project from Provincial Bill 151 and the climate change initiatives.

3.4.13 Meeting #15 (January 29, 2016)

The meeting objective included preliminary evaluation of the options under recovery and residuals. Comments on the draft evaluation were obtained.

Key suggestions from the SAG meeting:

- Clarify how options 6.1 (Mixed Waste Processing) and 6.2 (Mechanical Biological Treatment) are illustrated in the case studies. Add the experiences of other cities or the municipal waste industries.
- For the public consultation and the reports, regular reminders of the meaning/definition of “low” and “high” should be provided to ensure proper understanding of the evaluation. Provide a qualitative description of the evaluation and ranking where clarity is needed.
- Consider evaluating diversion comparatively, rather than with hard numbers.
- Increase linkage between this project and CCO Environment and Energy Advisory Committee.
- Option 7.5 (Adjust Tipping Fees or Customer Base) should not negatively affect residents dropping off waste at the transfer stations.
- Education and Advocacy on packaging is critical to support the Strategy. It should show the impact on waste management.
- Don't count something as saving GHGs in cases where the waste simply goes from the City system to a private facility.
- The City should consider whether the Yellow-Bag program has to be “all-or-nothing” for recycling and garbage options. Are there any other options, i.e. recycling without the garbage service, where perhaps recycling is paid for as a stand-alone option?
- Coordinate enforcement with the Province.

3.5 Key Stakeholder Meetings

A series of Key Stakeholder Meetings (KSMs) were held. In general the following questions were asked at these meetings: In your experience, what do you see as gaps and challenges?, and What opportunities do you see for collaboration and partnership? **Table 30** presents the summary of comments received during the small group discussion held with environmental groups, First Nations, non-profit organizations, multi-residential sector representatives and ratepayers associations (by phone). A meeting was also held with current service providers; however, no feedback related to the Waste Strategy was provided.

Following the KSMs, input received was consolidated and used to hold a charette with participants representing a number of different interests (including some who attended the previous KSMs). A summary of the charette discussion is provided in **Table 31**.

Table 30: KSM Summary of Comments

KSM Summary of Comments ¹			
Environmental Groups	Multi-Residential	Non-Profit	Ratepayers
What's Working Well?			
<ul style="list-style-type: none"> Comprehensive system compared to others and includes a lot of components. Green bin program is working well, and initiative for capturing biogas is forward thinking. Although hard to get the message out, Toronto media coverage is pretty good. Not overly complicated. Reliable, efficient, cheap. Pay as you throw (volume-based rate structure) is good for raising awareness. For single-family, visibility of the size has a “shame factor” for how much garbage you produce. 311 works well as a one-stop-shop with many languages. Quantity and locations of public space bins is good. City pursues public positions on waste issues, with policies (e.g. on disposable coffee cups). City is able to be an advocate for change. 	<ul style="list-style-type: none"> Not everyone had opportunity to participate in organics – will come to an end when bins are delivered. Then about education and promotion and can start measuring to get a bench-mark and figure out how to improve. Similar rates as single-family? Some buildings working well. Oshanta (?) is a good example. They got into it in the beginning and hired students who went door-to-door. Sometimes people living in the building take it upon themselves to help. Ambassador program is a formalization of that. When you have the infrastructure and education, it generally works out. Not everyone will participate, but vast majority will. Infrastructure/operations side has to be on the landlord for it to work (i.e., building staff who cart down the different bins from the chute room). Waste wizard is good and has been well promoted. 	<ul style="list-style-type: none"> Effective. Lower rate for charities is a good thing. Community outreach is good at working to get out to all segments of the population. 3Rs communications. Environment Days are good educational tools. People appreciated having separated diversion for different streams. It is good the City does not penalize charities for disposing of materials that are donated. City has an accessible waste management system. A lot of different types of materials go into the blue bin for recycling. 	<ul style="list-style-type: none"> Difficult to answer because don't know what is working well or not. Missing some of the information. Working better for single-housing than multi-res, so for improvements it is clear that multi-residential diversion rates need to be improved.
Gaps			
<ul style="list-style-type: none"> Not one system; a bunch of systems within the geographic boundaries of the City of Toronto (e.g. residential programs (split between single-family and multi-residential), ICI, etc.). Can lead to program confusion regarding what is acceptable for recycling. Harder for people to know what to divert when coming from another municipality with different program. Concern about the lack of transparency. The material disappears and people don't know what happens to it. Not just for the City's system, but for private haulers in ICI, and even the organics and recycling programs. Lack of education and awareness about what happens to garbage after you put it in the chute. There is a need for school field trips to the landfill and other facilities. City underestimates its procurement power and under-utilizes its buying power in requiring recycled content, for example in paper. In multi-residential buildings it is hard to get residents to divert to recycling and organics and to put the necessary infrastructure in place. No linkage between business permits and a mechanism for driving diversion, like plans. Businesses come to the 	<ul style="list-style-type: none"> Incentive or punitive action for tenants who participate or don't. 	<ul style="list-style-type: none"> Look to Europe as to how they treat waste as a resource and recover energy from waste. Over-dependency on landfill. Cancelling the 5 cent bag fee was a mistake – the program was working well, and we need more of those types of programs, not less. Lack of partnerships with charities, like Furniture Bank. There should be grants from the City to facilitate the growth of operations of non-profits that divert items which the City would otherwise have to manage. Lack of support for community composting programs since green bin program was instituted. Restrictive regulations about what materials are accepted in programs. The degree of social acceptance of used materials (consumers don't want visibly used items). What is defined as reusable? Not enough opportunities to treat mattresses, couches, etc. to make them salvageable. No formal incentive to divert food waste. Confusion about what is accepted in the blue bin. 	<ul style="list-style-type: none"> Program in place to help manufacturers change their methods and materials they use? Any credit for changing how they produce their products or materials they use? Examples from Germany: <ul style="list-style-type: none"> Every store needed to take back any packaging on any of their products. Buying toothpaste – here it is in a box, in Germany only a tiny seal over the opening. Use treated popcorn for packaging furniture that is then diverted for composting. Have a “place for valuable materials”, and you can bring things there and leave them until somebody else picks it up (furniture, books, corks, etc.)

¹ Note: Comments were not provided by Current Service Providers

KSM Summary of Comments ¹			
Environmental Groups	Multi-Residential	Non-Profit	Ratepayers
<p>City and must get a permit – that is a lever that the City has and it is missing using this lever to drive waste reduction.</p>		<ul style="list-style-type: none"> • More could be done on effective communication to make the system easier to understand. • Contamination of different streams (tied to lack of understanding of what goes where). • ICI – need better ways to engage them and facilitate better waste reduction efforts. • Organizations would like better access to City Waste Management staff so they can communicate directly, rather than going through 311. • Inconsistencies between individual multi-res buildings so that if people move even within Toronto they are often faced with a different system. • Public recycling bins are often full so people are forced to put recyclables in the garbage slot. • Lack of green bins in public spaces. 	
Significant Challenges			
<ul style="list-style-type: none"> • The rise of single use items and the question of what is the jurisdiction of the City. Look for levers in the City of Toronto Act to influence this. • Being a voice at Provincial and Federal levels of government in moving things forward. • Confusion around the Waste Reduction Act – don't know the date of release. • Needs to be more awareness of the economic opportunities that exist through the processing of materials (e.g., creation of biogas, recycling). • Waste management is a politically charged issue. • In the past, decisions about purchase of infrastructure (e.g., Green Lane) were not made in a transparent way. Should be more transparency in these decisions. • The difficulties of multi-residential diversion. • Cultural and linguistic diversity of Toronto's population. • Reducing greenhouse gases from landfill. • Where to get the money to pay for programs and facilities in the future. • Overall sustainability, incorporating water and energy, and seeing it as a whole. 	<ul style="list-style-type: none"> • Still a backlog on the production of organics containers. The City put out a letter to multi-res buildings looking for voluntary participation and got a great response, but they haven't been served yet due to logistical issues. Can't start measuring success until it is in place. At that point, can have a City-wide education and promotion program so that everyone is participating. 	<ul style="list-style-type: none"> • Landfills are filling up and need to look at other options. • Needs to be a regional strategy – can't be the City of Toronto by itself. • Education of the public has to go on continuously. • Collection not consistent (program confusion, depending on where you are in the City). • How to help non-profits – funding is very important. • Increased packaging of food increases not just plastic waste but food waste too. • Funding for different programs like community composting programs and the fruit tree project. • Different types of regulation that the City imposes on the groups. • Communication with the City. • Education – why it is important and what happens to the materials that go in to bins. • More education about buying less – emphasize reduction. • How to explain methane and its environmental impacts in a way that residents understand. • There is no green procurement policy at the City – the City has an opportunity to be a leader. • Getting buy-in from council. Challenge to get support and approval. • Encouraging more on home composting. • The changing nature of waste (e.g., single-use coffee pods). 	<ul style="list-style-type: none"> • There were no comments provided on significant challenges for ratepayers.

KSM Summary of Comments ¹			
Environmental Groups	Multi-Residential	Non-Profit	Ratepayers
		<ul style="list-style-type: none"> Dealing with planned and unplanned waste (like the large number of trees damaged in the ice-storm and how to manage the debris). 	
Programs, Initiatives, Technologies For 30-50 Year Plan			
<ul style="list-style-type: none"> Use of modern technology for other waste streams (e.g. gasification of organic waste-stream). Use of advanced technology to mine materials that have already been land-filled – optimize the use of resources. Take items higher up the waste hierarchy than they are now. Acknowledge circular economy (no such thing as final disposal). Public awareness and education. Policy change. Ban organics from landfill (ties in to education and enforcement). Energy from Waste should be considered, but make sure the feed is post-diversion. Adopt the 5R hierarchy (include recovery and residuals). Work together with all the other City departments to advocate the same thing to show leadership, and also to use procurement policies. Use recovery of energy from waste to offset high-energy using industries. Opposing views on closing versus expanding Green Lane landfill (first look at expanding Green Lane landfill before considering other options, to optimize what the City already has). Lobby other levels of government to reduce amounts of packaging. Policy development on behavioural change on consumption/purchasing habits. Put a tax on products that are unsustainable 	<ul style="list-style-type: none"> Incentives work really well – tenants would get a small rebate on their rent if the landlord's garbage collection bill went down. It is discouraging to try to squeeze better participation out of multi-res when nobody really understands what is happening with ICI's waste. Just being able to track what ICI is producing and diverting would be helpful to allow further steps to be taken later on, even if it is by a different level of government. 	<ul style="list-style-type: none"> Facilitate collaboration between the various non-profits where possible (e.g., food recovery). Waste-to-energy should be a priority. Increase diversion, particularly for multi-res. Incentives for households to decrease food-waste. Educate children (through school programs) to reduce food waste. Stop referring to “waste” - refer to it as a resource. Provide incentives for large grocery stores to make use of leftover/imperfect food. Integration of the municipal and provincial level of government for the impending Extended Producer Responsibility legislation. City should visit non-profit facilities to understand and discuss options for collaboration and support. Consider advanced technology (look at Edmonton) In South Korea – food-waste bins are RFID tagged so they can be weighed and you pay accordingly. Look at Green Science worm reactors. Monitoring to improve collection in public spaces (technologies can send text when a bin is nearly full to make collection more efficient), so public bins do not overflow. Community collection sites – people go to one central location to donate and share items. Encourage closed loop practices so that waste management is one part of a system that also addresses other things like rainwater harvesting, energy efficiency, etc. 	<ul style="list-style-type: none"> Any consideration of charging people who sell disposable plastic bottles, to make it unattractive to buy and sell them (so that more people use refillable bottles)?
Partnership Opportunities			
<ul style="list-style-type: none"> TRCA is already doing great stuff – offered to collaborate when they go out and speak to people to bring the Waste Strategy message as well. Partners & Project Green is a project they have, which facilitates waste exchange (putting together people who have products with those who need them). Community based opportunities like ZooShare biogas (community energy co-op) could be tapped into or replicated elsewhere. Could the City help to facilitate this? Regional collaboration within the Golden Horseshoe – 	<ul style="list-style-type: none"> Promote Furniture Bank to our residents and donate \$10-20K per year. The hurdle is a fee of \$150 for them to send a truck to pick up the furniture you want to donate. Our foundation covers the fee for building owners to call them, and that happens on the 1st of every month. They won't take the furniture if it has been outside – we store it but it can be tricky to find a place to store for a while. Working with CDA to form a partnership. They put a bin in the laundry rooms. Interested in forming partnerships with other organizations, like those collecting 	<ul style="list-style-type: none"> Supply stream (e.g. furniture) – help provide the space for non-profits to operate. Support employment strategies (e.g. skills training) that also facilitate waste reduction, reuse and recycling. Recycling specific items like mattresses - help to develop a market to manage them better. Non-profit programs are being provided but they need funding to grow. Communication and promotion of programs. Have a clearing house to manage materials. 	<ul style="list-style-type: none"> There were no comments provided on partnership opportunities with ratepayers.

KSM Summary of Comments ¹			
Environmental Groups	Multi-Residential	Non-Profit	Ratepayers
<p>supplement system with ICI.</p> <ul style="list-style-type: none">• E-waste collection and extracted value. Not just procuring green products but following the life-cycle of the product to ensure it is appropriately dealt with. Is there a role for the City in specifying what happens to it?• Regulatory reform – look for collaboration opportunities for the City, other municipalities and environmental groups when the new waste legislation comes out.• Recycling Council of Ontario (RCO) runs programs that target schools, kids, businesses.• RCO facilitates a sort of “speed-dating” program to find out about other initiatives.• Green Cities – is the City still involved? Other cities have the same issues so the idea is to share ideas and information with them and work together to find solutions.• Sierra Club has an “Improper Packaging” campaign for residents to mail in packaging to any MP.• Pollution Probe is trying to organize a conference with a “zero landfill future” theme.• Pollution Probe is working to develop a National Waste Management Program.	<p>electronics. Would like information on them so we can set that up.</p> <ul style="list-style-type: none">• In the last 18 months, organized about 110 tenant associations that usually have a series of communications in the building. Connect with us (FMTA) to connect with them. Can get your information into their newsletters. They go door-to-door and put the newsletters under the door. Include local information about the diversion rate for their ward etc. You could also do a drive to get a building up to a higher diversion rate.	<ul style="list-style-type: none">• TRCA materials exchange – how can other organizations get into that and be made aware? Are there opportunities for piggybacking on something the City already does?• Opportunities for universities, academic researchers.• Initiatives like Toronto Food Strategies or the Centre for Social Innovation may provide opportunities for partnerships.• Have a repository for new ideas – how are those ideas captured, recorded, and maintained, and by whom? Perhaps this would be through an annual forum.• Support social innovation (example from France: Disco Soup).• Partner with other local organizations and also with entrepreneurial individuals – local providers, grassroots organizations. Can the City provide incentives and facilitate that?• Partner with GTA municipalities.• Partner with not-for-profits to support the ICI sector (TRCA, RCO).• Partner with FoodShare to support community composting (Compost Leaders).• Support green animation programs that help with outreach and education, particularly in multi-residential buildings.	

Table 31: Key Stakeholder Charette Summary

Key Stakeholder Charette Summary	
Program Options	
Promotion and Education	Reduce and Reuse
<ul style="list-style-type: none"> Waste costs are too hidden; people need to see the connection between cost and usage. Education of youth is key to positive future. Potential to make a significant difference if we can educate and promote in multi-residential neighborhoods. Mobile app is interested if not too costly. Incentives/rewards are needed. Need to promote programs like Waste Wizard. Catchy and edgy promotion to be effective. Provide feedback on performance. 	<ul style="list-style-type: none"> More support for non-profits to find ways to upcycle. Use social marketing techniques to frame disposal and stress importance of reduce and reuse.
Recycling	Multi-Residential Homes
<ul style="list-style-type: none"> Have textile recycling bins at City events. Furniture recycling program is needed. Recycling bins beside community mailboxes. Support non-profits in recycling rather than expanding City programs. Sense that not everything collected is recycled. So people don't see the point. 	<ul style="list-style-type: none"> Need special consideration of bin sizes. Incentivize the ambassadors. Provide recognition on what is done well and feedback on contamination. Tri-sorter chutes are not used properly. Use technology to monitor bin fullness. In-sink disposal should be looked at.
Industrial, Commercial and Institutional	System Considerations
<ul style="list-style-type: none"> Need to make it simple to get participation. Tie recycling construction waste to building code. Many businesses want to go green. 	<ul style="list-style-type: none"> Exchange options/drives for clothing.
Facility Options	
Collection and Drop-off	Energy from Waste
<ul style="list-style-type: none"> Drop offs accessible to the community. Need drop offs for harder to recycle materials. Consider community events and partner with non-profits. Mobile "pick-up" for those unable to get to drop-off locations. Have a map of service areas/drop off locations. Create a search engine for waste services. Collection blitzes within building clusters. 	<ul style="list-style-type: none"> Must be sustainable technology. Start-up cost is high; is it cost effective? Diversion focus should be first. Apply in small scale to things like wood waste. Energy generation is a benefit.
Landfill	System Financing
<ul style="list-style-type: none"> Health and air quality concerns with mining of old landfills. 	<ul style="list-style-type: none"> Advocate for provincial and federal subsidies. Look at carbon tax credits. Look to other Cities for ideas on managing packaging.

3.6 Community Events and Emails

Community events and a project specific e-mail were established for the project. Events were well attended and direct responses were provided for those that inquired about the project via email.

3.6.1 E-Mail Comments

Over 80 emails were received during Phase Two of the project. Each email received a response from City Staff. Comments received included the following suggestions:

- Battery drop-off bins at public libraries.
- Clothing drop off bins at fire stations.
- Compare cost of city programs to cost of programs for ICI sector.
- Colour code disposal bags in multi-residential buildings.
- Explore Swedish technologies:
 - Underground waste collection
 - Optical sorting
- Send garbage for incineration to Peel and Durham Regions.
- Exhaust the first 4Rs before any other options are considered.
- Add 'Reject' to the top of the waste hierarchy.
- Establish a department of Waste Reduction with a different mindset than Solid Waste Management to educate businesses, public, and revise fees, fines and bylaws.
- Create a video about the Waste Strategy and options to make it easier for the public to understand.
- Have a “heavy/large” trash day once a month to put everything on the curb and neighbours will collect garbage and reuse household items before trucks pass through (Hamilton/Mississauga example).

3.6.2 Waste(ED) Events

The Waste Education speaker series - Wast(ED) - hosted events in April, May, and July 2015, to promote engagement in the Waste Strategy in an informal community setting, and encourage participation from guests who might not otherwise participate in the Waste Strategy. The series attracted approximately 180 participants through dynamic in-person panel discussions and featured leading Toronto organizations and initiatives focused on waste reduction, recycling and reuse. All events included a staffed table with information about the Waste Strategy and Solid Waste programs, as well as display panels. A Zero Waste Conference was held in October 2015 as part of the final Wast(ED). The City was a satellite host for the Metro Vancouver Zero Waste Conference in Toronto, where presentations focused on redefining value of waste and building a circular economy. Guests were encouraged to learn more through speaking with City staff and participating in public consultation events and online surveys. Posters used to promote the events can be found in **Appendix H**.

Table 32 below summarizes the comments raised by the panelists related to the Waste Strategy.

Figure 17: Wast(Ed) – Community Education Speaker Event, April 29, 2015



Table 32: Wast(Ed) Panelist Comments Related to the Waste Strategy

Panelist Comments Related to the Waste Strategy	
EVENT TOPIC	PANEL COMMENTS
April 29 - Community	<ul style="list-style-type: none"> Support community-share events (more than tools: camping equipment, garden tools, luggage etc.). Support local community groups who have on the ground connections to do this work. Make funding available to non-profits who support waste reduction and reuse to scale up programs.
May 27 – Clothing	<ul style="list-style-type: none"> Mobile depots could include textiles (or work with community organizations like Goodwill to facilitate collection). City could help educate on the value of clothes, how to upcycle, host movie screenings (outdoor at Nathan Philips or Yonge/Dundas would be cool). School boards could work with the My Clothes My World to increase the number of workshops in the City. Promote repair cafes for textiles. Provide on the City's website where to purchase sustainable clothes. City to provide funding for new technologies.

Panelist Comments Related to the Waste Strategy	
EVENT TOPIC	PANEL COMMENTS
July 9 – Food	<ul style="list-style-type: none"> City needs compost animators on staff (20 years ago). Deemphasize the green bin. Need a detailed analysis from the City of what food waste there is in garbage bins and green bins. Need leadership around food waste at the City level, the City should model what is needed for the province. City should open a dialogue with the Province around food waste. Province has to set out objectives. \$\$ needs to be made available to organizations supporting food waste reduction.
October 29 – Zero Waste Conference	<ul style="list-style-type: none"> No comments were received from the Panel.

3.7 Summary of Consultation Input

Tables 33 to 42 provide a summary of all the input received during Phase 2 consultation as well as the source of the comments. Please note that for all the tables, an asterix (*) denotes most frequently heard comments.

Table 33: Input on Industrial, Commercial and Institutional (IC&I) Options

Summary of Input Received	PCE	Survey #3	SAG	KSM
Continue to Provide Some Collection but Encourage Use of Private Sector Collection				
<ul style="list-style-type: none"> *Support providing some collection but encouraging use of private sector collection. <ul style="list-style-type: none"> But provide a tax credit to those commercial businesses that divert and reduce waste. Privatize waste collection. <ul style="list-style-type: none"> If private collection saves the city money, then why not use it. Private companies should hire private sector collection but the collection should have strict community oversight and enforcement so that the process remains clean and green and not necessarily all profit driven and greed motivated. The best operators who have a green conscious and concerned about future generations should be given incentives and recognition in a meaningful way that gives them further impetus to do better time after time. 		√		
		√		
	√	√		
		√		
		√		

Summary of Input Received	PCE	Survey #3	SAG	KSM
<ul style="list-style-type: none"> Work with the private sector to deliver services. 		√		√
<ul style="list-style-type: none"> <ul style="list-style-type: none"> Maintain control of core waste management public services. Partner with private sector to encourage operational optimization and efficiencies. 		√		
<ul style="list-style-type: none"> <ul style="list-style-type: none"> Don't stop providing waste management services to this sector, as this will make business less attractive in the city. Perhaps privatize half of the waste management service as was done for the residential waste collection. 		√		
<ul style="list-style-type: none"> <ul style="list-style-type: none"> Private sector collection should be partnerships that give City ultimate control and ability to implement visionary waste reuse without years of fighting. 		√		
<ul style="list-style-type: none"> <ul style="list-style-type: none"> Allow for grocery stores to bring their organics to the transfer stations. 				√
<ul style="list-style-type: none"> The City should service particular types of customers (e.g., City buildings, small buildings). 		√		
<ul style="list-style-type: none"> If a law requires private sector waste managers to use consistent separation rules, then the City can provide education and enforcement without having to expand collection services. Focus efforts on the industries that produce the most waste, and the most environmentally-harmful waste. 		√		
<ul style="list-style-type: none"> Consider how the private sector fits into the Waste Strategy. This includes the options, where it's compared against the services that are delivered publically. 				√
<ul style="list-style-type: none"> <ul style="list-style-type: none"> This includes full lifecycle assessment, operational costs vs. environmental costs/impacts, short term and long term goals. 				√
Expand Collection Services to Gain More Control and Influence over Waste Diversion				
<ul style="list-style-type: none"> *Agree with expanding collection services to gain more control and influence over waste diversion 	√	√		√
<ul style="list-style-type: none"> <ul style="list-style-type: none"> *Charge IC&I sector the true cost of providing the service and/or with increased fines for those that do not divert. 		√		
<ul style="list-style-type: none"> <ul style="list-style-type: none"> Government is better at protecting the environment and serving public interest not leaving this to others to manage. 		√		
<ul style="list-style-type: none"> <ul style="list-style-type: none"> The City should only provide collection of recycling and organics. 	√			
<ul style="list-style-type: none"> <ul style="list-style-type: none"> Should not stop providing unless private options are more environmentally friendly than public ones. 		√		
<ul style="list-style-type: none"> <ul style="list-style-type: none"> Perhaps the City should consider expanding services as a revenue generating opportunity? 		√		
<ul style="list-style-type: none"> Many industries have quality standards for their products and suppliers because their customers demand it. The customers could incorporate waste management into their standards. 		√		

Summary of Input Received	PCE	Survey #3	SAG	KSM
<ul style="list-style-type: none"> Provide and expand services for smaller ICI sector organizations for which economies of scale make public collection services less costly than private collection. 		√		
<ul style="list-style-type: none"> There is a huge gap in thinking in these options from 1) let the private sector manage it to 2) Toronto managing it. Why not set the boundary conditions so that if you're a private waste management company that wants a business license to operate in Toronto, then you have to do x, y, and z. This way Toronto sets the outcomes, but gets the benefit of private sector competition. Create a by-law that says you cannot pick up garage, recycling, etc. unless you have a plan to meet our outcomes and implement it, and if you don't, then you lose your licence to operate. 		√		
<ul style="list-style-type: none"> Private collection is not the best option as there is a risk they will dump organic waste into the garbage. 	√			
<ul style="list-style-type: none"> It is more convenient to have one collector as opposed to multi-service providers. 	√			
<ul style="list-style-type: none"> There is concern that there are separate bins in office buildings, but in the end, the materials are all dumped in the same place. 	√			
Implement New Policies to Improve Waste Diversion without Providing Additional Services				
<ul style="list-style-type: none"> *Support implementing new policies to improve waste diversion without providing additional services. 	√	√		
<ul style="list-style-type: none"> <ul style="list-style-type: none"> Change the laws so that Industry has to conform to the same laws as a residential customer who has his garbage picked up by public or private means. 	√	√		
<ul style="list-style-type: none"> <ul style="list-style-type: none"> Implement an accountability system so that this sector complies. Issue penalties for non-compliance. 		√		
<ul style="list-style-type: none"> <ul style="list-style-type: none"> Reducing waste across the board is so important considering the volume of industry. Waste handled by the private sector is still piling up somewhere. New policies are better to improve waste reduction. 		√		
<ul style="list-style-type: none"> <ul style="list-style-type: none"> You have to have policies that make sense and that allow people to make a living. Homeowners and consumers have to know that there is a cost to making stuff disappear. 		√		
<ul style="list-style-type: none"> <ul style="list-style-type: none"> Don't cut them off completely, because it will be a nightmare managing, containing quality control. 		√		
<ul style="list-style-type: none"> <ul style="list-style-type: none"> Make source separation of recyclables and compostable mandatory for the IC&I sector. 		√		
<ul style="list-style-type: none"> <ul style="list-style-type: none"> Incorporate a fine structure for violators who do not practice environmentally friendly waste management practices (in particular target businesses (including small business)). 		√		
<ul style="list-style-type: none"> Require IC&I sector to have onsite composting, or to separate garbage from recycled or reusable goods. It is important to maintain control in where the waste goes, in order to reduce the carbon footprint in 		√		

Summary of Input Received	PCE	Survey #3	SAG	KSM
transportation and the affect that dumps are having on ecosystems.				
• Any Waste Strategy has to begin with a firm commitment to reducing the amount of waste produced. If need be, this may have to be done by legislation.		√		
• Levies and fines could negatively impact waste diversion.	√			
• Need to make it simple to get participation.				√
• IC&I should be made part of the Strategy, regardless of the City's role in servicing it.			√	
Stop Providing Waste Management Services to this Sector				
• *Agree with stopping provision of services to the IC&I sector.		√		
○ As long as you enforce their need to participate in some way without hurting business opportunity in the City.		√		
○ Monitor waste diversion and offers incentives to companies that are green.		√		
○ Agree with stopping collection to large companies but not to the small mom and pop shops.		√		
• Make for-profit companies pay for their own waste disposal.		√		
• If you stop providing waste management to these sectors the problem won't go away, it will just be hidden. It is an invitation to break the law, not help find a solution.		√		
• Not enough information/background provided to comment.		√		
○ The choice(s) might be different depending on the specific section of the sector. However, the choice(s) have to be efficient, have an eye on the long-term, and create motivation in the said sector to improve on their 3Rs.		√		
Increase Enforcement				
• *The City needs to monitor and enforce participation in diversion programs.	√	√		√
○ There's a lot of waste that could easily be recycled and that should be mandatory for this large sector.		√		
○ Monitor this sector and make it public if companies are not recycling/reusing everything that can be, possibly public/employee pressure will encourage them to divert more of their waste.		√		
○ There's too much at stake to be parcelling it up and farming it out to others. A holistic, efficiently and effectively managed approach is what we need. No doubt it will cost more initially,		√		

Summary of Input Received	PCE	Survey #3	SAG	KSM
but in the long run it will cost less.				
<ul style="list-style-type: none"> We need stronger by-laws and investigations to discourage bad habits. Make individuals accountable. Create an incremental fine system. By-law officers should be checking City and non-City collected loads to ensure that all commercial customers comply. 		√		
<ul style="list-style-type: none"> Increase enforcement of Ontario Waste Diversion Act 	√			
<ul style="list-style-type: none"> Create an agency to audit waste practices of companies that have the ability to penalize those who do not engage in due diligence and best practices. 		√		
<ul style="list-style-type: none"> Encourage IC&I employers to employ waste management specialists to reduce their waste. 		√		
Increase Enforcement Consistency with Residential and Non-Residential Sectors Programs				
<ul style="list-style-type: none"> *Have the same programs for both residential and non-residential sectors. 	√	√	√	
<ul style="list-style-type: none"> <ul style="list-style-type: none"> Systems, such as underground waste collection, can be designed to handle both types with separate payment structure. With more buildings and areas becoming 'mixed-use', being able to handle all types of waste with the same system will become increasingly important. 		√		
<ul style="list-style-type: none"> <ul style="list-style-type: none"> More people will be confused about the diversion programs since private collection companies have different diversion programs and in general they do not really encourage diversion. 		√		
<ul style="list-style-type: none"> <ul style="list-style-type: none"> This process needs to be streamlined and consistent across the board from cities to other provinces. 		√		
<ul style="list-style-type: none"> I think there should be a higher benchmark/standard/by-law for all of us, residential, IC&I sectors, and it be streamlined with all organizations for efficiency. 		√		
Increase Disincentives, Fees or Fines				
<ul style="list-style-type: none"> *Impose fines/penalties to those not complying. 		√		
<ul style="list-style-type: none"> <ul style="list-style-type: none"> I think that these services [City collecting from IC&I customers] should be reduced. I understand that businesses on streets receiving night collection may need this service provided through the City but others probably don't. Why not audit these businesses and cut off those (or fine those) that don't comply? 		√		
<ul style="list-style-type: none"> Charge more or tax this sector. 		√		
<ul style="list-style-type: none"> <ul style="list-style-type: none"> I think for large/chain businesses, they should pay much more to the city, whether or not they have some private collection. 		√		

Summary of Input Received	PCE	Survey #3	SAG	KSM
The amount of garbage and recycling created by these places should be taxed, whether or not the collection/disposal is actually handled by the city.				
<ul style="list-style-type: none"> Don't allow IC&I customers that are not collected by the City to use City transfer stations. 				√
<ul style="list-style-type: none"> The sector should pay the full cost for waste management. 		√		
<ul style="list-style-type: none"> Companies should be encouraged to incur less waste and pay for what they do dispose of. 		√		
<ul style="list-style-type: none"> If businesses have to pay, they will reconsider how much gets thrown out. Why can't we change how they do business! 		√		
Provide Incentives to Reduce Waste and Increase Diversion				
<ul style="list-style-type: none"> *Provide incentives to those that reduce and/or divert waste. 		√		
<ul style="list-style-type: none"> Charge for garbage, reduce fees/free for diversion programs. 		√		
<ul style="list-style-type: none"> Provide incentives for organizations that are certified to ISO 14001. 		√		
<ul style="list-style-type: none"> Offer incentives to companies that reach a diversion goal (e.g., discounted property taxes for zero waste, go paperless). 		√		
<ul style="list-style-type: none"> Recognition program, similar to top 50 employers, top 50 greenest employers. 		√		
<ul style="list-style-type: none"> Tax incentives for industries that come up with innovative ways to reduce their waste 		√		
<ul style="list-style-type: none"> Mandate IC&I sector to maximize reusing and recycling of materials by showing them that it will clearly result in lower expenses in managing wastes and real CSR towards the communities they serve or work in. 		√		
Waste Collection Should be Public				
<ul style="list-style-type: none"> *Keep public sector waste collection. 		√		
<ul style="list-style-type: none"> Privatizing it leaves to less accountability from private companies. 		√		
<ul style="list-style-type: none"> We need to start seeing waste as a resource that will make the City significant money in the long run. 		√		
<ul style="list-style-type: none"> Key utilities and facilities should be owned by public. 		√		
<ul style="list-style-type: none"> Garbage disposal should remain public, so that regulations remain under the jurisdiction of the City. 		√		
<ul style="list-style-type: none"> Toronto cannot escape its duty to deal with the trash its businesses produce. 		√		
<ul style="list-style-type: none"> Don't we get an income stream from them for picking up their garbage? Money coming in sounds good, and then we can help them 		√		

Summary of Input Received	PCE	Survey #3	SAG	KSM
reduce their waste by increasing the fees? (but not so much that they'll dump.)				
<ul style="list-style-type: none"> Continue to service the IC&I, ensuring cost recovery/profit from sale of their recyclables. Toronto's trucks are in the neighbourhoods for schools and hospitals already. We don't need another series of trucks on the roads duplicating routes. Ensure harmony between the IC&I recyclable stream and the local residential stream. 		√		
<ul style="list-style-type: none"> Consider collecting recycling and SSOs more frequently than garbage and allowing the sector to make arrangements above and beyond that schedule through private collection (which would be more expensive than the City's, and maybe charged higher tipping fees that would be passed on to customers that choose to create more waste). 		√		
<ul style="list-style-type: none"> I don't think the City should stop providing services to this sector if it is being responsible in the 3Rs. 		√		
Collaboration Opportunities				
<ul style="list-style-type: none"> Allow this sector (including non-profit organizations) to find users of their waste. 		√		
<ul style="list-style-type: none"> Work with the IC&I sector to identify solutions to waste management. 		√		√
<ul style="list-style-type: none"> Transfer stations need to be ready to accept IC&I waste. 				√
<ul style="list-style-type: none"> Work with other City departments to look at the City-wide impacts of waste management (e.g., traffic, transportation). 		√		
<ul style="list-style-type: none"> Partner with not-for-profit organizations to support the IC&I sector. 				√
<ul style="list-style-type: none"> BIAs around the city would be good organizations to consult on this. 		√		
<ul style="list-style-type: none"> Continue to provide service to non-profit organizations. 		√		
<ul style="list-style-type: none"> Create an IC&I exchange similar to Kijiji. 	√			
<ul style="list-style-type: none"> Encourage businesses (e.g., butchers) to allow customers to bring reusable containers to pick-up their purchases. 	√			
Technologies				
<ul style="list-style-type: none"> Use EFW technology(ies) to manage IC&I waste. 	√	√		
<ul style="list-style-type: none"> <ul style="list-style-type: none"> All waste should be diverted to a "centre of excellence" for resource recovery from waste. 		√		
<ul style="list-style-type: none"> <ul style="list-style-type: none"> The City should make money from waste by generating clean energy. 	√			
<ul style="list-style-type: none"> You should consider not building an incinerator. 		√		

<i>Summary of Input Received</i>	<i>PCE</i>	<i>Survey #3</i>	<i>SAG</i>	<i>KSM</i>
<ul style="list-style-type: none"> No sorting is required for a gasification plant. 	√			
<ul style="list-style-type: none"> Have an IC&I sorting operation at the transfer station to sort wood waste, mattresses, metal and skids. 				√
Provincial and/or Federal Support				
<ul style="list-style-type: none"> *Province needs to set IC&I diversion goals. 		√		
<ul style="list-style-type: none"> <ul style="list-style-type: none"> The province and City should work together with industry to encourage the use of 4Rs to manage this waste stream more effectively. It is 2/3 of the waste stream so it needs to be dealt with. 		√		
<ul style="list-style-type: none"> <ul style="list-style-type: none"> The IC&I sectors together generate more waste than the residential sector yet have had a free pass on waste diversion. It's time that Ontario sets some regulatory framework in place; it should not be left up to individual municipalities/regions. 		√		
<ul style="list-style-type: none"> <ul style="list-style-type: none"> Enforce provincial regulation aimed at IC&I sector to report on their waste diversion. 	√			
<ul style="list-style-type: none"> IC&I waste, in my opinion is a regional and provincial government matter that could also involve Federal regulation and strategies which may be implemented through private waste companies at the City level. 		√		
<ul style="list-style-type: none"> There should be collaboration between provincial and municipal governments. 	√			
Small Businesses				
<ul style="list-style-type: none"> Support servicing small businesses. 		√		
<ul style="list-style-type: none"> <ul style="list-style-type: none"> Small businesses need city pickup. Their volume can be very small - not suitable for private contracts. 		√		
Education				
<ul style="list-style-type: none"> Educate the sector about proper waste management. 		√	√	
<ul style="list-style-type: none"> <ul style="list-style-type: none"> Consider Ambassadors for IC&I. 			√	
<ul style="list-style-type: none"> <ul style="list-style-type: none"> I think one of the keys is education about the amount of waste we produce - and aiming it at business and industry and to all sectors of the community - in many languages and on many platforms (social media, television, transit, etc.). 		√		
<ul style="list-style-type: none"> Businesses should make their recycling containers more visible and easier to understand. 	√			

<i>Summary of Input Received</i>	<i>PCE</i>	<i>Survey #3</i>	<i>SAG</i>	<i>KSM</i>
Illegal Dumping				
• Concerns with illegal dumping.		√		
○ Do we trust the private operation to not dump illegally?		√		
○ If regulations became too strict, illegal dumping could be a problem?		√		
○ Monitor this sector to ensure that illegal dumping is not happening.		√		
Construction and Demolition Waste				
• Research Metro Vancouver (e.g., deconstruction permits).	√			
• Obtain data from waste generated in the IC&I sector, including construction and demolition waste, from the province or RCO.	√			√
• Develop legislation on building materials (e.g., toxic adhesives) to ensure that toxins are not released during their lifecycle or disposal.	√			
• There is an issue with construction waste not being sorted.	√			
• The City is responsible for waste because it provides permits for buildings and demolishing.	√			
• Tie recycling construction waste to building code.				√

Table 34: Input on Collection and Drop-Off Options

<i>Summary of Input Received</i>	<i>PCE</i>	<i>Survey #3</i>	<i>SAG</i>	<i>KSM</i>
Convenience and Accessibility is Important				
• *Keep in mind that many residents living downtown do not have cars.		√		
• *Make it convenient – Don't make it harder on me to recycle/get rid of my waste. Concerns were raised about having to wait for a certain day, store material or drive somewhere.		√		√
• Need to consider different needs, such as senior's condos. There is often insufficient room in the units to store materials and challenges with mobility.		√		
• There needs to be more information on where to find places to take things back. It was suggested to post a list of companies to drop things off at and what they will accept for recycling on Toronto.ca.	√	√		
• Have collection containers that are more visible, colour-coded for different materials, or run a contest to design the best container.	√			

Summary of Input Received	PCE	Survey #3	SAG	KSM
<ul style="list-style-type: none"> The more difficult it is, the less people will do it, which could result in illegal dumping. People without vehicles do not feel welcome at transfer stations. 	√			
Ideas for Drop-Off Depots				
<ul style="list-style-type: none"> *Have multiple drop-offs in convenient locations. 	√	√	√	√
<ul style="list-style-type: none"> o Easy, colour coded bins that are easy to access, in locations where people buy these items in the first place (e.g., electronics at the electronic retailers; old meds at the pharmacies). Give retailers an incentive to have these bins in an easy-to-access location. This could be a win-win, as the stores could merchandise sales at the drop-off areas. 		√	√	
<ul style="list-style-type: none"> o Every city-run place (e.g., civic centres) should have drop-off with clear signage and communication. 		√		
<ul style="list-style-type: none"> o Locate with other services / places that people frequently visit (e.g., post-office, mail boxes, TTC bus and subway stops, grocery stores, sports complexes, apartments and condos, community centres, libraries, major stores, MP, MPP, or Councillor's offices, churches/places of worship). 	√	√	√	√
<ul style="list-style-type: none"> o Collect special items on-site at festivals and special events. 	√			
<ul style="list-style-type: none"> o Community collection sites where people go to one central location to donate and share items. 				√
<ul style="list-style-type: none"> o Locations could be added to the mobile app idea so people can find the closest ones easily. 		√		√
<ul style="list-style-type: none"> o Design drop-off locations in new condos/developments (add to requirements in New Development Guidelines). 	√			
<ul style="list-style-type: none"> o Concern that permanent, unsupervised sites will become huge unsightly garbage dumps. Consider video monitoring. 		√		
<ul style="list-style-type: none"> o Battery recycling bins and education about not putting batteries in landfill. 		√		
<ul style="list-style-type: none"> Drop-offs should be transit friendly and allow people to walk in. 	√	√		
<ul style="list-style-type: none"> All drop-off depots should have consistent and convenient hours and accept the same materials. 		√		
<ul style="list-style-type: none"> Support and appreciation for Environment Days and a desire to see them more often. More visibility and promotion was suggested. 	√	√		
<ul style="list-style-type: none"> o Arrange a special drop-off at multi-residential buildings once a year where all materials possible at Environmental Days should be collected. 	√			
<ul style="list-style-type: none"> Condense number of Environment Days, focus more on the drop-off of materials instead of education and reallocate funding to better event 				√

<i>Summary of Input Received</i>	<i>PCE</i>	<i>Survey #3</i>	<i>SAG</i>	<i>KSM</i>
promotion.				
<ul style="list-style-type: none"> Provide one-stop options for all recyclables. 		√		
<ul style="list-style-type: none"> Support for mobile drop-offs. 	√	√		√
<ul style="list-style-type: none"> Have mobile drop-off locations at multi-residential buildings, high traffic areas (e.g., busy intersections, malls, the PATH, subway stops, public libraries, parks, schools, festivals, special events). Europe has these in high traffic areas. 	√	√		√
<ul style="list-style-type: none"> Collection blitzes within building clusters. 				√
<ul style="list-style-type: none"> Mobile depots may be better options than permanent ones as they are more likely to be staffed and less likely to get contaminated. 	√			
Need for More Curbside Collection Services				
<ul style="list-style-type: none"> *Expand curbside pick-up materials as it is most convenient. An aging population was noted in support of expanded curbside pick-up of materials. 		√		√
<ul style="list-style-type: none"> *More frequent/expanded Toxic Taxi visits or other ways to pick-up HHW (e.g., provide special box for HHW). Expand promotion of this service. Special pick-ups for biohazard or pest laden waste (bedbugs, feces or dead animal, contaminated waste) was suggested. 	√	√		
<ul style="list-style-type: none"> Have special curbside pick-up days for big items (e.g., furniture). 		√		
<ul style="list-style-type: none"> There should be a reuse pick-up. Reusable materials could be donated to suitable charities. 		√		
<ul style="list-style-type: none"> Provide homeowners with more convenient pick-up options to dispose of construction waste, and to make it easier for excess construction material to be reused or traded. 		√		
<ul style="list-style-type: none"> Stick to the schedule - yard waste can sit on the curb for up to two weeks. 		√		
Producer Should Participate in Collection				
<ul style="list-style-type: none"> *Support the return of products and their packaging materials back to the retail point of purchase. There is much to be learned by the producer when the retailer is responsible for returning used products and packaging back into the hands of the first importers and producers. 		√		
<ul style="list-style-type: none"> Producers should have to pay for the amount of waste they are creating. The producer should be taking on some of the infrastructure costs and collection fees. 		√		
<ul style="list-style-type: none"> Why can't manufactures of large appliances pick-up and dispose of worn out appliances, or make a better long lasting products? 		√		

Summary of Input Received	PCE	Survey #3	SAG	KSM
Incentives/Disincentives are Needed to Encourage Drop-off				
<ul style="list-style-type: none"> *Support of the concept of reverse vending machines because they provide an incentive to divert material. 	√	√	√	√
<ul style="list-style-type: none"> o Could be expensive and would need to be in many convenient locations or people still may not use them. School and university campuses, grocery stores and multi-residential buildings were suggested. 		√	√	√
<ul style="list-style-type: none"> o Need to be emptied regularly. Important that it does not create more waste. 		√		
<ul style="list-style-type: none"> o Work with Canada Post to incorporate machines next to or built into community mailboxes for items like batteries or electronics. 			√	
<ul style="list-style-type: none"> o Many retailers of electronic products, e.g., Best Buy and Staples, are already providing this service. 		√		
<ul style="list-style-type: none"> o Malmö, Sweden has some interesting 'reverse vending machines' at retailers, gas stations, etc. around the city. Most grocery stores in Sweden have machines to return bottles. 		√		
<ul style="list-style-type: none"> o Perhaps a person, rather than a machine, could give out the incentive. 		√		
<ul style="list-style-type: none"> o Expand partnerships and incentives, such as providing discounts for returned goods (e.g., H&M). 	√			
<ul style="list-style-type: none"> o Rather than offering vouchers or discounts on new products (thus creating more waste), offer discounts (or develop an app for a credit point system) on services (e.g. snow shoveling, lawn cutting, haircut) or necessities (e.g., groceries). 		√		
<ul style="list-style-type: none"> o Develop reverse vending machines that collect bottles. 	√			
<ul style="list-style-type: none"> o There is a risk of data collection when depositing a cell phone to a reverse vending machine. 	√			
<ul style="list-style-type: none"> Reverse vending machines are not necessary. You just need to make it convenient and educate people on where they can conveniently drop things off for proper disposal. 		√		
<ul style="list-style-type: none"> Resist incentivizing 'good' actions, rather, make them a community standard. People tend to mimic what is defined as actions that are 'good' for the community. 		√		
<ul style="list-style-type: none"> If you offered even a small financial reward like the deposit on bottles or some swag coupon for being a good citizen someone would collect these items and take them to depots. Partnering with a big corporation was suggested to provide the incentive. 		√		
<ul style="list-style-type: none"> Increase number of by-law tickets handed out (especially at night). 	√			

<i>Summary of Input Received</i>	<i>PCE</i>	<i>Survey #3</i>	<i>SAG</i>	<i>KSM</i>
Form Partnerships with Not-for-Profit and Others				
• *Support of partnering with both for profit and not for profit organizations to make it easy for people to divert wastes.	√	√	√	√
○ Connect with non-profits and provide incentives to encourage this.	√			
○ Electronics can be dropped off at the Salvation Army, this is not well known.		√		
○ Connect with for-profit (Pizza Pizza collected cameras recently) or with City facilities such as libraries or the TTC.		√	√	
○ Pilot projects/partnerships with innovative companies like TerraCycle, repair cafes, businesses, etc.	√	√		
○ Inter-school competitions for kids to collect electronic waste for recycling. Could be worked into a curriculum.				
○ City should visit non-profit facilities to understand and discuss options for collaboration and support.				√
○ Collect old batteries at the library.	√			
• If you have partnerships with non-profits you have to fund them to do the work. Create a funding stream through Waste Management for non-profits who support waste reduction, reuse and recycling.		√		√
• Provide drop-off location(s) for Parks to drop-off items that are not part of the regular Blue Bin program and items that can be reused.				√
• It would be helpful if the non-profit organizations were better coordinated; they seem to be in competition and are often overwhelmed. Perhaps they could work together to better get what they want, and better direct what they don't.		√		
• More local community composting bins with good signage about what is acceptable. Knowledge that the results of those bins feed trees, shrubs, and flowers in local parks!		√		
• Whenever people leave used articles out for garbage collection, City could leave information about alternative disposal methods.		√		
• Any electronic waste, metals, liquor bottles left in my neighbourhood is always scooped up by private guys looking for items to sell – these items should be going to the not-profits.		√		
Collection Bins				
• Please get rid of all those ugly bins.		√		
• Use non plastic bins for collection.	√			
• In-ground containers to facilitate smaller localized collection points.			√	

<i>Summary of Input Received</i>	<i>PCE</i>	<i>Survey #3</i>	<i>SAG</i>	<i>KSM</i>
<ul style="list-style-type: none"> All waste can be put in Plastic Bags. These can be processed with some technologies. 		√		
Other Considerations				
<ul style="list-style-type: none"> Introduce mobile library/book borrowing programs. 	√			
<ul style="list-style-type: none"> Implement a gum tree (a place to deposit chewing gum). 	√			
<ul style="list-style-type: none"> Change waste collection to every three or four weeks with a bag limit. 	√			
<ul style="list-style-type: none"> Implement cigarette disposal programs (e.g., Terracycle) 	√			
<ul style="list-style-type: none"> Charge users by the weight of waste. 	√			
<ul style="list-style-type: none"> Offer more transparency about where waste goes. 	√			
<ul style="list-style-type: none"> Develop a regional approach to collection to help reduce confusion. 	√			
<ul style="list-style-type: none"> Decentralize organic waste facilities so there is less to transport. 	√			
<ul style="list-style-type: none"> Mechanical biologically recovery treatment should be listed (or another non-thermal option). 	√			
<ul style="list-style-type: none"> Research programs and facilities in other jurisdictions such as Saskatchewan (e.g., return programs, drop-off depots provide employment, etc.), Manitoba and Nova Scotia. 	√		√	
<ul style="list-style-type: none"> Incorporate employment opportunities for unemployed/underemployed. 	√			
<ul style="list-style-type: none"> Natural gas waste collection vehicles to reduce GHG emissions. 			√	
<ul style="list-style-type: none"> Use technology to notify when public space bins are full so that bins do not overflow. 				√

Table 35: Input on Energy from Waste Options

<i>Summary of Input Received</i>	<i>PCE</i>	<i>Survey #3</i>	<i>SAG</i>	<i>KSM</i>
General Opinion About Energy From Waste (EFW)				
<ul style="list-style-type: none"> *Supportive of considering Energy from Waste. 	√	√	√	√
<ul style="list-style-type: none"> <ul style="list-style-type: none"> This is a good idea since modern facilities can be environmentally safe and efficient. 	√	√		√
<ul style="list-style-type: none"> <ul style="list-style-type: none"> EFW should be considered over landfills for residual waste management. 		√		√

<i>Summary of Input Received</i>	<i>PCE</i>	<i>Survey #3</i>	<i>SAG</i>	<i>KSM</i>
<ul style="list-style-type: none"> ○ Should be explored. Others around the world, including Durham Region, are doing it. Some European countries and Japan have nice incinerator buildings inside the city core and are not affecting city operation. 	√	√		
<ul style="list-style-type: none"> ○ Facilities take a relatively small footprint and can be located in urban areas. 		√		
<ul style="list-style-type: none"> ○ It is a good way to recover energy if clean and green technology can be used with minimal impact to air quality. 	√	√		√
<ul style="list-style-type: none"> ○ Good in concept as long as recyclables and/or hazardous materials are removed first and reduction and reuse opportunities have been fully explored. 	√	√	√	√
<ul style="list-style-type: none"> ● *Not supportive of the idea of Energy from Waste. 	√	√	√	√
<ul style="list-style-type: none"> ○ Causes pollution of the atmosphere and/or toxic residuals requiring special handling and disposal. 	√	√		√
<ul style="list-style-type: none"> ○ Too expensive and should not be an option. Incineration is expensive and not sustainable. 		√		
<ul style="list-style-type: none"> ○ Discourages reduction, reuse and other forms of recycling. 		√	√	
<ul style="list-style-type: none"> ○ Not an efficient way to generate energy. Burns potential resources. 	√	√		
<ul style="list-style-type: none"> ○ EFW does not fit in with society's current goals, such as clean air and water, and mitigating climate change. 	√			
<ul style="list-style-type: none"> ○ EFW may change existing programs. 				√
Research and Technology Ideas				
<ul style="list-style-type: none"> ● Must be a sustainable technology. 				√
<ul style="list-style-type: none"> ● Research liquid based depolymerization methods that do not emit particulate pollution into the air. 		√		
<ul style="list-style-type: none"> ● Pyrolysis is new so the risks are unknown and not familiar to the general public. 	√			
<ul style="list-style-type: none"> ● Consider newer technologies e.g., mechanical biological treatment and refused derived fuel. 		√		
<ul style="list-style-type: none"> ● Dehydration using the same technology as vacuum packing aided by mechanical pressure. 	√	√		
<ul style="list-style-type: none"> ● New and emerging technologies (e.g., gasification and waste pelletization) are excellent initiatives, more so if they are implemented in small and medium scale (rather than creating large processing plants). 		√		√
<ul style="list-style-type: none"> ● Capture the energy and start laying an underground heating system under bike lanes and sidewalks and areas that hard to plow in the winter or use to heat buildings 	√	√		

Summary of Input Received	PCE	Survey #3	SAG	KSM
<ul style="list-style-type: none"> Biochar is a great method of removing all of the bad gases (in an oxygen-free process) that produces biochar as a revenue stream that can dramatically assist food-growing, green roofs, gardening, etc. 		√		
<ul style="list-style-type: none"> Technologies such as pyrolysis and plasma-arc gasification are less dirty than incineration technologies from the 90s. The city needs to communicate that to the public. 	√	√		
<ul style="list-style-type: none"> Extract fuel from garbage and organics. 	√			
<ul style="list-style-type: none"> Incinerating facilities should be flexible when waste diversion is increased. 	√			
<ul style="list-style-type: none"> The biomass plant in the UK has high carbon dioxide emissions and does not have enough wood to fill burners so now they are receiving it from the US (requires a sustainable supply of feedstock). 	√			
<ul style="list-style-type: none"> Consider using wood waste as a feedstock (e.g., company in Guelph, RDF) to create energy. 	√			√
<ul style="list-style-type: none"> Implement a program for animal waste and/or lower value organics similar to the ZooShare program. 	√		√	√
<ul style="list-style-type: none"> Be open to new, distributed/local technologies, e.g., mini incinerator for dog waste that powers street lamps. 				√
<ul style="list-style-type: none"> Focus on proven technologies. Don't waste time developing technologies or completing research. Leave that to scientists. 				√
<ul style="list-style-type: none"> Do not rule out new and emerging technologies. Reduce and reuse are good, but can only achieve so much with this up front. 				√
<ul style="list-style-type: none"> Incineration technology is fine, but might not make sense socially and economically because the remaining waste is low calorific (divert high calorific waste through recycling and SSO programs) - diversion programs and incineration are competing interests and incineration would be quite costly. 				√
<ul style="list-style-type: none"> Hold competitions between private companies on new waste technologies. 				√
<ul style="list-style-type: none"> EFW facility should come with some incentive, such as lower hydro bills for customers both residential and commercial. 				√
Undecided about Energy from Waste				
<ul style="list-style-type: none"> More information is needed related to risks, costs and/or technical aspects of the process. 	√	√	√	√
<ul style="list-style-type: none"> <ul style="list-style-type: none"> Would need more information to have coherent reactions/opinions. 		√		
<ul style="list-style-type: none"> <ul style="list-style-type: none"> Not well enough informed about the options but certainly believe this avenue should be explored. 		√		
<ul style="list-style-type: none"> <ul style="list-style-type: none"> A bit scared of this option. We need to consider entire lifecycle assessment of the remaining waste composition and do our due diligence prior to EFW to make sure they are wise investments. 		√	√	

<i>Summary of Input Received</i>	<i>PCE</i>	<i>Survey #3</i>	<i>SAG</i>	<i>KSM</i>
○ Would want the city to conduct an EA on any such option, and would hope somebody would put some thought into how to pay for it.		√		
○ Sounds like a good idea, but would need to know more about the costs and environmental impact.		√	√	√
○ There is a concern about fly ash that needs to go to hazardous waste landfills.	√			
○ Clarify how end products (i.e., energy/fuel) will be used.				√
Other Ideas and Comments				
• The province needs to help municipalities work together since greenhouse gases spread to neighbouring municipalities. Province should legislate/centralize where facilities are to be located.	√			√
• Multi-residential organics should be processed differently because they are highly contaminated and the compost quality would be lower.	√			
• Any facility in the GTA needs to go above and beyond environmental regulations.		√		
• Transport waste to the Durham York facility.	√			
• Reduce the need for facilities by reducing the use of resources.	√			
• Stop creating new plastics that require new recycling processing requirements.	√			
• Beverage containers in Alberta must be recyclable and manufacturers require approval to sell.	√			
• Europe advocates for composting facilities over landfills.	√			
• Repurpose waste.	√			
• Siting an EFW facility may be challenging in Toronto.		√	√	

Table 36: Input on Landfill Options

<i>Summary of Input Received</i>	<i>PCE</i>	<i>Survey #3</i>	<i>SAG</i>	<i>KSM</i>
Private Sector Landfill				
• *Not in favour of using private sector landfills.		√		√
○ Lack of trust in private sector and difficulty monitoring private sector operations.		√		√

Summary of Input Received	PCE	Survey #3	SAG	KSM
<ul style="list-style-type: none"> *In favour of private sector landfills. 		√		
<ul style="list-style-type: none"> <ul style="list-style-type: none"> Expand by using a private sector landfill only if an impact assessment is done first and it is monitored closely. 		√		
Expand or Mine Existing City Landfills				
<ul style="list-style-type: none"> *Support expansion of existing City landfills. 	√	√		√
<ul style="list-style-type: none"> <ul style="list-style-type: none"> Expansion makes the most logical sense. Use what the City already owns since this is cost effective and the least risky. 		√		√
<ul style="list-style-type: none"> <ul style="list-style-type: none"> Expansion avoids using the private sector which is difficult to monitor. 	√	√		
<ul style="list-style-type: none"> <ul style="list-style-type: none"> Expand or mine but enforce other forms of reducing how much waste goes to landfill in the first place. 		√		
<ul style="list-style-type: none"> <ul style="list-style-type: none"> Expand and maximize the Green Lane Landfill. 	√			√
<ul style="list-style-type: none"> <ul style="list-style-type: none"> Learn more about bioreactor and maximizing airspace. 	√			
<ul style="list-style-type: none"> <ul style="list-style-type: none"> Look at using closed landfills for disposal in conjunction with remediating these sites. 		√		
<ul style="list-style-type: none"> <ul style="list-style-type: none"> Recover landfill gas instead of flaring. 	√			
<ul style="list-style-type: none"> <ul style="list-style-type: none"> Increase efficiency of Green Lane 				√
<ul style="list-style-type: none"> *Mine existing landfills to reclaim recyclable or compostable materials and/or create disposal capacity. 		√	√	√
<ul style="list-style-type: none"> <ul style="list-style-type: none"> While disposal is bad, landfilling stuff at least keeps open the possibility of "mining" materials in the future (i.e., stuff we're throwing out today but could be used tomorrow). 		√		
<ul style="list-style-type: none"> <ul style="list-style-type: none"> Re-open closed landfills, extract recyclables, and re-use that landfill. 		√		√
<ul style="list-style-type: none"> <ul style="list-style-type: none"> Use Keele Valley instead of buying a new landfill. 	√			
<ul style="list-style-type: none"> <ul style="list-style-type: none"> Excavate existing closed landfills and reclaim materials that otherwise should have been diverted. 		√		
<ul style="list-style-type: none"> Health and air quality concerns with mining of old landfills. 				√
<ul style="list-style-type: none"> Not in favour of expanding City landfills or using landfills at all. 	√	√	√	
<ul style="list-style-type: none"> <ul style="list-style-type: none"> Landfills are a dead end and are not a solution to the problem. 		√		
<ul style="list-style-type: none"> <ul style="list-style-type: none"> Too much energy is wasted taking garbage to a landfill and nothing should go to landfill. 		√		
<ul style="list-style-type: none"> <ul style="list-style-type: none"> Other ways of managing waste are better than landfills like high tech incinerators. 	√	√		

<i>Summary of Input Received</i>	<i>PCE</i>	<i>Survey #3</i>	<i>SAG</i>	<i>KSM</i>
○ Making Green Lane last longer doesn't make the system sustainable; it just defers the date of doing something different with City-collected waste.			√	
○ Burying waste is an old concept and should not be the way we manage waste, instead we should recycling and reusing materials at a target (e.g., Toronto to reuse 80% of waste).		√		
○ London has done enough and the City should take responsibility.		√		
○ Reduced land availability and public acceptance will mean fewer landfills and less capacity.	√		√	
Purchase Landfills				
● *Purchasing landfill sites is a good option.		√		
○ Canada is a large country and we should be purchasing new landfills.		√		
○ New landfills should be in close proximity to the city so people are more aware of how we generate waste, but this only applies to non-hazardous waste materials.		√		
○ Mandate burying waste under future development lands (e.g., big parking facilities or factories).		√		
○ Toronto needs another landfill but this should be a joint venture or shared responsibility with other municipalities.		√		
● Opposition to purchasing other landfills.	√	√		
Public Landfills				
● *Keep landfills under the City's control.		√		
○ Whatever option should remain public; since this is a public concern and the oversight of private initiatives to ensure accountability are as onerous as doing it publicly.		√		
○ Need public accountability to ensure safety of water supply.		√		
● Landfill used by the city should be owned by the city so that the city can exert some control over the costs of tipping fees.		√		
● Look at landfill option opportunities that bring net benefit, i.e., naturalization of surrounding buffer lands, create local employment opportunities for youth/low income in building/ planting naturalized areas, building boardwalks, delivering tours, etc.				√
Considerations for All Options				
● *Consider all proposed options.		√		√

Summary of Input Received	PCE	Survey #3	SAG	KSM
○ A scorecard or rating system, clarity around the decisions will help people understand better.		√		
○ All options should be on the table and it may be they need to be used in combination with each other.		√		
○ A necessary evil - do what need to be done (along with all the reduction work).		√		
• Look at opportunities that bring net benefit, i.e., naturalization of surrounding buffer lands, create local employment opportunities for youth/low income in building/planting naturalized areas, building boardwalks, delivering tours, etc.				√
• *Not sure or not enough information provided to comment/make informed opinion.		√		
○ You need to provide the cost of each approach in order for these options to be assessed.		√		
○ I don't know enough about the costs (both financial and environmental) to comment on these.		√		
• Choose the option with the least environmental and financial impacts.		√		√
○ Pick an economically and environmentally sustainable solution that will last long-term.		√		
○ Minimizing carbon emissions to transport waste should be considered in addition to all-in costs to acquire and operate potential additional landfill sites.		√		
○ The amount of GHGs (particularly methane) created from the options should be evaluated.				√
• Choose the cheapest option.		√		
○ As a City taxpayer, I am solely concerned with what is going to cost me the least.		√		
• Choose the option with the least environmental impacts.		√		
○ I think whatever option has the least impact on nearby communities is best.		√		
○ Safety and longevity should be key decision points.		√		
Waste Reduction and Diversion				
• *More efforts required to push people to reduce waste that is generated.		√		
○ Use less. Buy less. Make less... hopefully resulting in making less to dispose.		√		
○ I think if we had reuse it centres where people could go through junk and find resources for their building or art		√		

<i>Summary of Input Received</i>	<i>PCE</i>	<i>Survey #3</i>	<i>SAG</i>	<i>KSM</i>
projects it would divert a surprising amount of waste.				
<ul style="list-style-type: none"> • More recycling needed. <ul style="list-style-type: none"> ○ The City needs to put money towards educating the public about how to divert waste properly. ○ Programs must be developed to recycle construction waste. More reuse of waste is needed. ○ Landfilling should be the last resort 	√	√		√
<ul style="list-style-type: none"> • Communicate that the amount of material being landfilled is going down and that an increased diversion rate may be able to offset population growth and result in reduced landfill. 			√	
Disincentives for Landfilling				
<ul style="list-style-type: none"> • Charge people more. 		√		
<ul style="list-style-type: none"> • Increase bans and levies to extend the landfill's lifespan (e.g., organics). 	√	√	√	√
<ul style="list-style-type: none"> • Increase fines and penalties. 	√			
<ul style="list-style-type: none"> • Refuse waste from ICI sector at landfills and transfer stations or consider increased tipping fees. 	√		√	
<ul style="list-style-type: none"> • Tax payers should not be paying for waste generated from businesses. 	√			
Landfill Location				
<ul style="list-style-type: none"> • *Site landfill within Toronto. <ul style="list-style-type: none"> ○ Out of sight, out of mind. People need to know that their thoughtless waste ending up in landfill affects us all. ○ This would reduce fuel consumption and GHG emissions generated by trucks hauling waste away to distant locations; it would also force us to be far more aggressive in reducing waste, as nobody wants waste in their own backyard. Let us also get Torontonians to think about what they would do if waste were required to be landfilled within each ward boundary where it was generated. ○ If Toronto really wants to be visionary, then Toronto's vision should be to manage 100% of its waste and accept 100% of its consequences locally, instead of shipping it off to others. 		√		
<ul style="list-style-type: none"> • Site landfill close to Toronto. <ul style="list-style-type: none"> ○ Trucking just adds to the carbon footprint and can be expensive. 		√		

Summary of Input Received	PCE	Survey #3	SAG	KSM
<ul style="list-style-type: none"> I would like Toronto's landfill(s) to be in or as near to Toronto as possible - less bad publicity, less transport costs. 		√		
<ul style="list-style-type: none"> People may be more inclined to participate and change their behaviour when the threat of more garbage landfilled in the GTA is the only option. 		√		
<ul style="list-style-type: none"> Site landfill in a remote area. 		√		
<ul style="list-style-type: none"> A landfill in a remote area would be best, I think, where there is no run-off, perhaps on top of the Canadian Shield in a depression. Purchase a 1000 square mile plot of Crown land near a railway line, or were a rail spur can be built and develop a City owned and operated super waste management site. Why are we wasting agricultural land that's still needed for agricultural purposes in southern Ontario? 		√		
Decompose Waste in Landfills Faster				
<ul style="list-style-type: none"> Suggestions to find ways to speed the rate of decomposition of garbage in landfills. 		√		
<ul style="list-style-type: none"> Consider a bioreactor for multi-residential waste where there are more organics. 			√	
<ul style="list-style-type: none"> The problem needs to be re-conceptualized; it isn't where do we put our garbage, it's how can we speed its decomposition. Fund research to help create the right conditions for quicker decomposition by biological and/or microbiological methods. 		√		
Alternative Ideas for Disposal				
<ul style="list-style-type: none"> *In favour of using EFW technologies to reduce volume of residual waste sent to landfill, create energy and/or recover additional recyclables. 		√		
<ul style="list-style-type: none"> Incinerate what cannot be economically recycled and use the ash to extend the lake shore in the docklands area or build new ski slopes in our parks. 		√		
<ul style="list-style-type: none"> Volume for disposal and risk from leachate would be minimized with incineration (except for disposal of hazardous air emission control waste). 		√		
<ul style="list-style-type: none"> The City should pioneer a best practices resource recovery centre that could potentially reduce waste destined for landfill to 90%+. 		√		
<ul style="list-style-type: none"> Sell the waste to private industries that produce energy whether in or outside Canada. Use old mines or abandoned gravel pits. 		√		
<ul style="list-style-type: none"> Extend the City's less developed waterfront with landfill. 		√		
<ul style="list-style-type: none"> Partner with other jurisdictions. 		√		

<i>Summary of Input Received</i>	<i>PCE</i>	<i>Survey #3</i>	<i>SAG</i>	<i>KSM</i>
• Use some of the waste like the rock garden in Chandigarh and inspire people to do creative things with waste.		√		
• Consider the implications for methane production if the policy on organics going to landfill were to change in Ontario.			√	
• Send waste to landfills in the US.		√		
• Use a moveable metal plate to cover landfill instead of using soil for daily cover.	√			
• Landfilling is not efficient – use of fossil fuels and emissions generated from transportation.				√
Closure Plans				
• Secure a parcel of land large enough to create a multi-use hill for winter sports (e.g., skiing, snowboarding, mountain biking). Long term build to take future waste and create a legacy resort.		√		
• Find create ways to use existing spaces (e.g., Leslie Street Spit, skateboard parks and Hills).		√		
• Put solar panels or wind turbines on the landfills once they are filled.		√	√	√

Table 37: Input on Multi-Residential Homes Options

<i>Summary of Input Received</i>	<i>PCE</i>	<i>Survey #3</i>	<i>SAG</i>	<i>KSM</i>
More Accessibility/Convenience for Multi-Residential				
• *Convenience is critical to increasing diversion.	√	√		√
○ Taking garbage down the elevator is not convenient; however, garbage chutes don't always fit larger items.		√		
○ Convenience should not be too costly.		√		
○ Most people in multi-family units don't care about recycling. It needs to be easy for them to recycle.	√	√		
• Diversion is more difficult for multi-family homes (8 comments).		√		
○ Consider buildings that have 75% frail seniors.		√		
○ People in apartments want to recycle it is just so inconvenient!		√		
• Items to be composted and recycled should be simplified.		√		
• Make the recycling room more usable. This includes hand sanitizer on the wall, some stats about how important recycling is and how little is		√		

Summary of Input Received	PCE	Survey #3	SAG	KSM
diverted in condos, proper signage, etc.				
<ul style="list-style-type: none"> Condo owners pay their taxes and yet don't seem to have the same rights in terms of waste pick up as single homes. 		√		
<ul style="list-style-type: none"> There should be 100% availability of recycling and composting facilities in all condos and apartment buildings. 	√	√		
Accountability of Managing your Waste should be Encouraged				
<ul style="list-style-type: none"> Lower diversion rates could be attributed to tenants not having a personal investment in waste diversion. It can be 'anonymous' when it comes to taking out the waste (5 comments). 	√	√		
<ul style="list-style-type: none"> Suggestions to encourage more accountability could include: <ul style="list-style-type: none"> RFID or similar unique tokens that open the garbage chute room on each floor. On a monthly basis a list could be published in the building (without names, just unit numbers) about how often the garbage room was accessed by each unique tenant. (Assuming all SSO and recycling has to be brought down separately). Fundamentally, transparency is missing from multi-res units and while all home-owners are accountable to their neighbours and there is a level of transparency that can't be avoided curbside, this has never been established in multi-res. A billing system for individual tenants would help similar to a data fee on your phone bill. If it's just rolled into the monthly rent, it becomes hidden. Incentivize building owners / managers / individual residents. There could be fees for garbage removal and no fees for compost and recycling. 		√		
New Approaches to Collection/Drop-off				
<ul style="list-style-type: none"> *Update existing chutes or how chutes are used. 	√	√		√
<ul style="list-style-type: none"> <ul style="list-style-type: none"> Provide/revamp chutes or provide drop off locations for all materials on all floors to take garbage, recycling or organic. 		√		
<ul style="list-style-type: none"> <ul style="list-style-type: none"> Find easier methods of waste diverting, color coded bags for older buildings that don't have tri sorters, that way everything can go in one chute tube. 		√		
<ul style="list-style-type: none"> <ul style="list-style-type: none"> Close all garbage chutes and organize one central location for all trash, recyclables, and organics. 		√		
<ul style="list-style-type: none"> <ul style="list-style-type: none"> Garbage chutes should be used for organics and not garbage. 		√		
<ul style="list-style-type: none"> Encourage on-site composting (8 comments) 	√	√		
<ul style="list-style-type: none"> <ul style="list-style-type: none"> Use small scale digesters (similar to the one at ACC). 		√		

Summary of Input Received	PCE	Survey #3	SAG	KSM
<ul style="list-style-type: none"> ○ Limited space in multi-family buildings for compost; however, perhaps apartment buildings could have compost systems on their rooftops and make their own soil to be used in the apartment building's landscape. 		√		
<ul style="list-style-type: none"> ○ On-site composting won't work as people may throw anything of everything anyways. If there is a hygienic way to collect compostable waste (compost elsewhere) that would be ideal. 		√		
<ul style="list-style-type: none"> ● Usage of in-sink disposal units (6 comments) 	√	√		
<ul style="list-style-type: none"> ○ In-sink disposal units are appreciated by some as a way to manage compostable materials. 	√	√		√
<ul style="list-style-type: none"> ○ Most jurisdictions are moving away from these. Why would Toronto want to increase the need for water treatment by throwing organics in the sewage system? 	√	√		√
<ul style="list-style-type: none"> ● Suggestions for City-provided servicing included: 		√		
<ul style="list-style-type: none"> ○ Support landlords that have space limited sites by allowing the use of City property for collection, focus all on sizes of residential unit. 		√		
<ul style="list-style-type: none"> ○ Reduce fees for collection of multi-residences. 		√		
<ul style="list-style-type: none"> ○ Provide more frequent pick-ups. 		√		
<ul style="list-style-type: none"> ○ New developments should not be able to opt out of City collection services. 				√
<ul style="list-style-type: none"> ○ Include option to develop mid-rise development guidelines. 				√
<ul style="list-style-type: none"> ○ Provide incentives for buildings to install better facilities. 		√		
<ul style="list-style-type: none"> ○ Promote city-only pick-up up and no private collection/diversion. 		√		
<ul style="list-style-type: none"> ○ Green Bin pick-up should be available for apartment buildings. 		√		
<ul style="list-style-type: none"> ● Older buildings may benefit from a hallway recycling program, where maintenance staff (or a service) collects recycling from the hallways once a week, similar to curbside service for homes. 		√		
<ul style="list-style-type: none"> ● Programs to divert more materials should be encouraged. 	√	√		
<ul style="list-style-type: none"> ○ There needs to be a minimum level of collection infrastructure (baseline) in all buildings. 	√			
<ul style="list-style-type: none"> ○ Provide neighborhood drop-off depots in the building. This could include batteries and electronics drop-off. 		√		
<ul style="list-style-type: none"> ○ Have a designated 'swap' area where residents can deposit items they no longer want and other residents can pick up. These can be donated to charities periodically or thrown out. 		√		

<i>Summary of Input Received</i>	<i>PCE</i>	<i>Survey #3</i>	<i>SAG</i>	<i>KSM</i>
An online directory can be used to alert other residents when items are dropped off. There could also be resident-focused wanted/offered bulletin boards.				
○ A large item pickup and separation program for different types of waste is needed.		√		
○ Collect hazardous waste (e.g., paints, car oils) and larger items every six months to prevent environmental pollution. Then residents are reminded that they do not have to toss those toxins in the environment and learn about the risk from them.		√		
○ Toxic Taxis should pick up in condos outside of the City.	√			
○ There is an issue with building materials as they must go into the garbage since the City does not collect.	√			
• Considerations of where the recycling bins are placed.	√	√		
○ Place the recycling bins close to the parking lot in a convenient location to encourage use.		√		
○ Recycling bins in the garbage room might help reduce the amount that goes into garbage chute.		√		
• Consider alternative sorting systems.	√	√		
○ Use optical sorting to increase the recycling rate tremendously for a very low investment cost. Put all waste in the same bag so that one chute and truck is used. Only a sorting station is needed somewhere in the system. Another advantage is that additional fractions can be introduced over time. Could also be combined with underground waste collection.		√		
○ Using the Optibag system where residents sort their waste in differently coloured bags and put all bags mixed in one and the same bin/skip. The bags are then sorted by colour, centrally.		√		√
• Tri-sorter chutes are not used properly.				√
○ Stop asking people to sort. Have one combined garbage and recycling bin that gets sorted at the plant.	√	√		√
• Smart bins that communicate when they are full, or a better tracking system for when they are full.	√	√		√
• Pick-up services should be notified of moving days and when a lot of waste will need to be picked up.	√			
• Green lids should stay closed. The current model is not secure and raccoons and other vermin are a constant problem. Provide smaller green bins that hold odours for apartments. In winter months it is a problem and makes snow removal more difficult.		√		

Compliance and Enforcement Measures

Summary of Input Received	PCE	Survey #3	SAG	KSM
<ul style="list-style-type: none"> Site specific audits should be completed. Audit buildings based on age and type of sorting system in place. 		√		√
<ul style="list-style-type: none"> Concerns about mandatory recycling by-laws. 		√		
<ul style="list-style-type: none"> City never has enough officers to enforce by-laws. 		√		
<ul style="list-style-type: none"> Feels heavy handed. 		√		
<ul style="list-style-type: none"> Difficult and/or costly to enforce. 		√		
<ul style="list-style-type: none"> In LEED certified buildings, waste management criteria is included (e.g., 'garbage lounge' with no chutes). 	√			
Promotion and Education				
<ul style="list-style-type: none"> *Communication with/from property manager. 		√		
<ul style="list-style-type: none"> Have property managers meet with tenants on a bi-weekly basis to ensure tenants are properly recycling, Education material for new residents to Toronto. Outreach to immigration support organizations with material in different languages 		√		
<ul style="list-style-type: none"> In these buildings everyone is a captive audience in the elevator. Encourage landlords to communicate building recycling/diversion initiatives in elevators. 		√		
<ul style="list-style-type: none"> Providing easy-to-post charts of what can / cannot be recycled (e.g. in hallways, next to the garbage area) could also help because there are so many materials that can / cannot be diverted and this has changed over time. 		√		
<ul style="list-style-type: none"> There should be official posted signs in the waste disposal rooms with clear lists of what can and cannot be recycled, etc. 		√		
<ul style="list-style-type: none"> Orientation should be provided to each new tenant or condo owner once they move in. Surveillance of the recycling area could give the feeling that they must sort appropriately. 		√		
<ul style="list-style-type: none"> Communication from the City. 	√	√		
<ul style="list-style-type: none"> Include everyone in outreach, whether serviced by City collectors or not. 		√		
<ul style="list-style-type: none"> Develop a campaign and encourage less waste production on moving days. 	√			
<ul style="list-style-type: none"> Encourage building champions. 	√	√		
<ul style="list-style-type: none"> "Champions" that are the same ethnicity of apartment dwellers and can explain, in their own language, why it is important to recycle. Recycling may have not been a priority in the countries where they originated from. 		√		

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

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

Table 38: Input on Promotion and Education Options

<i>Summary of Input Received</i>	<i>PCE</i>	<i>Survey #3</i>	<i>SAG</i>	<i>KSM</i>
Make Information More Accessible and Increase Convenience				
<ul style="list-style-type: none"> *To increase participation, make waste management as simple as possible. Some ideas provided include: 	√	√		

<i>Summary of Input Received</i>	<i>PCE</i>	<i>Survey #3</i>	<i>SAG</i>	<i>KSM</i>
<ul style="list-style-type: none"> ○ Stop asking people to sort and separate. Accept all garbage and recycling (separate compost) in one bin. People don't recycle because they can't remember the 25 rules. If the City separates, we could double the amount that is being diverted. 		√		
<ul style="list-style-type: none"> ○ Craft a waste handling system that is so simple and intuitive that promotion and education are not necessary. 		√		
<ul style="list-style-type: none"> ○ Make the directions for what is recyclable more clear as they are not easily understood. Keep it simple. 	√	√		
<ul style="list-style-type: none"> ○ Provide easily accessible lists of locations and operating hours for hazardous/electronic waste depots. 		√		
<ul style="list-style-type: none"> ● Promotional/educational material should be accessible to non-internet users and people with learning or hearing challenges. 	√			√
<ul style="list-style-type: none"> ● Make facilities more accessible to citizens. Facilitate tours so citizens get to learn how waste is dealt with, give citizens a chance to realize the issues that come from households and industries. 	√	√		
<ul style="list-style-type: none"> ● Educate manufacturers and stores so they don't sell non-recyclable goods. 	√	√		
<ul style="list-style-type: none"> ○ Provide updates at grocery store check-outs. 	√			
<ul style="list-style-type: none"> ○ Provide education on food waste and plastic bags at the source of purchase (e.g., grocery stores). 	√			
<ul style="list-style-type: none"> ● More exposure, awareness, and training for City and SWMS staff so they can become more empowered, better ambassadors, and create more reliable touch points through engagement within their own social circles, become subject experts and opinion leaders in their own domains, and throughout their interaction with the public. 		√		
<ul style="list-style-type: none"> ● Create a better program for testing SWMS initiatives with members of the public (the end users), engage their feedback, and report on it to generate more interest as well as to empower the public. 		√		
Complete More Proactive Community Outreach and Education				
<ul style="list-style-type: none"> ● Educational programs must be simple, ongoing and intuitive and educational materials need to be catchy, more specific and clear with pictures. 	√	√		√
<ul style="list-style-type: none"> ○ Include pictures inside bins to identify where items should be disposed. 	√			
<ul style="list-style-type: none"> ● Provide education on reduction – the City focuses on recycling and garbage collection instead of reduction. 	√			
<ul style="list-style-type: none"> ● Use a celebrity to emphasize importance and appeal to different demographics. 	√			
<ul style="list-style-type: none"> ● Waste costs are too hidden; people need to see the connection between cost and usage. 				√
<ul style="list-style-type: none"> ● Need to reach out to diverse communities and materials should be translated. Recruit multi-lingual volunteers. 	√	√		√

<i>Summary of Input Received</i>	<i>PCE</i>	<i>Survey #3</i>	<i>SAG</i>	<i>KSM</i>
• Train staff and supervisors of multi-residential buildings.	√			
• Support honourariums for Ambassadors/Volunteers. Coordinate volunteers to develop and deliver waste reduction curriculum in schools.				√
• Recognize the benefit of people's efforts by providing feedback. Use the website or other means to tell us about things like the number of trees saved from recycling, participation rates over time, funds generated from recyclables, cost of litter pick-up, comparison in costs of recycling versus not recycling, show where existing waste is going and how participation in diversion results in change, etc.		√		√
• *Proactive outreach is suggested to targeted audiences such as community groups, community centres, Toronto community housing, colleges, businesses & offices, senior's centres, libraries, schools, and apartments and condos. This could be through community centres and cultural hubs. Some ideas include:	√	√		√
○ Use segmented media to direct messages appropriately (e.g., advertise food waste on the cooking channel, recycling construction waste on home renovation shows).			√	
○ Educate new immigrants on how Toronto's recycling and waste programs work when they arrive, maybe in a welcome package in their native language or hold new immigrant orientation sessions. Work with ESL programs and settlement agencies.	√	√		√
○ There is a shift in target population, with a rapidly growing elderly population and an increasingly culturally and racially diverse population.			√	
○ Consistence communication messaging across all City ABCDs.				√
○ Target members of the population who do not speak English as their first language. For example, try to tap in social media commonly used by Chinese citizens in Toronto. Facebook is not the main one.		√		
○ Hold recycling week with education programs and blitzes.	√			
○ Get on university campuses during frosh week, set up a booth or connect with a campus environmental group on campus to help promote good recycling and environmental habits within residences.	√	√		
○ Work with environmental non-profit organizations to give feedback and education to participants.		√		√
○ More events like the Wast(ED) talks.		√		

Summary of Input Received	PCE	Survey #3	SAG	KSM
○ Have reuse classes free at all community centres or creative reuse centres.		√		
○ Booths at the Home Show or Cottage Life Show where you can have one on one discussions and get information.		√		
○ Post messages at large venues.	√			
• Increased support in communities and outreach, helps to bring awareness, foster new habits in people, enact changes and get the whole community motivated to recycle, reuse and reduce waste.		√		
• Better advertise Community Environment Days, they are great! Perhaps through connecting with various neighbourhood groups on Facebook and posting a notice within these neighbourhood groups when environment days are happening in the area. Use these events for education purposes.		√	√	
• Increase the number of waste ambassadors across the city, especially in apartments and condos but also including ICI and single family houses.		√	√	
• The current use of subway advertising seems to be good. Keep that up.		√		
Find Ways to Provide Incentives or Enforcement				
• *There need to be incentives and fines for compliance.	√	√	√	√
○ Most people do not participate until they are forced to, especially in apartments and condos. Fines to building managers (regardless if on City or private collection) would incentivize them to ensure their tenants are separating and disposing of waste properly.		√		√
○ Develop a recognition program for properties and ABCDs successfully diverting waste.		√	√	
○ Enforce the by-laws. Fine people.	√	√		√
○ Financial incentives for waste reduction (rebates, tax breaks, etc.).		√	√	√
○ Offer cash for more recyclables than alcohol bottles at the transfer stations or on Environment Days.		√		
○ Inform residents about non-profits and benefits (e.g., receiving tax receipt from Furniture Bank).	√			
• Research France's law which forces industries to donate food.	√			
• Involve participants, volunteers, out of work university students. Create jobs to keep the environment clean.		√		

Summary of Input Received	PCE	Survey #3	SAG	KSM
Improve Promotional/ Advertising Tools				
<ul style="list-style-type: none"> *Increase promotion and advertising. 	√	√	√	√
<ul style="list-style-type: none"> <ul style="list-style-type: none"> Use the Commissioners Stack (400 foot tall landmark) similar to CN tower as an information tool/beacon to convey success of the City's targets. E.g., have the stack display a dynamic diversion target by lighting up the stack a different colour. 		√		
<ul style="list-style-type: none"> <ul style="list-style-type: none"> Improve household handouts. 		√		
<ul style="list-style-type: none"> <ul style="list-style-type: none"> Focus on the positives and bust the myths. 		√	√	√
<ul style="list-style-type: none"> <ul style="list-style-type: none"> Expand website education. 		√		
<ul style="list-style-type: none"> <ul style="list-style-type: none"> Maintain an email list where an update is sent when there are changes to what is/is not recyclable. 		√		
<ul style="list-style-type: none"> <ul style="list-style-type: none"> Better coverage regarding what is and is not working. 		√		
<ul style="list-style-type: none"> <ul style="list-style-type: none"> Create a marketing and communications strategy and use social media. 		√		
<ul style="list-style-type: none"> <ul style="list-style-type: none"> Include better pictures on waste bins. 		√		
<ul style="list-style-type: none"> <ul style="list-style-type: none"> Look at Toronto's streets, parks, subway, buses and you will see garbage everywhere. We need a campaign to educate people about waste and to develop pride in this city. 		√		
<ul style="list-style-type: none"> <ul style="list-style-type: none"> Host Educational Tours / Virtual Tours at recycling plants. 	√	√		
<ul style="list-style-type: none"> <ul style="list-style-type: none"> Simple consistent messages like "every piece of plastic you've ever touched is still on this planet". 		√		
<ul style="list-style-type: none"> Only 2% of the solid waste budget is budgeted for education and enforcement – we need to devote more. 	√			
<ul style="list-style-type: none"> *Advertise on TV, newspapers, bus shelter, subway, recycling bins, billboards, radio, YouTube. Ads should be humorous and promote benefits of diversion and social acceptability. 		√		√
<ul style="list-style-type: none"> <ul style="list-style-type: none"> Have more presence in print media, not just social media, to target all ages. 		√		
Partner with Others to Increase Outreach				
<ul style="list-style-type: none"> Partner with existing community members for greater outreach (e.g., TPL, hospitals, community organizations). 		√	√	
<ul style="list-style-type: none"> Greater coordination of P&E campaigns with other City divisions will make communications more effective for all involved. 				√9
<ul style="list-style-type: none"> Connect with/outreach to groupings of people such as schools of all types, sport events, religious affiliations and medical/dental practitioners. 		√		

Summary of Input Received	PCE	Survey #3	SAG	KSM
<ul style="list-style-type: none"> Collaborate and synchronize with other educational initiatives (e.g., RCO, Sierra Club, Federation of Metro Tenants' Association, TRCA). 		√		√
<ul style="list-style-type: none"> Involve industry in their in-store and ICI programs to reach citizens at home, in public and at places of work. 		√		
Encourage the Next Generation				
<ul style="list-style-type: none"> *Work with schools. 	√	√	√	√
<ul style="list-style-type: none"> <ul style="list-style-type: none"> Have waste management included in the curriculum. Include food waste education. 	√	√		√
<ul style="list-style-type: none"> <ul style="list-style-type: none"> Partner with post-secondary education sector to collaborate for research. 			√	√
<ul style="list-style-type: none"> <ul style="list-style-type: none"> Educate beyond students to include affected stakeholders such as the school boards. 			√	
<ul style="list-style-type: none"> <ul style="list-style-type: none"> A consistent message to future generations may also help kids pass the message on to those at home. 		√		
<ul style="list-style-type: none"> <ul style="list-style-type: none"> Offer students field trips to waste facilities to help educate our citizens of tomorrow. 		√	√	
<ul style="list-style-type: none"> <ul style="list-style-type: none"> Hold workshops/ presentations in schools e.g., mini Environment days. 	√	√		
<ul style="list-style-type: none"> <ul style="list-style-type: none"> Get ideas and motivation into schools either via curriculum, extracurricular activities, visiting presenters, displays, field trips, etc. In other words, promote to kids as well as adults. Especially in homes where English is not the first language or parents have little time or interest to read about changes in waste management, have kids bring home the message. 	√	√		
<ul style="list-style-type: none"> <ul style="list-style-type: none"> Target kids with play based learning. 	√			
<ul style="list-style-type: none"> Information suggested for inclusion in school curriculums includes: product lifecycle, littering, general environmental cleanliness, waste management awareness, recycling, flexible packaging, reducing waste, get kids excited about the 3Rs, food production and its relationship with waste. 		√		
Consider New or Enhanced Online Tools				
<ul style="list-style-type: none"> Enhance the Waste Wizard tool by adding more items (e.g., food waste) and publicizing more. 		√	√	√
<ul style="list-style-type: none"> Enhance the City's SWMS website. 	√	√		
<ul style="list-style-type: none"> <ul style="list-style-type: none"> Adopt WasteNothing.ca as the city's waste sorting tool. 		√		
<ul style="list-style-type: none"> <ul style="list-style-type: none"> Product life cycle calculator should be available via the City's website. 		√		

Summary of Input Received	PCE	Survey #3	SAG	KSM
○ Provide promotional and educational tools in multiple languages.		√		
○ I don't see myself downloading a whole new app for waste management, but I could see myself going to a very mobile friendly website to deal with issues like where to send e-waste, if something is recyclable, the day of the week for garbage versus recycling, etc.		√		
○ Record webinars/seminars of workshop and educational events so people who can't attend are able to watch online.		√		
○ The City website is difficult to navigate and unable to bookmark certain pages.	√			
● *Support the use of a mobile phone app.	√	√	√	√
○ Would be useful to have a quick reference to waste separation policies through an app, but make sure it's useful and designed well. Clunky app with irrelevant content is a waste of money and no one will use it.		√		√
○ Mobile phone app should also support advising people as to what can be recycled or thrown out where they are (e.g., single-family home, multi-residential building, food court, market).		√	√	
○ The mobile app would be helpful. It's hard to keep track of what is/isn't recyclable for instance, so often people throw things in garbage to be "safe".		√		√
○ Develop an app that locates various depots based on location in lieu of a new network.	√			
○ Develop a clever name for the waste app (e.g., "Wasted").	√			
○ The app should use images and offer multiple languages for the City's diverse community. The mobile app should be tailored to educate newcomers/cultural groups.	√		√	
○ The app should allow one to scan a product and the app will show what the life cycle is and impacts on the environment.	√			
○ The app must be universal so that not only those with the app or mobile phone get an update. Equivalent information should be available online.	√	√		√
● Use technology whenever possible and create a community social media page to encourage local exchange of items. Develop an app using Google Maps to locate local organizations that take reusable items (e.g., based on postal code).	√			
● More two-way communication with City customers.				√
● E-mail reminders on waste days.	√			

<i>Summary of Input Received</i>	<i>PCE</i>	<i>Survey #3</i>	<i>SAG</i>	<i>KSM</i>
<ul style="list-style-type: none"> Continue 311 for those who like to speak to a real person. Consider training staff specifically on solid waste management issues. 			√	√

Table 39: Input on Recycling Options

<i>Summary of Input Received</i>	<i>PCE</i>	<i>Survey #3</i>	<i>SAG</i>	<i>KSM</i>
Deposit Return				
<ul style="list-style-type: none"> *We need more/expanded deposit return programs. <ul style="list-style-type: none"> Many jurisdictions (e.g., Nova Scotia) are extremely successful when deposit/return systems are implemented. Deposit/return depots provide expanded useful and meaningful employment, in many cases for the under-employed/hard-to-employ. Deposit/return systems emphasize quality control for reuse and recycling. Would cut down on littering as many people pick up items that can be returned for deposit even when another person has thrown it away as litter. Allow return of wine bottles to the LCBO. Need higher deposits. The amount of deposits has not kept up with inflation and higher rates would result in more returns. Advocating deposits is not the best use of City resources and should not replace expanded recycling. <ul style="list-style-type: none"> Time for sorting is not worth effort – just expand recycling. Inconvenient and environmentally unfriendly - you have to drive to return. 	√	√		
		√		
		√		
		√		
		√		
		√		
	√	√		
		√		
		√		
		√		
Environmentally Friendly Packaging				
<ul style="list-style-type: none"> *Ensure that producers are responsible for their products at the end of their lifecycle if they want to sell them in the City of Toronto and require a reduction in packaging and more recyclable packaging. Ban packaging that is unnecessary and cannot be recycled/upcycled. Tell grocery chains they must use less plastic. You can't buy lettuce without a big plastic bin! More paper bags. Advocate to provincial and federal levels of government to regulate packaging content. Communicate with other cities on this. 	√	√		√
		√		
		√		
		√	√	√

<i>Summary of Input Received</i>	<i>PCE</i>	<i>Survey #3</i>	<i>SAG</i>	<i>KSM</i>
<ul style="list-style-type: none"> Encouraging producers to make their products and packaging more environmentally friendly is not enough. Legislation is necessary. 	√	√		
<ul style="list-style-type: none"> Need more incentives for environmentally friendly packaging at the producer/distributor level (and penalties for the opposite). 		√		
<ul style="list-style-type: none"> Require disposable coffee cups be recyclable in City's program. 		√		
<ul style="list-style-type: none"> Encourage producers to use only recyclable materials and keep packaging to the barest minimum possible (e.g., less packaging on produce and meat products, more glass and paper). 		√	√	
<ul style="list-style-type: none"> Encourage different sizes of containers (i.e. smaller containers instead of large bulk purchasing options). 		√		
<ul style="list-style-type: none"> Take a serious look at charging for plastic bags/garbage bags. 		√		
<ul style="list-style-type: none"> Encourage manufacturers to build products to last. 		√		
<ul style="list-style-type: none"> Need to encourage reusable/refillable packaging. Could include incentive for more stores to carry options such as bulk bins and reusable/returnable containers, encourage producers of some cosmetics to sell refill packs for shampoo, conditioner and soaps. 		√		
Composting				
<ul style="list-style-type: none"> *Get the Green Bin program into the downtown core and condos. 		√		
<ul style="list-style-type: none"> *Not in favour of/concerned about backyard composting and/or onsite aerobic composting at multi-residential buildings in the City with key reasons being rats, raccoons, skunks and small spaces. 	√	√		√
<ul style="list-style-type: none"> Needs to be a new approach to backyard composting in a dense city. It would be better to collect waste and compost centrally in a facility that can be made rat-proof. 		√		
<ul style="list-style-type: none"> Create community composting opportunities and provide financial support. Local community gardens and roof top gardens would benefit from a local source of compost. 	√		√	
<ul style="list-style-type: none"> With the growing trend of condo development in the city, create composting opportunities specifically for these residences. 		√		
<ul style="list-style-type: none"> Provide tips on how to handle vermin. 		√		
<ul style="list-style-type: none"> Portland Maine has bins outside restaurants labeled 'animal feed'. A pig farmer in Las Vegas takes table scraps from buffets to feed pigs. Animal feed is a higher value than compost. 		√		
<ul style="list-style-type: none"> Provide people with Red Wiggler worms for vermicomposting. 		√		
<ul style="list-style-type: none"> Make the composters bigger. They fill too quickly. 		√		

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

<i>Summary of Input Received</i>	<i>PCE</i>	<i>Survey #3</i>	<i>SAG</i>	<i>KSM</i>
<ul style="list-style-type: none"> Connecting with venues that host events to encourage specific items to be brought in for recycling such as batteries, cameras, shoes, etc. 		√		
Accessibility/ Convenience				
<ul style="list-style-type: none"> Make recycling bins for high rise buildings more user-friendly. 		√		
<ul style="list-style-type: none"> If I have to return things, please make it easy for us old folks (e.g., mobile service). 		√		√
<ul style="list-style-type: none"> Make sure it is easy and economical for businesses to participate in waste reduction and recycling. 		√		
<ul style="list-style-type: none"> Conduct waste audits to buildings of different ages to see if newer buildings (i.e., with trisorters, three chutes) are performing better. 				√
<ul style="list-style-type: none"> Consider some kind of labelling or logo to show that item is recyclable in City's system. 			√	
<ul style="list-style-type: none"> Rules are too complicated and change often (e.g., coloured plastic). 	√			√
Lessen the Need for Recycling				
<ul style="list-style-type: none"> City could set up thrift shops/depots where items in good condition can be donated instead of thrown away - the City could pick them up and they could be sold for reasonable prices. 		√		
<ul style="list-style-type: none"> Advocate for stores that accept used items from the public to be recycled. 		√		
<ul style="list-style-type: none"> Promote less need for recycling by encouraging sharing, borrowing and repurposing. Encourage a change to the "throw-away" mentality. 		√		√
<ul style="list-style-type: none"> What can Toronto do to make the share and repair network accessible and staffed with volunteers, so that neighbours can help neighbours avoid waste? What about supporting or growing networks to share (and maybe store) usable goods? 		√		
<ul style="list-style-type: none"> More free reuse centres for art supplies and other stuff (e.g., like food banks). 		√		
<ul style="list-style-type: none"> Use recycled tires in playgrounds to keep children safe, at a reduced cost or offer it free. 		√		
<ul style="list-style-type: none"> Encourage the sale of food "seconds", such as blemished produce. 		√		
Partnership Opportunities				
<ul style="list-style-type: none"> Food waste should be greatly reduced by having the City partner with grocery stores and organizations such as Not Far From the Tree and Second Harvest. 		√		√
<ul style="list-style-type: none"> Create stronger partnerships. 	√			
<ul style="list-style-type: none"> Support non-profits in recycling rather than expanding City programs. 	√			√

<i>Summary of Input Received</i>	<i>PCE</i>	<i>Survey #3</i>	<i>SAG</i>	<i>KSM</i>
<ul style="list-style-type: none"> Partner with TTC for collection of smaller items like batteries and ewaste. 				
<ul style="list-style-type: none"> Communicate with private sector (e.g., BIAs) and partner with private companies that take recyclables (i.e., Best Buy, H&M). 	√	√	√	
<ul style="list-style-type: none"> Work with recycling companies to provide support or collection. 		√		
<ul style="list-style-type: none"> Support organizations and artists that are repurposing materials to give them a second life. 		√		
<ul style="list-style-type: none"> Collect renovation materials for Habitat for Humanity. 	√	√		
<ul style="list-style-type: none"> Terracycle is a company that is finding ways to recycle some new things - like ballpoint pens, coffee capsules, drink pouch packaging. Would be great to see Toronto start either accepting these in the recycling program, or at least setting up collection points (maybe in community centers or at community environment days) to collect these newly-recyclable items. 		√		
<ul style="list-style-type: none"> Look at developing other lines of revenue from the garbage stream (e.g., could you re-purpose furniture through a youth work program and then use the furniture at the furniture bank, shelters, or sell it). 		√		
Enforcement				
<ul style="list-style-type: none"> Better monitoring, spot check contents of bins to verify that they are being used properly and then educate the owner. 		√		√
<ul style="list-style-type: none"> Toronto should start penalizing those who use their blue bins as garbage cans. 		√		
Incentives, Encouragement and Deterrents				
<ul style="list-style-type: none"> *Use taxes and fines as a way to encourage recycling. 		√		
<ul style="list-style-type: none"> o Make commercial operations and government (e.g., TTC) pay extra for not separating. 		√		
<ul style="list-style-type: none"> o Tax plastic bottles as way to discourage single use items. 		√		
<ul style="list-style-type: none"> o No tax for reused items and a higher tax for new. 		√		
<ul style="list-style-type: none"> o Tax breaks or other benefits for companies using recycled materials. 		√		
<ul style="list-style-type: none"> o Preferential purchasing of items with higher recycled content by the City. Update the green procurement policy. 		√	√	
<ul style="list-style-type: none"> o Increase litter fines. 		√		√
<ul style="list-style-type: none"> Some participants commented on the cost-benefit of recycling. 	√	√		
<ul style="list-style-type: none"> o Would like to see a reassessment of what it costs and the environmental effectiveness to actually reuse/recycle. For 		√	√	

<i>Summary of Input Received</i>	<i>PCE</i>	<i>Survey #3</i>	<i>SAG</i>	<i>KSM</i>
example, glass. It is benign, we spend too much money trying to recycle it and it should be going into landfill instead of plastics we haven't figured out how to recycle yet.				
<ul style="list-style-type: none"> ○ On the surface, recycling might seem like a good idea, but not at any price; it makes no sense, for instance, to keep throwing money at something which results in little or no benefit. 		√		
<ul style="list-style-type: none"> • Increase the cost of waste disposal. 		√		
<ul style="list-style-type: none"> • Better fiscal tracking of "plastic bag" taxes toward recycling programs. 		√		
<ul style="list-style-type: none"> • Look at incentives, retrofit old buildings not suited for current recycling (old tower neighbourhoods). 		√		√
<ul style="list-style-type: none"> • Provide cost-savings to those that participate in programs. 	√			√
<ul style="list-style-type: none"> • Provide economic incentives for companies to reduce the amount of packaging they use. 		√		
<ul style="list-style-type: none"> • Provide subsidies/grants for scalable innovative approaches to recycling and processing. 		√		
<ul style="list-style-type: none"> • Use government power to control the industries that generate the most waste. That's more effective than advertising to consumers, who usually care more about price and convenience than the environment. 		√		
Promotion and Education for Recycling				
<ul style="list-style-type: none"> • *Increase the capture rate of the recyclable items by improving signage and education/instructions. Instructions need to be clearer and simpler. 		√		√
<ul style="list-style-type: none"> • More advertising and opportunities for recycling e-waste! 		√		
<ul style="list-style-type: none"> • Use YouTube and TV commercials. Develop a strategy to change behavior, similar to what was done for drinking and driving, cigarettes. 		√	√	√
<ul style="list-style-type: none"> • The public needs to know <i>why</i> they should waste divert, not just how to. Give people the chance to know they have to purchase goods made with recycled materials to complete the 4R cycle. 	√	√		
<ul style="list-style-type: none"> • Have more information on Waste Wizard of how or where to dispose of items the City does not collect. 		√		√
<ul style="list-style-type: none"> • Photos on Waste Wizard would help me and those who speak other languages. Would like to be able to send a picture of an item and find out if it is recyclable. 		√	√	
<ul style="list-style-type: none"> • Condominium properties do not do a good job with recycling. Find out what the barriers are and develop solutions from condos that do make the effort! 		√		
<ul style="list-style-type: none"> • Making sure our recycling gets recycled. People get demoralized and stop recycling when they hear stories of stuff going to landfill. 		√		√

<i>Summary of Input Received</i>	<i>PCE</i>	<i>Survey #3</i>	<i>SAG</i>	<i>KSM</i>
<ul style="list-style-type: none"> Update and/or standardize recycling posters and use pictures. 	√		√	√
<ul style="list-style-type: none"> Send a reminder sticker to all residents each year. 	√			
<ul style="list-style-type: none"> Focus education on high value recyclables. 	√			
Other Approaches/Technologies to Consider				
<ul style="list-style-type: none"> In Munich they no longer sort waste (except paper packaging); they have technology to sort much more effectively that prevents the wrong items placed into one or the other waste stream. This invention came after years of rumours that a lot of the sorted waste ended up in landfill because it was contaminated, wrongly sorted, etc. 		√		
<ul style="list-style-type: none"> The end of the line for garden waste and Green Bins should be generating electricity via biogas or that gas should be being collected and sold for heating (e.g., ZooShare). 		√	√	
<ul style="list-style-type: none"> Build a generator/incinerator and look to Scandinavian countries how this can be done. 		√		
<ul style="list-style-type: none"> Contact "Diaper Genie" to see if they could make a similar product for an organic bin to help with the smell. 		√		
<ul style="list-style-type: none"> Use vacuum collection system in new parks and large scale new buildings for collection of waste. 				√
<ul style="list-style-type: none"> Invest in waste management technology enabling the creation of recycled material for construction and furniture that is cheaper than non-recycled products. 		√		
<ul style="list-style-type: none"> Need more information about the new plastic bag program: do you have to separate types of bags? More explanations about the benefits (e.g., amount of waste diversion this could produce, how it will be reused etc.). 		√		
<ul style="list-style-type: none"> Exchange ideas from other countries how they deal with the waste and how to manage the recycling at an affordable cost. 		√		
<ul style="list-style-type: none"> If garbage is put out in clear bags instead of hidden in dark containers people are shamed into being good. 		√		
<ul style="list-style-type: none"> Considering different recycling approaches for different residential typologies. More innovative ways to compost and recycle in multi-residential buildings. 		√		
<ul style="list-style-type: none"> All garbage and recycling in one bin. City sorts and separates. Results in more total recycling. 		√		√
<ul style="list-style-type: none"> Use mechanical-biological sorting for everything (e.g., City of Edmonton). 	√			
<ul style="list-style-type: none"> Use tri-sorter systems in condos. 	√			

Table 40: Input on Reduce and Reuse Options

<i>Summary of Input Received</i>	<i>PCE</i>	<i>Survey #3</i>	<i>SAG</i>	<i>KSM</i>
Make Reduction and Reuse Convenient and Accessible				
<ul style="list-style-type: none"> Provide more accessible drop-off locations for reuse in the City that are a one stop collection point for all non-curbside collected waste (e.g., community centres). 		√	√	√
<ul style="list-style-type: none"> Many residents do not have vehicles and it is difficult to bring materials anywhere. 		√		√
<ul style="list-style-type: none"> <ul style="list-style-type: none"> *There should be more services that collect reusable items from households and take them to suitable charities. This could be run by the City or non-profit organizations. 	√	√	√	√
<ul style="list-style-type: none"> <ul style="list-style-type: none"> The City should collect and manage materials for reuse instead of independent non-profits. 		√		
Place Accountability for Waste on Producers				
<ul style="list-style-type: none"> *Accountability for waste needs to be put back onto the producer. 	√	√	√	√
<ul style="list-style-type: none"> <ul style="list-style-type: none"> Products need to be produced with less waste and eliminate unnecessary packaging. 	√	√	√	
<ul style="list-style-type: none"> <ul style="list-style-type: none"> *Advocate for extended producer responsibility to all levels of government. Manufacturers should be responsible for their own waste and pay for it (the whole lifecycle). 	√	√	√	√
<ul style="list-style-type: none"> <ul style="list-style-type: none"> Producers need to take back their own waste and recycle it. 		√		
<ul style="list-style-type: none"> <ul style="list-style-type: none"> There are not enough manufacturers that provide no-packaging/minimum packaging options other than bulk-food stores, expensive boutique-style outlets for various products and second-hand stores. Manufacturers need to take responsibility for the end-of-life of their packaging. 		√		
<ul style="list-style-type: none"> <ul style="list-style-type: none"> 3D glasses are used then sent back to the supplier to be repackaged for reuse. It's a good start but at Disneyland they are reused without being repackaged, so there's already a model for reducing that waste. 		√		
<ul style="list-style-type: none"> <ul style="list-style-type: none"> Standardize glass jars to improve reusability and refilling (e.g., similar to beer bottles). 	√	√		
<ul style="list-style-type: none"> <ul style="list-style-type: none"> Target food packaging as much as food waste. 	√	√		
<ul style="list-style-type: none"> *Hold producers accountable for their waste through laws, fines and/or bans. 	√	√	√	√
<ul style="list-style-type: none"> <ul style="list-style-type: none"> Establish guidelines and/or laws for packaging and enforce them. 	√	√		
<ul style="list-style-type: none"> <ul style="list-style-type: none"> Ban plastic water bottles 	√			
<ul style="list-style-type: none"> <ul style="list-style-type: none"> Create policies that force businesses to reduce waste and 		√		

Summary of Input Received	PCE	Survey #3	SAG	KSM
actually enforce them.				
○ Provide incentives for manufacturers to be accountable for their waste(s), e.g., prevent them from selling over packaged products.		√		
○ Take action at the design stage of packaging and products.	√			
○ Charge fees for producers of excess packaging. Demand higher costs for large waste producers. Fees will cover the costs of managing waste from their packaging (e.g., fast food chains).		√		
○ Use biodegradable packaging instead of plastic bags, water bottles and single serving food containers, which enter our waste stream.	√			
○ The City should introduce by-laws and policies to impose waste and take out containers from restaurants.	√			
○ Fine manufacturers/stores that provide non-recyclable packaging. This includes grocery stores and restaurants.	√	√		
○ Publicly shame corporations that use too much packaging in their products.		√		
○ Move toward lifecycle costing (it is also a mindset and attitude) when manufacturing and purchasing goods. Should be explicitly part of RFPs for as much business the City does (e.g., catering - what happens to the left-over food? Was the food sourced from Ontario?).		√	√	
○ Collaborate with other municipalities/cities to influence manufacturers to produce eco-friendly products.	√		√	√
○ Aim for 100% producer cost for Blue Bin.	√			
○ Council needs to stop the introduction of new plastics.	√			
• Embrace concept of circular economy.				√
• Encourage the manufacturing of goods that have lifetime warranties and that do not wear out easily.		√		
• Assist producers through the provision of education about alternatives for packaging.		√		
Encourage Ways to Donate / Repurpose or Repair Reusable Items				
• Ways to repair broken reusable items should be encouraged and supported.		√		
○ Street fairs could connect people who want to reuse old items.		√		
○ There should be more repair events. Support should be provided for existing events (e.g., repair café to provide staff	√	√		

Summary of Input Received	PCE	Survey #3	SAG	KSM
who know how to repair items).				
○ Programs to train people to fix more broken items would be helpful.		√		
○ People should be taught creative ways to reuse potential waste.	√	√		
○ Develop Creative Reuse Centres. Combine teaching, workroom and shop/gallery space with a warehouse style store for reusable/repurposable objects - including everything from industrial offcuts to pop can tabs, art materials to scrap lumber, clean rags, yarn and way more. Make it fun, make it "cool" while educating. Most people still see repurposing as for poor people, whereas it should cross all economic and skill and language and age barriers.		√		
● *Provide more support for donating reusable items.	√	√	√	√
○ The City should provide information on agencies/organizations that accept items for reuse.	√		√	
○ More community-run garage sales should be organized.		√		
○ A community swap day(s) could be organized. This could be in one central location, or everyone could participate by placing items out at their curb for anyone to take.		√		
○ Ensure giveaway events are not happening parks without a permit. Need to watch illegal dumping from these events.				√
○ In multi-family buildings a "swap spot" could be created.		√		
○ Households that put items out at the curb for reuse aren't always in the neighbourhoods that could benefit from those items. Should be a system to bring these products to communities that would benefit.		√		
○ Support maker-spaces, book exchange boxes on the sidewalk, Artscape and the Tool Library to set up exchanges of reusable materials for arts, crafts, woodworking, electronics, etc. Initialize more reuse centres where people can donate and pick-up stuff to reuse.		√		√
○ For recycling clothing, a better and more consistent network is needed. Perhaps on the website show locations for this and make it easy for residents to know where these are and which are reputable charities.	√	√		
○ Collect used cooking oil from businesses.	√			
○ Use Environment Day as an opportunity to reuse, swap, sell, etc.	√			
○ Drop off secondary materials to businesses.	√			

<i>Summary of Input Received</i>	<i>PCE</i>	<i>Survey #3</i>	<i>SAG</i>	<i>KSM</i>
<ul style="list-style-type: none"> Focus on clearer resource streams instead of waste streams. 	√			
<ul style="list-style-type: none"> More support for non-profits to find ways to upcycle. 				√
Facilitate Ways to Use Less				
<ul style="list-style-type: none"> Propose initiatives encouraging residents and businesses to use less. 		√	√	
<ul style="list-style-type: none"> Encourage standards where different brands must use the same packaging, device (e.g., all electronic devices must use the same recharger). 		√		
<ul style="list-style-type: none"> Develop a system that utilizes reusable containers for take-out food. 		√		
<ul style="list-style-type: none"> Support buy-less programs (e.g., Buy Nothing Day). 		√		
<ul style="list-style-type: none"> Initiatives so that businesses, large and small, use less waste at all areas of the waste stream including but not limited to packaging. Procurement policies should be implemented that favour sustainable supply chains. 		√	√	
<ul style="list-style-type: none"> Promote a culture of and educate customers on reuse. Share stories of how other residents reuse their items. 		√		
<ul style="list-style-type: none"> Encourage purchasing unpackaged foods. 		√		
<ul style="list-style-type: none"> Facilitate ways to use waste to replace purchasing/using something else (e.g., used coffee grinds for mushroom production). 		√		
<ul style="list-style-type: none"> Planning and permit approval is an opportunity for City to ask developers for their waste reduction plan. 			√	
Encourage a Reduction in Food Waste				
<ul style="list-style-type: none"> *Encourage the donation of food, specifically grocery stores. 	√	√	√	√
<ul style="list-style-type: none"> Legislation should be put in place to force grocery businesses to give away surplus food. 		√		
<ul style="list-style-type: none"> Provide financial incentives for businesses to donate unused food products. 		√		
<ul style="list-style-type: none"> Encourage buildings relationships between grocery stores and food banks. 	√	√	√	
<ul style="list-style-type: none"> Promote purchasing of 'ugly' fruits and vegetables. 		√		√
<ul style="list-style-type: none"> Provide incentives for households to reduce food waste. 				√
<ul style="list-style-type: none"> Collaboration to expand food diversion programs to include farmer's markets. 		√		√

Summary of Input Received	PCE	Survey #3	SAG	KSM
<ul style="list-style-type: none"> Encourage the purchasing of food in bulk to reduce packaging waste. 		√		
<ul style="list-style-type: none"> Provide more education on what food labels actually indicate. A lot of waste is caused by mislabelling (e.g., the Film “Just Eat It” A Food Waste Story” highlights this). 	√	√		√
<ul style="list-style-type: none"> Educate restaurants on food waste disposal so that it does not enter waste stream. 	√			
<ul style="list-style-type: none"> Improve the quality of city water to decrease the consumption of bottled water. 	√			
<ul style="list-style-type: none"> Research France’s food waste legislation. 	√			
Provide a Financial Incentive for People to Reduce and Reuse				
<ul style="list-style-type: none"> Bring the plastic bag fee back. 	√	√		
<ul style="list-style-type: none"> <ul style="list-style-type: none"> Make the fee mandatory with the revenue going to the City for waste management. 		√		
<ul style="list-style-type: none"> <ul style="list-style-type: none"> Banning plastic bags was good legislation that the City should have stuck with. People are motivated by personal financial incentives and penalties. 	√	√		
<ul style="list-style-type: none"> Discourage the use of single use items through fees/taxing (e.g., tax bottled water) 		√		√
<ul style="list-style-type: none"> Increase charges for garbage as an economic incentive to reduce waste. 		√		
Provide Reward and Recognition as an Incentive to Reduce and Reuse More				
<ul style="list-style-type: none"> Provide recognition and rewards to individuals, groups and businesses who reduce their waste. 		√	√	
<ul style="list-style-type: none"> <ul style="list-style-type: none"> Give incentives to individuals participating in reuse programs (e.g., coupons, recreational centre passes). 		√		
Increase Reduce/ Reuse Education and Initiatives				
<ul style="list-style-type: none"> Hold more group events instead of single person programs. 	√			
<ul style="list-style-type: none"> Change the language used in promotion (it is outdated). 	√			
<ul style="list-style-type: none"> Emulate Singapore where they campaign for waste management and foster ownership in the city’s cleanliness. 	√			
<ul style="list-style-type: none"> Use a mascot. 	√			
<ul style="list-style-type: none"> Show rate of reuse/reduce and use performance metrics at capturing waste. 	√		√	
<ul style="list-style-type: none"> Reality TV shows about families in different situations reducing their waste footprint. 			√	

<i>Summary of Input Received</i>	<i>PCE</i>	<i>Survey #3</i>	<i>SAG</i>	<i>KSM</i>
• Use volunteers and community organizations to help (e.g., support and fund groups to collect litter).	√			
• Target multi-res commercial tenants because they do not attend presentations or events.	√			
• Hold “How To Recycle and Reduce” events.	√			
• Hold school contests for green initiatives, similar to TDSB’s “Eco-Schools”.	√			
Encourage People to Use Quality Items that Can be Reused				
• Implement a system for customers to bring their own containers, or a system of reusable containers.		√		
○ Find innovative ways for customers to be able to buy food or bulk food without always resorting to plastic.		√		
• Encourage more innovative, sustainable packaging (e.g., milk bags have no handles so they have to be put into a bag with handles).		√		
• Discourage production of dominant products that end up as garbage by finding safer and reusable alternatives.		√		
• Use social marketing techniques to frame disposal and stress importance of reduce and reuse.				√
Partner with Others to Reduce and Reuse				
• *Create innovative partnerships.	√	√	√	√
○ Work with local neighbourhood associations.		√		
○ Support food rescue programs.	√	√		
○ Work with organizations focused on healthy food, food justice and environmental groups.		√		
○ Partnerships and promotion of businesses/non-profits that repurpose/restore/resell unwanted goods and materials.	√	√	√	√
○ Work with non-profits to start and manage social enterprises that generate income and employment in local communities.		√		
• Donate to non-profit organizations that collect items for reuse.				√
• Partner with retail stores to allow for tool sharing.			√	√

Table 41: Input on System Considerations Options

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

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

<i>Summary of Input Received</i>	<i>PCE</i>	<i>Survey #3</i>	<i>SAG</i>	<i>KSM</i>
<ul style="list-style-type: none"> Continue collaboration with City departments, industry and governmental organizations to advocate for change and reduced waste. 	√	√	√	√
<ul style="list-style-type: none"> Bans are harsh and often not done for the right reasons. Collaboration is key as this is everyone's problem, not just bans. This is a great start and kudos to the committee that is looking at this seriously. 		√		
<ul style="list-style-type: none"> Share tenders and purchasing agreements between smaller, similar organizations (e.g., school boards, universities, etc.) 			√	
Advocate Producers to be More Responsible for the Cost to Manage the Waste they Produce				
<ul style="list-style-type: none"> *Ensure that laws and regulations are created that make producers/stores/packagegers more responsible for packaging (EPR programs). 	√	√		
<ul style="list-style-type: none"> Make a distribution chain to collect the material (e.g., purchase bottled water in store, store has to accept empty bottles back for proper recycling). 		√		
<ul style="list-style-type: none"> Encourage manufacturers to use only environmentally friendly products. Watch what comes into Canada from other countries. 		√		
<ul style="list-style-type: none"> <ul style="list-style-type: none"> Encourage retailers to offer discounts for products without packaging or reduced/green packaging. 		√		
<ul style="list-style-type: none"> <ul style="list-style-type: none"> If you are looking for a 30-50 year plan you need to have an answer for flexible packaging because in 30-50 years from now there will not be glass jars and heavy aluminum cans. 		√		
Greater Enforcement				
<ul style="list-style-type: none"> *There must be enforcement of by-laws and appropriate staffing levels. 		√		√
<ul style="list-style-type: none"> By-law enforcement and education should be hand-in-hand. 		√		
<ul style="list-style-type: none"> <ul style="list-style-type: none"> If the intent is to actually beef-up regulatory options and actually be committed to use of bans etc., then do explore and review. Otherwise, don't even start that process. 		√		
<ul style="list-style-type: none"> <ul style="list-style-type: none"> Use revenues from fines to improve programs. 		√		
<ul style="list-style-type: none"> <ul style="list-style-type: none"> Better enforcement of non-recycling and contamination of products. 		√		
Reward Those who Reduce Waste and/or Consistently Participate in Diversion Programs				
<ul style="list-style-type: none"> *Determine what incentive / rewards programs could be put in place for recyclers. 		√		
<ul style="list-style-type: none"> <ul style="list-style-type: none"> Prefer incentives over bans/levies (e.g., points/rewards program for bringing in your own cutlery/plates to fast food places). 		√		

Summary of Input Received	PCE	Survey #3	SAG	KSM
○ Provide incentives and create programs in partnership with groups/stakeholders so they want to/benefit from participating.		√		
○ Create a program where exchanging waste materials (e.g., high value recyclables) provides incentives such as TTC coupons.		√		
○ Explore financial tools and incentives, such as making it more expensive to produce waste.		√		
○ Profit share with those who participate in the program.		√		
○ Establish some sort of award system to ensure compliance, participation and best practices among multi-unit residential landlords, businesses, BIAs and companies.		√		
• Consider pay as you throw.		√		
○ A credit-based system not unlike the Kyoto accord — each household/business/company is given X credits. If they need more, they must purchase them. But if they use less, those can be exchanged for rebates. Easiest way to do this would be to get rid of the bins and use garbage tags instead. Extra garbage tags could be returned for money or other incentives.		√		
• Consider performance-based incentives as a program-based option.			√	
• The City may reduce the incentive to divert if it removes the current rebate.			√	
Focus on Education				
• *Put more of an emphasis on education.		√		
○ Educate! There should be a reminder everywhere there is a garbage can. Every building has a different collection system. Educate and promote.		√		
○ Have visual reminders throughout the City (e.g., signs on garbage/recycling trucks).		√		
○ More education on what is actually ending up in the garbage.		√		
○ Campaign to normalize waste reduction in public opinion. Make it hip and sexy to not waste food + other resources.		√		
• Provide education in elementary schools so that youth are taught at a young age.		√		
• Show how businesses and industry can save money by better managing their waste.		√		

<i>Summary of Input Received</i>	<i>PCE</i>	<i>Survey #3</i>	<i>SAG</i>	<i>KSM</i>
By-laws to Support Waste Diversion				
<ul style="list-style-type: none"> *Put by-laws in place that indicate that the private sector must participate in waste management. Laws could limit how much unrecyclable material is allowed to be produced to begin with or they must meet a diversion rate. 	√	√		
<ul style="list-style-type: none"> There should be by-laws at both the provincial and national level. 		√		
<ul style="list-style-type: none"> By-laws should indicated at on large construction projects construction waste must be minimized. 		√		
<ul style="list-style-type: none"> In our globalized world we need a global standard for waste reclamation. Much of my waste is truly international. 		√		
Waste Management Program Focus				
<ul style="list-style-type: none"> *Make system that is easy and cost-effective for all users. 		√		√
<ul style="list-style-type: none"> <ul style="list-style-type: none"> Focus on encouraging people to use the existing system more effectively. People are still throwing too much divertible waste into garbage. 		√		
<ul style="list-style-type: none"> <ul style="list-style-type: none"> Proper disposal is essential regardless of who does it or who pays for it. 		√		
<ul style="list-style-type: none"> <ul style="list-style-type: none"> Any system must be flexible enough to work with other systems. 		√		
<ul style="list-style-type: none"> <ul style="list-style-type: none"> Need to make programs and services consistent across the City (and ideally province) whether public or private collection. 				√
<ul style="list-style-type: none"> <ul style="list-style-type: none"> Synergy between the Waste Strategy and other city initiatives is needed to make it easy for businesses and streamline/coordinate so they do not have to report to multiple entities (e.g., City of Toronto initiative to get large buildings to track energy). 			√	
<ul style="list-style-type: none"> Everyone needs to be accountable. 		√	√	
<ul style="list-style-type: none"> <ul style="list-style-type: none"> Set outcome, set targets and hold yourself accountable. Report to residents on progress annually. Real progress such as implementation effects and outcomes achieved, not reporting on studies. 		√		
<ul style="list-style-type: none"> Set goals for various sectors. 		√		
<ul style="list-style-type: none"> Ultimately this is more of a social issue than a regulatory issue. Until society as a whole believes the issues are relevant and important regulations will be ignored, facilities and programs will be under used, and little progress will be made. 		√		
<ul style="list-style-type: none"> All waste diversion programs should be provided to all customers. 			√	

<i>Summary of Input Received</i>	<i>PCE</i>	<i>Survey #3</i>	<i>SAG</i>	<i>KSM</i>
• Look for high-tech innovations.		√		
• Align the waste management strategy with Toronto's development goals. How would we like the City to look and function in the future?		√		
• Whatever is chosen, make sure the garbage stays in Toronto.		√		
• Consider social responsibility. Focus on managing waste from cradle to grave, and where waste is a resource.			√	√
• Consider continuing the servicing of City-owned corporate sites and facilities as this is a service that is now being carried out by SWMS.				√
• Have a repository for new ideas – how are those ideas captured, recorded, and maintained, and by whom? Perhaps this would be through an annual forum.				√
• Keep options "in-house"/in the City to ensure that we're exercising due diligence in monitoring work and providing safe working conditions				√
• Consciously try to be fair and contribute to economic and social equality.			√	
Use of Alternative Technologies				
• Investigate using incineration and waste to make energy. This includes at transfer stations.		√		
Develop a Public Spaces Waste Management Program				
• Implement Green Bin in community spaces (i.e., for dog waste) or consider dog-waste composting bins.		√		
• Add more receptacles on the street and retail recycling/composting bins.		√		
• Improved waste management planning at large events/festivals. Consider fees to ensure proper management of waste.			√	
• Hold fast food producers accountable as there is a significant amount of fast food waste.		√		
• Look into innovative options such as solar compactors.		√		
• Make Green Bins accessible on the streets bins. Recycle, Compost and Garbage should be the options in all new city garbage bins on street corners. We need to push and advocate for separating garbage and home, work, in institutions, and while you are out running errands. A consistent message needs to be sent everywhere!		√		
Continue to Seek Ways to Encourage and Support Waste Diversion Activities				
• *Encourage and support a variety of waste diversion and reduction initiatives.	√	√	√	√

<i>Summary of Input Received</i>	<i>PCE</i>	<i>Survey #3</i>	<i>SAG</i>	<i>KSM</i>
○ Encourage the use of backyard composting.		√		
○ Condos to compost their green waste and using material for a roof garden.		√		
○ Gardening and edible gardens.		√		
○ Food rescue.		√		
○ Large-item pick up days (encouraging non-profits to collect materials first).		√		
○ Exchange options/drives for clothing.				√
○ Green procurement policy at the City		√	√	√
• Support employment strategies (e.g. skills training) that also facilitate waste reduction, reuse and recycling.				
Continue to Learn from Other Jurisdictions				
• *Continuously monitor best practices around the world, import the good ideas, and avoid repeating mistakes found by other cities. Look to other jurisdictions to see if there is anything that we can learn and incorporate from other systems of waste management (including new technologies).		√		
• Bring in international experts, look at what other cities/countries are doing (don't reinvent the wheel).		√		
○ San Francisco / California, Portland, Germany, Sweden.		√		
○ Guelph (automated bin system), BC (deposit-return).		√		

Table 42: Input on System Finance Options

<i>Summary of Input Received</i>	<i>PCE</i>	<i>Survey #3</i>	<i>SAG</i>	<i>KSM</i>
Advocate Producers to be More Responsible for the Cost to Manage the Waste they Produce				
• *Producers should be responsible for the costs to manage the materials they produce. Have incentives for those producers that reduce waste or use recyclable/compostable materials and disincentives for producers that create unnecessary waste or use unrecyclable products. This will make them be more innovative and find solutions to make their products less wasteful and more environmentally friendly.	√	√		

Summary of Input Received	PCE	Survey #3	SAG	KSM
<ul style="list-style-type: none"> The City should do more than advocate – they should regulate changes to packaging and use of recyclable/ compostable materials for packaging. 		√		
<ul style="list-style-type: none"> <ul style="list-style-type: none"> I feel that the City has the purchasing power to influence corporations to adhere to new and minimal packaging requirements if they want to continue selling their products here. Excess/superfluous packaging is one item that I feel we can easily control. 		√		
<ul style="list-style-type: none"> Collaborate with others to achieve goals. 	√	√		√
<ul style="list-style-type: none"> <ul style="list-style-type: none"> If higher levels of government do not get involved, then advocating to packaging producers is difficult. Province needs to be involved. 	√	√		√
<ul style="list-style-type: none"> <ul style="list-style-type: none"> Collaborate with other cities to put pressure on producers of packaging: Toronto is not unique; many cities are facing the same challenges. 	√	√		√
<ul style="list-style-type: none"> <ul style="list-style-type: none"> If you pursue further EPR, work with producers to understand their unique challenges. 		√		
<ul style="list-style-type: none"> <ul style="list-style-type: none"> The City should pair universities and colleges with producers/first importers to come up with new designs that avoid wasting of energy use and finite resource use. 		√		
<ul style="list-style-type: none"> <ul style="list-style-type: none"> Create partnerships with private sector. 	√			
<ul style="list-style-type: none"> The emphasis needs to focus on the places/products that produce the waste. Fast food restaurants should be mandated to use reusable dishes for its dine-in customers. 		√		
<ul style="list-style-type: none"> Include consumer education in school curricula on selecting products based on, among other criteria, responsible packaging. 		√		
<ul style="list-style-type: none"> If the producer is responsible, the cost will be passed to the consumer which is fair. If you can't afford the additional expense, you are less likely to buy and create more waste. 		√		
<ul style="list-style-type: none"> We need to invest more advancing the 3Rs, not expensive disposal technology that locks us in to dealing with the waste created by irresponsible producers. 		√		
Product Packaging				
<ul style="list-style-type: none"> *Place taxes or surcharges on non-recyclable waste and use collected fees for waste management. 	√	√		
<ul style="list-style-type: none"> <ul style="list-style-type: none"> Manufacturers should be paying for the materials they put on the market that are hard to recover. 	√			
<ul style="list-style-type: none"> Ban unrecyclable/unnecessary wastes (e.g., products made with composite materials, plastic bags, Styrofoam, etc.). 		√		
<ul style="list-style-type: none"> Leave packaging at point of purchase. 		√		

<i>Summary of Input Received</i>	<i>PCE</i>	<i>Survey #3</i>	<i>SAG</i>	<i>KSM</i>
<ul style="list-style-type: none"> Give people reusable containers for common household products and advocate getting brands to ship large containers to retailers. You can still get the brands you like, (pay for) but the packaging issue is over. 		√		
<ul style="list-style-type: none"> Follow Germany's lead from 20 years ago and force manufactures to produce less packaging and/or more environmentally friendly packaging. Social pressure played a huge roll, penalizing at the curb made consumers leave extraneous packaging at the retail which flowed up to manufacturers. 		√		
Borrow Money to Pay for New Programs				
<ul style="list-style-type: none"> *Opposed to this idea. 		√		
<ul style="list-style-type: none"> The City should have a combination of charging fees and borrowing. 		√		
Solid Waste Utility Fees				
<ul style="list-style-type: none"> *Charge fees to recover the full cost of waste management provided there is strong oversight. This will help to reduce waste. 	√	√		√
<ul style="list-style-type: none"> <ul style="list-style-type: none"> Consumer and generator responsibility is as important as producer responsibility. Ensure accountability mechanisms that results in people/businesses paying the full costs of their choices - whether they are generators or producers. 		√		
<ul style="list-style-type: none"> <ul style="list-style-type: none"> Revise cost structure so that waste bins are more expensive than Blue and Green bins or do not charge for recycling. 	√			
<ul style="list-style-type: none"> <ul style="list-style-type: none"> Research other jurisdictions such as San Francisco (e.g., charge for all waste streams). 	√		√	
<ul style="list-style-type: none"> <ul style="list-style-type: none"> Use property taxes as revenue. 				√
<ul style="list-style-type: none"> Instead of user fees, work the costs of waste management into property taxes. 		√		
<ul style="list-style-type: none"> Do not charge more fees or taxes for garbage. 		√		
<ul style="list-style-type: none"> <ul style="list-style-type: none"> Bin fees create bad behaviour. Households should be given large bins at no extra cost with instruction to only put the bin out when it is full. This will decrease cost of collection and decrease noise from collection. 		√		
<ul style="list-style-type: none"> Charging or increasing fees will increase illegal dumping activities. 	√	√		
<ul style="list-style-type: none"> What is wrong with our current system of fees for bins? 		√		
<ul style="list-style-type: none"> Include an option on tax bills to donate extra money to the City. 	√			
<ul style="list-style-type: none"> Traditionally, higher tipping fees always resulted in increased recycling rates; Green Bin rates will go up too. Even if this means there will be illegal dumping, it's important to charge more for landfill fees to 				√

<i>Summary of Input Received</i>	<i>PCE</i>	<i>Survey #3</i>	<i>SAG</i>	<i>KSM</i>
discourage so much recycling going into landfill.				
Public/Private Partnerships				
<ul style="list-style-type: none"> *Oppose P3s. 		√		
<ul style="list-style-type: none"> <ul style="list-style-type: none"> The private companies are looking to make a profit and will have that in mind. 		√		
<ul style="list-style-type: none"> <ul style="list-style-type: none"> Public/private partnerships for facilities should not be pursued, as this has a higher net cost to the City to cover higher costs of capital and business risk. 		√		
<ul style="list-style-type: none"> <ul style="list-style-type: none"> Public/private partnerships invite deterioration of services, accountability to the electorate and fee increases. Infrastructure is a government responsibility that needs to be funded by the manufacturers. 		√		
<ul style="list-style-type: none"> Privatize the waste management system. 		√		
<ul style="list-style-type: none"> Look at elements of public/private partnerships. How can businesses benefit from using these same facilities? What's the economic opportunity in by-products? 		√		
<ul style="list-style-type: none"> Facilities could be built in co-operation with other municipalities. 		√		
<ul style="list-style-type: none"> P3s are also an option, but they tend to be a bit like borrowing, since the cost of the facilities has to be paid over time as part of the operating fees. 		√		
Show Separate Fees				
<ul style="list-style-type: none"> *Supportive of paying based on the size of the garbage can but not for paying for the Blue and Green Bins. 		√		
<ul style="list-style-type: none"> Charge more for garbage collection and less for Blue and Green Bin collection with strong enforcement. 	√	√		
<ul style="list-style-type: none"> Separate the fees for waste collected so that users see how much waste they are generating and what it costs to manage the different streams. 	√	√		
<ul style="list-style-type: none"> <ul style="list-style-type: none"> Do a study or a pilot area to flush out if there is a positive or negative impact on KPIs. 		√		
<ul style="list-style-type: none"> Pay based on the weight of waste set out for collection. 		√		
<ul style="list-style-type: none"> Charging not-for-profit association and companies for recycling will discourage them from recycling and produce more waste. This will be a cost for the city in another way. 		√		
<ul style="list-style-type: none"> To encourage environmental stewardship, the City may need to subsidize waste management. Residents and businesses should have a financial incentive to recycle and compost. 		√		

Summary of Input Received	PCE	Survey #3	SAG	KSM
• There should be a charge for people who litter.		√		
• If the City starts charging for everything there could be muddled messaging.			√	
Comments on Proposed Options				
• Support all the above and probably a number of others. The important thing is that the full cost for waste management is paid for by Torontonians. Ideally, the system should be designed to encourage recycling.		√		
• All options should be explored by the city and yes producers have a role in managing their products.		√		
• Don't understand what the options means (provided as a general comment, for solid waste fees/utility and alternative revenue generation opportunities).		√		
Greater Enforcement				
• *Distribute fines for those that set out excessive quantities of waste.		√		
• Make multi-residential buildings more accountable for not diverting waste.		√		
Reward those who Reduce Waste and/or Consistently Participate in Diversion Programs				
• *Reward those who reduce waste or set out less garbage.		√		
○ Reward households and neighbourhoods that reduce their waste with new public amenities -- gardens, parks, car-free streets, lower fees, etc.		√		
○ Give incentives to landlords that set up proper waste management system in their building.		√		
○ Reward those who backyard compost or have vermicomposters since less organics to the Green Bin.		√		
• Give tax credits to companies that do have sustainable practices in each sector - to encourage innovation.		√		
Force Waste Reduction				
• Support any option that forces reduction in garbage and waste.		√		
○ Companies and consumers should be charged for making/buying packaged products. There has to be a complete shift in consumer purchasing behaviour which would only be accepted if people had to pay for all the packaging they purchased just to throw it out after arriving at home. The incentive would be not to pay any fees by buying only products that do not produce waste at the end-consumer.		√		√

<i>Summary of Input Received</i>	<i>PCE</i>	<i>Survey #3</i>	<i>SAG</i>	<i>KSM</i>
Other Ways to Reduce Costs or Obtain Money				
• *Use EFW to generate revenue from the sale of electricity.		√		
• Increase taxes on corporations.		√		
○ Tax industries that do not use sustainable practices in order to pay for R & D and innovation.		√		
• Get funding from provincial and/or federal governments.		√		
• Set up an extensive deposit-return system.		√		
• Encourage and fund local solutions to reduce the amount accumulating at the city-region level.		√		
• Look at carbon tax credits.	√			√
• Invest by processing other cities' organics in facilities.	√			
• Focus on reduction so there is no increase in tax.	√			
• Advocate for provincial and federal subsidies.				√
• Most European countries have a landfill tax, while in North America landfills are still the cheapest option.	√			
Find Efficiencies with Current System				
• Determine if the current level of City staffing is required.		√		
• A \$350 million budget is sufficient to run the system.		√		
• Look for efficiencies with current infrastructure (e.g., fleet, office space, facilities).		√		
• Consider full lifecycle costing.			√	√
• Consider local improvement changes.			√	
Support Innovation				
• Create an innovation fund to develop technology and fund costs of implementation (partner with a university).	√			
• Technologies to help sort waste remove job opportunities.	√			
• Support local entrepreneurs to develop innovative ideas to reduce waste.	√			

4 NEXT STEPS

Input provided during Phase Two consultation for the Waste Strategy has been provided to the technical team for their consideration and will be used to:

- Refine and finalize the Vision Statement;
- Refine the proposed evaluation criteria and approach;
- Establish evaluation criteria priorities;
- Identify additional options for consideration; and
- Identify areas where additional messaging/communication are required as the strategy development process continues.

Phase 3 will involve finalizing the recommended options and presenting the Draft Waste Strategy. Public consultation events will be held for input on the Draft Waste Strategy. The input received will be considered in developing the Final Waste Strategy anticipated to be complete by Summer 2016.

Appendix A

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Stolen laptop contained images of woman's children who died at age 10: police



A Toronto police car is pictured in this Monday, Sept. 5, 2011, file photo. (CP24/Chris Kitching)



12



32



44



Codi Wilson, CP24.com

Published Tuesday, June 16, 2015 8:14AM EDT

Last Updated Tuesday, June 16, 2015 8:16AM EDT

Toronto police say a laptop that was stolen from a woman's car on St. Clair Avenue on Saturday contained invaluable photos and videos of her two children who both passed away at the age of 10.

Police say the theft occurred while the woman was eating at a restaurant in the area of

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1



**Man in serious condition after
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Man charged after boy fatally stabbed at hotel

Man charged after boy fatally stabbed at hotel



A 21-year-old man has been charged with first-degree murder in connection with the fatal stabbing of a 12-year-old boy in Toronto Wednesday.

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A woman killed by a lion at a South African wildlife reserve has been identified as American Katherine Chappell, who lived in Vancouver.

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1 2 3 >>

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June 13 & 14

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[Maps & Roads](#)
[Gallery](#)
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Toronto
14°C

Toronto, ON +

FIND YOUR FORECAST

Search for location or keyword



Current Weather Updated on Mon Jun 1 12:25 PM

Next Update in 04:35 mins



Overcast

14°C
Feels like 13Black bear taken down in
Toronto suburb. Here's the
latest[More Details >>](#)E 15
km/h

Wind

64%

Humidity

102.4kPa

Pressure

14.5
km

Visibility

2800ft

Ceiling

05:40

Sunrise

20:51

Sunset

When will it Rain or Snow?

Precip not expected within the
next 3 hours [More Details](#)

36-Hour Precipitation Outlook

No precipitation expected.

Air Quality 2 Low Risk UV 2 Low Pollen Moderate



Watch Live



View Webcams

Mon. Afternoon
Cloudy

15°C

Feels like 15

P.O.P: 30%
Wind E 10 km/h
Wind gust -
Humidity 71%Mon. Evening
A mix of sun and clouds

13°C

Feels like 12

P.O.P: 30%
Wind E 10 km/h
Wind gust -
Humidity 82%Mon. Overnight
Partly cloudy

8°C

Feels like 6

P.O.P: 20%
Wind NE 10 km/h
Wind gust -
Humidity 87%Tues. Morning
Sunny

11°C

Feels like 10

P.O.P: 10%
Wind NE 10 km/h
Wind gust -
Humidity 82%[Hide Details](#)How should Toronto manage
its waste in the future?

Connect with us



Join the Community



Enter contests

Coffee Break
Sponsored By
Tim Hortons



FIND OUT

Home Forecasts & Reports Severe Weather News Maps & Roads Gallery TV FAQs

Toronto
18°C



Toronto, ON

FIND YOUR FORECAST

Search for location or keyword

Current Weather Updated on Tue Jun 9 9:45 AM

Next Update in 14:23 mins



Overcast



18°C
Feels like 21

Tues. Afternoon
Risk of
thunderstorms



21°C
Feels like 26

Tues. Evening
Risk of a
thunderstorm



19°C
Feels like 23

Tues. Overnight
Partly cloudy



13°C
Feels like 12

Trending Now

See All News



Twin twisters
caught on camera
beneath a huge
storm cloud



Brief: Dry on the
west coast,
showers elsewhere



Man in wingsuit
jumps to his death
in Rocky Mountains



Smoke from
wildfires prompt
evacuations in
Saskatchewan



Five photos of
animals hiding from
the elements

LAST 24 HOURS

HOURLY

36 HOURS

7 DAYS

14 DAY TREND

MONTHLY
BETA

GRAPH

TABLE

Wed Jun 10	Thu Jun 11	Fri Jun 12	Sat Jun 13	Sun Jun 14	Mon Jun 15	Tue Jun 16	Wed Jun 17	Thu Jun 18	Fri Jun 19	Sat Jun 20	Sun Jun 21	Mon Jun 22	Tue Jun 23
------------------	------------------	------------------	------------------	------------------	------------------	------------------	------------------	------------------	------------------	------------------	------------------	------------------	------------------

**In the future,
how should we manage
our waste?**

**Join the discussion,
share your ideas.**

toronto.ca/wastestrategy

Toronto



EN

My Account

°C °F

Sign in



\$55
FREE
PLUS
\$5 OFF
INSTANTLY!



OUR GIFT TO YOU
THIS MOTHER'S DAY!

709 The Queensway Etobicoke, ON M8Y 1L2
647 977 3030 | hello@agmacarons.com

Forecasts & Reports Severe Weather News Maps & Roads Gallery TV FAQs

Toronto

14°C



Toronto, ON +

FIND YOUR FORECAST

Search for location or keyword



Current Weather Updated on Mon Jun 1 12:25 PM

Next Update in 03:42 mins



Overcast

14°C
Feels like 13

Black bear taken down in
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latest

[More Details >>](#)E 15
km/h

Wind

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Humidity

102.4 kPa

Pressure

14.5
km

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2800ft

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20:51

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A mix of sun and clouds

13°C

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Mon. Overnight
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8°C

Feels like 6

P.O.P: 20%
Wind NE 10 km/h
Wind gust -
Humidity 87%

Tues. Morning
Sunny

11°C

Feels like 10

P.O.P: 10%
Wind NE 10 km/h
Wind gust -
Humidity 82%

[Hide Details](#)

Trending Now

[See All News](#)

Connect with us

**In the future,
how should we manage
our waste?**

**Join the discussion,
share your ideas.**

toronto.ca/wastestrategy

TORONTO

Appendix B

Project Updates

The Waste Strategy

Project Update #2

Updates from Phase 1 of the Waste Strategy!

The first round of public consultations for Toronto's Waste Strategy took place from the late Spring to the Fall helping "build the foundation" for the project. Residents and stakeholders told us how they use the current waste management system, what's working and how it could be improved.

Four public open houses took place across the City in June 2014. City staff attended two dozen additional community events during the Summer and Fall to talk about the Waste Strategy. A survey was distributed at these events and was available online. We are happy to report that almost 500 responses were submitted. Thank you everyone that completed the survey! These comments will be considered in the development of the Waste Strategy.

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. The Waste Strategy will recommend waste management policies and programs, including how to manage the garbage remaining after reducing, reusing, recycling, and composting.

We asked: **What common items do you wish could be recycled?** You answered:



Some items that were mentioned in the survey are already recyclable! Check out the Waste Wizard to learn what can and can't be recycled (toronto.ca/wastewizard).

What We Heard From You

- 75% believe the Waste Strategy is very important
- **There is too much plastic packaging!**
- 80% find the annual collection calendar helpful
- **You wish that apartment and condo buildings had better access to diversion programs**
- 90% are very satisfied/satisfied with the recycling program
- **60% consider buying used goods instead of new**
- Ways to further **reduce** and **reuse** waste:
 - Wash and reuse plastic zipper and milk bags
 - Repair items instead of buying new
 - Tear up old clothes into rags
 - Plan meals to avoid wasted food
 - Use recyclable materials for crafts

As part of this ongoing process, we want to keep hearing from you!



The goal of the Waste Strategy is to determine solutions that are **cost-effective, socially acceptable** and **environmentally sustainable**. The timeline below shows the **three phases involved in developing the Waste Strategy**. We are entering **Phase 2: Develop the Strategy** which will involve identifying and assessing options to address waste management needs.

1. BUILD THE FOUNDATION

Spring 2014 to Fall 2014

2. DEVELOP THE STRATEGY*

Winter 2014 to Spring 2015

3. DOCUMENT & DECIDE

Summer 2015 to Fall 2015

Upcoming Phase 2: DEVELOP THE STRATEGY Consultation Activities

Survey #2: Early in 2015, we will seek your input on the vision and principles for the Waste Strategy.

Survey #3: In the Spring of 2015, a third survey will seek your input on options for managing waste and criteria for evaluating the waste management options.

Public Consultation Event #2: In Spring 2015, we will discuss the options being considered. The event will also be an opportunity for you to provide input on criteria for evaluating the waste management options.

We need to hear from you! Look for us at community events and access any of the channels below to find more information on the consultation activities and the Waste Strategy.



Visit us at our project website at toronto.ca/wastestrategy to stay informed and to hear about upcoming events.



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



Follow news about the project or let us know what you think on Twitter [@GetInvolvedTO](https://twitter.com/GetInvolvedTO). Tell us your ideas on how we can all reduce and reuse more! [#TOWastestrategy](https://twitter.com/hashtag/TOWastestrategy)



If you have 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

Email: wastestrategy@toronto.ca

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



The Waste Strategy

Project Update #3

Provide your input on the Waste Strategy Vision and Guiding Principles!

Please visit toronto.ca/wastestrategy to complete **project survey #2**

To help shape what the City of Toronto's Long Term Waste Management Strategy ("Waste Strategy") will look like and how it gets done, we are getting public and stakeholder input. This feedback will be used to develop a **Vision Statement** and **Guiding Principles** that reflect what is important to the community.

A **Vision Statement** expresses a philosophy of what the Waste Strategy will work towards achieving in the future. Having a vision statement with key themes that support both the public and stakeholder interests helps increase our community's commitment and interest in the Waste Strategy.

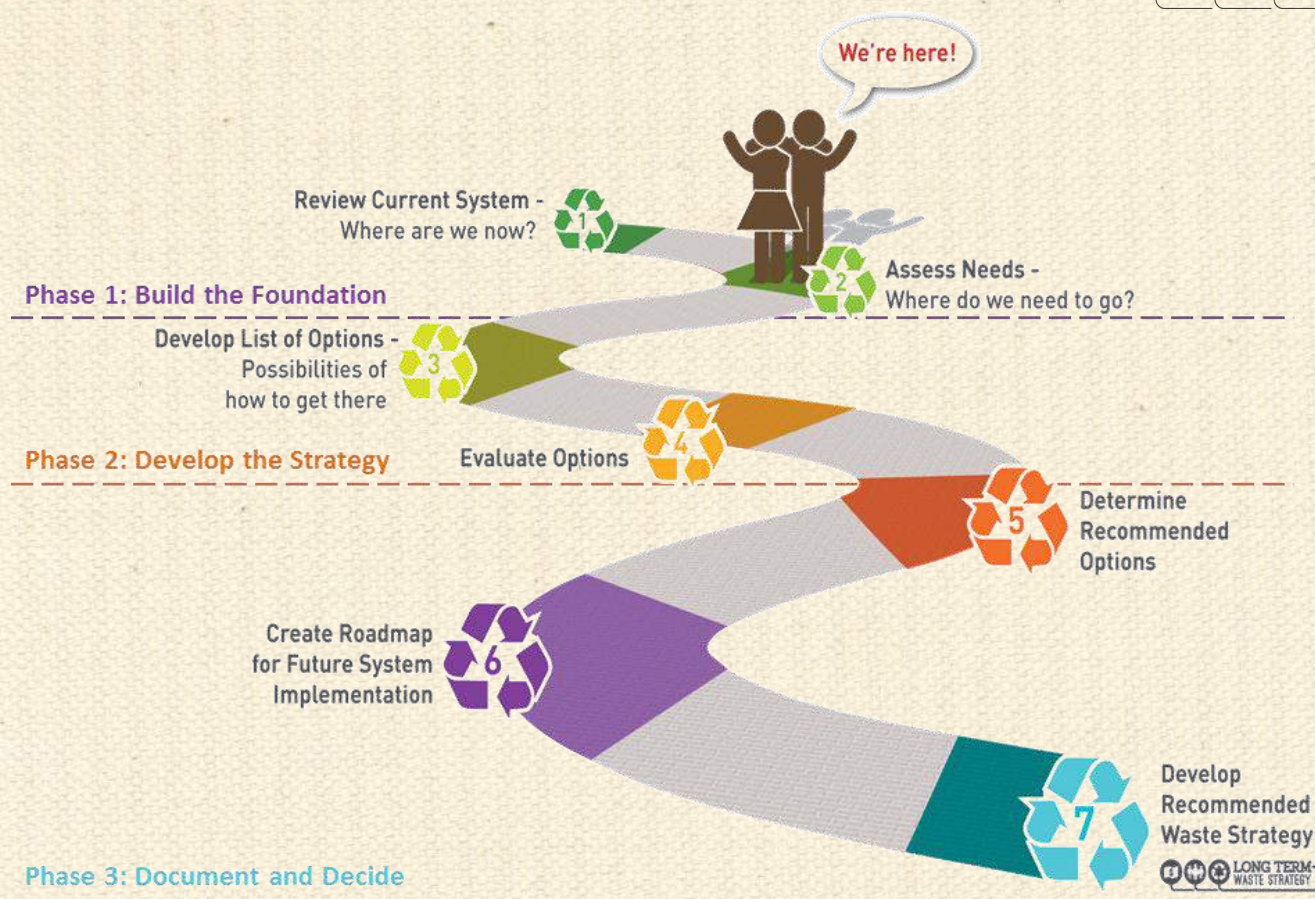
Guiding Principles define what is important for success and will be used to drive the City's Long Term Waste Management Strategy. Guiding Principles will be used to help develop evaluation criteria and steer decisions on a range of waste management options that will support the City in achieving the community's vision. Proposed **Guiding Principles** relate to the following areas:

- Embrace Social Equity
- Ensure Financial Sustainability
- Work to Mitigate Climate Change Impacts
- Treat Waste as a Resource
- Lead the Change
- Prioritize our Community's Health and Environment
- Support Development of Community Partnerships
- Make the Future System Transparent

Potential Themes for the Waste Strategy Vision

- 1) Creating a clean, beautiful and green City
- 2) Embracing a waste management system that is user-friendly, convenient and accessible to the community
- 3) Leveraging technologies to create innovative waste management practices
- 4) Providing opportunities for community collaboration, leadership and innovation
- 5) Taking responsibility for our own waste by focusing efforts on reducing the amount that we produce
- 6) Toronto as an international leader in environmental sustainability
- 7) Using waste as a resource in a manner that considers cost, social and environmental impacts.





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, including how to manage the garbage remaining after reducing, reusing, recycling, and composting.

Stakeholder and public feedback is important in the development of the Waste Strategy. Thank you for your input so far! We will continue to request input throughout the process.



Visit us at our project website
Toronto.ca/wastestrategy



Follow us on Twitter [@GetInvolvedTO](https://twitter.com/GetInvolvedTO). Tell us your ideas
[#TOwastestrategy](https://twitter.com/GetInvolvedTO)



To be added to the [electronic mailing list](https://is.gd/wastestrategy), visit
is.gd/wastestrategy



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

Robyn Shyllit

Public Consultation Unit

55 John Street, Metro Hall 19th Floor, Toronto, ON M5V 3C6

Email: wastestrategy@toronto.ca

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

The Waste Strategy

Project Update #4

The City of Toronto is developing a Long Term Waste Management Strategy ("Waste Strategy") to find new ways to look after our waste over the next 30-50 years. The Waste Strategy will recommend waste management policies and programs, such as, how to manage the garbage remaining after reducing, reusing, recycling, and composting.

Draft Vision Statement

In Survey 2, we asked for your feedback on themes that were important to include in a Vision Statement for the Waste Strategy. Our draft Vision Statement is:

"Together we will reduce the amount of waste we generate, reuse what we can, and recycle and recover the valuable resources in our waste that remain. We will embrace a waste management system that is user-friendly, convenient and accessible with programs and facilities that balance the needs of the community and the environment with long term financial sustainability. Together, we will ensure a clean, beautiful and green City in the future."

Interactive Survey

Important decisions on waste management options will be made as the Waste Strategy project progresses in 2015. We want your input on all options being considered and the criteria used to evaluate them.

Provide your input on the waste management options and evaluation criteria by taking an online survey:

toronto.ca/wastestrategy

(survey closes July 24, 2015)

Join Us! Share your ideas and issues with us at a public event!

Learn about and provide your input on the draft options and evaluation criteria. The format of the events includes an open house, a brief presentation, followed by small group discussions.

Can't attend? All information is posted on the project website.

Tuesday, June 9, 2015 6:30pm - 9:00pm (Presentation at 7:00pm) Etobicoke Collegiate Institute (Cafeteria) (86 Montgomery Road)	Monday, June 15, 2015 5:00pm - 9:00pm (Presentation at 7:00pm) Metro Hall (Room 308/309) (55 John Street)	Saturday, June 20, 2015 1:00pm - 3:30pm (Presentation at 1:30pm) North York Memorial Community Hall (Burgundy Room) (5110 Yonge Street)	Wednesday, June 24, 2015 6:30pm - 9:00pm (Presentation at 7:00pm) Scarborough Civic Centre (Committee Rooms 1 & 2) (150 Borough Drive)
---	--	--	---

Draft Evaluation Criteria

Evaluation criteria are used to make sure that there is a consistent way to compare options.

Draft evaluation criteria have been developed for the Waste Strategy to make sure decisions consider the natural environment, the social environment and the economy, often referred to as the triple bottom line.

These are draft criteria proposed to determine the most appropriate options for managing Toronto's waste:

- ❖ Environmental impact (local and global environmental impacts);
- ❖ Produce less waste (send less waste to landfill);
- ❖ Community impact (reduce negative impacts and increase benefits);
- ❖ User-friendly (program should be easy to use);
- ❖ Economic impact (achieve financial sustainability); and
- ❖ Risk and reliability (minimize risk and increase flexibility of technology(ies)).

We are looking for your input on whether these evaluation criteria capture all the things that you feel will be important in decision-making.



Preliminary Options

Using research and an assessment of gaps and challenges associated with the current system, the City developed a list of potential future waste management options related to the following:

- ❖ Promotion and Education;
- ❖ Reduce and Reuse;
- ❖ Recycling;
- ❖ Collection and Drop-Off;
- ❖ Multi-Residential Homes;
- ❖ Energy from Waste;
- ❖ Landfill;
- ❖ System Financing;
- ❖ Recycling and Transfer Facilities; and
- ❖ Overall System Considerations.

Waste Education Speaker Series

- ❖ In April 2015, the City initiated the Waste Education Speaker Series; showcasing leading Toronto initiatives changing the way we reduce, reuse and recycle including:
 - Wast(ED): Community (April)
 - Wast(ED): Clothing (May)
 - Wast(ED): Food (July)
 - Wast(ED): Recovery (Fall)
- ❖ Visit toronto.ca/wastestrategy to register for an upcoming event.

If you have questions about the Waste Strategy, or want to be added to the mailing list, please contact:

Robyn Shyllit Public Consultation Unit | 55 John Street, Metro Hall 19th Floor, Toronto, ON M5V 3C6

Email: wastestrategy@toronto.ca Phone: 416-392-3760 TTY: 416-338-0889

Web: toronto.ca/wastestrategy



The Waste Strategy

Project Update #5

The City of Toronto is developing a Long Term Waste Management Strategy (Waste Strategy) to find new ways to look after our waste over the next 30-50 years. The Waste Strategy will recommend waste management policies and programs, such as, how to manage the garbage remaining after reducing, reusing, recycling, and composting.

A huge thank you to the nearly 1,500 residents and stakeholders that shared their ideas at public meetings and through online survey during the second phase of Waste Strategy consultation!

Committee and Council Approval

On September 22, 2015, the Public Works and Infrastructure Committee (Committee) reviewed a Waste Strategy report containing the recommended Vision Statement, Guiding Principles, and Evaluation Criteria.

The Committee recommended to Council, among other items, the addition of one new criterion and one new option. On October 2, 2015, Toronto City Council considered the report and approved Committee's recommendations for the Waste Strategy Vision Statement, Guiding Principles, and added two more evaluation criteria.

The list of 68 Waste Strategy options was expanded by Council to include enhanced by-law enforcement strategies and a review of best practices to improve waste diversion requirements in existing residential and commercial buildings.

The list of options are organized using Waste Hierarchy and circular economy waste management categories: Promotion & Education; Generation, Reduce & Reuse; Collection & Drop-off; Transfer; Recycling & Processing; Recovery; Residual disposal; System Financing; and Overall System Considerations.



Approved Vision Statement:

Together we will reduce the amount of waste we generate, reuse what we can, and recycle and recover the remaining resources to reinvest back into the economy. We will embrace a waste management system that is user-friendly, with programs and facilities that balance the needs of the community and the environment with long term financial sustainability. Together, we will ensure a safe, clean, beautiful and healthy City for the future.



Approved Guiding Principles:

- 1) Work to Mitigate Climate Change Impacts
- 2) Treat Waste as a Resource
- 3) Prioritize our Community's Health & Environment
- 4) Embrace Social Equity
- 5) Lead the Change
- 6) Ensure Financial Sustainability
- 7) Make the Future System Transparent
- 8) Support Community Partnerships

Approved Evaluation Criteria:

All Waste Strategy options will be evaluated using Environmental, Social, and Financial criteria.

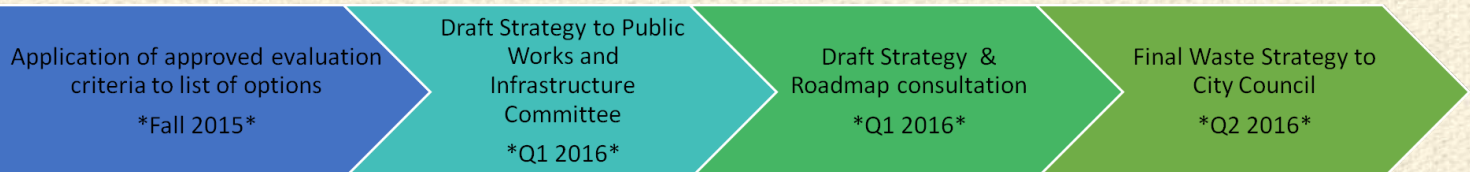
New evaluation criterion and indicators added by Committee and Council include:

- Potential to influence or encourage behaviour resulting in sustainable waste reduction choices
- Employment Opportunities
- Estimated Health Care Cost

Toronto Public Health and a panel of health experts will work with the Waste Strategy project team to evaluate options that impact human health and evaluate associated health care costs.

The Waste Strategy

Project Update #5



Next Steps

We have started the technical work of evaluating the Waste Strategy options. A draft Waste Strategy will be prepared and presented to the Public Works and Infrastructure Committee in early 2016, followed by public and stakeholder engagement to seek feedback on the draft document. Visit the 'Reports and Resources' page at www.toronto.ca/wastestrategy to read background information on all aspects of the City's current waste management system in Tech Memo #1.



A Future without Waste: Re-defining Value, Building the Circular Economy

Thursday October 29, 2015 from 11:15 a.m. - 8 p.m. Miles Nadal JCC, 750 Spadina Avenue.

Participate in the Metro Vancouver Zero Waste Conference from its satellite location in Toronto, hosted by the City of Toronto's Long Term Waste Management Strategy. This is a drop-in event and attendees are encouraged to **register for a full, or half-day to attend any presentation that is of interest**. Guests in Toronto will have the unique opportunity to interact and ask panelists and presenters from Vancouver questions.

To register and view details on the full list of presentations and speakers, visit:
www.torontozerowaste.eventbrite.ca

If you have questions about the Waste Strategy,
or want to be added to the mailing list, contact:

Robyn Shyllit, Public Consultation Unit

55 John Street, Metro Hall 19th Floor, Toronto, ON M5V 3C6
wastestrategy@toronto.ca Phone: 416-392-3760 TTY: 416-338-0889

www.toronto.ca/wastestrategy



Appendix C

Survey #2 and 3

The Waste Strategy

Survey #2



A Vision for the Long Term Waste Management Strategy

The City of Toronto is developing a Long Term Waste Management Strategy ("Waste 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, including how to manage the garbage remaining after reducing, reusing, recycling and composting. The goal of the Waste Strategy is to determine solutions that are cost-effective, socially acceptable and environmentally sustainable.

A successful Waste Strategy reflects the interests of the community that it serves now and in the future. It is driven by a [Vision Statement](#) and [Guiding Principles](#) that express a philosophy of what the Waste Strategy will strive to achieve.

[We want to hear from you!](#) The following survey is the second of three public questionnaires for Toronto residents. Please take a few minutes to fill in the questions below – [your feedback is important to creating a successful Long Term Waste Management Strategy for Toronto.](#)

1. We would like your input on key themes that you believe should be reflected in the Waste Strategy [Vision Statement](#). From the following proposed themes, please indicate which three (3) are most important to you by placing an "x" beside your choices in the left column.

Is there a key theme that stood out as being the least important to you? If yes, please select one (1) theme by placing an "x" beside your choice in the right column.

Most important (pick 3)	Vision Statement Themes	Least important (pick 1)
<input type="checkbox"/>	<i>"Creating a clean, beautiful and green City"</i>	<input type="checkbox"/>
<input type="checkbox"/>	<i>"Embracing a waste management system that is user-friendly, convenient and accessible to the community"</i>	<input type="checkbox"/>
<input type="checkbox"/>	<i>"Leveraging technologies to create innovative waste management practices"</i>	<input type="checkbox"/>
<input type="checkbox"/>	<i>"Providing opportunities for community collaboration, leadership and innovation"</i>	<input type="checkbox"/>
<input type="checkbox"/>	<i>"Taking responsibility for our own waste by focusing efforts on reducing the amount that we produce"</i>	<input type="checkbox"/>
<input type="checkbox"/>	<i>"Toronto as an international leader in environmental sustainability"</i>	<input type="checkbox"/>
<input type="checkbox"/>	<i>"Using waste as a resource in a manner that considers cost, social and environmental impacts"</i>	<input type="checkbox"/>
<input type="checkbox"/>	Other:	<input type="checkbox"/>

Guiding Principles

2. The Waste Strategy's **Guiding Principles** define what is important for success. They will be used to help develop evaluation criteria and steer decisions on a range of waste management options to support the City in achieving the community's vision.

We want to know **which of the following guiding principles are most important to you**. We recognize that all of the principles are important, however, we want to know if some principles are most important to you. Please select one (1) or more of the **Guiding Principles** that are most important to you by placing an "x" beside your choice(s).

Select one (1) or more

<input type="checkbox"/>	<i>Embrace Social Equity-</i> Create an easy-to-use system that all residents and the community can understand and participate in.
<input type="checkbox"/>	<i>Ensure Financial Sustainability-</i> Financially sustainable solutions that are easy and affordable to maintain by future generations and also help to stimulate economic growth within our community.
<input type="checkbox"/>	<i>Lead the Change-</i> Strong leadership is taking ownership, leading by action and being responsible for the waste we produce.
<input type="checkbox"/>	<i>Make the Future System Transparent-</i> Future decisions on the implementation of the Strategy will be open, accessible and based on best practices and facts to find solutions that benefit all.
<input type="checkbox"/>	<i>Prioritize our Community's Health and Environment-</i> The health of our residents and the environment is a priority in decision making to minimize negative impacts and to maximize the benefits.
<input type="checkbox"/>	<i>Support Development of Community Partnerships-</i> Working together with local community groups and organizations will help us reach our goals and reduce waste more effectively and efficiently.
<input type="checkbox"/>	<i>Treat Waste as a Resource-</i> Waste is an asset that needs to be conserved. We should make best use of our waste by recovering materials and energy remaining after reducing, reusing, and recycling.
<input type="checkbox"/>	<i>Work to Mitigate Climate Change Impacts-</i> To reduce our impact on climate change we will find solutions that reduce greenhouse gas emissions associated with our waste management system.

3. Please share with us any additional ideas you have for guiding principles that should be considered.

Additional Comments

4. Do you have any additional comments or feedback with respect to this survey or the Waste Strategy?

Tell us about Yourself

5. Do you live in the City of Toronto?

☐ Yes ☐ No

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

<input type="checkbox"/> Downtown	<input type="checkbox"/> Etobicoke
<input type="checkbox"/> North York	<input type="checkbox"/> Former York
<input type="checkbox"/> East York	<input type="checkbox"/> I don't know
<input type="checkbox"/> Scarborough	

6. What sort of housing do you live in?

<input type="checkbox"/> House	<input type="checkbox"/> Apartment in a House, Duplex, Triplex, Townhouse
<input type="checkbox"/> Townhouse	<input type="checkbox"/> Condominium
<input type="checkbox"/> Apartment	<input type="checkbox"/> Co-operative
	<input type="checkbox"/> Other: _____

7. Do you rent or own?

☐ Rent ☐ Own ☐ Other: _____

8. How many years have you lived in Toronto?

<input type="checkbox"/> Less than a year	<input type="checkbox"/> 3-5 years	<input type="checkbox"/> More than 10 years
<input type="checkbox"/> 1-2 years	<input type="checkbox"/> 6-10 years	

9. How old are you?

☐
☐

Under 18
18-29

☐
☐

30-49
50-64

☐

Over 65

10. How many people live in your household?

☐

1

☐

2

☐

3

☐

4

☐

5

11. Do you identify as:

☐

Female

☐

Male

☐

Another identity

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

☐
☐
☐
☐
☐
☐
☐
☐

English
French
Aboriginal Language
Arabic
Chinese – Cantonese
Chinese – Mandarin
Chinese – Other

☐
☐
☐
☐
☐
☐
☐

German
Greek
Gujarati
Hindi
Italian
Korean
Persian (Farsi)

☐
☐
☐
☐
☐
☐
☐

Polish
Portuguese
Punjabi
Romanian
Russian
Somali
Spanish

☐
☐
☐
☐
☐

Tagalog
Tamil
Urdu
Vietnamese
Other, please specify:

13. How did you find out about this Survey?

☐
☐
☐
☐

Newspaper Advertisement
Waste Strategy Project Update
Word of Mouth
Other: _____

☐
☐
☐

City's Waste Strategy Website
Waste Strategy Email Distribution List
Social Media (Facebook, Twitter)

WELCOME

?

LONG TERM WASTE STRATEGY

2

RANK YOUR PRIORITIES

3

OPTIONS 1

4

OPTIONS 2

5

STAY INVOLVED

Welcome

Help develop Toronto's Waste Strategy

The City of Toronto is developing a 30-50 year Waste Strategy to find new ways to look after our waste. We're looking for solutions that are socially acceptable, environmentally sustainable, and cost-effective.

Click here to begin

The Waste Strategy will recommend policies and programs to improve how we reduce, reuse, recycle and compost. All options for new and emerging waste diversion and disposal methods will be considered, including what to do with garbage left over after diverting as much as we can.



LONG TERM WASTE STRATEGY

WELCOME

?

2

Rank Your Priorities

What's important to you?

?

Introduction

3

OPTIONS 1

4

OPTIONS 2

5

STAY INVOLVED



User Friendly

Order up to 5 priorities
↑ above this line ↑

Community Impact

Produce Less Waste

Economic Impact

Risk and Reliability

Environmental Impact

Suggest Another Priority

Consider program complexity



Create a waste management system that is easy to use and access.

Comment

WELCOME

2

3

4

5

RANK YOUR PRIORITIES

OPTIONS 1

OPTIONS 2

STAY INVOLVED

Options 1 Options for Toronto's Waste Management System

Instructions

Promotion and Education


Reduce and Reuse

Recycling

Collection & Drop-off

Multi-Residential Homes

Options being considered for Toronto's Waste Strategy cover all aspects of waste management. Learn about what's being considered and provide your feedback on the next 2 pages.



REDUCE
REUSE
RECYCLE
RECOVER
RESIDUAL DISPOSAL

Next

WELCOME

RANK YOUR PRIORITIES

3

Options 1 Options for Toronto's Waste Management System

4

5

OPTIONS 2

STAY INVOLVED

Instructions

Promotion and Education

Reduce and Reuse

Recycling

Collection & Drop-off

Multi-Residential Homes

Increased promotion and education is needed to reach Toronto's diverse community.

Have a look at the options below and choose the one(s) that would be most helpful to you.

☐ Develop an educational mobile phone application (e.g., waste sorting tool or product lifecycle calculator).
 ☐ Expand the City's waste management social media presence.

☐ Provide more in-person workshops and educational events.
 ☐ Incorporate innovative practices from other cities.

☐ Provide more support for volunteer outreach.

Are there any options related to promotion and education that are missing?

Type...

Next

WELCOME

RANK YOUR PRIORITIES

3 Options 1

Options for Toronto's Waste Management System

4 OPTIONS 2

5 STAY INVOLVED

Instructions

Promotion and Education

Reduce and Reuse

Recycling

Collection & Drop-off

Multi-Residential Homes

We prioritize Reduce and Reuse for a reason. We need to cut down on how much waste Toronto produces and find ways to reuse it before recycling or disposing of it.

Which of the options being considered would best help you reduce and reuse more? (Check all that apply)

☐ Initiatives to reduce food waste (such as advertising campaigns).
 ☐ More involvement of non-profit organizations that collect/manage materials for reuse.

☐ More opportunities for collection, reuse and/or recycling of used clothing.
 ☐ Support events that allow residents to sell, swap, and/or give away materials.

Are we missing any options related to helping Torontonians Reduce and Reuse?

Type...

Next

WELCOME

RANK YOUR PRIORITIES

?

3

Options 1

4

Options 2

5

STAY INVOLVED

M

Options for Toronto's Waste Management System

Instructions

Promotion and Education

Reduce and Reuse

Recycling

Collection & Drop-off

Multi-Residential Homes

To be successful, recycling programs need to be convenient to use and adaptable to changes in the waste stream.

We will be examining options for recycling and processing materials, including:

- Advocating for deposit return on more items;
- Encouraging producers to make their products and packaging more environmentally friendly;
- Expanding our recycling programs to handle new materials (e.g., furniture);
- Encouraging more backyard composting and community composting; and
- Considering additional technologies to process recyclables and organic waste.

Are there any other recycling and processing options that we should consider?

Type...

Next

WELCOME

RANK YOUR PRIORITIES

3 Options 1 Options for Toronto's Waste Management System

4 OPTIONS 2

5 STAY INVOLVED

Instructions

Promotion and Education

Reduce and Reuse

Recycling

Collection & Drop-off

Multi-Residential Homes

There is a need to provide customers with more convenient and flexible ways to divert wastes such as electronics and hazardous waste from the landfill.

There are a number of options related to collection and drop-off of waste being considered. Which would you find most helpful?

☐ A new network of permanent, small scale neighbourhood drop-off depots.

☐ Mobile drop-off depots in high traffic areas for targeted recyclable materials.

☐ More partnerships with non-profit organizations to collect/manage these materials.

☐ New devices, like reverse vending machines, where you receive incentives (e.g., shopping vouchers or movie tickets) for dropping off your waste.

Are we missing any options related to collection and drop-off of waste?

Type ...

Next

WELCOME

RANK YOUR PRIORITIES

3 Options 1

Options for Toronto's Waste Management System

4 Options 2

5 STAY INVOLVED

Instructions

Promotion and Education

Reduce and Reuse

Recycling

Collection & Drop-off

Multi-Residential Homes

Apartments and condos make up half of the housing in Toronto, but only divert 26% of their waste from landfill -- residents living in single family homes divert 66%.

Which of the following ideas do you think would be most helpful to increase diversion in apartments and condos?

☐ Better communications/education for property managers, landlords, and tenants.
 ☐ Better tracking to know when collection containers are full and need to be picked up.

☐ Mandatory recycling requirements and use of by-laws and enforcement.
 ☐ New collection approaches that increase convenience (e.g., underground vacuum based collection).

☐ On-site composting of food waste and/or use of garburators in buildings.
 ☐ I don't know.

Do you have any other ideas to help divert apartment and condo waste from landfills?

Type ...

Next

1

WELCOME

?

2

RANK YOUR PRIORITIES

3

OPTIONS 1

4

OPTIONS 2

Options 2 Options for Toronto's Waste Management System

Energy from Waste

Landfill

System Financing

Industrial,
Commercial, and
Institutional

System
Considerations

Energy from waste processes involve applying high temperatures to recover energy from the waste stream and reduce the volume of waste sent to landfill. The most common technology used is combustion/incineration. Other new and emerging technologies include gasification, pyrolysis and waste pelletization.

What are your thoughts on energy from waste?

Type...

 Next

5

STAY INVOLVED



WELCOME

RANK YOUR PRIORITIES

3

4

Options 2 Options for Toronto's Waste Management System

5

STAY INVOLVED

Energy from Waste

Landfill

System Financing

Industrial, Commercial, and Institutional

System Considerations

Even with our best efforts to reduce, reuse, recycle and recover waste, there will be some materials left over that require disposal in a landfill.

There are a number of landfill-related options for the City:

- Use a private sector landfill;
- Expand the City's Green Lane landfill near London, ON;
- Find more space in active and/or closed landfills owned by the City; or
- Purchase another landfill.

What are your thoughts on these options?

Type...

Next

WELCOME

RANK YOUR PRIORITIES

3 OPTIONS 1

4 OPTIONS 2

5 STAY INVOLVED

Options 2 Options for Toronto's Waste Management System

Energy from Waste

Landfill

System Financing

Industrial, Commercial, and Institutional

System Considerations

It costs the City over \$350 million/year to run the current waste management system. Most of this is funded by user fees for waste management services. There are a number of options to fund waste management in the future.

Which one(s) do you think are appropriate for Toronto?

☐ Advocate producers of packaging to become more responsible for the cost of managing the waste they produce.
 ☐ Borrow money to pay for new programs.

☐ Public/private partnerships for new waste facilities.
 ☐ Charge Solid Waste fees that create a fully independent utility.

☐ Show separate fees for garbage, Blue Bin and Green Bin.
 ☐ Secure alternative revenue generation opportunities (e.g., build additional capacity into facilities and sell excess capacity).

☐ I don't know.

Are we missing anything?

Type...

Next

WELCOME

RANK YOUR PRIORITIES

3

4

5

Options 2 Options for Toronto's Waste Management System

Energy from Waste

Landfill

System Financing

Industrial, Commercial, and Institutional

System Considerations

The Waste Strategy will consider options for the management of waste from the Industrial, Commercial, and Institutional sector.

We are considering the following options to manage this waste:

- Continue to provide some collection but encourage use of private sector collection;
- Expand collection services to gain more control and influence over waste diversion;
- Implement new policies to improve waste diversion without providing additional services; and
- Stop providing waste management services to this sector.

Are we missing anything?

Type...

Next

WELCOME

RANK YOUR PRIORITIES

3

4

5

Options 2 Options for Toronto's Waste Management System

Energy from Waste

Landfill

System Financing

Industrial, Commercial, and Institutional

System Considerations

There are a number of other potential system-wide changes that will be evaluated. These include options such as:

- Continue collaboration with industry and municipal organizations to advocate for change and reduced waste;
- Evaluate impacts of alternative collection arrangements for apartments and condos, including more collection services being provided by the private sector;
- Explore use of bans, levies or fines to ensure proper disposal; and
- Review regulatory options through City of Toronto Act, new provincial waste legislation or by-law enforcement to encourage diversion.

Are there any other options for system-wide change that we should consider?

Type...

Next

STAY INVOLVED

WELCOME

RANK YOUR PRIORITIES

3
OPTIONS 1

4
OPTIONS 2

5
STAY INVOLVED

Stay Involved Tell us about yourself

Final Questions (Optional)

What part of Toronto do you live in?


What sort of housing do you live in?

In responding to this survey, what perspective do you represent?

How old are you?

Would you like to sign up for updates:



Please enter your email address (optional):

 Submit Final Questions

Thank You

Your feedback is important to creating a successful Waste Strategy for Toronto. Visit our website at toronto.ca/wastestrategy to learn about more ways to get involved.

Email: wastestrategy@toronto.ca
Phone: 416-392-3760


 LONG TERM WASTE STRATEGY

Appendix D

Stakeholder Advisory Group Materials

SAG Meeting #4

Collection, Transfer, Recovery, Disposal

November 6, 2014

Agenda

Time	Topic
9:30 - 9:45	Welcome and Acknowledgements
9:45-10:05	Collection
10:05 – 10:25	Transfer
10:25-11:00	Overview of 4 th R – Recovery
11:00 – 11:15	Break
11:15-11:30	Recovery cont'd
11:30 – 12:00	Disposal
12:00 – 12:15	Meeting # 3 Follow up/Circle back
12:15 – 12:30	Next Steps/Close

Welcome & Introductions

- Meeting objectives
- Agenda
- Introductions
- Items to be addressed in “Circle Back” section

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

Introduction

Waste Hierarchy



Recovery

- The 4th R – Recovery of Materials and Energy from waste
 - Heat (steam)
 - Additional recyclables (e.g. Metal)
 - Production of
 - Electricity
 - Fuels (RDF, methanol, ethanol)

Recovery cont'd

- City is finalizing a “*Biogas and Landfill Gas Utilization Strategy Study*” to review and assess options to use biogas at Disco and Dufferin and landfill gas at Green Lane.
- Options include
 - Production of renewable natural gas
 - Production of methanol
 - Conversion to heat
 - Electricity generation

Biogas Utilization System

- Biogas is composed of approximately 60% methane and 40% carbon dioxide
- Produce electricity rather than purchase energy from the grid
- Waste heat will be captured and used to heat the digester tanks and the buildings
- Two generating engines will produce up to 2.8MW of power

Recovery Strategies

- Other strategies
 - MBT facility (Mechanical Biological Treatment)
 - Dirty MRF
 - Mixed waste processing facility
 - Energy from Waste

Energy from Waste Technologies

- Direct Combustion
- Hydrolysis
- Plasma arc gasification
- Pyrolysis
- Refuse derived fuel (RDF) production
- Thermal and catalytic depolymerisation
- Waste to liquid fuel technologies

Energy from Waste - Facilities

- Durham York Energy Centre – thermal mass burn technology, 20 MW facility can produce enough energy to power 11,000 – 15,000 households
- Plasco Ottawa Waste Conversion Facility – proposed facility to produce 22 MW of electricity using gasification technology
- Peel Region is investigating EfW
- Algonquin Power 9 MW EfW facility (Emerald Energy)

Waste-to-Energy



- **Durham York Energy Centre** – the facility will process 140,000 tonnes of post diversion residual waste annually, producing 20 MW of energy – enough to power 11,000 to 15,000 households

Waste-to-Energy cont'd

- **Application:** Residential (single and multi-family), non-residential sector
- **Pros:** smaller footprint than landfill, well established technology, recover energy and additional materials (e.g. metals)
- **Cons:** may be controversial, NIMBY, still require landfill disposal for portion of ash

Waste-to-Energy cont'd

- **Impact on Diversion:** would process post-diversion, residual waste, not counted as diversion yet
- **Return on Investment:** requires less landfill disposal, potentially less transportation costs depending where sited, can sell energy or use energy to offset current fuel consumption
- **Applicability to Toronto:** quantities of residual waste make economy of scale very attractive, potential partnership with other municipalities

Food Waste-to-Energy

- **New York City** is expanding its pilot food waste to energy at one of their sewage treatment plants. The City is now collecting organics from 100,000 households. The plant is expected to have the capacity to process up to 453 tonnes (500 tons) or 15% of the City's residential organic waste.
- The City has partnered with National Grid, who have just begun the design and construction phase of the purification system for the biogas produced.
- The City has committed to an 80% reduction in greenhouse gases by 2050.



Newtown Creek Wastewater Treatment Plant, www.nyc.gov

Food Waste-to-Energy cont'd

- **Applications:** residential (single and multi-family), non-residential sector
- **Pros:** could modify existing WWTP facilities, proven technology, can generate heat and power, diverts waste from landfill
- **Cons:** could require additional WWTP infrastructure, capital and operating costs

Food Waste-to-Energy cont'd

- **Impact on Diversion:** would divert additional organic material
- **Return on Investment:** recover heat and power, generate biogas
- **Applicability to Toronto:** City already has capacity for food waste through dedicated anaerobic digesters

www.kanadon.com

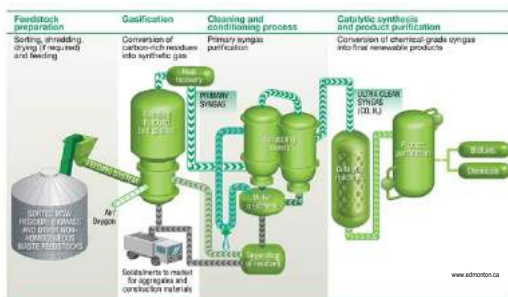
Waste-to-Biofuels

- The world's first municipal waste-to-biofuels opened in June 2014 in **Edmonton**. The facility, owned and operated by Enkern, processes 100,000 tonnes of sorted municipal waste from the City of Edmonton into 38 million litres of biofuels and chemicals annually. The City's residential diversion rate is expected to increase from 60% to 90% by 2016.
- The facility can produce methanol; however, Enkern has committed to the production of ethanol. The ethanol produced represents approximately 14% of Alberta's requirements to meet Canada's 5% ethanol blend requirements for fuel.



www.enkern.com

Waste-to-Biofuels cont'd



* Municipal solid waste

Waste-to-Biofuels cont'd

- **Applications:** residential (single and multi-family), non-residential sector
- **Pros:** converts non-recyclable waste into biofuels and renewable products, can replace or supplement existing fuel sources, GHG emissions reduction benefits, domestic source of fuel, modular, creates jobs
- **Cons:** high capital and operating costs, requires significant infrastructure, less proven technology

Waste-to-Biofuels cont'd

- **Impact on Diversion:** uses residual waste, may not count as diversion
- **Return on Investment:** costs for facility will offset current fuel costs
- **Applicability to Toronto:** would be able to process all types of residential and commercial waste

Waste-to-Food

- **Black Soldier Fly Composting** – larva breakdown organic waste and are harvested to produce protein sources in the form of animal feed, oil, soil conditioner and petfood.
- Possible solution to waste problem and food supply problem?
- Mostly small scale at this point.
- Enterra in Vancouver collects organics sourced from grocery stores, markets food processors and food distributors. No household or institutional food waste is accepted at this time.



Waste-to-Food cont'd

- **Applications:** some IC&I – pre-consumer food waste
- **Pros:** highly efficient conversion of food to energy, potentially less odour, can produce alternative animal/fish feeds and fertilizer
- **Cons:** would require a fairly homogeneous, non-contaminated organics waste stream, few large scale facilities, end-products may require approval before sale, climate may be unsuitable

Waste-to-Food cont'd

- **Impact on Diversion:** no impact on Toronto's diversion rate if using pre-consumer food waste
- **Return on Investment:** replacement animal/fish food and fertilizer could be sold to offset capital and operating costs
- **Applicability to Toronto:** if technology can use regular source-separated organics, could potentially be applicable to Toronto, otherwise serves mainly the private IC&I sector which is likely not serviced by the City.

Recovery Options

- Dirty MRF located at Dufferin to recover organics, recyclables, predominantly from multi-family sector
- Thermal treatment process to recover metals and/or heat/energy e.g. incineration, gasification
- Capture biogas/LFG to create energy

Break

Let's regroup in 15 minutes

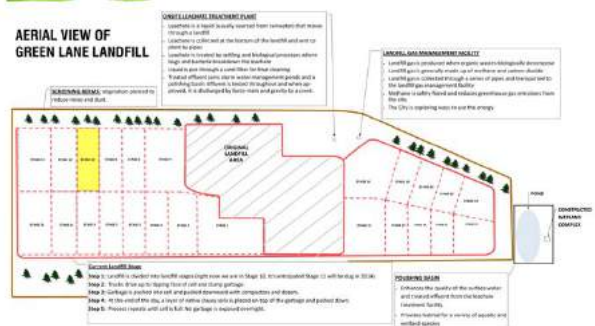


Disposal

- City acquired Green Lane Landfill in 2007.
- The approved landfilling site is 71 hectares within a total site area of 130 hectares.
- The City also owns approximately 1,200 hectares of buffer lands in the vicinity of the GLL.
- The estimated total approved site volume is almost 19 million m³ which equates to a total capacity of ~17 million tonnes.
- Based on 2013 quantities of waste disposed (~680,000 tonnes) and assuming the same annual air space utilization in future years, GLL will close in about 15 years (2029).



Disposal cont'd



Disposal cont'd

- Difficult to site a new landfill in Ontario
- Limited options to send residential waste to U.S.
- Private landfill options limited
- Investigate options to extend life of landfill

Disposal cont'd

- Objectives of the GLL Long Term Business Plan:
 - To outline the actions required for the GLL to have a net zero financial balance at the end of its lifespan and sufficient perpetual care reserves;
 - Link all future cash flows for the GLL to the utilization of disposal capacity;
 - Provide a framework for the City to manage its GLL asset to be self sustaining; and
 - Reinforce the Strategic Plan, confirming GLL is a valuable asset, provides control over waste, and is essential service to residents.

Disposal cont'd

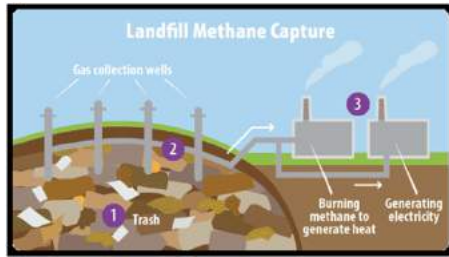
- Key Assumptions:
 - Baseline of 400,000 tonnes per year landfilled, consistent with operating contract put or pay requirements.
 - Annual average of 500,000 tonnes per year landfilled is anticipated.
 - Key variables controlled by the City are the annual waste input to GLL and the internal disposal fee.
- Schedule
 - Draft Plan prepared by end of March 2015.

Landfill Gas Recovery

- Currently flared at GLL
- Opportunity for 5 – 10 MW Biogas Cogeneration Project at GLL
- Depends on status of FIT program



Landfill Gas Recovery cont'd



1. Trash decomposes in landfills, creating methane gas.
2. Methane rises to the top of the landfill and is collected in pipes.
3. The methane is burned to produce heat or generate electricity.

www.epa.gov

Disposal cont'd

- We will look at the following options:
 - Expand an existing landfill;
 - Buy a new landfill; and
 - Use a private or municipal landfill.



Follow-up/Circle Back

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

Thank You

- Questions?
- Comments?





CITY OF TORONTO: LONG-TERM WASTE MANAGEMENT STRATEGY
Stakeholder Advisory Group (SAG) Meeting #4
Thursday, November 6, 2014
City Hall, 2nd Floor, Meeting Room C. 9:30 am

Attendees:

Stakeholder Advisory Group Members:

Daryl Chong – Greater Toronto Apartment Association	Gary Rygus – Retail Council of Canada
Jo-Anne St. Goddard – Recycling Council of Ontario	Stefan Martens – TCDSB
Cedric De Jager – 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	Virginia MacLaren – University of Toronto

Staff & Consultants:

City of Toronto:	Annette Synowiec – Solid Waste Michelle Kane – Solid Waste Pat Barrett – Communications
HDR:	Jim McKay, Project Manager for the consultant team
Dillon:	Betsy Varghese
Consultant Facilitator:	Betty Muise

The meeting was called to order at 9:34 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 reviewed the goal of the meeting which is to “Continue to build a strong foundation for the effective operation of the SAG and help SAG members develop an understanding of the potential opportunities available for future consideration”. She said that this is the opportunity to acquire knowledge and contribute knowledge, to “set the table” before we get to the more detailed planning stages of the strategy.

She provided an overview of the meeting agenda, noting that this meeting would continue with presentations about the 5 “Rs”, today focusing on the 4th and 5th “Rs” – Recovery and Residual Disposal. There would also be an opportunity for SAG members to tell the group if there are any

further options that they know about. She reminded the group that today they would not be evaluating anything or making decisions, but rather having open discussion and questions about some of the available alternatives. There would also be a status update on the vendor days.

She suggested that during the presentations, questions be limited to questions of clarification, with other types of questions waiting until after the presentation.

2. 4th R - Recovery

The main content of the presentation is provided in slides 5-27 of Appendix I. The following captures the group's discussion surrounding the presentation.

Jim McKay presented on Recovery. He showed a slide of an inverted triangle with the 5 Rs, and explained that it is graphically correct, in that Reduce is the first and largest of the 5 Rs, and it is the most important, with each consecutive R below being less desirable or optimal than those above. It should also reflect the amount of material that a truly integrated waste management program would go through the hierarchy to reduce the amount of material being managed as a residual. He noted that the slide shows the move away from the term “garbage” or “waste”. “Residual” is simply material for which we do not yet have a purpose.

Jim McKay said that “Recovery” is a relatively new term in the industry that has only come into use within the last 10-12 years. The first 3 Rs received a lot of attention for a long time. The Province of Ontario has a 4th R but it is considered disposal.

The intention of Recovery is to take materials that haven't been taken for reuse or recycling, and recover what is still of value. The City has started taking some steps on Recovery, including studies for possible use of biogas from the anaerobic digester for organic waste, and of methane produced by the Green Lane landfill.

Mechanical Biological Treatment (MBT) is a process that can pull out recyclables and organic materials from mixed waste to send them to appropriate treatment. One of the products coming out of MBT is “Refuse Derived Fuel”, which certain industries could use. Cement kilns are starting to use this kind of fuel. In 2012, the City commissioned a study to look at the potential for building a MBT facility. The study concluded that there is potential use for this type of facility, but also many risks to the City. A key advantage of MBT is that it is a last ditch effort to take out items that can be recycled or composted before they go to landfill.

A SAG member wanted to clarify whether this process would take unsorted waste and sort it for recycling and composting. **Jim McKay** said yes. **Another SAG member** said that presumably in Toronto, its use would not be to replace the Blue and Green Bin programs, but to capture what was not captured by those programs. **Jim McKay** said that is correct. Proper separation is still more advantageous because it results in a better quality product for recycling, so proper separation would still be the priority.

A SAG member asked if MBT would be applicable to what in today's terms would be the stream from the Garbage Bin. **Jim McKay** said yes.

A SAG member asked how large an area would be required for a MBT facility. Jim McKay said that it depends on how much waste would go through it. It would be larger than just a recycling or anaerobic digestion facility, because essentially it is two facilities put together with a front-end sorting area. He estimated it would probably be a minimum of 15-20 acres. It would be a big industrial facility, but not nearly as large as a landfill. It could be similar to the Dufferin facility.

Jim McKay continued with the presentation. There are questions that remain about the value of the materials recovered through MBT. For organics, in Canada there are standards that need to be met before it can be used, and it is questionable whether or how the organics pulled out this way could be used, since there is a lot of contamination of the material that has not been sorted upfront. In terms of its applicability to Toronto, it would be well-suited to multi-residential waste where there are problems with the upfront separation programs. These types of facilities can be sited in an urban setting, or with the landfill, to reduce the volume of materials going to landfill.

Jim McKay then moved onto the next grouping of technologies, which are those that produce energy from waste. There are several different types, with varying names, but what they all have in common is the application of heat to reduce the volume of waste and recover some sort of product (fuel, electricity, etc). He gave some examples of energy from waste facilities that are operating, or about to start, in Ontario.

A SAG member asked if the Emerald Energy facility is direct combustion. **Jim McKay** said essentially it is. Technically, it is two-stage gasification, but essentially it is direct combustion.

A SAG member asked what percentage of Durham and York Region's waste is going to the new facility. **Jim McKay** said that it is permitted to manage 140,000 tonnes per year. Durham's residual waste stream is 110,000 tonnes, so this is for their entire residual waste stream. The other 30,000 tonnes comes from York Region, but that is a small percentage of York's residual stream, which generates about 150,000 tonnes per year. York had actually committed the majority of their waste to the Dongara Facility in Vaughan. This was a trial Refuse-Derived Fuel facility that sorted, processed and shredded the waste to produce fuel pellets, but Dongara has gone bankrupt and closed its doors. In that case, although the technology generally worked, the problem was the market. They were competing with other forms of fuel. When the facility started, the price of natural gas was expensive, but then it dropped a lot and their business case did not make sense anymore.

Jim McKay returned to the presentation and described Energy from Waste's application to residential and non-residential waste streams. He noted that it has a smaller footprint than landfill, and that it is well-established in its track record of generating energy and its applicability to district energy systems. He showed a diagram for a generic energy from waste facility.

A SAG member asked whether in the European examples where combustion is used for district energy, the energy is thermal energy alone, or both thermal energy and electricity. **Jim McKay** said that it is usually dictated by the local market. Many supply only district heating, and in a lot of cases more

money can be made selling hot water for District Energy, but it comes down to what price the producer is going to be paid for the electricity.

Jim McKay talked about the cons of energy from waste technology and acknowledged that it is controversial. He noted that NIMBYism occurs in the case for almost any waste processing facility and almost any development. Also, there is still waste going to landfill after combustion, though the volume is reduced by about 90%, in comparison to MBT technology which reduces it by about 30%. He also noted that if the Energy from Waste facility is sited closer to urban areas than a landfill (which is often the case), it can reduce the transportation costs, and the environmental impacts of transportation, compared to landfill. In terms of its applicability to Toronto, there is a business case to develop one here, which is why there is a lot of interest from vendors to do so.

Jim McKay then moved on to Waste to Biofuels. This is similar to energy from waste, but the end product is a biofuel product, rather than energy. Examples of biofuels include methanol and ethanol.

A SAG member asked if Waste to Biofuel counts as diversion in Alberta, where the target is up to 90% diversion. **Jim McKay** said that the way the Edmonton system works, it needs MBT upfront to get the waste into a product that can be run through this facility. That is where the additional diversion comes from. The **SAG member** asked if that meant that there would be an anticipated 90% diversion before the conversion to biofuels. **Jim McKay** said that is the target. He said that this type of technology requires more homogeneous input, and it will include various shredders and other technology upfront to control the input. He noted that these types of facilities are a lot more expensive than landfills and more so than more standard combustion facilities. The applications and pros are similar to other types of technologies discussed today.

A SAG member asked what residual comes out of the Waste to Biofuel process. **Jim McKay** said it is a sludge, although there is not much of it, and it goes to landfill.

A SAG member said that he is interested in the end market for any of the products and he asked about the Edmonton facility processing 100,000 tonnes of waste to meet 14% of Canada's ethanol needs. He said that if you put 700,000 tonnes of waste through a facility like this you would meet the full market needs for Canada. **Jim McKay** corrected him and said it would meet 14% of Alberta's needs. He also stressed that these are not yet proven technologies. The facility is just becoming operational, and these numbers are still projections. This technology is also heavily dependant on a market. As the price of oil changes, so does the business case for running this facility.

Annette Synowiec said that there are also some complexities behind the markets for ethanol, which are different in the US than in Canada, and differences in legislation about how much ethanol is blended into fuel also impact the market, and so can affect whether these facilities get created. **Jim McKay** agreed and said that for all these technologies there are a lot of regulatory barriers. In this case, the product is classified as a lower grade product because it comes from garbage, but Enerkem is arguing for a higher grade because of the upfront processing. In each case, there is a lot of negotiating required with the regulatory body because it doesn't fit nicely into the defined categories.

Returning to the presentation, **Jim McKay** said that all of these types of facilities have very good odour

control. They are designed to be under negative pressure, in that air is sucked in because of the combustion process taking place inside.

Pat Barret asked whether it would be more difficult to site a Waste to Biofuel facility in an urban area because if MBT needs to take place first, it would be sited with a biological facility which has odour concerns. **Jim McKay** responded that it would make sense to site them together and there are now some comprehensive waste management sites. If the two facilities are sited next to each other, the air can actually be sucked from the organics facility into the Waste to Biofuel facility, though back up biofilters etc would still be necessary. It would take as much benefit from both facilities as possible.

A SAG member asked whether the Edmonton facility is located near the City. **Jim McKay** said that it is in the outskirts of the City in an industrial location and is surrounded by oil refineries.

Jim McKay continued the presentation showing Waste to Feedstock technologies that use Black Soldier Flies to compost organic waste. It is very new and unproven. This is only being looked at for pre-consumer food waste at this stage. The end product is fish and animal feedstock.

A SAG member asked if it could potentially be used for garden waste. **Jim McKay** said there is potential for that at some point.

A SAG member observed that if this is a composting technology it should be higher up in the hierarchy. **Jim McKay** agreed, but added that there is also the potential for it to be applied to MBT and lower down in the hierarchy.

Jim McKay continued the presentation on Dirty MRF, which is similar to MBT. He said that this is becoming more publicized as a way to deal with multi-residential waste because of the difficulty of source separation of materials in that stream. It is like MBT, and it could be done in combination with a Blue-Box system stream. It could also be done as a single stream. The Dufferin facility is a single stream recycling facility, anaerobic facility and a waste transfer station all on one site so it has all the right pieces for a Dirty MRF, though it would need to be reconfigured if the City chose to go that route. The City would still want to keep the single-family stream separated because it is a lot cleaner and of higher value, but the multi-family would be sorted this way.

A SAG member said that his understanding is that the recycling part of Dufferin is shutting down and all recycling will be sent to Arrow Road, so the recycling part of Dufferin will be unused. He asked if there are any other ideas about what could be done with the recycling stream at Dufferin if a Dirty MRF does not work out. **Annette Synowiec** said that will be determined as part of this strategy.

The facilitator asked the group if they knew of any innovative examples elsewhere in the world that the team should be looking at. These would be options for processing after the blue and green box programs, or opportunities for partnership.

A SAG member said that the old high-rises from 1960's and '70's have single chutes and that includes several hundred thousand units that are not going away, and so it would be valuable to find a way of addressing this mixed waste stream

Another SAG member said that if there were a facility to sort a mixed waste stream, it might also be an opportunity to capture some of the privately collected waste, which he thinks is currently going down to Michigan. It is not in the current picture of the City's waste stream, but perhaps some of that could be recaptured. **Annette Synowiec** said that about 85-90% of multi-family buildings are going through the City's waste collection stream.

Another SAG member said that, with regard to opportunities for partnerships, it would be worth looking at the possibility of bringing in the waste streams from the private sector or other ICI customers that use the landfill if the City invested in MBT. In those sectors, there are much lower diversion rates. This could help to conserve space in landfill.

Another SAG member asked for clarification of the difference between MBT and dirty MRF.

Jim McKay said they are very similar, but MBT is an industry-defined facility with a certain stream going through the front door. Dirty MRFs can put different kinds of feedstock in the front. He said that as the group returns to this at future meetings, one of the things they would have to answer is which category a technology fits into: Is it a Dirty MRF, MBT, etc? The group will set evaluation criteria for the different technologies – social, economic and environmental. A big argument against MBTs is that they allow the customer to be lazy. It is a social argument. When the group evaluates different technologies, they will be weighing the different arguments against each other.

A SAG member said that he didn't understand the lack of take-up on the conversion to hydro. For businesses, hydro rates are going through the roof. It seems that this should be a big bonus. **Jim McKay** replied that it can be very region specific. Some parts of Ontario have a power surplus and they don't want more, especially if they have to pay a premium. It can also come down to siting, and proximity to the grid. The Durham facility negotiated 8 cents per kWh, which is a premium on electricity, but it is not as much as would be paid for solar or wind. The selling of electricity forms a key part of the business case for these facilities.

Another SAG member asked if these technologies are the kinds that can be run as peak managers, to be accessed during times of peak demand. **Jim McKay** replied that the argument with these technologies is that they are base load power. Once they are fired up, they run most reliably at a constant basis. They are not peak managers, but they are more reliable than solar or wind which are more variable because they depend on environmental conditions.

Another SAG member said that it is safe to say that there are a fair number of energy producing projects that are investment ready, the case is made, they have a FIT contract, but they just can't get access to the grid. It could be because of infrastructure, or because of a lack in local demand, but the project isn't going forward because it can't get access to the grid.

A SAG member wanted to clarify that Green Lane doesn't feed any electricity into the grid. **Jim McKay** confirmed that. **Another SAG member** said that is one of the big examples where the project cannot get access to the grid.

In wrapping up this section, **Jim McKay** said that the team would be creating large matrices with

different evaluation criteria that are yet to be developed, to compare and contrast the different options and alternatives.

The SAG took a 15 minute break.

3. 5th R – Residual Disposal

The presentation content for this section are in slides 29-35 of Appendix I. The following captures the group's discussion surrounding the presentation.

Betsy Varghese presented on the 5th R – Residual Management and Disposal. She pointed out that even after the 4th R there are some residuals that need to be managed. She provided some general information about the Green Lane landfill. She mentioned that there are two studies being done concurrently with this group's work: a Long-Term Business Plan (to be completed in spring 2015), and a Landfill Gas Utilization Study. Use of landfill gas will ultimately depend on whether the resulting electricity can be sold to the grid and the price they could get for it.

A SAG member asked how residual management cross references with Energy from Waste. She wanted to clarify how the 4th and 5th R relate to each other. **Betsy Varghese** said that they would still be looking at landfill. The quantities requiring landfill disposal would be determined through this strategy. The planning period for the strategy is 30-50 years, and at current rates, Green Lane will be closing in 15 years. **The SAG member** asked how you develop a business plan knowing that you may want to manage your disposal with Energy from Waste. **Jim McKay** said that there would be some crossover between the Business Plan and the Long Term Strategy. The quantity and type of waste going into the landfill will have implications for the use of the landfill, both in how long it could be used, and in managing contamination from the waste. **The SAG member** said that the 4th R could really influence the 5th R. **Jim McKay** agreed and said that at the moment, the City doesn't really consider a 4th R, but 70% is the current target diversion rate, and the question is whether you can do that without a 4th R, such as a Dirty MRF or MBT facility, to deal with the materials from the multi-residential stream, which is bringing down the City's overall diversion rate. **Annette Synowiec** said that both strategies will feed into each other, in that the Green Lane strategy would develop a sliding scale depending on the outcome of the Long Term Strategy, and the Long Term Strategy would have to develop a sustainable rate-based structure, knowing the customers the City has now, and what the City would charge them, which can also have knock-on effects. HDR is also on the team that is working on the Green Lane Plan.

A SAG member asked if ICI tipping fees or energy fees are expected to be a large portion of the revenues in the business plan. **Annette Synowiec** said that the City has existing contracts that it would have to keep. Last year the City did raise its rates a little bit to external, non-City waste, and that had a pretty big impact on what was received. In turn, the City had to change its operational decisions because there is a minimum level of waste that has to come in. At Green Lane, some waste also comes from surrounding municipalities. **Betsy Varghese** said that at Green Lane, last year about 60-70% of waste came from Toronto.

Another SAG member asked if there is any reason the Strategy is not looking at buying new greenfield landfill as an option. **Betsy Varghese** said that it would fall under the option of “buy a new landfill”. That could be greenfield.

Another SAG member wanted to confirm if the landfill input is ash from an energy from waste facility, then presumably that would reduce the capacity to get methane from the landfill. **Jim McKay** confirmed that if the input is ash, there would be no methane from that. Ash would be put into dedicated cells in the landfill that are different than the cells for other types of material.

The minute-taker asked if the ash from an energy from waste facility could be used for anything other than landfill. **Jim McKay** said that there are lots of examples of ways it is used, particularly in Europe, where they use the bottom ash as aggregate for road construction. In Brampton, at the Peel Region Facility, they experimented with using the bottom ash as an amendment to asphalt, which they used to pave some parking lots. That kind of use requires a considerable amount of testing over a number of years. There are also some regulatory barriers when working with the Ministry of Transportation, which relate to the materials used and whether there are metals in them. Although they are considered non-hazardous, there is concern that they could leach out. Also, in Canada there is a lot of aggregate around, so to pay a premium to use something else may not make business sense.

A SAG member asked for clarification about the quantities from IC&I or from private collection, and whether those are now being disallowed. **Annette Synowiec** said they are not being disallowed, but the City changed the rates in a strategy to extend the life of the landfill. **Jim McKay** said that there are three streams of waste going to Green Lane: the City of Toronto's waste, local IC&I haulers for whom this is the closest place to take it, and some waste from surrounding municipalities which still have old contracts. **The SAG member** asked if those were grandfathered in the acquisition. **Jim McKay** said yes.

4. Other Options

Before **Jim McKay** presented on other options, he added that the group should know about the long time-frames involved in getting some facilities up and running. The Environmental Assessment for the facility in Durham started in 2004. Now they're just in to commissioning. That is the kind of time-frame that should be factored in.

The presentation content for this section are in slides 36-38 of Appendix I. The following captures the group's discussion surrounding the presentation.

Jim McKay presented on “Other Options”, which are things that can cross over between categories.

A SAG member asked if there are any reverse vending machines anywhere in Ontario. **Another SAG member** said that the Beer Store has 4 of them in some of their fancier stores for their returns. The Recycling Council of Ontario has also done a pilot with Ontario Place for areas of high-traffic and high levels of ongoing, on-site consumption. She said they were also looking at places like Canada's Wonderland and shopping malls. **The first SAG member** asked how, for cell phones, the vending

machine relates to Ontario Electronic Stewardship (OES). **Jim McKay** said that the owner is probably the OES, or has a relationship with OES. Also, he reminded the group that for the Strategy, it may not need to be the City of Toronto actually implementing all the options, but rather being an enabler and ensuring there are no barriers to these types of options.

Jim McKay continued with the presentation.

A SAG member asked what are the economics of underground, pneumatic collection compared to trucks. **Jim McKay** said that they are more expensive. **Another SAG member** said that at one point Montreal was planning to do this and he asked if they ever had. **Jim McKay** said he thought not. He said it is especially expensive in an urban area where the land must be dug up. In greenfield developments, where it can be worked into the development from the start, developers are looking at this more. It allows them to increase the density of their development as they don't need the space for dumpsters or for the trucks to be able to get into some of these areas. Ultimately it comes down to a business case: comparing the revenue from increased density to the costs of the new technology. This technology can also make sense in parks.

Jim McKay continued with the presentation.

Commenting on a picture of a closed landfill site with an array of solar panels on top, a **SAG member** said that if the hydro wires are there already for generation of electricity from methane then it could make sense to tie the solar into that as well.

The facilitator invited the group to offer any suggestions of other options.

A SAG member suggested community composting sites. There are local community gardens and roof top gardens that cannot get enough compost and would benefit from a local source of compost.

Another SAG member mentioned that there may be an opportunity to work with Canada Post as it is moving to community mailboxes. He wondered if there could be something like a vending machine adjacent to, or built into those to deal with batteries or electronics. It would be good to look at making community mailboxes a space for more than just mail. **Jim McKay** said that Europe is really ahead in this area. Having community recycling centres assumes that people have cars that are large enough to take waste. New innovations like vending machines especially make sense in high density areas, or in high-traffic areas like the public transit system.

Another SAG member said it would make sense to partner with the TTC for collection of smaller items like batteries and e-waste.

A SAG member said that she thought an attractive reverse vending machine placed prominently in a multi-residential building could improve collection of batteries and e-waste. **Jim McKay** said that as e-waste is becoming more valuable, there are some collectors who are working with building managers to set up bins for these. Sometimes the building even gets a percentage of the revenue from the sales. **The SAG member** said she knew of a building where the manager set up an LCBO bottle return system. The manager was able to buy a pool table for the building with the deposits from the returns. **Another**

SAG member said he thought there could be other opportunities for social enterprises with returns from multi-residential buildings. **The facilitator** noted that while we think of multi-residential buildings as a hard challenge for collection, this discussion is promoting the idea of multi residential possibly providing opportunities.

A SAG member said that so often when there are so many great creative ideas, when it comes to implementation, so many barriers arise with the regulatory framework at the Provincial level. He wondered how to build that into the strategy. **Jim McKay** agreed, noting as an example the potential problem of having community mailboxes designated as “hazardous waste sites” and said a piece of the strategy should be a lobbying piece that points out regulatory barriers. **Another SAG member** said that it is not uncommon to see municipalities dragging the province along. **Jim McKay** said that Toronto is well-placed to be a leader, because of its size. A lot of other municipalities will be thinking about this as well.

Another SAG member noted that sometimes there are also conflicts that arise at the municipal level with contractual obligations.

Jim McKay asked the group to let the team know if they see any interesting options in their day-to-day business. **The Facilitator** added that the team wants to have a “fully set table” to understand what all the options are in preparation for the evaluation stage.

A SAG member wondered what RPWCO (Regional Public Works Commissioners of Ontario) and AMO (Association of Municipalities of Ontario) are doing on this, and whether this type of strategy is being addressed across the country or province, or each as a one-off. **Jim McKay** said it is being done as a one-off. **Another SAG member** said that some of the regions are also doing similar things. **Jim McKay** said there are a lot of common themes, and he thinks there is a lot of recognition, especially in the GTA, that there needs to be a united voice, and that it will take more than one municipality stepping up to bring the Province on board to address these problems, whether through RPWCO, AMO or another channel. **Annette Synowiec** added that other municipalities have been identified as key stakeholders, so any requests for larger scale changes in policy would be done working with them. She said that Toronto is also part of an inter-municipal working group with Waterloo, and staff is in discussion with them as well. If anything comes of that staff would bring it back to the SAG.

Michelle Kane informed the group about some of the different groups being referred to, including the MWA (Municipal Waste Association) and RPWCO (Regional Public Works Commissioners of Ontario), which includes a Waste Subcommittee. They both do advocacy work.

5. Vendor Days

Annette Synowiec updated the group on Vendor Days, which will be on November 19 and 20. She said that the questions for vendors were posted to the purchasing website, and the application window closed on November 3rd. They received 25 requests to participate and a number of the requests are from the Energy from Waste sector. When arrangements for the Vendor Days have been more defined, staff will share with the SAG the list of vendors who will attend. She reminded the group that if anyone is

interested in attending the Canadian Waste to Resource Conference, to please let staff know by the end of the day. SAG members have been offered passes to the conferences, and so far 2 SAG members took those up. SAG members do not need passes to attend the vendor days.

The Facilitator asked for clarification about what would be the reasons for SAG members to go. **Annette Synowiec** said that it would allow SAG members to become more familiar with and educated about the technologies and options. It would also provide more familiarity with how City processes work.

Rob Cook said that he has a code which allows people to get free VIP passes to the equipment show.

Annette Synowiec said that the agenda is available on-line on “Canadian Waste to Resource Conference”. She would send out a link to the website by e-mail. This is all at the International Centre in Mississauga. Each vendor will likely have about a half-hour time-slot.

The Facilitator noted that none of this is mandatory but is an option for those who are interested.

A SAG member said that there are tours on the 18th which will include the Durham Energy from Waste facility.

Pat Barrett said she wanted to thank OWMA and RCO who were very helpful in getting the word out about the vendor days.

A SAG member asked if the submissions will be made available for those who can't make it on the day. **Annette Synowiec** said she would have to check if there are confidentiality issues because this did come in through purchasing. It would probably be fine to share the vendors' presentations with the group. She said there will be a minute-taker at the event and the minutes could be shared with the group.

6. Meeting #3 Follow-up/Circle Back

The facilitator wanted the group to know that the team does follow up on ideas that are raised during meetings. For example, today questions were raised about partnerships with Canada Post and TTC. These will be integrated into the process for the future.

The facilitator reviewed the data requests from previous meetings:

- Minutes from the last meeting went out via e-mail
- On green procurement: this went out via e-mail.
- Passes to the waste expo have been addressed at this meeting.
- Update on biogas at Disco Rd. Go to www.toronto.ca/discogreen. There will be a public consultation event in January. A flyer for the event was available at the meeting.

The facilitator handed out an evaluation sheet for SAG members to provide feedback about these

meetings, and asked the group to fill it out. In future, this will be done electronically. She also invited the group to comment on the evaluation questions themselves.

A SAG member asked about the green procurement policy. He noted that it is 15 years old, and he wondered if anything else is being worked on. **Michelle Kane** will look into this. **The SAG member** asked that if it is not, could this be looked at as part of this strategy? **Jim McKay** said that it will need to be addressed in some way in the strategy. **Another SAG member** said that management of the City's own buildings and assets, and ABCD's, and permitting as it relates to City of Toronto's leverage, should be included.

A SAG member asked if any research has been done into the costs of moving all the materials around. There must be both environmental impacts and financial costs of transporting waste. He wondered if that could be built into this strategy. **Annette Synowiec** said that would be addressed by applying a triple bottom line analysis, which looks at all environmental, social and economic elements of this.

A SAG member said she had a recent PhD student who did a life-cycle analysis of different waste reduction options. She offered to bring his information to the group. He looked mostly at beer and liquor bottles.

Annette Synowiec said she was committing to the group that in the second week of December staff will be looking to schedule the rest of the meetings. She thanked everyone for their attendance and said staff would try to keep working to schedule meetings well in advance.

7. Next Steps, Close

The Facilitator thanked the group for their participation. She said that even if some of the meetings have finished early, for now, meetings would continue to be scheduled for 3 hours as there is a lot of materials still to be covered.

The meeting was adjourned at 11:46 am.121212



SAG Meeting #5 Brainstorming about the Future

December 4, 2014



Agenda

Time	Topic
12:30 - 12:40	Welcome and Acknowledgements
12:40-1:00	Looking Back to Move Forward
1:00-1:30	Driving Factors – Then and Now
1:30-2:20	What does 30-50 Years Look Like?
2:20 – 2:30	Break
2:30 – 3:15	Guiding Principles
3:15 – 3:30	Circle Back and Next Steps/Close



Waste Management in Canada

- **Pre 1900s:** For most of Canada's history garbage disposal not a concern
 - Wide open spaces, abundant land and resources
- **1900-1940s:** Canada undergoing period of significant industrialization and population growth.
 - Issues with smells, health and sanitation associated to dumping of waste.
 - Less space available for open dumping and burning of waste.
 - Municipal collection programs begin in larger cities like Toronto.
- **1940-1950s:** End of WWII resulted in new era of Prosperity and consumerism
 - Wartime production turned to consumer goods production.
 - Growth of convenience foods (frozen, canned, dried, boxed, etc.) changes amount and types of packaging thrown away.



1950s-1970s

- Open dumps begin to decline due to sanitary issues.
- 'Sanitary' Landfills became primary place for disposal of garbage.
 - Engineered designed sites
 - Daily cover, compaction, geology of site, surface water, groundwater, control of rodents all become important factors.
- Increased societal knowledge and concern over pollution problems.
- Desire for protection of earth and resources.
 - First Earth Day: 1970
- High density housing boom with construction of ~ 2,000 apartment high rises in response to post-war municipal minimum density requirements





1980s: The Birth of Recycling

- By the early 1980s, Ontario faced a looming crisis in landfill capacity.
- The number of refillable containers on the market continued to decrease as the number of non-refillable containers increased.
- **1981** - The first Canadian "blue box" curbside recycling project is implemented in Kitchener/Waterloo with 1,500 residents participating.
- **1986** - A second municipal blue box recycling program was started in Mississauga, Ontario. It is considered to be the largest recycling initiative in North America



1990s-Today: Waste Diversion Programs

- Waste Diversion Act passed in 2002 in order to promote the reduction, reuse and recycling of waste and to provide for the development, implementation and operation of waste diversion programs.
- WDO established to oversee Blue Box program for packaging and printed materials.
- Curbside diversion programs expanded to include more types of plastics, WEEE, MHSW, organics, durable goods (mattresses, scrap metal, bulky waste, toilets etc.)
- Drop-off facilities developed to accept the above materials plus others such as drywall, clean wood and reusable items.



1990s-Today: Emerging Trends and Issues

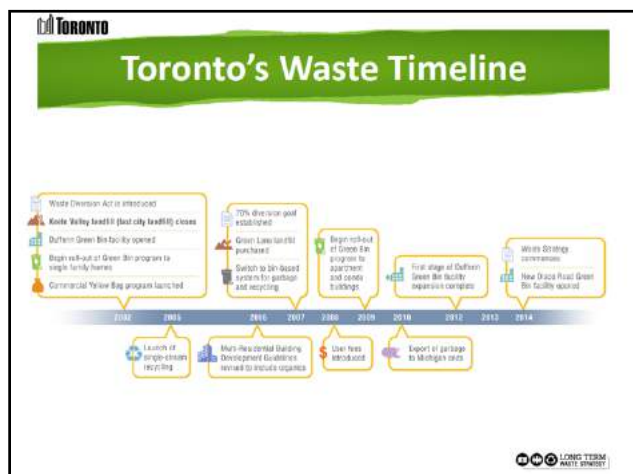
- Light-weighting and new types of product packaging
 - Lighter products mean more units processed per tonne
 - No markets for some plastic packaging
- Proliferation of products that are 'Designed for Disposal' such as:
 - Swiffer Pads
 - Lysol Cleaning Wipes
- Electronic Waste continuing to increase due to rapid advances in technology
 - smartphones, tablets, laptops



Today: Developing Technologies and the 4th R

- New disposal technologies are emerging to deal with waste such as; Energy from Waste, Anaerobic Digestion etc.
- The 4th R - *Recovery* is now becoming part of Municipal Waste Diversion Programs
- Recovery is the idea that materials or energy is created from waste that cannot be reduced, reused or recycled.





Looking Back to Move Forward

- Historically a combination of economic influences and societal desires have resulted in changes to the way we collect, manage and dispose of waste.
- Over the Next 50 Years:
 - How will technology further impact how we deal with waste?
 - How will population growth, climate change and globalization play affect waste and how its managed.
 - What will our future waste streams look like?

LONG TERM WASTE STRATEGY

Vendor Days

- Request for Information posted to Purchasing & Materials Management Division website: October 22 – Nov 3, 2014
 - Adequate responses were given a meeting time slot
 - Trade Publications and communications were also used to promote the Vendor Days
 - 25 submissions received
- Held on November 19 & 20, 2014
 - In conjunction with Canadian Waste to Resource Conference and Canadian Waste & Recycling Expo
 - Some sectional staff were invited and attended

LONG TERM WASTE STRATEGY

Vendor Days - Questions

- Please describe your proposed approach, technology or solution.
- Explain where and how this approach fits into the following waste hierarchy. Please choose the one category that best fits your proposed approach, technology or solution: Reduce, Reuse, Recycling, Recover Energy, Residuals Disposal.
- Please identify where in the world, in a setting similar to the City of Toronto, this approach, technology or solution has been successfully applied and include: Background, Waste stream addressed (be specific on composition, feedstock requirements/flexibility, diversion potential, commercial scale vs. used to manage MSW), Quantity of waste managed (is there a minimum or maximum amount required?), Duration (maturity of approach, technology, solution).
- Please identify where in the world, in a setting similar to the City of Toronto, this approach, technology or solution has been successfully applied and include: Team members involved, Contact reference information, Lessons learned, Approvals required for siting and operation, Ownership (is it private or publicly owned?).
- Please identify where in the world, in a setting similar to the City of Toronto, this approach, technology or solution has been successfully applied and include: Potential for revenue, Waste composition of the feedstock (e.g. MSW), Potential integration with existing systems, policies and programs and scalability.
- Please describe how you believe this approach, technology or solution would benefit the City of Toronto.
- Please describe your preferred business model(s) for implementing your proposed approach, technology or solution.
- Please identify the potential advantages and disadvantages of your proposed approach, technology or solution, as it relates to: Environmental considerations (including but not limited to air, water, land), Social/Cultural considerations, Economic/Financial considerations.
- Multi-residential dwelling units make up almost half of the City's residential homes. Waste diversion rates in this sector are less than half of that of single family dwellings. Please describe how your approach addresses the waste generated from this sector, if applicable.

LONG TERM WASTE STRATEGY

Vendor Days (con't)	
Vendors (met with 19)	Technology
EKO Environmental (Bazpak)	HRW Processing
Waste Management	Landfill options, landfill gas
Enerkem	EPW/Waste to biofuels
Covanta	EPW
Kemptech Ontario	MBT
Alm Environmental Group	MBT
Plasco Energy Group	EPW
Emerson/EnSinkerator	Gasification
Orgaworld & Lynxek	MBT and Mechanical thermal hydrolysis
Albemarle	Waste to biofuels
Vicoplan	MBT
Envac/Optibag	Collection Options
Miller Waste Solutions Group	Trisorters
ORCA	On-site organics processing
Modulo-beton	Modular drop-off depots
GEEP	Electronics Recycling
PrigmaTech Ltd	Data management system
AMUT North America	MBT and AD
Mobak Deep Collection	Deep well collection

Vendor Days – Booth

- Booth at Expo
 - Promoted Strategy
 - Encouraged vendors to forward their information to City for consideration in Strategy
 - SME's invited to participate – some did, thank you
 - All information received through Vendor Days forwarded to consultant for consideration in development of Strategy



11

LONG TERM
WASTE STRATEGY



CITY OF TORONTO: LONG-TERM WASTE MANAGEMENT STRATEGY
Stakeholder Advisory Group (SAG) Meeting #5
Thursday, December 4, 2014
City Hall, 23rd Floor, Boardroom. 12:30 pm

Attendees:

Stakeholder Advisory Group Members:

Daryl Chong – Greater Toronto Apartment Association	Gary Rygus – Retail Council of Canada
Kate Parizeau – University of Guelph	Virginia MacLaren – University of Toronto
Cedric De Jager – Recycling Council of Ontario	John Campey – Social Planning Toronto
Emily J. Alfred – Toronto Environmental Alliance	Bryan Purcell – Toronto Atmospheric Fund
Peter Hargreave – Ontario Waste Management Association	

Staff:

City of Toronto:	Annette Synowiec – Solid Waste	Michelle Kane – Solid Waste
	Pat Barrett – Communications	Vince Sferrazza – Solid Waste
	Kate Kusiak – Public Consultation	

HDR: Jim McKay, Project Manager for the consultant team

Consultant Facilitator: Betty Muise

The meeting was called to order at 12:38 pm.

1. Welcome and Acknowledgements

The facilitator introduced Beth Goodger, the new General Manager of Solid Waste Management Services, who came to meet the SAG members.

Beth Goodger said that she was pleased to join the SAG's meeting, though she would not be staying for the whole meeting. She said that she had already heard from staff regarding how valuable this group has been to the process. By way of introduction, she said that she joined the City of Toronto just after Thanksgiving, so she is new to the City. That said, she described herself as an “Old Garbage Lady”, having spent most of her career in public works and especially in solid waste. Her experience has been at the City of Hamilton where, during the amalgamation of the City, she was part of a long term waste management plan that transformed the City's waste management program at the time. Before that plan, the City of Hamilton had about a 16% diversion rate with an outdated energy from waste facility. For their plan, they also had a public group that provided input, which informed their council. As City

staff, it is an honour to serve communities and deliver services in a way to shape the community. This is a unique time for the City of Toronto to be talking about solid waste in this way. The City of Toronto is doing great at 54% diversion but it needs to do more, since Green Lane Landfill won't be open forever. She said she is looking forward to bringing forward to Council something really good around this time next year. She said that she has started meeting with the councillors and she is starting to share with them how important the long term strategy is, and how a city deals with its waste is a huge reflection of the city, including how transportation, energy costs, and packaging all figure into the equation. She said that she is seeing a lot of interest from the councillors. Councillor Jaye Robinson is the new Chair of the Public Works and Infrastructure Committee. She said that she hopes to drop in at future meetings as well, and she thanked the group for representing their organizations and for their time and input.

The facilitator reviewed the goal of the meeting which was to “Discuss potential elements of a vision for the long term waste management system and key underlying guiding principles”. The goals of previous meetings had all involved “building a foundation”. Now the group would be switching to looking at a vision and guiding principles of a long term strategy. The objectives include looking at potential ideas and elements of a vision for the long term waste management system, and generating ideas and suggestions for guiding principles that should be considered when assessing and evaluating options and approaches to be included in the strategy. **The facilitator** said that the SAG would not have to decide or wordsmith a vision, since Beth Goodger's group and the public will also have input into that. Rather, this meeting is to hear from the SAG on behalf of their constituent stakeholder groups.

The facilitator provided an overview of the meeting agenda, noting that this would be a very interactive meeting, so the SAG members could provide a lot of input.

The facilitator introduced a new attendee, Peter Hargreave, of the Ontario Waste Management Association, who was attending on behalf of OWMA.

2. Looking Back to Move Forward

This section started with a quiz on facts relating to the waste management context of Toronto and Canada. The SAG members first did the quiz on their own. The facilitator then presented the answers.

The quiz questions and answers are in slides 3-13 of the presentation in Appendix I.

Jim McKay presented on the history of waste management in Canada.

The main presentation content for this section can be found in slides 14-21 in Appendix I. The following captures the group's discussion concerning the presentation. Slide titles are underlined.

In describing the history of Waste Management in Canada, **Jim McKay** noted that the earliest stages of waste management, in the first part of the 20th century, were purely about sanitation. In the 1950s-1970s, open dumps were in decline and the concept arose of the “sanitary landfill”, engineered to keep “nasty stuff” in the hole instead of leaching into ground water, with practises like compaction and

periodic covering to control pests. At this time there was an increase in societal awareness of pollution and environmental impacts.

1980s: The Birth of Recycling. The first curbside recycling program in Canada was a pilot project in Kitchener/Waterloo, in 1981. The second was in 1986 in Mississauga. Since then recycling programs around the world have grown tremendously in size and scope.

1990s – Today: Waste Diversion Programs. Since 2002 the Waste Diversion Act has promoted and directed waste diversion. Recycling programs have evolved to take many different materials. There are curb-side pickup programs and drop off depots for different materials.

1990s – Today : Emerging Trends. There are new types of packaging and there is a proliferation of single-use products designed for disposal. E-waste is growing rapidly.

Developing Technology and the 4th R. There are new technologies to manage waste: Energy from Waste, Anaerobic Digestion, and technologies for recovery.

Toronto's Waste Timeline. Some major milestones include, among others, the closure of the Keele Valley landfill and the opening of the Dufferin Green Bin Processing Facility, which was the first of its kind in the North America.

Looking Back to Move Forward. Looking at how economic influences and societal desires have resulted in the evolution of waste management, the SAG was asked to think about where things could and should be heading over the next 50 years.

The facilitator asked the SAG for their thoughts.

A SAG member observed that we have become more of a disposal society, and wondered whether we'll be forced to evolve back again to use less disposables.

Another SAG member thought that there will be more plastics in the waste stream, though what the plastics come from may change because of the increasing scarcity of oil. She thought people may find other ways to make plastic-type materials.

Another SAG member said that there are hopefully upcoming regulatory changes at the Provincial level that could change packaging behaviour, and could work to make producers take full life-cycle responsibility for the packaging they create. If done correctly, producers would be responsible for paying for disposal, and that should reduce disposal. Hopefully this trend will continue and happen in Ontario.

Another SAG member said that change is happening very quickly, due to market influences, and it is difficult for municipalities to keep up with that change. He thought the pace of change is quickening. In the last 2 decades, there has been a huge change in waste composition and that will continue to change. He said that how people live and the products they purchase can change and affect the way waste is produced.

Another SAG member said global economic factors are driving the move to shorter use products. These include low transportation costs, and low labour costs. That could change over the 30-50 year horizon as fuel prices increase and there is a possible convergence on labour costs. That could shift the emphasis back to longer lasting products.

Another SAG member said she was thinking of the “1981 moment” of the rise in environmental consciousness, and that another cultural shift would be needed. At the moment, people tend to see the Green and Blue bins as a panacea but they are going to need to realize that recycling is “down-cycling” and there has to be more emphasis on reduction.

The Facilitator asked the group how they thought attitudes may have changed.

A SAG member said that he thought there has been growing awareness of personal responsibility. People are taking more responsibility at levels that are quite surprising, for example with recycling. That is hopefully growing and changing through the education system.

Another SAG member said that while he agreed to an extent, there is a downside for some of the products collected at curbside. There used to be a deposit-return system, which made people think more about the value of those items. Those items used to have a higher capture rates than there is now.

Another SAG member said that while people care a lot more than they used to, they usually think that if they have put an item in the Green Bin or Blue Bin, they have done their job. They are not thinking about reduction.

Another SAG member said it would be interesting to see what the market reaction would be now compared to those years if the deposit-return programs still existed.

3. Driving Factors – Then and Now

The facilitator said that she wanted the group to crystallize some of the driving forces that had been discussed. She invited SAG members to take a few minutes on their own to consider what the key broad trends for their organizations or stakeholders would be, 30-50 years out (not just for waste management). She invited members to use the paper provided to write down their ideas.

After SAG members had done this exercise, **the facilitator** shared **Jim McKay's** list of ideas of key trends in waste management that he foresaw. They were:

- Increased environmental awareness.
- Access to information and data sharing, which refers to the access to ready information from around the world that can be made available almost instantaneously. Filtering this information can become a challenge.
- Scientific and engineering advances. For example, Edmonton's facility to turn garbage into methanol and ethanol for use in gasoline for cars is a new advancement that was unknown even 10 years ago.
- Increased regulation, which can be slow but is adapting to the new technologies that are emerging.
- Private sector involvement in waste management, which is a fairly recent trend. There are more P3 developments where a private sector entity is designing, building, owning and operating a facility on behalf of a municipality, or even in its own right.
- Risk and innovation refers to the degree of risk that always accompanies many new programs.

While there has typically been hesitancy on the municipal side to take those risks, there is evidence that municipalities are starting to be ready to accept them. . For example, the City of Toronto took on the risk of a new Green Bin program.

The facilitator asked SAG members to share their ideas with the group.

A SAG member said that his stakeholders are the housing providers of the City, who have been in the game since the 1950s. They hadn't built anything substantial since 1980s, but now everyone recognizes that higher density, smaller stacked housing is the way of the future. There is a real need for capital repairs and energy retrofitting of old buildings, as well as generating new stock. **The facilitator** noted that this has a big impact in terms of waste collection and how to service those buildings.

Another SAG member, who represents the non-profit sector broadly, had the following list:

- Increased needs vs reduced funding;
- Technological change in terms of information support, help desks and websites;
- A shift in target population, with a rapidly growing elderly population and an increasingly culturally and racially diverse population.

He made the link to waste management for the non-profit sector, saying that there are opportunities for community organizations to be the focus for education and possibly for collection, and for sharing items that not every household needs. He also mentioned the possibilities of source reduction of food waste through community kitchens.

Another SAG member said that many of his trends don't necessarily relate to waste management. His organization focuses on climate change and helping the City to meet its climate change goals. The trends he foresaw were:

- Decarbonization of the electricity supply. Five years ago every KW/h used produced about 250g of Carbon, and that has now fallen to about 50g, about a 5th of what it was. The trend is continuing, though slowing down.
- There is a need to look at electrification of transportation, which will have big implications for the City.
- There will also be more demand for electricity, including for heating, and for building homes with high efficiency technology.
- A certain amount of climate change is already evident in Toronto's weather, evidenced by more extreme weather events and its impact on the City's infrastructure needs.

Jim McKay said that the transportation of materials is significant enough that trucks are shifting from being diesel powered to natural gas powered in an effort to reduce costs and emissions profiles. That has been a huge shift, with entire fleets being converted in the last 5 years. Waste management is one of the biggest contributors to Greenhouse Gas (GHG) emissions, particularly landfill sites. New technologies are being used to try to either minimize the transportation footprint or minimize the amount of material going to landfill. **The SAG member** said that in the Toronto context, waste related emissions are a little over 10% of GHG emissions, including methane from landfill and transportation of the waste.

Another SAG member, who is a researcher at a university, said that climate change will have a major impact on all of their activities. It will impact the way they operate and how they adapt to more extreme weather events. Her list also included:

- Much more rapid access to information, notably “big data” will be an important aspect of research in the future.
- Technology is going to be important, including relating to how people learn. There will be more on-line and social media for participation and learning at universities.
- There will be more emphasis on graduate education for specialization.

She said she would like to explore the intersection of waste management with climate change, particularly adaptation and resilience issues. She also said the waste management sector will be using big data more and more. **Jim McKay** gave some examples of how data is now being used, including RFID technology, and GPS equipment on all trucks, etc.

Another SAG member, who is also a university researcher, took a different approach. Her list included:

- The way that economic change and government policy regulation affects the academic sector, including which research is funded and what is not funded. This relates to the ability of universities to determine their own mandates.
- Demographic change, and specifically a suggestion that there will be a squeeze on universities at the undergraduate level. That can be an opportunity as youth are often at the heart of the environmental movement and youth energy is typically harnessed in universities.
- There is a push to collaborative work and applied research.

Another SAG member said that her organization represents the general public who care about environmental issues, and that includes about 50,000 supporters. She identified the following trends:

- General demographic factors such as an ageing population and an increasingly culturally diverse population.
- Increasing economic disparity between high and low income groups. People may not have the luxury of engagement, and the people who are engaged may not always be representative of the larger population.
- People are thinking about climate change and about adaptation.
- There is an increasing interest in linking local environmental issues with global issues.
- Digital disparity: there are people who don't use the internet. Though there are many people who are very loud on-line, they are not representative of everyone. There is a sense that “if it is not on-line, it doesn't exist”, but sometimes there is good information that is not on-line. Conversely, there is a proliferation of non-peer reviewed journals on-line.
- For community organizations, less funding is always an issue, as well as a more recent crackdown on environmental groups that are too political.
- There is the sense that people think they have done their job by using their green and blue bins.

Another SAG member, whose organization deals with waste management, provided the following list:

- Reduced land availability and public acceptance will mean fewer landfills and less capacity. Lots of public landfills are going to be closing in the next 30 years.

- There is a huge change in composition of waste materials. This impacts the value of materials that can be recouped in the end.
- Increased housing density impacts collection, relating to servicing and vehicle construction.
- The design of facilities is changing. Some other jurisdictions are looking at densifying waste management facilities (including vertical expansion of transfer stations). This also increases the viability of different marketplaces because it allows faster pickup of materials with different routes.
- Resource demands change with increasing scarcity of certain materials, such as metals.
- There is an increased focus on value. The “green fence” went up in China. This was about a rejection of poor quality products from facilities, and this changes how municipalities run their facilities.

Another SAG member, who represents the retail industry, said that 30 years doesn't exist for retail. They are lucky to figure out just a few years in advance. There are changes going on now. These include:

- A move to smaller footprints due to land use policies. Retailers can still take advantage of existing large developments but there are no more new big box developments.
- There will be constant pressures to change. The pressure to move to full EPR is ignored at a retailer's peril. How to get there is a question. Some people may decide that there is a role for municipalities to play.
- At the Provincial level, the Province seems to be oblivious to big data or even current data.
- There will be pressures on pricing while remaining competitive, from on-line and cross border shopping.

The last SAG member to comment said that he thought others had summed things up well. He was representing an organization dedicated to recycling that responds to current trends by seeing how they can influence those, and then seeing what can be done to influence long term trends. EPR is still a holy grail and their organization is doing its best to influence that and apply it, but it is still a minefield.

A SAG member said that he had participated in a City of Toronto poverty reduction strategy. He learned that the City has over 70% post-secondary people living in the GTA, while he has also heard that 51% of all grocery food bought by consumers is thrown out into the waste-stream. It appears that there are smart people who are doing less than smart things. There is a challenge in society. Perhaps people know what they are doing, but they are too busy trying to survive to deal with it.

The facilitator observed that perhaps this comment identified another trend, where convenience is serving something. **A SAG member** suggested the term “time poverty” and **the facilitator** asked if that is getting worse. The group generally said they thought it is, and **the facilitator** thought it is important to identify time poverty as something that drives behaviour.

A SAG member said she had thought of another trend, which is a lot of citizen-driven innovation, such as the Repair Cafe and the Tool Library, etc. She said that the downside can sometimes be that people see things on-line and don't realize that those things are not available here (such as recycling of certain materials).

Another SAG member also added that in institutions, particularly hospitals and schools, there is a move toward more individual packaging for sanitation, such as individually wrapped straws, etc., which significantly increases the amount of packaging. As a final trend, he identified an impact of the ageing population as well, where there is sometimes a reduced capacity to reduce and recycle, especially as there are fewer people left from the generation of the Depression who knew how to conserve materials.

4. What does 30-50 years look like?

The facilitator asked the group to keep those trends in the back of their minds, and then imagine taking a field trip to the year 2045, and writing a postcard back to today about the vision they would like to see at that time.

First SAG members wrote their ideas individually, and then they got together in 3 small groups to share their visions and write down the common and unique elements of their visions. Each group reported back to the whole SAG.

Team 1 said that they had 3 distinct post-cards, since each member tackled it from a different angle. Member 1 imagined what garbage looked like. He imagined that organics were separated very well. Since organic waste is about 75% water, he envisioned water being taken out on-site, becoming grey water to be treated. The residual 25% is transported to a nearby facility for treatment. All other streams are co-mingled, and taken to a facility for separation.

Member 2 envisioned the waste diversion and recovery rate would be up to 90%, perhaps using a dirty MRF. That would include the ICI sector too. The residuals would be treated in the region (rather than shipping to Michigan, which at this time hasn't really stopped yet).

Member 3 foresaw a lack of harmonization of effort by governments, but hoped instead for national leadership on harmonization which would be streamlined and provide efficiency. In his ideal vision, incineration wouldn't be a taboo subject, and perhaps the Ring of Fire would be used for different purposes, taking residual waste and putting it in mine shafts. He foresaw challenges. As there are new and improved products for packaging, the challenge remains: what to do with it.

The facilitator asked Member 1 whether his vision was specific to multi-residential buildings.

Member 1 said that although his vision wasn't specific to multi-residential buildings, something like a centrifuge for organic waste might be suitable for that context.

Team 2 reported that they envisioned a move toward a circular economy where waste is a resource. This could include changes in ownership structures for materials. For example, just as we lease hot water heaters today, in the vision it could be like that for white goods too, where they get returned at the end of their life and redeveloped. There would be more deposit-return systems and a move toward a sharing economy. This could not just be about municipalities. It would be a multi-stakeholder effort with community groups, local businesses and others. Animation, energy and labour would come from all sides. In the vision, the City uses a great green procurement policy that considers waste. The City also has great recycling requirements for its vendors and good downstream monitoring of where all materials go in the long-term.

Team 3 envisioned greater awareness of waste choices. Packaging and products would be labelled for

their carbon footprint so consumers could make more informed choices. Waste would be dealt with locally as much as possible (for example, with community composting) to avoid a lot of transportation issues. They envisioned integration of energy generation so that waste would be collected by electric trucks. There would be full EPR for everything. There would be less waste because there would be an extended life-cycle on goods – things would last longer and be repairable. The vision ultimately is for a zero waste society – a circular economy. One member imagined that with production having evolved, by 2045 the revenue generated from materials recovered from waste would exceed revenue from the LCBO.

A SAG member envisioned getting to a point where resources were valued so much, and there had been enough technological advances, that old landfills that had been capped would be mined for old materials.

Another SAG member said she would love to be able to say that Toronto is a leader in waste management again. It would be great to look back and be pleased with the steps taken in 2014, and people in other jurisdictions would say “Toronto did it, so can we”. Many others agreed with her.

The SAG took a 10 minute break.

5. Guiding Principles

The facilitator showed a list of vision themes from another group and said she thought it showed a lot of alignment with the thoughts expressed in the SAG. She asked if the list prompted any further thoughts or comments.

A SAG member thought most themes looked more like a 5-10 year vision, rather than a 30 year vision. She thought it was not as visionary as it could be.

The facilitator then addressed the topic of guiding principles. The question for the group was “What guiding principles would you like to see considered to support the evaluation and selection of options and approaches to be featured in the Strategy?”

She tabled the guiding principles that were part of the consultant RFP for the development of the Waste Management Strategy. **Jim McKay** said that when Council approved the development of this Strategy, it was with the understanding that these guiding principles would be incorporated. The principles are:

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 Green Lane Landfill
3. An open and transparent review of options
4. Innovation and flexibility to adapt to emerging technologies and changes to the regulatory environment
5. Development of policies and opportunities for collaboration

A SAG member asked, regarding principle 5, with whom collaboration was meant. **Jim McKay** replied that this is to be defined. **The SAG member** also said it was interesting that principle 1 was in the form of a list, not a hierarchy. **Annette Synowiec** said it was meant to be implied.

Another SAG member asked about the time-frames to plan, approve and build new disposal facilities. He wondered if it is realistic to think that new facilities could extend the life of Green Lane, or if it is already too late. **Annette Synowiec** replied that the Strategy could include redirection to other landfill facilities.

Another SAG member asked what “environmentally approved” means. **Jim McKay** replied that if it is an existing facility then it is already approved. It is implied that it has a Certificate of Approval. If it is a new technology, it has to meet the Province's regulatory requirements for performance. **The SAG member** said that he was thinking of things like garburators, and a move to some weird technologies. He wondered whether it would include those types of things. **Jim McKay** said he thought it would need to be looked at. It is becoming more prevalent as an organics management option. **Annette Synowiec** said that In-sinkerator garburators were one of the vendors that came to Vendor Days.

Another SAG member wondered whether the City has the ability to collaborate with other municipalities and even with the Province. The City has to be sure not to be off-side, especially with the Waste Reduction Act – Part II. **The facilitator** said that would be extending the principle of collaboration.

The facilitator said that the principles that she showed are in place to drive the development of the Strategy. She asked the group whether there are any other guiding principles that could help to determine the direction of the Strategy, or if they had any other thoughts about guiding principles.

A SAG member said that it is notable that none of these principles talk specifically about minimizing the environmental impacts of waste management. It is implied in the 4 Rs but there are other ways waste management can impact the environment. He suggested it should include triple bottom line analysis. **Another SAG member** suggested the principle of minimizing environmental, economic and social impact and risk.

A SAG member suggested that the Strategy should address the totality of solid waste produced in the City, since the City deals with only a portion of the waste being produced in its borders. **Another SAG member** asked if there is a way to find out how much waste is produced by the ICI sector. **Jim McKay** said it is difficult because there is no database that tracks it. Some broad assumptions can be made based on data from Statistics Canada, which can produce some estimates, but they are not thought to be very accurate. **Another SAG member** said that he thinks that the number being thrown around by the Province (11%) is false. It is not indicative of what he hears when he talks to retailers. It begs the question about data sources and what is actually known. **Jim McKay** agreed that there is a data gap.

Another SAG member suggested that this discussion spoke to another principle that the strategy should be based on evidence, accurate information, and awareness of that information, for example among consumers.

Another SAG member suggested a principle of waste as a resource going to its highest and best use first – i.e. as high up the waste hierarchy as possible.

Another SAG member said that transparency and accuracy is necessary within the structure itself. There are lots of numbers about diversion rates being put out by lots of municipalities across the province. He said he would question the accuracy of the data, particularly relating to diversion rates. **Another SAG member** added that it is also about the accessibility of that data.

A SAG member said that under the principle of looking at environmental impacts, she would want to apply life-cycle considerations.

That SAG member also wondered to what extent does or can the City manage IC&I waste. **Annette Synowiec** said that the City is definitely looking at the regulatory possibilities through the City of Toronto Act. At the moment it can't control IC&I, though there are some regulations in place that require multi-residential buildings to recycle the same basket of items that the municipality does. **Jim McKay** clarified that the Province describes multi-residential as IC&I, which is a problem. **Another SAG member** said that when he says the Strategy should include IC&I, he doesn't necessarily mean that the City should take it over. It means that IC&I is considered in the Strategy. It means looking at the full spectrum of tools, from taking over that stream to at least tracking it so that waste-stream is better understood.

Another SAG member suggested including in the principles a desire to localize waste management as much as possible.

Another SAG member suggested introducing the idea that there is potential for waste management to offer new economic opportunities, perhaps with a principle to maximize the economic benefits of managing waste. **Another SAG member** added that if there are some costs, they could be outweighed by benefits. The idea is to maximize the net benefits in all areas – social, environmental, and economic.

Another SAG member wondered about including contribution to economic and social equality – particularly relating to where facilities are located. There is a history of the smelly, nasty facilities being located in communities least able to respond. The Strategy should consciously try to be fair about this issue.

Another SAG member asked whether health impacts would be included as part of the social or environmental impacts. For example, there are health impacts of recycling hazardous items, like things with flame retardants. **Jim McKay** said that it can be part of social or environmental impacts, but a lot of time it is pulled out as a standalone item.

The facilitator said that **Jim McKay** would consolidate what had been generated by the different stakeholders and constituent groups that had provided their input.

6. Circle Back, Vendor Days and Close

As a first item in this section, the SAG agreed that the SAG #3 audio recording can be deleted.

The facilitator said that the only item under “Circle Back” was a question about green procurement. **Michelle Kane** said that she had spoken to the Purchasing division and currently there is no plan to update the green procurement policy, but it will be brought forward as a suggestion from the SAG.

Vendor Days:

Annette Synowiec presented some slides to inform the SAG about the event.

The main content for this presentation is in the slides in Appendix II. The following captures the group's discussion surrounding the presentation.

Annette Synowiec said that staff had met with 19 vendors, and the day was quite successful. Her team had also invited some Solid Waste Management sectional staff so some other directors and lead staff attended as well.

She showed the questions that the vendors had been asked. Those that answered adequately were given the opportunity to present. She showed the list of vendors that came and the kind of information that they had presented on. The Solid Waste Management Division also had a booth at the Expo that promoted the Long Term Strategy. Staff there spoke to about 80 additional people. Vendors attending the Expo still had an opportunity to provide information into the Strategy through e-mail. This information will be fed back into the Strategy and the development of options.

A SAG member said he was curious how successful the event was as an opportunity for the staff and consulting team to learn more about the options out there. **Annette Synowiec** said there were a few good options that had been brought forward that hadn't been considered before. This included combining some kinds of services. For example, a large waste management company that owns a landfill, a transfer station network, and a collection firm proposed that if there is contracting out in D3 and D4, the City should put out a bid that included collection and disposal. Typically, adding collection in with disposal hadn't been considered before, and that is a new conversation.

Also, another vendor has software for collecting data and real-time reporting. That could enable getting information and report cards back to property managers at condos and apartments. That would be a useful tool to see how they are doing, since the City is not able to provide that in real time. The vendor's software seems more advanced than what the City has right now. It allows building managers to do a better job with their waste management and do bench-marking. **Jim McKay** added that there was some good information about technologies from outside North America. A lot of technology providers' reference facilities in Europe, Australia or Japan. A lot of these companies were in Canada for the conference. He said he had heard of many of these things before but the technologies are advancing so fast that there are ideas out there that are different, even from a year ago. Some vendors could provide some of the lessons they have learned with their experiences, and describe how they are modifying their approaches. The advances that they made in the last 12-18 months were significant. He said that he found it interesting because some of these firms are applying these technologies around the

world. Some of them had taken some of Toronto's information off the web and presented their insight into applying their solutions to the City of Toronto, without the constraints that often come with a procurement process. This process was wide open and allowed for some good ideas.

Another SAG member asked about optical sorting. **Jim McKay** described Optibag. They provide 3 streams with different colour bags. Residents sort their materials into those three bags, tie it up and then it all goes down one chute and is collected together and taken to a sorting facility. At the front end of the facility, those bags go onto a conveyor belt with an optical sorter that directs the bags to the appropriate stream. This has been applied in Europe. Stockholm did a pilot and it was accepted by people willing to do the sorting.

Another SAG member said that she knew there was a group that did some sorting based on bag colour in a county in California. It was to sort out plastics for an energy from waste process.

SAG Meeting Schedule:

The facilitator said there is a proposal to consider the third Thursday of every month in the New Year for SAG meetings. She asked if there were any objections to this suggestion. **A SAG member** asked about the Public Works schedule. **Vince Sferrazza** said that the first meeting is January 6, 2015.

The facilitator said they would move forward with this proposal. She checked with the group about time slots, and asked the group whether mornings, middle of the day, or afternoons were better. There were a variety of preferences with perhaps a few more for the morning. **Annette Synowiec** said they would do a Doodle Poll and go with the majority, and if she saw a whole bunch of declines she may reschedule.

A SAG member asked if the group could talk about the next steps in the Strategy. **The facilitator** said yes. **Another SAG member** asked about Technical Memorandum I. **Annette Synowiec** said that the City is finishing its review of the draft document, which is the baseline document. It is about 140 pages of text plus appendixes. Once the City gets its comments back to HDR, they will need to revise it and that will probably take a couple of weeks. By the next SAG meeting in January there will probably be a draft ready, but it is a large document, so the plan is to have the next set of SAG meetings as discussions on different parts of the document and for staff to walk the SAG through it. SAG members would also have the opportunity to read the whole document on their own, at their leisure.

A SAG member asked whether the public consultation period would be shifted. **Annette Synowiec** said no. Staff are finalizing the detailed implementation plan for phase 2 consultation. There will probably be a public event toward the late Spring. The lead up to that would include a series of project updates. The results of the survey from the summer should be distributed through the different stakeholder groups. There will be a couple of different interactive surveys leading up to the public event, which will include discussion of options and recommendations of criteria. Staff will share every step of the way with the SAG and the SAG will have a chance to see it and provide input.

Annette Synowiec said that SAG members could anticipate staff having conversations with them about how to engage their stakeholders. For example, if any of their organizations would be having an event

that would lend itself to having a booth or other information about the Strategy and provide a chance for the City to do some outreach, they should let staff know. Staff is also looking into having a speaker series on the 3Rs and a panel discussion with some academics and experts to garner interest in waste in general and more specifically in the Long Term Strategy. The details of those events are still being worked out. She said SAG members should feel free to provide suggestions.

The facilitator asked if it would make sense to include an update at the next meeting on what the next couple of months would look like. **Annette Synowiec** said yes, and she would also want to include an opportunity for SAG members to provide their suggestions for further consultation.

The facilitator thanked the group for their input and participation in the meeting.

The meeting was adjourned at 3:15 pm.141414

SAG Meeting #6 Baseline, Challenges and Opportunities – 3Rs January 22, 2015

Agenda

Time	Agenda Item
12:30 – 12:45	Welcome and Acknowledgements
12:45 – 1:00	About the Vision and Guiding Principles
1:00 – 1:45	Packaging
1:45 – 2:15	Technology for Education
2:15 – 2:25	BREAK
2:25 – 3:05	Collaboration Opportunities with Partners (3Rs)
3:00 – 3:15	Using the Vision and Guiding Principles
3:15 – 3:30	Meeting #5 Follow up/Circle back and Key Next Steps

Meeting Objectives

- Present key themes in Vision and Guiding Principles and discuss the manner in which they will be used
- Present some of the baseline conditions for three preliminary Reduce, Reuse & Recycle options
- Discuss challenges & opportunities identified to date

Update on the Waste Strategy

- *Where are we now?* (Tech Memo 1) will be finalized in February
- *Where do we need to be?* (Tech Memo 2) has been prepared in draft and consists of three sections:
 - Vision and Guiding Principles
 - Gaps and Challenges
 - Waste Projections
- *How do we get there?* (Tech Memo 3) is underway and will continue over the next few months
- Project Update #2 was recently released

Draft Vision & Guiding Principles

- Currently being developed and based on:
 - Input from SAG Meeting No. 5
 - Visioning workshop with City Directors
 - Phase 1 Consultation
- Draft Vision and Guiding Principles will be presented at the next SAG meeting and will be topic for public Survey #2
- Vision and Guiding Principles will be finalized before detailed evaluation of options

Key Themes – Guiding Principles



Use of Guiding Principles

- A long-list of options will be developed based on research and gaps/challenges in the current system
- Guiding Principles will be used to screen potential options to ensure they:
 - Are consistent with long term vision; and
 - Do not conflict with underlying guiding principles.

Preliminary Options

- Packaging
- Technology for Education
- Collaboration Opportunities with Partners

Packaging

Baseline Conditions:

- Residential packaging – diversion managed through Blue Box
 - Packaging “stewards” (companies who produce packaging) pay up to 50% of Blue Box net costs
- IC&I packaging diversion – voluntary recycling by producers
 - Environmental Protection Act-104/94: Packaging Audits and Packaging Reduction Work Plans – not enforced
- Bill 91, the Waste Reduction Act, was intended to establish a new framework for the 3Rs in Ontario
 - Shift responsibility to producers of packaging and products
 - Bill died with the election in 2014: new bill is expected in 2015

Packaging

- Toronto In-Store Packaging Strategy (2008) focused on:
 - Hot Drink Cups (Reuse strategy)
 - Plastic Retail Carry Out Bags
 - Plastic Bag Levy – retailers required to charge \$0.05
 - 70% + reduction in plastic bag use
 - Rescinded in 2012
 - Plastic Take Out Containers
 - 2012 Water Bottle Ban prohibits the sale and distribution of water bottles in all Civic Centres, City facilities and parks
- The City has developed advertisements over the years to encourage packaging

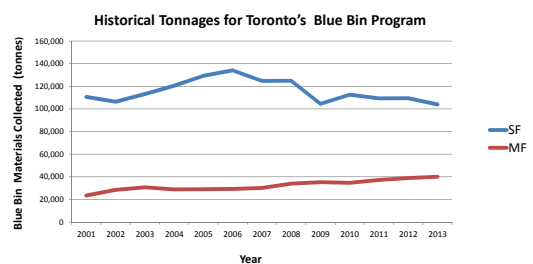


Packaging

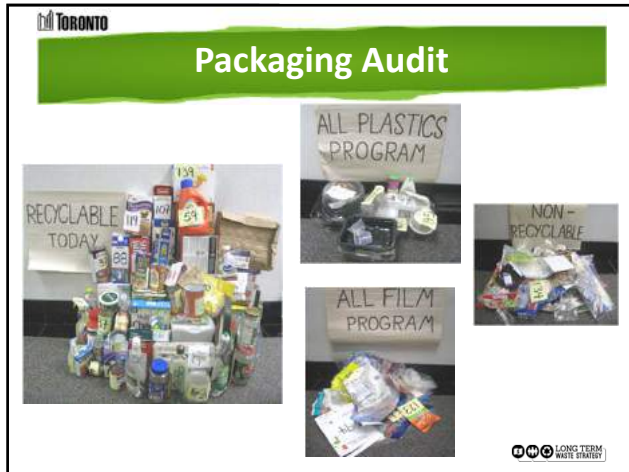
- The Future Blue Bin Study (2010);
 - Identified factors that will influence packaging in Blue Box over time
 - Increased internet shopping (more cardboard)
 - Smaller households (more convenience packaging)
 - Significantly increased range of plastic and multi-layer packaging



Packaging



The materials and products we use in our daily lives have evolved and in most cases weigh less.



Packaging

Challenges:

- Packaging decisions made by multi-national companies – packaging under federal jurisdiction (safety, etc.)
- City/province can only influence packaging through procurement or waste related legislation
- Consumer packaging purchases can only be influenced through education
- Packaging waste stream is changing rapidly
- Constricting global markets (e.g. China's Green Fence) for the broader range of recyclables collected in single stream recycling programs

The City of Toronto logo is in the top left corner, and the "LONG TERM WASTE STRATEGY" logo is in the bottom right corner.

Packaging

- Manufacturers of packaging and products are moving to achieve efficiencies by reducing the weight of their products
- Combination of increasing volume and number of pieces of packaging and declining packaging unit weight increases recycling costs
- More lower value materials in the recycling stream which reduces the overall revenue
 - e.g. thermoform vs bottle grade PET; multi-layer (non-recyclable) packaging; biodegradable plastics

The slide includes two images: a clear plastic thermoformed container on the left and a large pile of various snack bags on the right. The City of Toronto logo is in the top left corner, and the "LONG TERM WASTE STRATEGY" logo is in the bottom right corner.

Packaging

Opportunities:

- Explore procurement options for City that will influence packaging design decisions to increase recyclability
 - (e.g. California mandatory 30% post consumer content in HDPE garbage bags sold in the State)
- Explore procurement actions at the Provincial level that would impact on packaging design
- Work with producers to create stable end markets for recovered packaging materials
- Collaborate at a Regional level with other Ontario municipalities, to work with manufacturers and distributors (to make all packaging recyclable)

Packaging

- Consult with producers so that end-of-life management of packaging materials is always considered in packaging design
- Explore bans or levies of common types of packaging
- Consider future EPR models for Ontario that will reduce packaging waste
- Continue promotional and educational campaigns focused on the 3Rs and packaging reduction to impact resident's behaviour

Discussion Question

- Considering the **Packaging** options, what other challenges, opportunities or issues need to be considered?*
- How do these options support key elements of the Vision and Guiding Principles?*

Technology for Education

Baseline Conditions:

- The Waste Wizard is a tool that informs residents of where their waste materials go
- ReUse It provides tips on how to reuse and reduce and information on not-for-profit agencies (e.g., acceptable items, contact information, method of accepting items)
- YouTube videos were developed with characters Chuck and Vince to promote proper handling of waste materials
- The City has an active Twitter account and uses it to advertise upcoming events



Technology for Education

Challenges:

- The City's public education and engagement campaigns must compete with other media such as video streaming, texting & social media and other City departments
- Social media requires considerable resources (staffing and budgetary) to maintain an active and engaging online presence
- The City's cultural diversity needs to be accommodated through the delivery of educational materials in other languages



Technology for Education

Opportunities:

- Develop an app that can provide sorting information and options for reuse and/or recycling (Waste Wizard 2.0)
- Develop an app or online calculator that can provide consumer information on lifecycle impacts for different products (e.g. plastic vs. wooden stir stick)
- Provide additional resources dedicated to increasing the City's online presence through social media

Discussion Question

- *Considering the **Technology for Education** options, what other challenges, opportunities or issues need to be considered?*
- *How do these options support key elements of the Vision and Guiding Principles?*

Break



Let's regroup in 10 minutes

Collaboration Opportunities with Partners (3Rs)

Baseline Conditions:

- Community Environment Days
 - provides opportunities for residents to drop off items for reuse, recycling or proper disposal.
 - items such as art supplies, children's books, cameras are donated to local schools for reuse. Other items including textiles and medical equipment are reused where appropriate.
 - finished compost, produced from Green Bin material, is provided to residents free of charge at Community Environment Days and advertised Transfer Stations.
- The City contracts out part of their waste collection services (including organics and recycling)

Collaboration Opportunities with Partners (3Rs)

- City has partnerships with Live Green Toronto, Waste Diversion Ontario, Ontario Electronic Stewardship, Stewardship Ontario and the Orange Drop Program
- Certain non-residential customers (e.g., charities, religious organizations) currently have reduced waste collection rates
- The 3Rs Ambassador Volunteer Program is a volunteer led (City staff supported) education and outreach campaign for multi-family buildings
- The City Solid Waste Management website includes links for non-for-profit agencies that accept donated items

Collaboration Opportunities with Partners (3Rs)

Challenges:

- Maintaining control and ensuring standards are upheld when services are contracted out
- Solid waste management is a complex system, it can be difficult to fit partners into the system effectively
- Minimal collaboration with other municipalities in terms of shared infrastructure and similar collection program

Collaboration Opportunities

Opportunities:

- Assess options that can be sited with City of Toronto boundaries and/or in partnership with nearby municipalities
- Consider opportunities for shared funding of infrastructure and/or similar waste programs
- Consider community integration opportunities and working with existing community programs – Second Harvest, libraries, Goodwill (e.g., drop off facilities)
- Look at alternative service deliveries that provide opportunities for the City to take a different role in providing waste management services

Collaboration Opportunities

- Collaboration with college/university programs to develop new and innovative outreach programs
- City to be advocate for behavioural change strategies and establish booths and a local presence at City events to:
 - Promote local farmer's markets and local food
 - Pilot food waste education campaigns in local supermarkets, restaurants, stores
 - Establish partnerships with organizations that will take excess food and food waste, (e.g. Second Harvest)
 - Engage/support and promote community gardens and community composting operations

Discussion Question

- *Considering the **Collaboration** options, what other challenges, opportunities or issues need to be considered?*

Discussion Question

Have/how do these options discussed today reflect the key themes of the Vision and Guiding Principles?

Waste as a Resource	
Evidence based decision making/integrity/ethical	
Maximize Benefits, Minimize Impacts- environment and health	
Financially Sustainable	
"Walk the talk"- leadership/action	
Climate change/energy footprint/ consumption driven/local vs. global	
Engaged community, collaboration and community partners	
Social equity, accessibility and safety	

Waste Diversion Metric

$$\text{Diversion} = \frac{\text{weight of waste diverted}}{\text{weight of waste generated}}$$

- This metric does not take into consideration:
 - reduction of waste consumed
 - waste diverted through Reuse opportunities
 - declining weight of packaging
 - Other priorities (e.g., GHG reductions, human health and social impacts)

Next Steps

- Next SAG Meeting is on February 19, 2015
- Calendar invites for future SAG meetings sent earlier this week
- Phase 2 Consultation
 - Survey #2 to be released in late February 2015
 - Two Project Updates will be released during Phase 2
 - Green Living Show

Thank You

- Questions?
- Comments?





CITY OF TORONTO: LONG-TERM WASTE MANAGEMENT STRATEGY
Stakeholder Advisory Group (SAG) Meeting #6
Thursday, January 22, 2015
City Hall, Committee Room #4, 12:30 pm

Attendees:

Stakeholder Advisory Group Members:

Gary Rygus – Retail Council of Canada
Jo-Anne St. Goddard – Recycling Council of Ontario
Emily J. Alfred – Toronto Environmental Alliance
Boyd Dyer – Toronto Community Housing

Kate Parizeau – University of Guelph
John Campey – Ralph Thornton Centre
Bryan Purcell – Toronto Atmospheric Fund
Stefan Martens – TCDSB

Staff:

City of Toronto: Annette Synowiec – Solid Waste
 Pat Barrett – Communications
 Kate Kusiak – Public Consultation

Michelle Kane – Solid Waste
Vince Sferrazza – Solid Waste

Consultants:

HDR: Christine Roarke
Kelleher Environmental: Maria Kelleher
Dillon: Betsy Varghese
Consultant Facilitator: Betty Muise

The meeting was called to order at 12:36 pm.

1. Welcome and Acknowledgements

The facilitator welcomed the group and provided a road map for the meeting. She said that at the first several meetings a knowledge foundation had been set for SAG members. Then, at the last session, the group had switched gears and had started looking at creating a vision and guiding principles for the Long Term Strategy. **The facilitator** said that at this meeting, the SAG would look at some of the consultant's work. Specifically, the group would begin to consider the baseline conditions, challenges, and opportunities for three 3R options: packaging, technology in education and collaboration. At future meetings, more 3R options will be considered. She said that the SAG would also look at how the vision and guiding principles are starting to take shape.

The facilitator reviewed the goal of the meeting, which was to discuss baseline conditions, challenges, and opportunities related to three possible options (being looked at today) to be considered for the Strategy. The specific objectives were:

- Present key themes in the most recent draft version of the Vision and Guiding Principles and discuss the manner in which they will be used;
- Present some of the baseline conditions for three preliminary 3R options (more to follow in future meetings) being considered for the Strategy;
- Discuss challenges & opportunities related to the three options.

The facilitator noted that a decision had been made to open the SAG to observers, and that some observers were present in the gallery.

The SAG agreed to delete the audio recording of SAG meeting #4.

A SAG member wanted to understand the presence of observers. **Annette Synowiec** explained that the SAG's Terms of Reference had specified that the SAG is open to the public. Recently there had been some requests to observe the SAG meetings, due to peaked interest resulting from the recent staff report to Public Works and Infrastructure Committee.

A SAG member noted a recent job change, but that he still was a member of Social Planning Toronto and tuned in with it. He said that it made sense at this stage of the process to keep attending.

The facilitator then provided an update on the Waste Strategy. *(See Slide 4 in Appendix I)*. Essentially, Tech Memo 1, which describes the Baseline, will be finalized in February. Tech Memo 2 has been prepared in draft and is under review. It addresses the Vision and Guiding Principles, Gaps and Challenges, and Waste Projections. It is also likely to be finalized in February. Tech Memo 3 is underway and will continue over the next few months. It will address future options. **The facilitator** also noted that everyone should have received Project Update #2.

A SAG member asked if there will be a meeting to discuss the content of Tech Memo 1. **Betsy Varghese** replied that the current plan is to structure the next few meetings according to the 5Rs and talk about some of the preliminary options, and extract the baseline information that is relevant to that topic. There is a lot of information and the team thought it would be more useful to present it in this applied way.

Annette Synowiec talked about promoting the Strategy and asked SAG members for assistance in sending out information and project updates to their members and networks. She also requested that anyone with ideas to get the word out more should speak to members of the project team.

A SAG member asked if there is any more information about the results of Survey #1 that she can send as an update to her members. **Annette Synowiec** said there will be more details in the consultation report, when it is finalized. **Emily Alfred** said that TEA did a similar survey of its members, and it would be interesting to compare results.

2. About the Vision and Guiding Principles

The facilitator presented on the Vision and Guiding Principles.

The presentation content for this section are in Slides 5-7 in Appendix I. The following is a summary

and captures information not in the slides. Slide titles are underlined.

The Draft Vision and Guiding Principles are being developed based on the three items in the slide. They will be presented at the next SAG meeting and will be the topic for Survey #2, which should take place around the end of February. They will be finalized before the detailed evaluation of options, to facilitate that evaluation.

Key themes – Guiding Principles: Eight themes have been extracted from the draft vision statement and guiding principles. The vision and guiding principles are still in draft form but are expected to be brought forward in February. At this stage, the group should keep in mind that the vision and principles are in the process of being further evolved and shaped.

Use of Guiding Principles: The project team will be developing a long list of options based on research and gaps in the current system. The guiding principles will be used to screen potential options to ensure consistency and inform decision-making.

3. Packaging

Presentation by **Maria Kelleher**, a member of the consulting team.

The main content for this presentation is in Slides 9-19 in Appendix I. The following is a summary and captures the group's discussion surrounding the presentation.

- Baseline conditions: For residential packaging, diversion is managed through the Blue Box Program. IC&I recycling of packaging is largely voluntary. Last year the Province introduced Bill 91 in an effort to update the situation, but it died when the election was called.
- Toronto targeted the IC&I sector with an In-Store Packaging Strategy (2008) which had various components. It has also used advertising to communicate to the public about issues of packaging.
- Kelleher Environmental did a Future Blue Bin Study (2010) about future trends. Changing lifestyles (e.g. internet shopping, smaller households) have led to different materials in the waste-stream. There is less newspaper in the bin, and more plastic (newspaper makes money but plastic is more difficult).
- The amount of material, by weight, going into the Blue Bin is going down. There is less glass and paper going in. There is a lot more plastic, but it is light. Tonnage is going down, but that doesn't necessarily mean there is less materials.
- Packaging is designed to protect the product, sell the product and protect against theft (particularly for small products).
- Challenges: Packaging decisions are made by multi-national companies. The City and Province can influence packaging only through waste-related legislation and procurement. The packaging waste stream is changing rapidly. China created a Green Fence and got stricter about what recyclable materials they would accept. That had a catastrophic effect on recycling markets and what is produced out of single-stream recycling systems in particular.
- Manufacturers are moving to lighter materials. The change in the waste stream is resulting in increased recycling costs. More lower-value materials in the recycling stream (e.g. Thermaform

PET) reduces food waste, but results in lower grade recycling. Biodegradable plastics are a huge problem in the recycling market.

- Opportunities: The City can explore procurement policies in the hope of pushing a message back to producers. (California made a mandatory 30% post-consumer content requirement in HDPE garbage bags which had a major impact on the recycling industry because it forced producers to buy recycled materials.) The City can also look to collaborate with the Province and other municipalities in their efforts to work with producers, for example in including end-of-life management in packaging design.
- There are also options for bans and levies on certain types of packaging materials. EPR (extended producer responsibility) can be explored at the Provincial level. Educational campaigns are important for influencing residents' behaviour.

A SAG member asked what has happened since the plastic bag levy ended in 2012. **Maria Kelleher** said that she didn't know. She said that she knew for herself, she forgets to bring the reusable bags. From Irish data, where there is a very successful levy on plastic bags, they have seen that as people get used to the levy, people start to forget to bring their own bags. So, they hike up the levy and it works again. Now it is the equivalent of about 70c per bag in Ireland.

Annette Synowiec said that the City will be doing a waste audit that will look at waste composition and they hope to be able to find out that information. **Another SAG member** asked if retailers know about the amount of distribution of plastic bags, but nobody was aware of the quantity. **Vince Sferazza** noted that some retailers have continued to charge for bags, and he thought they probably haven't seen a change. He noted that revenue is also generated at the retail level from the levy.

Annette Synowiec said that Solid Waste has been pleased to see retailers that maintained the levy, and some even extended it nationally. Some retailers have also been promoting their own reusable bags. **A SAG member** said that it is a fair comment that grocery stores in general kept the levy. In the general merchandise sector, it mostly stopped.

A SAG member asked about the newer plastics, and how much of that is post-consumer. She wondered whether the proliferation of newer plastics is related to the success of the recycling programs and the necessary down-cycling, and how much of it is new material. **Maria Kelleher** said she is pretty sure that PET is mainly made from virgin resin. The post-consumer materials generally goes into carpets, t-shirts etc.

A SAG member said he is always concerned about municipalities each acting on their own due to the large number of them. He asked if Maria Kelleher had any knowledge of what is happening at the Province to replace Bill 91. **Maria Kelleher** said she didn't. With the new Minister of the Environment and Climate Change, the focus has been on climate change. **Another SAG member** said that they are trying to gathering some research on packaging for IC&I. She is assisting in an RFP to gather some baseline data on that, and she thinks they will then explore whether to beef up the waste generator regulation or whether to use producer responsibility to get at IC&I packaging.

A SAG member said that her understanding is that, at least for multi-residential (which is categorized as IC&I), they are required to collect the same amount of materials as collected by the municipality. **Another SAG member** said that there is no threshold in terms of numeric requirements. It says that they must source separate where feasible. There are no mandatory materials or threshold requirements.

The first SAG member said she thought for multi-residential, they are required to pick up the same materials as the municipality collects for single-family. **Vince Sferrazza** said they are required to have a source-separation program on-site. However, there is no requirement for the collector to keep it source-separated and process it for recycling. The City doesn't know if they are actually recycling it. This is a major loophole and a major flaw in the regulation.

Maria Kelleher said that with regard to the regulations, multi-residential was put into the IC&I regulation (Reg 103/94), and then the IC&I sector only picked on the big players, but they already recycle. She said her company did a piece of work for the Ontario Waste Management Association (OWMA) a few years ago regarding Owen Sound. The Ministry funded 50% of the study, which found that the big players are already recycling, but the smaller players are not, and together they make up a lot of the waste being generated. To go after the IC&I sector, one needs to go after the other 350,000 businesses that make up so much of the waste that is being thrown out, but the Province doesn't want to go after small businesses because that is not politically palatable. She said that there was also a lot of push back about multi-residential buildings from municipalities who didn't want to have to collect from them, though some, like Toronto, do it voluntarily. There has been a lot of back-and-forth on those regulations, but they are now 21 years old, and it is time to have a completely new set of regulations for how things are today.

A SAG member said that with regard to excessive packaging for small items, like electronics, it sounds like there should be a technical solution for that issue. He wondered if the industry could be pushed toward different solutions. **Maria Kelleher** said that businesses are trying to sell their products and ship them as easily as possible. She said she has a friend who produced dolls for Walmart. Walmart said they wouldn't buy the dolls anymore unless they reduced packaging by 90% and so of course they did. She said that she believes the power is with the consumer with packaging. People don't use procurement specifications enough. The US government buys 7% of the world's supply of computers every year. They required them to be EPEAT Compliant (green manufacturing standard), and then all the computer suppliers immediately complied.

Annette Synowiec said that there have been some examples of suppliers who are trying to reduce their packaging. **Maria Kelleher** noted that it is in companies' own interest to cut packaging, because they can fit more products in a truck. They have many packaging designers working on this and thinking about this all the time, and they usually have compelling reasons for their packaging.

The group turned to the Discussion Questions on Slide #19, regarding the challenges, opportunities, or other issues to be considered for packaging, and how these options would support the Strategy's vision and guiding principles.

A SAG member said that she sees a tension between achieving environmental values and issues of food safety and security. **Maria Kelleher** said that she would have food packaging in its own category because of the issue of health and safety. **Vince Sferrazza** said that unfortunately there have been a number of instances in the last few years where companies have tried, for noble reasons, to improve the environmental qualities of their packaging but compromised other environmental goals in so doing. The prime example was the Sun Chip bag, which was introduced as a biodegradable plastic bag. Because they did not engage municipalities in their 4-year research and development process, they found out just before they were to launch that with the variety of processing facilities, things take different amounts of time to break down. They were making a lot of claims about their bags being

biodegradable and compostable and the City had to come out with a statement saying that this was not the case. This has happened in other situations too, and it has only been very recently that companies have started to invite municipalities to the table. Walmart has now invited the City to the table.

A SAG member wondered whether this would provide an opportunity for some kind of labelling or logo to show that something works with the City's system. **The facilitator** said that the group would not assess any options now, but that suggestion would be tabled for future consideration.

In response to question from **Another SAG member** regarding the regulatory role of the provincial and federal governments, **Maria Kelleher** said that there was a National Recycling Protocol in the late 1980's and early '90's to deal with the fact that the Federal Government really had no power to deal with packaging. All the packaging producers jumped in and said they would voluntarily reduce their packaging, and the numbers said it had been reduced by 50%. The Province regulates waste so if it turns up in a waste stream they can have a say on that. The Federal Government regulates, for example, the seal on pill boxes as it relates to public health and safety. She said that she doesn't think that most governments are thinking about a packaging waste problem as a priority on their agendas.

Another SAG member made the observation that packaging is so global and it is the "cigarette" of the waste discussion. She would like the City to think about the outcomes it is trying to drive. She said the City should look at its internal power, and notably its procurement policies, which doesn't require consulting with residents or other groups beyond the ABCDs. That is the most powerful thing it could do. On the residential side, the City should talk to other municipalities. Cities all over the US are creating their own by-laws when the State doesn't step up. She said she would encourage the City to use the tools it already has and look at simpler opportunities that drive a more direct effect.

Another SAG member agreed. She said that there are great things that other municipalities, like Owen Sound and Markham, are doing. When a business or multi-residential developer applies for planning approvals, or changes to their permits, that is an opportunity for the City to ask them for their waste reduction plan.

Another SAG member said that he's finding municipalities moving into roles where upper-tier levels of government really should be taking a proactive step, but are not. For example, the City of Toronto wants to do something on menu-labelling. The Province is doing this, but the City wants sodium to be included as well. While noble, it seems like a game of one-up-man-ship. The City of Toronto also wants to regulate the sale of energy drinks to minors, due to the concern about mixing with alcohol. These are the types of things which make it very difficult for businesses. Municipalities have to choose what is their cause celebre. He said that municipalities should use their leverage to push the upper tiers of government to do what is within their jurisdiction.

The facilitator summarized that on the one side, some SAG members would like the City to use its leverage to drive change, but another SAG member pointed out that when there are a lot of smaller, independent initiatives, that makes it very hard for businesses to comply. **The first SAG member** said that she thought they could agree that Toronto's plastic bag levy drove things across the country. **The other SAG member** said that the City of Montreal is now considering banning plastic bags. He also said that York Region is considering doing something about food waste. Some of the discussion around that has been about how people are thought to throw out up to 50% of what they buy, and whether municipalities should encourage consumers to buy less to prevent food waste. He said that a retailers'

association could never support that, because they are in the business of selling their products.

Another SAG member said that it seems achievable to manage the volume of packaging, but it will be harder when it comes to influence consumer behaviour with packaging. He thinks it will be important to have some defined goals regarding packaging.

Another SAG member wondered, with regard to small items in large packaging, if there is a way to create standardized packaging for standardized items. He envisioned reusable packaging, to prevent shoplifting, that is taken off by the cashier, like a security tag. It would be there for promotional and security purposes but then get reused right within the store.

A SAG member said he always wondered about the fixation with plastic bags as its 1% of the waste stream, while governments seemingly ignore the other 99%. He noted that Maria Kelleher had touched on the issue of small business and not wanting to touch it, but that all the small businesses together make up a significant proportion of the waste stream. He said that he didn't know how they could deal with them and survive it. Canadian Federation of Independent Businesses (CFIB) would never go for it.

Another SAG member said that in Europe they seem to have surpassed that hurdle, and she wondered if there is a different dynamic between small and big businesses there.

A SAG member wondered whether the continually changing nature of recyclable materials is confusing people about what to put in the blue box, and whether it is leading to more contamination of the blue box stream. **Maria Kelleher** said it is a huge issue. There are some programs which encourage people to put it all in and leave it to the program to sort it out, but there are small items like granola bar wrappers that get in and mess things up. There are now more MRFs able to do more sophisticated sorting to deal with what is now being called “the evolving tonne”, but it is an ongoing challenge.

4. Technology for Education

Betsy Varghese presented on Technology for Education.

The main content for this presentation is in Slides 20-23 in Appendix I. The following is a summary and captures the group's discussion surrounding the presentation and the discussion question (same question as previous topic).

- Baseline conditions: Existing tools include Waste Wizard, ReUse It, YouTube videos and a Twitter account.
- Challenges include having to compete with other media and information streams, the amount of resources needed for effective social media campaigns, and cultural and language diversity.
- Opportunities for the future include enhancing the Waste Wizard (e.g. by developing an appropriate app that would direct people to reuse opportunities, etc.), developing an app or on-line calculator that can provide consumer information on life-cycle impacts, and putting more resources to increase the City's on-line presence on social media.

The facilitator asked if the consulting team will be looking at other elements of education, rather than just technology. **Betsy Varghese** said yes. Education fits into all the different options. Later there will be a section about education as a whole. This is just the technology part of it.

A SAG member asked if this is more broadly about marketing and waste education. **Betsy Varghese** said yes, this would be used to impact consumer behaviour as a whole.

A SAG member said it would be great to see some statistics about how many people use smart phones and who goes on-line for this information. She knows there is a significant proportion of the population who does not use on-line resources and she said that there is a need to substantiate how important this segment is. She also suggested doing a random phone survey to gauge people's knowledge and awareness, and to avoid self-selecting people who are already interested in this topic. **Betsy Varghese** said that there are plans to do Ipsos-Reid polling for the Strategy.

Another SAG member said that there is an important overlap in terms of educational exclusion between the use of technology and residents of multi-residential dwellings. She also said she would support the expansion of the Waste Wizard – it is a best practise that is an excellent resource even for people in other jurisdictions. She also saw an opportunity to expand the Waste Wizard specifically for food waste, to help people know what to do with food that may be about to go bad or has gone bad.

A SAG member said there is an enormous opportunity for education by working with the public school system. He said that in the SAG, there are technical people here from the school boards, but the Strategy should also include the curriculum people. For example, math can be taught around this topic. There could be field trips for students to recycling facilities. He also said there are opportunities to take advantage of the segmented media to direct messages appropriately. For example, there could be advertising about food waste on the cooking channel, and about recycling construction waste on home renovation shows. It is fairly cheap to access targeted public education this way. As a final “out of the box” suggestion, he wondered about a reality TV show about families in different situations reducing their waste footprint.

A SAG member asked if the City had ever looked at how many people they are actually reaching through social media. He wondered whether some of those resources could be redirected, for example, to education to reach the student population. Every child in the City has to go to school and perhaps the resources would be better spent there. He also said that he loves the Waste Wizard and directs schools to it regularly, but he noted that there are actually two kinds of Waste Wizard. There is one that is more buried in the Toronto website which provides more specific answers and that is the one to which he directs the schools. He said that he likes the idea of a more expanded Waste Wizard that provides more alternatives for what to do with an item. **Michelle Kane** said she knew what the SAG member was referring to and said she had a problem finding the Waste Wizard, using a Google search. Staff are looking into correcting this. **The SAG member** also wanted to point out that schools are part of Ontario EcoSchools. He asked if the City has looked at partnering with EcoSchools to promote this. He said it would be a good partnership instead of creating a new program.

Another SAG member said that he would support this. He said that TCHC used kids to get messages to their parents because the direct education to parents wasn't working. He said they found that to be somewhat more successful. The program unfortunately was discontinued but TCHC is trying to resurrect it.

Betsy Varghese said that when she was an elementary school student, she was selected to go to the opening of the Kingston waste management facility and it had a huge impact on her. That is why she is

a waste management specialist today.

A SAG member said that having images of objects on the Waste Wizard would be helpful to identify them. She also suggested having different answers available for different types of users. For example, people living in a multi-residential building should get different answers than those in single-family homes. She said she thought there are other groups who have done life-cycle calculators, but it would be amazing to customize the answers according to Toronto's recycling program, so people would know where their waste goes and how it is handled. She also suggested calculators or a Waste Wizard for businesses that do or don't get City collection. Finally, she said that at City events there are supposed to be waste management plans but they don't always work as they should and she wondered about ways to use technology to help those doing City events with their waste management plans. **Betsy Varghese** said that at big festivals, the City hires students who speak the different languages to stand by the waste sorting stations and educate people on what is recyclable. **The SAG member** said that she thought for really big festivals there should be a fee to pay for City staff to ensure proper management of waste.

Another SAG member noted that pictures on the Waste Wizard would also help people with language barriers. He also said that collecting postal codes tends to indicate whether people live in multi-residential buildings and it could also show if there are a lot of enquiries from a certain area.

Another SAG member suggested that some of the people who have the most challenges figuring out where to put their waste are also probably the people who are least likely to use on-line tools. 311 is very good for that because there is a real person to speak with. He also said that there are a lot of myths about what is really being recycled that can make people cynical and less likely to participate. He suggested communications that celebrate successes and do some “myth-busting”.

A SAG member suggested enabling residents of multi-residential buildings to use on-line tracking, such as an on-line dashboard, of how much diversion they are doing. **Betsy Varghese** suggested a visual tool similar to a chart used by groups doing fund-raising, to show how they are doing. **The SAG member** said that some buildings are doing that on their own, and it has been successful. She said she was thinking of something like Toronto Hydro's on-line time-of-use tool to track how much electricity is being used at different times of day. **Another SAG member** suggested that this is an area that lends itself to having some fun and healthy competition. TCHC would be particularly suitable but it might work elsewhere too. Perhaps there would be an award, like a gift certificate for a dinner out, for the winners.

Another SAG member said that some school boards use something similar for energy use, called energy dashboards, and that may be expanded for waste as well. He also said that the idea for multi-residential buildings would work only for those where waste is collected by the City. A large percentage are not. Also, it would be necessary to look at how many residents would have access to that information on-line.

5. Collaboration Opportunities with Partners (3Rs)

Betsy Varghese presented on this topic. She noted that there is a lot of overlap in the topics being presented, so some of this had been covered earlier in the meeting.

The main content for this presentation is in Slides 25-30 in Appendix I. The following is a summary and captures the group's discussion surrounding the presentation.

- Baseline conditions include: Community Environment Days that are hosted annually in each ward, where donated items get sent to various organizations for reuse, recycling or proper disposal. The City contracts out some waste collection services.
- The City has various current partnerships, and a 3Rs ambassador program. **Betsy Varghese** noted that she is a volunteer ambassador for her building. The program allows the volunteers to be creative in their communications with the other residents in their buildings.
- Challenges include maintaining control on contracted out services; coordinating partners to fit into a complex waste management system; and minimal collaboration with other municipalities.
- Opportunities include potential partnerships with nearby municipalities, including shared funding for infrastructure and programmes; integration opportunities with existing community programs; alternative service deliveries; collaboration with post-secondary institutions; and advocacy for behavioural change strategies.

A SAG member asked if there are any resources that are provided to the 3Rs Ambassadors to help them do that job. **Betsy Varghese** said that there is a dedicated staff person who manages the program and the City will come and present at a lobby display or annual general meeting. The City will also provide supplies like posters and containers for the volunteers to distribute.

A SAG member said that the reduced collection rates mentioned in the presentation are being phased out. He said that charitable organizations are being brought up to commercial rates. **Another SAG member** asked for clarification on that point because he thought charities were exempt from commercial rates. **The first SAG member** said that the school boards are considered a charity but their rates are going up on a yearly basis until they meet commercial rates. **The second SAG member** said that he thought in this instance there is a distinction being made between being a school board and being a federally registered charity. (Others agreed.)

The facilitator introduced a 5-minute group activity. The SAG members were divided into three groups and asked to brainstorm other collaboration options and ideas, though they could also make comments on the baseline conditions.

After five minutes, each group reported back to the SAG.

Group 1 provided the following suggestions:

- Regarding the 3Rs Ambassador program, they would like to see metrics relating to its impact on increasing diversion and the number of people reached.
- Look at the Best Practises from other municipalities.
- Look for collaboration with the private sector and the media. For example, look to collaborate with grocery stores on food waste through events, partnerships, and volunteers. Another example is the Zoo-share anaerobic digester project which is going to be taking a lot of food waste from retail food chains. Toronto could consider capital investment for new infrastructure, or supporting cleaner better quality compost.
- Consider a new role for the City, perhaps as a clearing house/hub for others to collaborate.

- BIAs should be considered as another avenue to reach small businesses.
- Look to collaborate with other municipalities of comparable size (e.g. Vancouver). These could be further away but could have important lessons. This could include sharing tools and advocacy research. Then also look to collaborate with local municipalities that share the regulatory framework in which Toronto operates.
- Community composting programs exist in Toronto and it would be great if the City could support them.
- There is a need for more collaboration between the City's Agencies, Boards, Commissions and Divisions (ABCDs) to reduce the silo effect. All need to walk the talk. A lot of City facilities don't have green bins, but they all should.
- Consider ambassadors for the private sector to increase diversion, for example of IC&I waste.
- There should be 3Rs Ambassadors for single-family homes.
- Collaborate with the private sector to increase opportunities for markets, for example, of durable goods that they collect.

Group 2 provided the following suggestions:

- Share tenders and purchasing agreements between smaller, similar organizations (e.g. school boards, universities, etc.) which together have huge market capacity. The question is who would take the lead on that? (This is referring to specific tenders within those organizations that are not shared already).
- Collaborate with the school system. Use the Eco-School system to reach kids. It makes sense for the City to invest in this since school boards are so cash strapped they cannot be expected to pick up the slack on this. This could be an effective public communication avenue for the City.
- Provide opportunities for field trips to waste facilities.
- Provide collective drop-offs at convenient community locations (e.g. for batteries, household hazardous waste).
- Collaborate with BIAs to work with small businesses. Some of the big stores have recycling depots which can attract customers. If BIAs could collectively have something similar, that could attract customers back to them.
- Work with ethno-specific organizations and media to target newcomers.

Group 3 provided the following suggestions:

- Community Environment Days are a great idea but don't happen often enough. There should be more days, with better locations because at the moment, some people leave due to too much traffic.
- The Waste-Free Lunch Program by the Recycling Council of Ontario (RCO) is in place at many schools but should be expanded even further. It is paid for by the private sector. It is dedicated to educators as well as kids and parents. The City should become an official partner in this.
- RCO also has a program called 3R's Certified, which certifies a building to verify a claim about diversion. ABCDs should be certified. It requires auditing and a lot of internal learning happens during internal tracking and verification.
- Regarding the small business sector, there could there be a mini certification system for them,

- which would be less onerous and expensive, to inch them toward waste reduction.
- Regarding Second Harvest, the health and safety and liability concerns around this need to be addressed to ensure the food is fresh.
- The City should collaborate with other municipalities. The Province is so slow but there is an appetite among municipalities to move faster so they can work together to save time (through the Association of Municipalities of Ontario, Regional Public Works Commission of Ontario, and Municipal Waste Association).

A SAG member supported the idea of working through ethno-specific organizations. She said that her organization had met with a council of agencies serving the South Asian community. It had provided a lot of information about how to communicate effectively with that population. It is not good enough to use Google translate. For example, her organization created a “Feast Guide” because in South Asian culture there is a lot of feasting. The guide talked about moving toward reusable dishes, etc.

Another SAG member said that the post-secondary education sector should also be a partner in collaboration for research.

6. Using the Vision and Guiding Principles

The facilitator referred to Slide 31 (Appendix I) with the “themes” that are emerging toward the development of guiding principles. She asked the SAG members if they saw these themes being reflected in this meeting's discussion.

A SAG member said that she saw “Walk the talk” as being a key theme reflected in this meeting's discussion. She recalled how the issue of procurement had been discussed as a powerful tool.

Another SAG member said that “Evidence based decision-making” had featured several times in this meeting as being an important way to ensure that scarce resources are directed appropriately.

Another SAG member said that “Engage community, collaboration and community partners” had featured a lot, along with “Social equity, accessibility and safety”.

Another SAG member thought there had been discussion about looking for opportunities for synergy that meet multiple goals.

Another SAG member wanted to comment that what is often lost on government is that in isolation, dealing with the environment is a good thing to do, but taken altogether with all the other requirements put on businesses, it can become a significant burden. He said there should be a scorekeeper to know how much businesses are being asked to do before it affects their competitive edge.

Another SAG member said that rather than being punitive, there should an effort to find ways for businesses to be rewarded for good behaviour. This could be in tax breaks for doing the right thing (with verification) while alleviating the burden of cost. **Another SAG member** said that there is a need to be cognisant of that burden, but there are a whole range of carrots and sticks that can be used. He thought working with BIAs can provide opportunities for win-win situations, rather than being perceived as win-losses. **Another SAG member** said that in some respects this is already the case. For

example, small businesses who use City collection don't pay for organics and recycling. They pay only for the waste unless they get enhanced collection. A small grocery store, whose waste is primarily food waste and recycling, pays almost nothing for their collection. Similarly charitable institutions and religious organizations (CIROs) get discounted waste fees for providing social services to the City. It would be interesting to see how this could be expanded to larger businesses.

The facilitator turned to Slide 32 (Waste Diversion Metric), which she described as an “orphan slide” because it did not fit well into any part of this meeting, but the team wanted to flag this issue to the SAG. **Betsy Varghese** said that waste diversion is typically measured in tonnes (the weight of waste diverted divided by the weight of waste generated). However, this metric does not take into account the reduction of waste consumed, waste diverted through reuse, the declining weight of packaging, and other priorities like reduced greenhouse gas emissions, human health and social impacts. Therefore, we need to be thinking about an appropriate metric to accurately measure reduction.

7. Circle Back and Next Steps

The facilitator thanked everyone for their input and participation in the meeting. The next SAG meeting is scheduled for February 19, 2015. Calendar invitations have been sent out for all SAG meetings up until June 2015.

Betsy Varghese updated the group on the Phase 2 Consultation. She said that Survey 2 will be released in late February. The content will be centred around the draft vision and guiding principles, and will be presented to the SAG before it is released. There will be two more project updates in this phase. She invited the group to think about the channels through which the project updates could be distributed. **The facilitator** noted that she was leaving a flip chart up as a place for people to put down their ideas for getting the word out. Alternatively SAG members were invited to speak to staff directly. She said that any thoughts, no matter how weird or small, would be welcome.

Betsy Varghese said that the City is looking to use the Green Living Show as a venue for a booth and possibly a mini Public Information Centre on the Strategy. There will be more information on that as the plans come together.

The facilitator said that there was no unfinished business from last meeting.

Michelle Kane asked SAG members to let the team know about any events that staff could attend to promote the Strategy. She said the team is also starting to plan the speaker series, and invited SAG members to share with the team any ideas about experts on the 5Rs who would be good speakers for that series.

Annette Synowiec noted that due to requests from some councillors, the SAG meeting minutes are now being posted on-line. They are unattributed.

The meeting was adjourned at 3:20 pm.131313

SAG Meeting #7 Collection, Transfer, Financing

February 19, 2015

Agenda

Time	Agenda Item
12:30 – 12:45	Welcome and Acknowledgements
12:45 – 1:20	Collection
1:20 – 1:55	Transfer
1:55 – 2:10	BREAK
2:10 – 3:15	Financing
3:15 – 3:30	Meeting #6 Follow up/Circle back and Key Next Steps

Welcome & Introductions

- Meeting objectives
- Agenda
- Introductions
- Items to be addressed in “Circle Back” section

Meeting Objectives

- Present the baseline conditions for preliminary Collection, Transfer and Financing options
- Discuss challenges & opportunities with collection and transfer identified to date

Collection



Collection

■ Baseline Conditions – Single Family

- Curbside collection of garbage, Blue Bin recycling, Green Bin organics, WEEE, HHW, Bulky/Durable Goods Automated/semi-automated collection
- Additional bags can be put out with a tag (@\$3.19)
- Volume based rate system
- Collected by City forces and City-contracted service providers
- Weekly collection of Green Bin organics, alternating weeks garbage and Blue Bin recycling collection



Collection (cont'd)

■ Baseline Conditions – Multi-residential

- Collection of garbage, Blue Bin recycling, Green Bin organics, WEEE, HHW, Bulky/Durable Goods
- Automated/semi-automated collection
- Volume based rate system for compacted/uncompacted garbage
- Collected by City forces and City-contracted service providers



Collection (cont'd)

■ Baseline Conditions – Other Customers

- Garbage collection provided to commercial businesses, charities, not-for-profit, institutions and religious organizations, City of Toronto agencies and corporations, schools
- Green Bin organics and Blue Bin recycling provided at no charge with City garbage collection
- Collected by City forces and City-contracted service providers
- Volume based rate system, Yellow Bag program
- Some customers may choose to have material collected more often (e.g. Green Bin collection for restaurants)



Collection (cont'd)

Challenges

- Promotion and education
 - Lack of awareness of programs (e.g. Toxic Taxi)
 - Easier to put items at the curb than reuse/recycle
- Management of waste not collected at curb
 - Accessibility of drop-off depots for customers
- Costs
 - How to balance cost-efficiency with convenience
- Design
 - Multi-residential building design not conducive to diversion
- Collection Container Capacity
 - Overflowing garbage and recycling bins present operational challenges and discourage diversion

Collection (cont'd)

Opportunities

- Underground collection
 - Envac
 - Optibag
 - Marimatic (MetroTaifun)
 - Ecomp (Finland)
 - Sotkon



Collection (cont'd)

Opportunities

- Community Environmental Centres/Public Drop-off areas
- Enhance or remove drop-off depots from transfer stations
- Modification or removal of current programs being addressed by others (e.g. scrap metal)
- Partnerships with industry and/or community organizations (e.g. CDA and textile collection)



Hast Lake Community Recycling Centre, Brampton

McClary Court Community Environmental Centre, Vaughan

Collection (cont'd)

Opportunities

- Continued P&E
- Provision of additional recycling bins
- Additional bins for other materials (e.g. Germany provides an orange bin for plastic and metal items that are not packaging)
- Scheduled mobile collection of WEEE/HHW by drop-off (i.e. European "street corner" collection)



Discussion Question

- *Considering the **Collection** options, what other challenges, opportunities or issues need to be considered?*

Transfer



Transfer

- Baseline Conditions
 - City owns and operates 7 transfer stations
 - Material from curbside collection trucks and privately hauled material is taken from transfer stations to processing / disposal facilities (e.g. Arrow Road, Disco Road organics processing facility, Green Lane Landfill)



Transfer (cont'd)

- Challenges
 - As development in the City increases, so does pressure on transfer stations (land value, volume of materials managed, proximity to waste centroids, traffic flow)
 - Development of Port Lands may impact existing Commissioners Street transfer station
 - City faces pressure of competing priorities for land, traffic congestion, ageing infrastructure
 - Mixing of commercial and public traffic creates safety hazards
 - Transfer stations not designed for public drop-off; but for collection and transfer vehicles

Transfer (cont'd)

■ Opportunities

- New facility to replace Commissioners St. transfer station
- Separation of public traffic from commercial and curbside traffic
- Community recycling centres provide an option for private waste disposal



Discussion Question

- *Considering the **transfer** options, what other challenges, opportunities or issues need to be considered?*

Financing



Financing (cont'd)

- Solid waste management traditionally financed through property tax base in Ontario
- Municipalities in Western Canada and the US commonly finance solid waste through separate utilities
- Some cities charge separate fees for different services (garbage, yard waste, recycling, organics)

Financing (cont'd)

Funding Mechanism for Solid Waste Management Services	Example
Fully Self Financing through Flat or Variable Fees. Solid Waste Department Becomes a Separate Utility	Vancouver, BC Edmonton AB Seattle Washington and numerous US West Coast Communities
Some Services Remain on the Property Tax Bill; Some are Removed From the Property Tax Bill and are Financed Separately through Fees (Flat or Variable)	Ottawa, ON (residual waste service is a flat fee, off the property tax; diversion remains funded by property taxes) City of Calgary, AB (recycling is financed by a fee to households, residual waste is financed by property taxes)
Full Flat Fee	Regina, SK Edmonton, AB (separate flat fees for single family and multi-family households) Lethbridge, AB
Variable Fees for Each Service (Residual Waste, Recycling, LYW and Organics)	Vancouver, BC Seattle, WA San Francisco, CA
Variable Fees On Residual Waste Containers Only	City of Toronto, ON (San Francisco moved from this model in 2013)

SWMS 2014 Operating Budget

- Approximately \$350M in funding
 - Over 75% of funding comes from user fees
 - Net contribution to the reserve of approx. \$35M in 2014
 - Reserve funding used to maintain financial viability of diversion activities, including capital expenditures
 - Increasing reserve funding helps to reduce use of debt financing
- Majority of operating expenditures focused on three major service lines:
 - Solid waste collection and transfer (40%)
 - Residual management (25%)
 - Solid waste processing and transport (24%)

Utility Rate Model

- Majority of Toronto's operating budget is funded by volume-based rate revenue
 - Essentially, customers are charged at varying rates based on the size of their containers (for single-family) or the number of units in a multi-residential building
 - See snapshot of residential rates on next slide
- Revenue is generated by charging City customers for the collection of garbage



2014 Rate Structure

- Annual rates vary based on bin size (for single-family residences) and volume (for large multi-residential)

Bin Size	Annual Rate (2014)	Rebate (2014)	Net Cost / Year
Small	\$230.72	(\$224.00)	\$6.72
Medium	\$280.09	(\$224.00)	\$56.09
Large	\$380.39	(\$224.00)	\$156.39
X Large	\$441.21	(\$224.00)	\$217.21
Bag Only	\$147.70	(\$224.00)	(\$76.30)

Type	Volume (yd ³)	Base Rate/Unit	Excess Rate/yd ³
Uncompacted	1.917	\$197.04*	\$13.67
Compacted	0.9585	\$197.04*	\$27.35

*Does not include annual rebate of \$185/unit

Challenges with Current System

- Uncertainty around future sources of waste to support future processing facilities
 - Customers strive to generate less waste, which increases the cost per capita of disposal
- Need to offset higher cost of processing diverted materials (e.g., organics, recyclables)
- Commodity prices for recyclables are highly variable
- Finding the right rates to charge customers
 - Revenue generation vs. customer retention

Financial Analysis for LTWMS

- Identify all current operating funding sources and expenditures (including cost drivers)
 - Tipping fees, Blue Box and other steward funding, etc.
 - Staffing, contributions to reserves, etc.
- Identify key assumptions for forecasting (e.g., tonnage, escalation rates, utility rates, inflation, etc.)
- Develop a forecasting model using current state inputs and project out for long-term (30 years)
 - What will the future SWMS cost?

Financial Analysis for LTWMS (cont'd)

- Based on the results of the long-term strategy, assess the preferred alternative options using the model
- Estimate the revenues and costs associated with a particular alternative and assess the impact as compared to the “Status Quo”
 - Identify any potential funding gaps and assess financing options

Potential Financing Opportunities

Opportunities

- Public-private partnerships for major capital works?
- Debt financing?
- Increases to rate base?
- Allocating costs for waste management to applicable waste streams?
- Alternative revenue generation opportunities
- Others?

Discussion Question

- *What are your thoughts on potential ways to finance the waste system operation (and capital needs)?*

Next Steps

- Next SAG Meeting is on March 19, 2015
- Phase 2 Consultation
 - Survey #2 to be released in early March 2015
 - Webinar on Survey #2 (Vision & Guiding Principles) to be held on March 5, 2015

Thank You

- Questions?
- Comments?





CITY OF TORONTO: LONG-TERM WASTE MANAGEMENT STRATEGY
Stakeholder Advisory Group (SAG) Meeting #7
Thursday, February 19, 2015
Metro Hall, Room 314

Attendees:

Stakeholder Advisory Group Members:

Cedric De Jager – Recycling Council of Ontario
Bryan Purcell – Toronto Atmospheric Fund
Virginia MacLaren – University of Toronto
Daryl Chong – Greater Toronto Apartment Association
Emily Alfred – Toronto Environmental Alliance

John Campey – Ralph Thornton Centre
Kate Parizeau – University of Guelph
Stefan Martens – TCDSB
Rob Cook – OWMA
Gary Rygus – Retail Council of Canada

Regrets:

Boyd Dyer – Toronto Community Housing
Melanie Stoughton – TDSB
John Kiru – TABIA

Rose Macdonald – TCDSB
Mike Von Massow – University of Guelph
Jo-Anne St. Goddard – RCO

Staff:

City of Toronto: Annette Synowiec – Solid Waste
 Vince Sferrazza – Solid Waste
 Pat Barrett - Communications

Michelle Kane – Solid Waste
Robyn Shyllit – Public Consultation

HDR: Jim McKay

KPMG: Eric Wolfe

Consultant Facilitator: Betty Muise

Number of Observers: 3

The meeting was called to order at 12:40 pm.

1. Welcome and Acknowledgements

The facilitator welcomed the group and put the meeting in context by reviewing what the group had been doing at the previous meeting. Some pieces had been taken out from Tech Memos 1 and 2 and the group discussed baseline conditions, challenges and options for packaging, technology in education, and collaboration with partners. She said the project team had told the SAG that there would be more

discussion on the 3Rs, and there will, but it would not be at this meeting. Rather, at this meeting, the focus would be on baseline conditions, challenges and opportunities related to collection, transfer of waste, and financing of solid waste management services.

The facilitator reviewed the goal of the meeting which was to “*discuss baseline conditions, challenges, and opportunities related to collection and transfer of waste and financing of SWMS to be considered for the Strategy*”.

Specific objectives include:

- Present the baseline conditions for preliminary Collection, Transfer and Financing options
- Discuss challenges & opportunities with collection and transfer identified to date.

The facilitator reviewed the meeting's agenda.

Annette Synowiec introduced **Robyn Shyllit**, who is the new Public Consultation Coordinator for this group.

2. Collection

Jim McKay presented on Collection.

The presentation content for this section are in Slides 5-13 in Appendix I. The following is a summary and captures discussion surrounding the presentation. Slide titles are underlined.

Baseline Conditions – Single-family: Curbside collection of waste, recycling, and organics is semi-automated. It is a volume-based system that allows residents the option of setting out additional bags for a fee. Collection is set up to pay for the system, which is different than in many other Ontario municipalities. The City is responsible for collection. Some parts of Toronto have City crews doing collection, others have private contractors doing collection on behalf of the City.

Baseline Conditions – Multi-residential: This is similar to the system for single-family homes, although the waste is collected from dumpsters by front-end loader vehicles. The biggest difference is that multi-residential buildings may opt out of City service and go to private service providers.

Baseline Conditions – Other Customers: The City collects from many other types of customers too, including commercial businesses, charities, institutions, school boards, among others.

A SAG member asked what the Yellow Bag Program is. **Annette Synowiec** said that it is a commercial user-pay system for small commercial locations that are typically along main streets. It was rolled out in 2002. They are required to buy yellow bags, and now there is an option to buy bins. Essentially it is a bag-tag system.

Challenges: The City collection system faces several challenges, including: lack of awareness about some programs by users; the system makes it easier to put items at the curb versus reuse; management of waste not collected at the curb (when drop-off depots are typically designed for items to be dropped off by car, and an increasing proportion of Toronto's population is living in high density areas and do not have ready access to a car); costs; problems with the design of older multi-residential buildings; and collection container capacity (leading to overflowing bins and operational challenges).

Opportunities: Opportunities include underground collection, community environmental centres/public drop-off areas, modifications or removal of current programs being addressed by others (new businesses being set up to collect scrap metal put out at the curb replacing City collection), partnerships with industry or charitable organizations that collect items from the door, and provision of new and additional bins, including reverse-vending machines.

The facilitator asked the group what other challenges, opportunities or issues they saw relating to collection.

A SAG member said the City's built form is changing. It is getting denser and design preferences are changing, as reflected in the Official Plan. Efforts are being made to create more softscape rather than hardscape. He said that might need to be taken into account in the design of the appropriate form of collection, especially in neighbourhoods that are undergoing rapid change. Those areas may need different strategies.

Another SAG member wondered about collection for reuse. **Jim McKay** said that some organizations, like the Canadian Diabetes Association (CDA), are already doing that for things like textiles. He said that it may be worth looking at opportunities for other items, perhaps like furniture. **Annette Synowiec** said that historically the City did a pilot program collecting furniture for reuse, but found that many materials were already damaged by the time the City got there for collection, rendering them unfit for reuse markets. **The SAG member** said she suspected another challenge would be that neighbours may well pick up the items for re-use before the City got there. **Another SAG member** added that other organizations like Furniture Bank also do this, and that could be both a challenge and an opportunity.

Another SAG member said she thought the move toward privatization of collection would be worth discussing, since it touches on issues of values and efficiency. There is competing information about the efficiency of this system and it is also political. She thought it would be worth talking about as more than a technocratic decision. **Vince Sferrazza** said that contracting out was not included in the scope of the Long Term Strategy. That said, staff is preparing a report for Committee and Council in the Spring about contracting out collection services east of Yonge Street. It will attempt to address not just the cost, but perceptions of value-added service. At the moment collection is contracted out west of Yonge Street and for the multi-residential sector. This group could have that discussion, but it is not actually in the scope of the project, and there is no intention as part of this project to report back on the benefits, or lack thereof, of contracting out collection. **Jim McKay** added that since this is a 30-50 year strategy, the idea is to set the framework for what the system looks like – i.e. what services are provided, not necessarily the nuances of how they are provided. **Vince Sferrazza** expanded on that saying the same programs and services are provided east and west of Yonge St. The service levels have to be the same across the City.

Another SAG member said that with regard to the private scrap metal collectors, there are some questions about the regulation of that service. For example, he wondered if they are taking appropriate health and safety measures. The question of who is doing the work can relate to the quality of work when it comes to informal vs formalized, regulated services. There are questions of what the City can do to keep that area within its purview or letting it drift out.

A SAG member asked if the waste collection problems associated with multi-residential building design is a legacy challenge, or if it will continue to be a challenge going forward. **Jim McKay** said that Toronto has a standard that now incorporates recycling and organics collection into building

design. He noted that this is pretty progressive for an urban area. With the old buildings there is a legacy problem of not having enough space. With multi-residential, there is also the issue of public awareness, that requires constantly having to educate and re-educate new residents moving in, and addressing language barriers etc. **Another SAG member** added that the legacy buildings have single chutes, and often not enough space for separated waste streams.

A SAG member wondered whether there are opportunities for partnerships for informal collection. She wondered whether that should be tackled head on, or whether to “sit back and let it happen”. **Another SAG member** said the success of take-back programs should be considered, which partly supports the informal sector and is a non-City way of encouraging people to bring items back for re-use.

Another SAG member asked if blue box scavenging is less common now with the bins, rather than boxes. **Annette Synowiec** said there still is some scavenging for LCBO items. She didn't know if it has decreased for other items that don't have a deposit. **Vince Sferrazza** said that the City still sees scavenging with electronics, but they don't have a study of the other streams. **The SAG member** said that in other municipalities there is scavenging of aluminum products, because they can make money.

Another SAG member suggested a more retail approach to the concept of drop-off depots, in which smaller depots would be located closer together. **Another SAG member** asked if there a possibility of having a collection depot somewhere on the transit system. **The first SAG member** suggested also having some located at, and in partnership with, retailers. **Jim McKay** said he thought it was a great idea to put them where the people are.

Another SAG member suggested waste collection vehicles could be moved to natural gas fleets to reduce greenhouse gas (GHG) emissions.

Another SAG member said there should be a serious look at in-ground containers to facilitate the kind of smaller, localized collection points being discussed before. This type of collection may be suitable for areas where there is not a lot of space above ground. Before, in-ground collection was crane operated; now some are front-end operated, where a regular front-end truck could empty it. This may be a game changer for use in denser areas. **Vince Sferrazza** noted this would allow their use with existing trucks.

Another SAG member suggested that the new communal Canada Post mailboxes may provide opportunities for drop off sites for certain types of items like batteries.

Another SAG member said she thought the suggestion of the in-ground containers would be especially pertinent to collection in the public sphere. Public street bins are often overflowing and she anticipated that increasing density would continue to make this a bigger challenge.

3. Transfer

Jim McKay presented on Transfer.

The presentation content for this section are in Slides 14-18 in Appendix I. The following is a summary and captures discussion surrounding the presentation. Slide titles are underlined.

He started by providing a definition of transfer. After materials are collected from customers, in some

cases the material is taken directly to a facility that processes that material. Usually, however, it is first taken to a transfer station where the materials are dumped onto a floor and then consolidated into larger loads before being taken longer distances to the processing facility. Essentially, it is more cost effective to take fewer but larger loads of materials to the processing facility.

Baseline Conditions: The City owns and operates 7 transfer stations that are intentionally scattered geographically throughout the City.

Challenges: As development in the City increases, so does pressure on transfer stations. They have been designed to serve a defined geographic area, but as those areas become more densely developed, the amount of materials collected increases dramatically. This is especially the case for the Commissioner Street Transfer Station in the Portlands, which is located in the area slated for redevelopment. This redevelopment also raises the issue of how drop off wastes will be handled as it will become an increasingly dense area with less car use and more emphasis on public transit.

Another challenge is that the mixing of commercial and public traffic at Transfer Stations creates safety hazards. Transfer stations were designed for commercial vehicles, not private cars.

Opportunities: Redevelopment provides an opportunity for new facilities to separate commercial and public traffic and to provide community recycling centres.

A SAG member asked why the City takes commercial waste through their transfer stations, given that there are forty private transfer stations in Toronto. **Jim McKay** said that it is subject to market fluctuations. He said it could be restricted in the future so that only City of Toronto materials are being managed at those facilities. **The SAG member** said that if the City wants Green Lane to last as long as possible, he didn't see why it would take IC&I waste. **Vince Sferrazza** said this point is worthy of review. If the City would ban receiving commercial waste, would there be sufficient capacity at the forty transfer station to absorb that material? He said he finds it interesting because the City is more expensive than the private facilities. The City raised its rates in the last two years, expecting commercial drop-off to decrease, but it actually increased. **The SAG member** wondered whether it was because of convenience. **Annette Synowiec** said she thought it was also a matter of familiarity for customers. **Vince Sferrazza** asked what kind of response the City would get from the private sector, and OWMA specifically, if they disallowed IC&I waste at City Transfer Stations. that. City Transfer Stations are designed to received the City's own trucks and to get vehicles in and out quickly.

A SAG member said that transfer stations are relatively new in the waste management system. 30-50 years ago, these transfer stations didn't exist. They were built because the processing facilities became far away. The challenge for this group is to think about what this will look like in 30 or 40 years. It depends what the processing facility is and where it's located. **Jim McKay** agreed and said that Peel will be decommissioning its transfer station because they are building an Energy from Waste (EfW) facility and can do direct hauling. He also raised the point that with forty private transfer stations, the City could look at whether they need to replace the Commissioner Street station, or whether there is an opportunity to form a partnership to arrange waste to be shipped to some of private transfer stations.

A SAG member said that although it is good to consider whether transfer stations will be needed in 30 years, in the meantime there should be consideration about whether the City should continue to accept IC&I waste. She asked whether that would extend to curbside collection of IC&I waste by the City. **Another SAG member** said that there are probably different criteria. There are specific criteria about

who qualifies for the Yellow Bag program, and the City refers those who don't qualify to private contractors. It could be a matter of the size of a business. Ultimately, he thought it could be done with the Yellow Bag program but it would be different criteria.

The facilitator asked staff where discussion of IC&I would fit in the scope of the Strategy. **Jim McKay** said that the role of the City in managing IC&I fits in many different areas of the Strategy – extending the life of Green Lane, the need for transfer stations, the role of collection, and the revenue stream fits into the financial part of it. For each piece of the system, the Strategy will have to address what would happen if IC&I is in or out. Just as single-family and multi-family are looked at very differently, this is the third piece that has to be looked at separately. **The facilitator** asked whether IC&I will be addressed. Would it be under the topic of capacity, or is that decision precipitated separately and that would impact capacity? **Jim McKay** said that once the vision and guiding principles for the Long Term Strategy have been finalized, that will set the framework for how it will be addressed. **The facilitator** checked if the group members were satisfied to come back to it periodically, and generally they were.

A SAG member asked what IC&I diversion is like. He said that if the City takes IC&I waste to landfill and it is full of recyclables, that is a problem. **Another SAG member** said diversion is very low, and the best guess is that it is around 11%. **The first SAG member** asked if there is any intent to make diversion mandatory in the IC&I sector. **The second SAG member** said that there is a task force looking at this, but they haven't met for months. **Jim McKay** said that the Province put out an RFP for a consultant about 2 months ago to do an assessment of the IC&I sector. This involves looking at: different industries that are out there; different materials generated; how they are serviced; and the cost of service. There is a huge informational gap on this. **The first SAG member** said that he thought the question of whether IC&I is sorted or not would make a big difference to the question of whether the City should take it. **The second SAG member** said that it is hard to get them to divert without the authority to make them do it. **Another SAG member** asked if the City has this authority. **Jim McKay** said that the question of authority is answered in part by who is doing the collection.

A SAG member said that he wanted to reiterate that IC&I should be made part of the Strategy, regardless of the City's role in servicing it. The Strategy has multiple goals, including the sustainability piece. Making Green Lane last longer doesn't make the system sustainable, it just defers the date of doing something different with City-collected waste. He said Toronto's waste system should be seen as a whole, and that would make for better decision-making. He said that more than half of Toronto's waste is produced by the IC&I sector, so it is important to keep the big picture in mind. **Another SAG member** said that he would caution that it has traditionally been the Provincial role to deal with this. Also, business is mobile. They can pull up and move to York, etc. That's why it is better to have this addressed by a higher jurisdiction. **Another SAG member** said that there can be carrots as well as sticks that can help to achieve this. He suggested the use of incentives to keep businesses here while dealing with waste. **Jim McKay** said the SAG will be coming back to IC&I sector.

4. Financing

Eric Wolfe presented on Financing.

The presentation content for this section are in Slides 19-29 in Appendix I. The following is a summary and captures discussion surrounding the presentation. Slide titles are underlined.

Traditionally, solid waste management is financed through the property tax base in Ontario. Elsewhere it is commonly financed through separate utilities. Some cities charge separate fees for different collections.

SWMS 2014 Operating Budget: Over 75% of funding comes from user-fees. In 2014, there was a \$35M contribution to the Reserve Fund. Most expenditures go to solid waste collection and transfer, residual management, and solid waste processing and transport.

A SAG member asked for clarification of what residual management means in this context. **Annette Synowiec** said that it is essentially the cost of landfill operations.

Utility Rate Model: Most of Toronto's waste budget is funded by volume-based rate revenue.

2014 Rate Structure: Annual rates vary based on the size of customers' containers (single-family) or the volume (multi-residential).

A SAG member asked for an explanation of the level of rebate. **Eric Wolfe** said the rebate on the utility bill is evenly distributed across all customers. It is a standard flat rate. **Another SAG member** said that the City is still collecting money via the property tax bill, in addition to the user fee system, and gives it back via a rebate.

Challenges with Current System: Challenges include: uncertainty around future sources of waste to support future processing facilities; as the volume of waste goes down, the cost per capita goes up; the revenues generated by recyclables are highly variable; finding the right rates to charge customers.

Financial Analysis for LTWMS: Includes identifying all current operating funding sources and expenditures, along with assumptions for forecasting, and creating a forecasting model. Then the preferred alternatives will be assessed using the model, and any potential funding gaps will be identified and financing options assessed.

A SAG member said she was curious how demographic modelling is included in the model. **Eric Wolfe** said that the City would have to provide information about what the customer base will be, which will also affect bin size, etc. **Jim McKay** said that the team had started on the projection side. There is a big difference between single- and multi-family in terms of how much waste they produce. Once they know where population is going to go, and where housing is going to go, they can figure out what the waste-stream looks like. That information will go to Eric's team to figure out the financial implications. **Annette Synowiec** said that Jim's team has been in touch with the Planning Department to get those numbers.

Eric Wolfe said that they would develop a financial model for the status quo and then project into the future. When the Strategy has developed preferred alternatives, they will be assessed from the perspective of the model and compared to the status quo. If there is a significant need for cash, the team will need to address how to close funding gaps. Some of the opportunities for funding and financing in general are identified in slide 28.

Potential Financing Opportunities include P3, debt financing, increases to rate base, allocating costs for waste management to applicable waste streams, alternative revenue generation opportunities, and others.

A SAG member said he was curious about the San Francisco model where there is a fee for all streams. He asked what the cost per waste stream is in Toronto. **Vince Sferrazza** said that the City doesn't know, for a variety of reasons. For example, Toronto has split vehicles that will collect more than one stream. It is the same truck but a proportion of the truck is allocated to a different stream. Because Toronto has an integrated program, so you can't establish exact costs for each stream. You would have to estimate. **The SAG member** wondered how San Francisco's numbers compare to Toronto's numbers. Do they have trucks allocated to one stream at a time? **Jim McKay** said he didn't know. San Francisco is a good example because they charge for each of the three streams but they share facilities. He said the team would have to speak to San Francisco to find out how they came up with the rate for each stream. The other question is what are the terms and conditions of service for each stream, and whether customers can opt out of some streams.

A SAG member asked if there is any research or assessment on how effective a volume-based system has been in motivating diversion. He wondered if the cost difference motivated diversion, and if all three streams were being charged for, would that reduce motivation to divert. **Annette Synowiec** said that anecdotally it seems that it (the current pricing approach) is working to motivate diversion. The City sees an increase in diversion when it puts out communication about including new items in recycling. It would be interesting to see whether spreading the cost to all streams would change behaviour and the City will be speaking to rate-payer associations and other stakeholders about that. **The SAG member** was concerned about muddled messaging if the City started charging for everything. **The facilitator** said the SAG would come back to this later in the meeting to explore it in more depth.

Pat Barrett said that she had found out from 311 when the City's budget was launched, 311's weekly pulse report showed an increase in calls looking to upsize blue bins and down-size garbage bins.

A SAG member said there is a difference between the cost of the system and the charge to the customer. She had been thinking of the volatility of recycling costs and was interested to hear how Eric Wolfe saw the future of recycling value in 30-50 years out. **Eric Wolfe** said that his team hadn't got into the long term modelling yet. It is very difficult to predict long term commodity values. A lot of work needs to go into forecasting, and the team will need to look into various reports in the industry.

A SAG member said he presumed that with modelling, the team would take into consideration where there may be EPR programs where stewards are processing recyclables and take the value of the commodity.

Vince Sferrazza said that in terms of predicting the value of materials, with volumes going down, and light weighting of materials, it is becoming increasingly related to the actual value of the product being processed, and what the market is willing to pay for. Recently PET plastic increased in value and allowed the City to offset the reduction in the value of paper fibre.

A SAG member pointed out that other financing opportunities could include Local Improvement Charges if a service benefits a specific area of the City. For example, an Envac System might work for a newly developed/redeveloped neighbourhood. They could pay for the benefit of not having the trucks on the streets.

The facilitator said that there will be further discussion about the pricing. She asked the group for any other ideas about how to finance operations.

A SAG member said that there is a growing interest in Green Bonds and the Province is issuing them. He said it might be worth thinking about them in the Long Term Strategy and whether they would provide an opportunity to go for greener options. **Jim McKay** said that in a similar vein, if the whole carbon market develops, that could provide some opportunities too.

The facilitator returned to the topic of pricing and asked how habits might change if some costs were allocated to the diversion programs. She also asked the group to consider how costs could be allocated to optimize desired behaviour.

A SAG member wondered if the discussion could move from cost recovery to revenue generation. He wondered if there are options to look at rate structure to generate revenue not just for the waste management system, but also perhaps to other City's operations. For example, he wondered if the costs keep down the amount of education and staffing for waste reduction, and whether revenue could be directed at that, or if it could go to the City's climate change initiatives. **Vince Sferrazza** said that all revenue generated by Solid Waste Management (SWM) has to stay within SWM. **The SAG member** said it would be interesting to know if that is Council directed or legislated.

A SAG member said that with regard to climate change, Minister Murray is putting out ideas about the low carbon economy. If that goes ahead, it would be a game-changer. The fact that he is trying to link diversion and food waste together with climate change is significant. He said he felt challenged trying to respond to this at a City level while wondering what the Province is going to do, knowing that there will be diversion legislation and policy on climate change. The City may have to adjust its course based on this changing context.

Another SAG member said that she thought that carbon pricing will be important in the future. She foresaw households getting a rebate for composting their organic waste because of the reduction in GHG production. With regards to the impact of pricing on household behaviour, she had not seen any information about what happens if a charge is introduced for recycling as well. She said there had been a recent study on pay-as-you-throw in Ontario but it did not address paying for recycling.

A SAG member said that his organization mainly uses City collection, but a few sites have private collection. He said he is constantly looking at ways to reduce the bin size to reduce cost. If he were paying for other waste streams, he would automatically consider whether to go for private collection. He said that the current system is a psychological tool that works very well to encourage people to divert more and produce less garbage. **Jim McKay** said that while customers are trying to optimize recycling and organics to reduce their garbage and their fees, the underlying problem is the reality that the more people recycle and compost, the more expensive garbage becomes. **A SAG member** suggested that incremental rate increases would be preferable to separate fees because of the psychological value of the current fee structure.

A SAG member said that one way to price recycling or organics would be with a depot system for further separation. If there were more local neighbourhood depots, then drop-off could be free while there might be a fee for pickup. This may also fit with the imminent EPR policies that are coming forward that will make stewards more responsible for the waste. Also, if the City offered affordable collection and a greater range for more types of businesses, along with the ability to track it and offer carbon trading, that could attract more customers.

The facilitator asked for more thoughts about decreasing volume resulting in increased costs. **A SAG member** said that there is going to be a huge communication challenge to get consumers to buy in if it is going to cost them more. **Another SAG member** said that she thought people understand that when they pay for their garbage they subsidize the other streams. She also thought that people don't think as much about what they paid last year but rather, with the current system, people compare themselves to their neighbours. **Another SAG member** said that people might be upset that the costs keep going up but would still be satisfied that those with the smallest garbage bin pay the least.

A SAG member said that the plastic bag fee really galvanized camps. People resented paying 5 cents but it worked in reducing consumption dramatically. Retailers were the front line of that. Based on other people's agenda, people thought that retailers were making so much money on that, even though the amount of revenue was decreasing significantly.

Another SAG member said that pricing really does drive behaviour. The more you penalize people for throwing away recyclables, the more they recycle their recyclables. **Another SAG member** said that there is a difference between whether people are upset by a fee, and whether they will respond to it. They might respond even more because they are so annoyed by the fee. **Another SAG member** said there will always be a bad reaction when there is a rate increase for anything.

The facilitator asked if there is anything unique about waste regarding fee structures etc.

A SAG member said that he didn't think it is unique. It is very similar to electricity. People complain about higher rates but people look for energy efficient products to reduce their consumption. **Another SAG member** said that he wants to see what happens after December 31 this year when the 10% clean energy benefit expires and the fees will go up by 10%. He wondered if that will cause the demand for hydro to go down.

A SAG member said that there are other factors at play beyond the City that can have an impact. For example, there may be Provincial Disposal Levies, which is a tool to adjust the economics. The concept is that you put a fee on disposal, and that starts to lessen the gap between the cheap cost of disposal and the higher cost of diversion. It also accumulates a pot of money for the Province. That would cause the City of Toronto to pay the Province \$10 for every ton of residential waste that they take to Green Lane. They may get it back in another form but it would change the economics of the system and the flow of money in the system. **The facilitator** asked if he thought it would influence behaviour. **The SAG member** said that he was not sure about the residential side, but it definitely would on the commercial side. **Jim McKay** said that it will also drive changes in how the system is structured. Today if you're paying \$50 for landfill and then it becomes \$60, if there are technologies out there that cost \$55 per tonne, it changes the business case for a lot of alternative disposal and recovery methods (EfW, MRFs, etc). That is what has happened in Europe because landfill is so expensive there. At the moment it is the opposite here.

A SAG member said that it is important to keep in mind the social impacts of raising fees. As they get higher, it is a regressive tax and lower income households would be paying a higher proportion of their income. Even though lower income households tend to produce a bit less waste, it still warrants consideration.

Pat Barrett asked if Jim McKay knew what the user response was in San Francisco when they switched from charging just for garbage to charging for each stream in 2013. **Jim McKay** asked to

make this a circle back item for the next meeting.

Jim McKay said that along with the parallel to electricity, there is also the parallel to water conservation efforts. However, the difference is that water and electricity can typically be bought only from one source. With solid waste, customers can usually go elsewhere if they are dissatisfied and there is the issue of remaining competitive and being left with a smaller customer base but still having to pay for the same infrastructure.

A SAG member said she would like to find a way to charge individuals in multi-residential buildings so they also have an incentive to reduce their waste. At the moment this is difficult because nobody knows who is disposing of what, but if residents in multi-residential buildings could also be charged directly there would be more opportunity to provide incentives for diversion. **Jim McKay** mentioned that there is a card-swipe system used to open a chute in order to charge residents. For underground vacuum systems, it could require inserting a credit card. There is a weigh scale system below so that people pay by the weight. **The SAG member** said that the challenge is that if people are paying for waste and not for recycling, people could still put garbage down the recycling chute.

Vince Sferrazza said that in 2013, Solid Waste generated about \$110-120 million from the multi-residential sector, which is significant. But there is competition and people can always opt out. While people might think that if they opt out, the City doesn't have the costs associated with serving those customers, the problem is that the City doesn't have major savings if people opt out because there are a lot of fixed costs. If many customers leave, the question is where to get the money to pay for the system. Being price competitive is critical to ensure that the City can provide a whole suite of services and also generate sufficient revenue to pay for current operating costs and future capital costs. The City has to pay for whatever system it decides to manage waste for the next 30-50 years.

A SAG member wondered if the City could wrap garbage trucks and bins with advertising to generate revenue.

Another SAG member suggested that perhaps there should be an effort to look at ways to make better use of informal collectors and to integrate them into the system.

Another SAG member suggested looking for more opportunities for public-non-profit or public-cooperative partnerships, such as the anaerobic digester at the zoo.

5. Circle Back and Next Steps

Annette Synowiec said that the team is finalizing the draft vision and guiding principles. The team is looking to hold a webinar on March 5 to discuss these items and SAG members will have an opportunity to comment. The webinar would probably be about 30-45 minutes. At that time the team could probably provide more information on the Phase 2 consultation process and that will also be in the March SAG meeting. The next regular SAG meeting is scheduled for March 19, 2015.

A SAG member asked what would be on the agenda for the next meeting. **Jim McKay** said that it is still up in the air. Many pieces of the process are being worked on simultaneously and it depends which one is moving fastest. **The SAG member** asked whether the baseline report will be done at that meeting. **Vince Sferrazza** said that is the hope. Staff are reviewing now.

The meeting was adjourned at 3:10 pm.121212

Special SAG Webinar Survey #2 – Vision and Guiding Principles March 5, 2015

Agenda

Agenda Item

Welcome and Acknowledgements
Project Process Overview
Background on Vision and Guiding Principles
Survey #2 Approach – Draft Vision Themes and Guiding Principles
Next Steps

Meeting Objectives

- Review the Project Process
- Provide background on development of Vision themes and Guiding Principles
- Present an overview of the Survey #2 objectives
- Solicit input on the structure of Survey #2
- Discuss next steps

Project Process



Draft Vision & Guiding Principles

- Vision and Guiding Principles will steer Strategy and City towards common waste management goals
- Developed with input from the public, Solid Waste Management Senior Management Team and the Stakeholder Advisory Committee
- Draft vision statements and guiding principles are under review and will be finalized after public consultation
- Future changes to the system will align with the vision statement and not conflict with the guiding principles



Survey #2 Approach

- The objectives of Survey #2 are to:
 - determine what **Vision Statement themes** and suggested **Guiding Principles** resonate and/or are most important to residents; and
 - see if we are missing anything.

Survey Question #1: Vision Statement Themes

We would like your input on key themes that you believe should be included in the Waste Strategy vision statement. From the following proposed themes, please indicate which **3 are most important to you**.

Toronto as an international leader in environmental sustainability	
Community collaboration, leadership and innovation	
Support clean and green City initiatives	
Easy-to-use system	
Effective use of new technology	
Managing waste as a resource	
Focus on reducing the amount of waste generated	

Survey Question #1: Discussion

- **Objective** – which Vision Statement themes resonate and/or are most important to residents?
- What do you think about the approach to Question #1 – stakeholders selecting the **3 Vision Statement Themes** that are the most important to them?
- Do you think that any additional themes should be considered?

Survey Question #2: Guiding Principles

We want to know **which of the following eight guiding principles are most important to you**. We recognize that all of principles are important but we want to know if some principles are more important to you than others. The guiding principles will help in developing criteria to be used to evaluate options later this year.

Waste as a Resource	
Transparency & Integrity	
Healthy People, Healthy Environment	
Financially Sustainable	
Leadership	
Climate Change	
Community Partnership	
Social Equity	

Survey Question #2: Discussion

- **Objective** – which Guiding Principles resonate and/or or most important to residents?
- What do you think about the approach to Question #2 – stakeholders to select the **Guiding Principles** that are the most important to them?
- Do you think any additional **Guiding Principles** should be considered?

Next Steps

- Public input through Survey #2
- Finalization following input from Survey #2 and City's review
- Provision of Final Survey to SAG

Please distribute Survey #2 to stakeholders in your organization!

Thank You

- Questions?
- Comments?



On call:

SAG members: John Campey, Bryan Purcell, Virginia Maclaren, Cedric de Jager, Gary Rygus, Daryl Chong, Kate Parizeau

City staff: Annette Synowiec, Michelle Kane, Pat Barret,

Dillon Consulting: Betsy Varghese, Alida Kusch

1. Betsy discussed the agenda items and discussed what the purpose of the call was.
2. Betsy went through the project process, where we are in the process, what the next steps are and final steps. Betsy acknowledged that the diagram will be on future public consultation materials. More details will be given at next meeting on project process.
3. Betsy highlighted the draft vision and guiding principles, how they were developed and how future changes will align.
4. Betsy discussed the Survey #2 approach and objectives.
5. Betsy mentioned that there were a number of themes that came out from previous consultation. Provided an overview and reasons regarding how the visioning statement would be asked.
 - a. Set-up of Question
 - i. SAG member – what happen if only 1 or 2? Feedback discounted? Betsy – no.
 - ii. SAG member – how is climate change playing into this? Betsy – it is, leader in environmental sustainability, clean and green City. This is high level – will drill down to meet objectives (indicators) at the evaluation
 - iii. SAG member– 3, 4, 5, 6, 7 are more action, 1,2 are statements
 - iv. SAG member – similarly, they are all phrased differently – can’t compare, some start with verbs, or start with Toronto..... someone else 100% agreed
 - v. SAG member – 7 sounds more practical – could say “Toronto moves towards a zero waste society” rather than the practical. Sounds more compelling as a vision statement. Similar comments apply to others waste as a resource “Excellence with managing waste as a resource”. Want these to resonate. Need a vision –not an action. Also – should affordability or along those lines be in one of the vision statements? E.g., easy to use could be easy to use and affordable. Could have more connections
 - vi. SAG member– Make clear that this is for all of the waste that the City manages. Would residents know that this is just residential? Annette mentioned that it’s a bit of both – may need to change bylaws so that it’s for waste generated in the boundaries. May need to indicate that it’s a bit broader. SAG member – people may think differently when looking at their own waste then all waste in the City.
 - vii. SAG member – Did you consider asking which ones, if any don’t need to be there?Doesn’t necessarily think any should come off, but also may like a ranking.
 - viii. SAG member also mentioned that could rank them.

- ix. Annette – indicated that there was a lot of discussion on this and didn't want to rank first, second, third, want to highlight that all equally important. Does like what SAG Member said about taking off one that they don't like if it doesn't sit well with people. Could also ask what is the 'least' important, rather than dropping off.
 - x. SAG member – the way that it reads, it's as if you are trying to narrow them down. But, actually trying to determine what ones are important to people.
 - xi. Annette – some of the rationale is that this can help team proceed into the second phase when speaking about options so that when communicating with people are resonating with what they have already said is important so that people want to be more engaged and involved in the strategy.
6. Guiding principles. Betsy discussed the guiding principles and the structure – to allow people to select as many as they wanted. Noting, that all of them will be mentioned as important, but want to know what ones they select as important to them. Intent is to see what resonate the most with people
- a. Structure of Question
 - i. SAG member- Need to define what want for a guiding principle. SAG member – agrees, needs to be clearer on vision and guiding principles, some are the same. Annette also agrees. SAG member – can some be removed, or can some be combined? SAG member –thinks that vision statement need to be overhauled. The guiding principles support the vision, but it's not complete.
 - ii. SAG member – doesn't know why have to be the same and can't be different.
 - iii. SAG member– will people know what we are trying to drive for social equity. Betsy mentioned that there will be a bit of a description on the survey. For purpose of presentation – only showed high level. Michelle sent through a copy of the survey to everyone so that everyone could see the description.
 - iv. SAG member– are they supposed to relate to something in the vision?Doesn't see some of the guiding principles connecting to the vision
 - v. statements.

SAG member– transparency and integrity sticks out as the rest of the principles are things that can drill down to develop criteria, whereas they are a bit different and talk about how to approach overall study and evaluate every option – not something would evaluate on each option. More short term, than long term. Wouldn't evaluate each option with waste as a resources – whereas would evaluate each one as transparent and integrity. These are important – but seem a different category of principle than the others. Annette – As we approach each of the components when determining whatever process is going to be make sure that we do it in a transparent way so that strategy as a whole has that.
 - vi. SAG member – keep in mind the evaluation process – what are you going to do with all 8? Management of results is just as important.

- vii. SAG member– in terms of the listing of the 8 – can put them randomly so that the first response does not get more response and the bottom gets the least response. Can they be randomized? Betsy will check to see that they can do that.
- viii. SAG member– what does the community partnership mean? May need some clarity around that statement What does ‘collaborate’ mean?
- ix. SAG member – why is recovery included on the first one, but not in waste as a resource? OR – is he looking at them to specifically.
Potential for overlap in question 8 of the survey – how many years. (e.g., if live for 3 years or for 5 years)

Betsy mentioned that will be finalized in the next week or two. Will let everyone know when ready for submission. Look for it in mid-March.

SAG Meeting #8 Recovery, Residual & Process Overview

March 19, 2015

Agenda

Time	Agenda Item
12:30 – 12:45	Welcome and Acknowledgements
12:45 – 1:45	Recovery
1:45 – 2:30	Residual
2:30 – 2:45	Break
2:45 – 3:20	Technical Memorandum #1 - Baseline
3:20 – 3:30	Meeting #7 Follow up/Circle back and Key Next Steps

Welcome & Introductions

- Meeting objectives
- Agenda
- Introductions
- Items to be addressed in “Circle Back” section

Meeting Objectives

- Present the baseline conditions for preliminary Recovery and Residual options
- Discuss challenges & opportunities with Recovery and Residual identified to date
- Present Technical Memorandum #1 - Baseline

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.

Recovery



Recovery

- The 4th R – Recovery of materials and energy from waste
 - Additional recyclables (e.g. Metals, plastics, etc.)
 - Production of
 - Electricity
 - Hot water, steam
 - Gas
 - Fuels (Refuse Derived Fuels, methanol, ethanol, other chemicals)



Recovery

- Baseline Conditions:
 - Landfill gas captured at some closed landfill sites.
 - Landfill gas generated at Green Lane Landfill and is currently flared.
 - Biogas generated by Disco and Dufferin AD facilities and is currently flared.
 - City is finalizing a "Biogas and Landfill Gas Utilization Strategy Study" to review and assess options to use biogas at Disco and Dufferin and landfill gas at Green Lane Landfill.



Recovery (cont'd)

■ Challenges:

- Some of the challenges associated with implementing recovery technologies include:
 - Public resistance to alternative technologies related to concerns around health impacts, emissions, traffic, etc.;
 - Proven performance/reliability of technologies;
 - Diminished social responsibility as the onus on the generator to take responsibility for waste is reduced/removed;
 - Capital and operating costs when compared to landfill based alternatives;

Recovery (cont'd)

■ Challenges (cont'd):

- Facility siting (e.g. typically located in a more urban area with more neighbours);
- Timing associated with permitting/approvals;
- Output of some technologies (e.g. is compost from MBT facility valuable?); and,
- Still require disposal capacity – there is a continued need for final residuals disposal for a certain portion of waste stream.

Recovery (cont'd)

■ Opportunities (Approach):

- Why consider Recovery?
 - Recognizes “untapped” resource value of waste materials;
 - Extend Green Lane landfill site life;
 - Recover additional recyclable materials prior to disposal;
 - Potential to site closer to point of waste generation reducing transportation related impacts; and,
 - Ability to create energy/fuel products to offset use of/need for virgin materials.

Recovery (cont'd)

■ Opportunities (Technology):

- Landfill Gas and Biogas Utilization
- MBT (Mechanical Biological Treatment) facility options:
 - Mixed waste facilities;
 - Mechanical Biological Treatment;
 - Organics Recycling Biocell or Landfill Biomodule;

Recovery (cont'd)

- Opportunities (Technology cont'd):
 - Energy from Waste (EfW) & Waste to Fuels:
 - Direct combustion;
 - Gasification (conventional);
 - Hydrolysis;
 - Plasma Arc Gasification;
 - Pyrolysis;
 - Refuse Derived Fuel (RDF) production;
 - Thermal and catalytic depolymerisation; and,
 - Waste to liquid fuel technologies.

Discussion Question

- *Considering the **Recovery** options, what other challenges, opportunities or issues need to be considered?*
- *Are there issues or concerns the SAG may have with this topic that need to be explored further?*
- *Have any of your organizations taken a specific position on recovery and is that information and supporting information available to be included in our evaluation?*

Residual Waste



Residual Waste (cont'd)

Residual waste
(aka "garbage")
is the material that remains after diversion through programs such as Blue Bin and Green Bin.



Residual Waste (cont'd)

Residual waste is disposed at the City-owned Green Lane Landfill located near London, Ontario
(approximately 200 km from downtown Toronto)



Residual Waste (cont'd)

- Green Lane Landfill facts:
 - Landfill has been operational since 1978.
 - The City of Toronto acquired Green Lane on April 2, 2007.
 - The GLL has a total site area of 130 ha and a disposal area of 71 ha.
 - City owns approximately 1,200 ha of buffer lands around the GLL.
 - GLL is now the primary waste disposal facility for the City of Toronto once trans-border shipment of residential waste to Michigan ended on December 31, 2010.

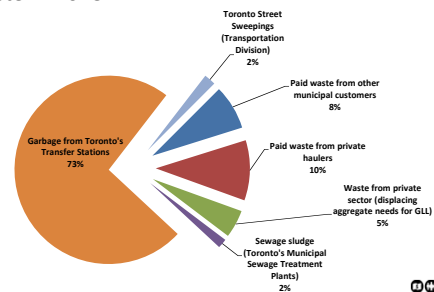
Residual Waste (cont'd)

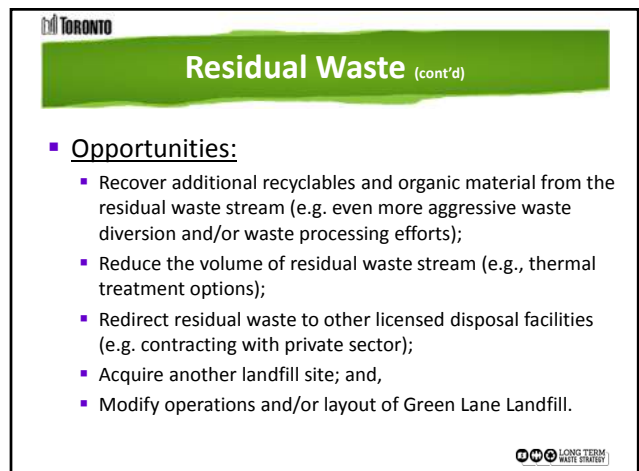
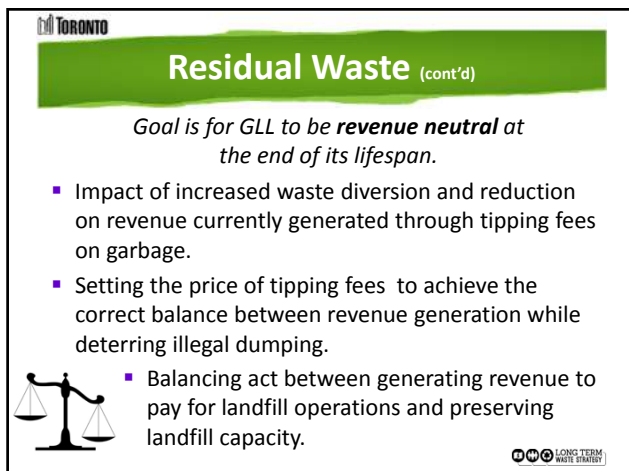
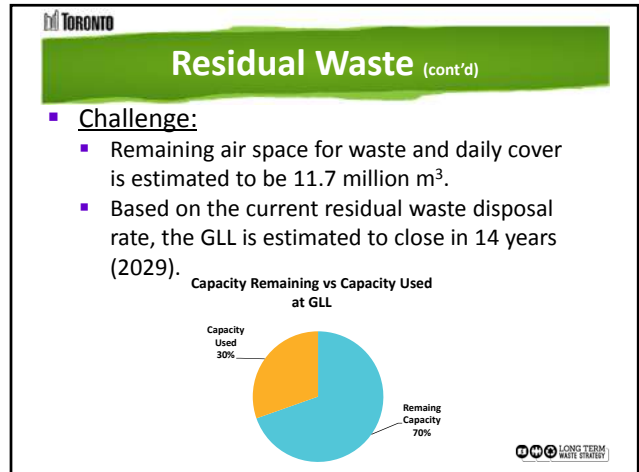
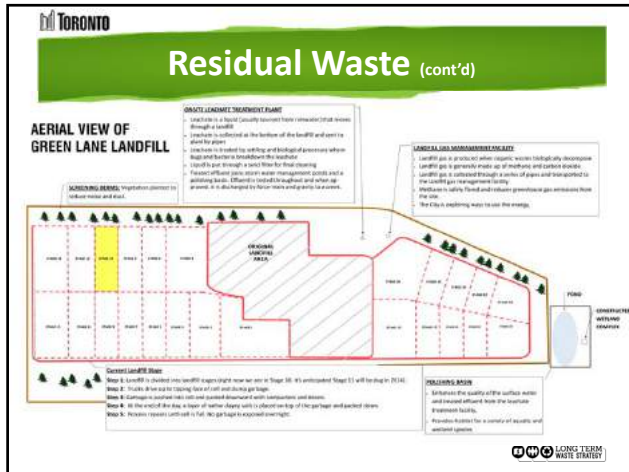


Figure 1.2
SITE LOCATION
DESIGN AND OPERATIONS REPORT
SITE OPTIMIZATION
Green Lane Landfill Site

Residual Waste (cont'd)

- GLL received approximately 695,000 tonnes of residual waste in 2013.





Residual Waste (cont'd)

- GLL Opportunities (Operational):
 - Modify operational practices to improve the compaction rate to increase the existing landfill capacity; and
 - Increase disposal tipping fees or discontinue acceptance of paid waste from private customers.
- GLL Opportunities (Layout):
 - Expand the existing landfill footprint;
 - Landfill mining; and
 - Install a bioreactor landfill.

Residual Waste (cont'd)

- Potential Expansion Opportunity
 - Provides an increase in disposal capacity and extension of the landfill's operating life;
 - Will need to determine if there are suitable expansion options and identify financial, social and environmental impacts; and
 - Requires an Individual Environmental Assessment if it is a preferred residual waste management option (not included in the Strategy).

Residual Waste (cont'd)

- Landfill Mining Opportunity
 - Process that involves excavating, sorting and diverting solid wastes which have previously been landfilled.



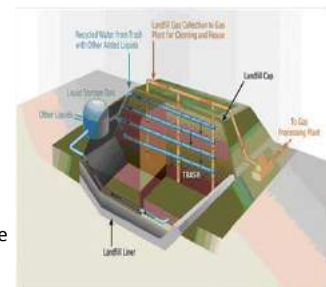
Source: www.waste-management-world.com



Source: www.machiels.com

Residual Waste (cont'd)

- Bioreactor Opportunity
 - A bioreactor landfill operates to rapidly transform and degrade organic waste.
 - The increase in waste degradation and stabilization is accomplished through the addition of liquid and air to enhance microbial processes.



Source: www.arcsouthern.com

Discussion Question

- *Considering the **Residual Waste** options, what other challenges, opportunities or issues need to be considered?*
- *Are there issues or concerns the SAG may have with this topic that need to be explored further?*

Tech Memo #1 - Baseline

- Introduction and Background
 - “High-level” overview of the waste management system
 - Purpose for developing a long-term strategy
 - Overview of strategy development process
 - Purpose of Tech Memo #1
- History of Waste Management in Toronto
 - Historical perspective on system to provide context for “why things are the way they are”
- Solid Waste Policy Review
 - Overview of Federal, Provincial, Municipal and Other policy influences that both govern the system and potentially impact future options

Tech Memo #1 – Baseline (cont'd)

- Solid Waste Collection, Transfer, Processing and Disposal
 - Covers generation of waste through to final disposal
 - Discusses programs, services, customers, and facilities
 - Outlines all waste streams and how they are managed
- Waste Generation, Composition, and Diversion
 - Provides an overview of the current waste generation, composition and waste diversion
 - Divided by customer type (i.e. single family vs. multi-family)

Tech Memo #1 – Baseline (cont'd)

- Privately Managed Waste
 - Provides an overview of how waste is managed “outside” the City of Toronto system
- Solid Waste Education and Enforcement
 - Provides a “high-level” overview of the communications, education, promotion, and enforcement in support of programs and services
- Financial Overview
 - Provides an overview of the current financial state of the system from collection of fees through to financing of new infrastructure

Tech Memo #1 – Baseline (cont'd)

- Progress and Performance Monitoring
 - Provides an overview of key performance metrics used to monitor overall system performance.

Next Steps

- Next SAG Meeting is on April 16, 2015
- Phase 2 Consultation
 - Overview and Approach for Phase 2 Consultation Events
 - Key Stakeholder Meetings
 - Results from Survey #2
 - Green Living Show feedback
 - Speakers Series Update

Thank You

- Questions?
- Comments?



SAG #4 Recovery Slides

Mechanical Biological Treatment

- Mechanical Biological Treatment (MBT) is a combination of mechanical materials recovery and either mixed waste composting or Anaerobic Digestion as a subset technology.
- A by-product of the MBT process can also include a Refuse Derived Fuel (RDF)-type material that can be further processed by a thermal technology

Mechanical Biological Treatment

cont'd

- In 2012, a study was commissioned to assess the financial viability of a MBT facility
- Preliminary reports indicated there were many potential risks to the City
- Will be considered as an option during Strategy development

Mechanical Biological Treatment

cont'd

- **Applications:** Residential (single and multi-family), non-residential sector
- **Pros:** Provides recycling in addition to composting/AD, proven technology
- **Cons:** Large land area required, limited commercial application in North America on municipal solid waste feedstock, potential for odours

Mechanical Biological Treatment

cont'd

- **Impact on Diversion:** Contributions to diversion include recovered metals and recyclables as well as finished compost product meeting Ontario's compost standards. Production of RDF does not currently qualify for material diversion in Ontario.
- **Applicability to Toronto:** Well suited to process multi-family waste, could be sited adjacent to Green Lane Landfill

Energy from Waste Technologies

- Direct Combustion
- Hydrolysis
- Plasma arc gasification
- Pyrolysis
- Refuse Derived Fuel (RDF) production
- Thermal and catalytic depolymerisation
- Waste to liquid fuel technologies

Energy from Waste - Facilities

- Durham York Energy Centre – thermal mass burn technology, 15 MW facility can produce enough energy to power 11,000 – 15,000 households
- Plasco Ottawa Waste Conversion Facility – proposed facility to produce 22 MW of electricity using plasma gasification technology
- Peel Region is procuring a new EfW facility
- Emerald Energy 9 MW EfW facility (Brampton)

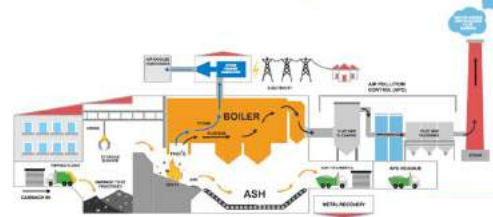
Energy from Waste



- **Durham York Energy Centre** – the facility will process 140,000 tonnes of post diversion residual waste annually, producing 15 MW of energy – enough to power 11,000 to 15,000 households

Energy-from-Waste cont'd

- **Application:** Residential (single and multi-family), non-residential sector
- **Pros:** smaller footprint than landfill, well established technology, recover energy and additional materials (e.g. metals)



Energy-from-Waste cont'd

- **Cons:** may be controversial, NIMBY, still require landfill disposal for portion of ash
- **Impact on Diversion:** would process post-diversion, residual waste, not counted as diversion
- **Return on Investment:** requires less landfill disposal, potentially less transportation costs depending where sited, can sell energy or use energy to offset current fuel consumption
- **Applicability to Toronto:** quantities of residual waste make economy of scale very attractive, potential partnership with other municipalities, could be sited in an urban setting

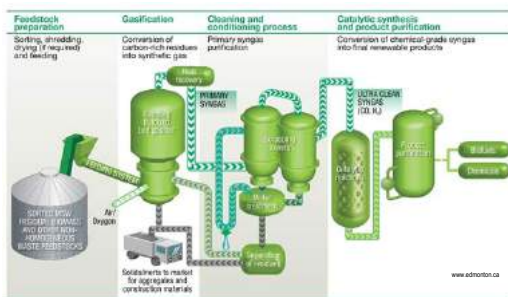
Waste-to-Biofuels

- The world's first municipal waste-to-biofuels opened in June 2014 in **Edmonton**. The facility, owned and operated by Enkern, processes 100,000 tonnes of sorted municipal waste from the City of Edmonton into 38 million litres of biofuels and chemicals annually. The City's residential diversion rate is expected to increase from 60% to 90% by 2016.
- The facility can produce methanol; however, Enkern has committed to the production of ethanol. The ethanol produced represents approximately 14% of Alberta's requirements to meet Canada's 5% ethanol blend requirements for fuel.



www.enkern.com

Waste-to-Biofuels cont'd



Waste-to-Biofuels cont'd

- **Applications:** residential (single and multi-family), non-residential sector
- **Pros:** converts non-recyclable waste into biofuels and renewable products, can replace or supplement existing fuel sources, GHG emissions reduction benefits, domestic source of fuel, modular, creates jobs
- **Cons:** high capital and operating costs, requires significant infrastructure, less proven technology

Waste-to-Biofuels cont'd

- **Impact on Diversion:** uses residual waste, may not count as diversion
- **Return on Investment:** costs for facility will offset current fuel costs
- **Applicability to Toronto:** would be able to process all types of residential and commercial waste, could be sited in an urban setting

Waste-to-Feedstock

- **Black Soldier Fly Composting** – larva breakdown organic waste and are harvested to produce protein sources in the form of animal feed, oil, soil conditioner and petfood.
- Possible solution to waste problem and food supply problem?
- Mostly small scale at this point.
- Enterra Feed Corp. in Vancouver collects organics sourced from grocery stores, markets, food processors and food distributors. No household or institutional food waste is accepted at this time.



Waste-to-Feedstock cont'd

- **Applications:** some IC&I – pre-consumer food waste
- **Pros:** highly efficient conversion of food to energy, potentially less odour, can produce alternative animal/fish feeds and fertilizer
- **Cons:** would require a fairly homogeneous, non-contaminated organics waste stream, few large scale facilities, end-products may require approval before sale, climate may be unsuitable

Waste-to-Feedstock cont'd

- **Impact on Diversion:** no impact on Toronto's diversion rate if using pre-consumer food waste
- **Return on Investment:** replacement animal/fish food and fertilizer could be sold to offset capital and operating costs
- **Applicability to Toronto:** if technology can use regular source-separated organics, could potentially be applicable to Toronto, otherwise serves mainly the private IC&I sector which is likely not serviced by the City.

Dirty MRF

- A Dirty MRF can process waste to separate garbage, recyclables and organics
- Would be used primarily for multi-family waste which contains a high proportion of organics and recyclables
- Opportunities to consider portions of Dufferin Waste Management Facility for this purpose

Recovery Options

- MBT, predominantly for multi-family waste
- Thermal treatment to recover metals and/or heat/energy e.g. incineration, gasification
- Dirty MRF located at Dufferin to recover organics, recyclables, predominantly from multi-family sector
- Capture biogas/LFG to create energy



CITY OF TORONTO: LONG-TERM WASTE MANAGEMENT STRATEGY
Stakeholder Advisory Group (SAG) Meeting #8
Thursday, March 19, 2015
Metro Hall, Room 310

Attendees:

Stakeholder Advisory Group Members:

John Campey – Ralph Thornton Centre	Bryan Purcell – Toronto Atmospheric Fund
Heather Marshall – Toronto Environmental Alliance	Gary Rygus – Retail Council of Canada
Daryl Chong – Greater Toronto Apartment Association	Virginia MacLaren – University of Toronto
Kate Parizeau – University of Guelph (on speaker-phone)	

Staff:

City of Toronto:	Annette Synowiec – Solid Waste	Charlotte Ueta – Solid Waste
	Pat Barrett – Communications	Robyn Shyllit – Public Consultation

HDR: Jim McKay

Dillon: Betsy Varghese

Consultant Facilitator: Betty Muise

The meeting was called to order at 12:39 pm.

1. Welcome and Acknowledgements

The facilitator welcomed the group. She noted that Kate Parizeau would be joining the meeting by speaker-phone. She said that the project team values the input of SAG members and prefers them to attend in person, but if they cannot do so, SAG members can request to participate by speaker-phone, and the project team will accommodate that request.

The facilitator reviewed the goal of the meeting which was to “*discuss baseline conditions, challenges, opportunities and options related to waste recovery and residual waste*”.

Specific objectives were:

- Present some of the baseline components for recovery and residual waste;
- Discuss challenges & opportunities identified to date;

- Provide an overview of Tech Memo #1 Baseline

The facilitator reviewed the meeting's agenda.

Annette Synowiec informed the SAG that there has been a change to the project team at Solid Waste Management Services. Vince Sferrazza has moved to Transportation Services, so Annette is back-filling for him as Acting Director for six months. Charlotte Ueta is Acting Manager of Waste Management Planning and will be taking the lead on the Long Term Waste Management Strategy.

2. Recovery

Jim McKay presented on Recovery. He noted that the SAG has looked at this topic before and will do so again as it is one of the more complex areas in the Strategy. He reviewed what recovery is, and its place as the fourth R on the waste hierarchy, after reduction, reuse and recycling. It can include recovery of materials, gas and/or energy.

The presentation content for this section is in Slides 6-14 in Appendix I. The following is a summary and captures discussion surrounding the presentation. Slide titles are underlined.

Baseline Conditions: At some of the larger, closed landfill sites for which Toronto is responsible, some landfill gas is being captured. The City is finalizing a Biogas and Landfill Gas Utilization Strategy Study regarding options to use biogas at Disco and Dufferin and landfill gas at Green Land Landfill.

Challenges: Many people equate recovery with incineration. Incineration is not a term that is used in this context because incineration by definition does not include energy recovery, but there is no reason to burn something without recovering energy from it. The terms used are generally Energy from Waste (EfW) or thermal treatment.

- EfW often faces challenges with public resistance due to concerns about health impacts, emissions, traffic into the site, etc. This is especially the case because they are typically sited in urban areas.
- Some technologies in this category have been used on a commercial basis for a long time and are considered proven, reliable technologies, but there are others in this category that are still new and have not yet proven themselves as reliable when employed on a large scale, commercial basis.
- A sociological argument against recovery is that it takes the onus off the individual to reduce or separate their waste. From a technical perspective, recovery is being looked at for multi-family residences where material separation has proved difficult.
- In North America, landfill is cheaper than recovery operations.

A SAG member asked if the City is getting any credit from the recovery that it is doing. **Jim McKay** said that Ontario doesn't have a carbon market yet. There certainly is speculation that it is coming, but at this point there is no greenhouse gas (GHG) financial return. However, there is a revenue stream from the electricity being recovered from landfill gas and being sold to the grid. The Province pays a

premium for that.

Challenges (cont'd):

- Facility siting is difficult.
- From the time the decision is made to build a facility, the timing of permitting and approvals is about 8 years, and about 11 years until it is up and running.
- There are questions about the output from some facilities, for example whether the compost from Mechanical Biological Treatment (MBT) is of value since it has been co-mingled with other garbage.
- There will always be some materials that have to go into a landfill site. Even the most modern EfW facilities still cannot take all materials, which would then have to be sent to landfill.

Annette Synowiec added that as part of the development of the Long Term Strategy there was a large scale study by the City on the potential for a MBT facility. HDR has had that to consider as part of its work. If anyone is interested in getting that level of detail, it is publicly available. **Jim McKay** said that when the City did that study it was probably one of the first regarding a large scale MBT facility. He said that the great thing about the timing is that there is much more data available now which allows for a better evaluations. Also, the new Durham York facility provides a lot of information about the Ontario market.

A SAG member asked if the landfills that Toronto runs are keeping track of how much GHG they have been mitigating over the years if they wanted to gain credit in the future. **Jim McKay** said that some of them, like Green Lane, Disco, Dufferin, Bear Road and Keele Valley, do have very carefully recorded information. He wasn't sure about the others. **Annette Synowiec** offered to make it a circle back item.

Opportunities (Approach):

- Recovery recognizes an “untapped” resource value of waste materials.
- Having a landfill site in Ontario is very valuable to the City and recovery can extend the lifespan of Green Lane Landfill.
- The ability to site the facility closer to the point of waste generation reduces transportation and environmental impacts.
- Creating energy or fuel products offsets the use of and need for virgin materials.

Opportunities (Technology):

- Capture and use of landfill gas reduces the impact of methane on the environment.
- There are a variety of MBT technologies, some of which can be sited at the landfill.
- Cement kilns are interested in the use of waste products instead of coal. It helps them to bring their emissions down. St Mary's Cement is testing the use of plastic bags from the green bin stream as a source of fuel instead of coal.
- EfW technologies: There are many types of EfW facilities (see slide 13).

A SAG member asked which technologies are being used locally, for example in Durham. **Jim McKay** said that direct combustion is what Durham York built. In Burnaby, a significant amount of Vancouver's waste goes to a direct combustion plant there. Peel's facility is 2 stage gasification.

Plasco is a plasma arc gasification facility in Ottawa. The product that remains is exposed to a very high temperature torch with a plasma arc that turns it to black glass. The toxic components get embedded in that glass. Dongara built a refuse derived fuel facility in Vaughan to service York Region. What was left over after separation was a fluffy material that was turned into pellets. The intent was to sell the pellets as an alternative fuel to burning wood or natural gas. One of the challenges that Dongara had was that the price of natural gas dropped and they found themselves with no market for their product.

A SAG member asked which facilities are full-scale commercial facilities and which are demonstration plants. **Jim McKay** said that the Durham York, Burnaby and Peel facilities are all full-scale commercial facilities. The only technologies on the list that are proven technologies are direct combustion and refuse derived fuel production. In the US there are facilities that have RDF on the front end and then direct combustion after that. The rest are still considered “new and emerging technologies” which are in varying stages of development and testing, but have not yet been constructed as full-scale commercial facilities.

A SAG member asked whether there is typically a need to mix in other fuel sources with direct combustion. **Jim McKay** said that the older facilities would mix in other fuel sources but the new facilities take straight garbage. Once the facility is up to operating temperature, it is fully self-sustaining from garbage off the street.

A SAG member asked, in terms of energy production, which on the list are most efficient in producing energy. **Jim McKay** said that is a complicated question because only direct combustion is a proven technology. The others are still under development so the data are not available for comparison. There is a lot of R&D directed at finding the next best technology and many are indicating that they will be comparable with direct combustion. One of the downsides of plasma arc technologies is that the torch requires so much energy that it may use up any energy gains generated on the front end. **The SAG member** wondered if in that case there could be any net gain. **Jim McKay** said that none had been proven yet.

Another SAG member asked which technologies do best in terms of weight of waste reduction. **Jim McKay** said the answer is similar to the previous question, because the other technologies are not yet proven. Direct combustion is best for volume reduction though less so for reduction by weight. After combustion, the waste that comes out the back door is 10% (of the original) by volume, and 30% by weight. Measuring by volume is more relevant for landfill. When Plasco was working, they were saying they had 0% waste, on the assumption that the slag would be used for aggregate material for road construction or concrete block production. Peel Region was using some of the bottom ash (which is non-hazardous, vs fly ash, which is hazardous) for blending into asphalt for paving. There are a number of regional parking lots which have the bottom ash blended into the asphalt and they are using that for testing.

A SAG member asked how common it is, with direct combustion, to use the waste heat for heating surrounding buildings. **Jim McKay** said it is very common. It depends to an extent where it is located. The default is to produce electricity to send to the grid. It is more profitable to have a facility nearby where they can send hot water or steam. Peel Region has a contract with Atlantic Packaging nearby,

whereby Peel sends steam to Atlantic Packaging which they use in their processing. Durham York is selling only electricity at the moment. The next stage is to sell hot water, but there is no industry around them yet to sell it to. In Europe, EfW facilities are sited as power facilities to attract industries to an economic source of power.

Another SAG member asked, when thinking of the next 30-50 year horizon, what Jim foresees as the economics of these technologies and also how the regulatory side may develop. **Jim McKay** said he doesn't foresee the price of energy going down but there will always be a demand for energy. Also the rate at which technology is developing is very rapid, and a lot of money is being spent on development. The types of streams that these technology have been tested on has been very consistent, but that is not a true reflection of the real waste stream, which is inconsistent. He thinks there is going to be more emphasis on recovery as a whole. He thinks it will evolve away from direct combustion to some of the more advanced technologies, but none of them have proven themselves. There are a lot of high hopes for the Enerkem system in Edmonton.

Another SAG member asked about the potential for thermal energy production (eg. steam) from landfill. **Jim McKay** said that there is not enough heat for that, but there are technologies to use the heat generated to increase the rate of decomposition in the landfill to allow more space.

The facilitator asked members of the SAG about their thoughts regarding other challenges, issues or opportunities to be considered.

A SAG member said that she wondered about the feasibility of certain technologies that rely on certain waste streams, if organics and recyclables are successfully removed from the garbage stream. This is a concern about investment in those type of technologies, and a scenario to be explored should be whether they would be able to pay-off the investment if the input waste stream changes .

Another SAG member had similar concerns about how to size an EfW facility that is commercially viable but could still run properly if the City achieves its waste diversion targets. One would not want the presence of this type of facility to be a disincentive to waste reduction or diversion.

A SAG member asked whether there is a sense that it is a challenge that the Province does not recognize energy from waste. **Jim McKay** said yes, though they are starting to recognize it. In Ontario, EfW is treated as disposal, but Durham York was able to get a premium on their electricity in a nod to the value. Siting is also more streamlined than it was. There are glimmers of hope that the Province is starting to see recovery as something different than landfill, though technically it is still treated the same.

A SAG member said he saw cost as a challenge and asked about the relative costs of the options. **Jim McKay** said that there will be a detailed analysis in the study. The tipping rate for Peel right now is in the neighbourhood of \$65-85 per tonne, which is more than most landfills, though not much more than Ontario based landfills. The transportation cost to get it there is much less because it is closer. For the more exotic technologies, the costs being floated are around \$250-\$350 per tonne, largely because they haven't proven themselves yet. The next level of analysis in the Strategy will come back to those details.

A SAG member asked if there weren't other technologies to be considered, like a dirty MRF. **Jim McKay** said that mixed waste facilities are dirty MRFs. A mixed waste facility will pull out recyclables, and an MBT is a mixed waste facility with an anaerobic digester added to manage organics.

A SAG member said that on the opportunity front, the Province is moving toward carbon pricing. Their preferred system is a cap and trade system like Quebec and California. They would like to enter into a joint arrangement like Quebec and California to allow trading of offsets between jurisdictions. Quebec and California have aligned requirements, allowing a few types of offsets, including methane capture. He said he is not too familiar with how these technologies will relate to that. He wondered how significant the carbon offsets would be in terms of revenue generation. **Jim McKay** said he thought it would be a significant revenue stream and the waste management industry is watching it carefully. It has the potential to tip the balance between putting something into a landfill or using other technologies.

A SAG member said that it would be a challenge to better understand how much goes into Green Lane landfill from IC&I and other municipalities. She said that there may be opportunities for smaller scale facilities, like the Zoo-share facility, which could potentially take lower value organics from a dirty MRF. Things like that are happening based on community bonds, which could be an interesting financial model. **Jim McKay** said that some of the new and emerging technologies can be built much smaller. The direct combustion facility in Durham is at the smallest possible scale, which is 140,000 tonnes per year, but the newer technologies can be as small as 20-30,000 tonnes per year. Some are modular and can be added onto as needed. They can also be spread out geographically. **The SAG member** said that some infrastructure already exists that could be adapted and be made more decentralized. She wasn't clear if those are being investigated. **Jim McKay** said that right now most waste flows through a transfer station. He asked if the SAG member was suggesting it be processed on-site at the transfer station. **The SAG member** said it might be processed on-site or at more localized options like the Scarborough facility.

A SAG member asked whether it is within the scope of the Strategy to consider whether there are potential sites in Toronto for a direct combustion facility. **Jim McKay** said the team would not be looking at specific sites but he could comment on the size a site needs to be and on some of the required site conditions (for example, access to the electricity grid). The team can comment generically on what is needed, and also on the differential between locating a facility like this in Toronto versus at Green Lane.

The Facilitator asked the SAG if they saw a need to look into any issues further.

A SAG member asked if there are land-use restrictions that would prevent the development of these types of facilities. He wondered whether it would require discussions with the Province about land use. **Jim McKay** said that anything relating to land use would be dealt with at the City level, and they generally have control of that. They still need to take into account the height of the facility, surrounding properties etc. Some of these facilities are very tall, and in Peel there are issues relating to height due to being in the flight path for Pearson Airport.

A SAG member wondered about the issue of public vs private options, and whether it is more feasible for the City to own and operate an endeavour itself, rather than having a private entity sell products, like fuel. **Jim McKay** said that there are a variety of models for these types of facilities. The majority of new ones are going for design, build, operate, and maintain, where a contractor is brought on to do the whole thing over a period of time, like 25 years. There are some which also have a finance piece attached to it so that the company who is designing and building will also have a financial stake in it through their investment. Although there are some models of private ownership where the municipality has an agreement to send waste there, it is still fairly common that the municipality owns the facility. For example, Durham and York Region own the plant that Covanta designed, built, operates and maintains.

The facilitator asked if any stakeholders had any information that could be valuable for the study, that could be shared.

A SAG member said that opposition to siting facility is a challenge and could be a bigger challenge here than in Durham.

A SAG Member suggested looking into community benefit agreements, whereby the community receiving the facility gets specified benefits, like construction jobs. She also said that her organization can share a report that it found from the Province, which contracted a company to do a full life-cycle assessment comparing landfill methane capture to some form of EfW, as well as a review of that report by an expert panel. They only have the report in hard-copy, as it was obtained through a freedom of information request.

3. Residual Waste

Betsy Varghese presented on Residual Waste, i.e. the material that is left after all diversion and recovery has been done.

The presentation content for this section is in Slides 15-29 in Appendix I. The following is a summary and captures discussion surrounding the presentation. Slide titles are underlined.

Betsy Varghese reviewed with the group that Toronto's residual waste is sent to Green Lane Landfill near London, Ontario, and she provided some general facts about the landfill (Slide 18). Slide 19 shows how the landfill operating area has evolved over time. In 2006, the landfill received Environmental Assessment approval to expand, and that is where the City is currently filling. About 75% of waste going to Green Lane is from Toronto transfer stations. Some other streams are also from the City of Toronto (eg. sewage sludge and street sweepings). About 10% comes from the private sector and about 8% comes from other municipal customers.

A SAG member asked to clarify whether some of the waste from City of Toronto transfer stations also includes some private sector waste that is dropped off there. **Annette Synowiec** said that anything at the transfer stations is considered City collected waste. She said that the big private haulers don't

usually go to City transfer stations. **Jim McKay** said that it is more expensive to go to the City transfer stations, so the only people that go to them are those prepared to pay a premium for the convenience.

A SAG member asked if the 8% of waste from other municipalities is flexible. **Annette Synowiec** said there are agreements which could be broken, but there could be a penalty. **Jim McKay** added that the 8% fluctuates because some of the other municipalities use Green Lane only as a contingency.

Betsy Varghese returned to the presentation and described some of the features of the landfill (slide 21), including methane flaring to reduce GHGs, on-site leachate treatment, and trees for screening.

A SAG member asked if the cells are being built individually, whether in the future they could include a bioreactor. **Betsy Varghese** said it could but at present a bioreactor is not being used.

She continued with the presentation, highlighting Challenges facing the landfill. Green Lane is projected to fill up in about 14 years. That is a challenge because it takes a long time to site and get approval for disposal facilities.

A SAG member asked if Green Lane landfill could reduce buffer size to get more landfill space. **Betsy Varghese** said that would require an Environmental Assessment (EA). Without a new EA, operations can take place only within the approved footprint. **The SAG member** asked if there is a sense that it would be easier to expand Green Lane than to find a new site. **Betsy Varghese** said that is one of the alternatives that will be looked at in the Strategy. **The SAG member** asked if there is a minimum size for buffers. **Jim McKay** said there is a minimum requirement for buffers and it is not very much. He said that in theory reducing the buffers might be an option, but all the options need to be compared to each other.

Another SAG member asked if the 14 years remaining is based on current waste generation and diversion rates. **Betsy Varghese** said it is, and it gets updated annually according to the latest rates. **Annette Synowiec** said that most recent City projections have shown an extension to the life of the landfill to 2029. **Jim McKay** said that in the last few years the City has drastically reduced the amount of material going into Green Lane, and noted that if every year the amount of material going in goes down, the landfill's lifespan goes up. **A SAG member** asked if it is well known that the amount of material is going down. **Jim McKay** said he thought people are aware that diversion is increasing but not necessarily that the amount of material going to landfill is going down. He said this should be communicated publicly through the Strategy. **Another SAG member** said that he thought it is an important communication point that an increased diversion rate may be able to offset population growth and result in reduced materials going to landfill.

Betsy Varghese returned to the presentation. She said that another Challenge (slide 23) is the goal is for Green Lane to be revenue neutral at the end of its lifespan.

A SAG member asked how much of the tipping fee covers capital vs operating costs. **Betsy Varghese** said the tipping fee largely goes toward the operating costs but she didn't know the exact split.

Another SAG member wanted to clarify about the goal of achieving revenue neutrality at the end of

the landfill's life. He wanted to know if this meant saving up a reserve to pay for the ongoing costs after the landfill closes. **Betsy Varghese** said yes.

Betsy Varghese returned to the presentation. She talked about Opportunities on slides 24-26. She reminded the group that an EA would not be part of this Strategy, but if the Strategy identifies a preferred option that requires an EA, that would happen after the Strategy. She described landfill mining as a process to dig out an old cell and sort it to get out recyclables and then put non-recyclables back in, in order to make more space in the landfill. The City of Barrie has been doing this and has learned valuable lessons. They are generally satisfied with this option. She also described the opportunity to build bioreactor cells to transform and degrade organic waste rapidly in the landfill.

A SAG member asked for more elaboration on landfill mining, and what has been learned in Barrie. **Betsy Varghese** said there are lots of benefits. In Barrie they have been extracting to improve groundwater quality. They extract the waste and install a liner where none was originally installed. That is usually the impetus for doing this, and then they do the mining which also allows the additional benefits of extra landfill space, recovering recyclables, and soil for use at the landfill site.

Another SAG member asked whether the organic waste would have decomposed by now in the old landfills. **Betsy Varghese** said yes, but there would still be a soil fraction that could be used. **The SAG member** asked whether the soil could be used elsewhere or whether it is hazardous. **Betsy Varghese** said it would need to be tested before it is used elsewhere. One of the challenges with landfill mining is knowing what kinds of materials might be dug up, because a lot of this was buried before there were restrictions on what could be put in. There has to be a health and safety plan in place to deal with issues like asbestos.

A SAG member said he thought that the Province has a poor understanding of where soil is being moved around. Within the municipalities that might be better understood but once it leaves the municipal boundaries there are concerns about where hazardous soils are going.

A SAG member asked how the Province is being engaged in this. He said they have started consultations on their new Waste Diversion Act, and he wondered whether there is a coordination of efforts. **Annette Synowiec** said that the Province has been identified as a key stakeholder. She had spoken to the Province the day before and told them about the LTWMS. She said that for future engagement opportunities, the City wants to have discussions with them, depending on which options are being considered. That would include policy options along with technological options. The City of Toronto is also communicating with other municipalities. The team is not making recommendations at this stage so there is nothing specific to share yet, but there is an effort to keep them in the loop.

Another SAG member asked about the latest status on generating electricity from methane at Green Lane instead of flaring it. **Jim McKay** said the study on that is being finalized.

A SAG member asked what proportion of organic materials within the residual mix at a landfill would be necessary to allow methane production, and how methane production might change if the landfill input changes. **Betsy Varghese** asked to put that in the circle back for the next meeting. **Jim McKay** said there are some landfill sites that don't have landfill gas systems because what is going into it does

not produce methane. A certain amount of gas needs to be produced to make the business case for it.

A SAG member asked whether Nova Scotia had banned organics in its waste stream. **Betsy Varghese** said yes, but enforcement isn't strong enough so there still are some organics in the waste stream. **The SAG member** said it would be worth considering the implications for methane production if the policy on organics going to landfill were to change in Ontario.

A SAG member asked whether there had been a recent residual waste study to look at the composition of residual waste from different streams like single-family, multi-residential, and IC&I, and how it compares to other municipalities. She thought it would be worth considering specified landfill cells for different streams, like multi-residential, where there are more organics and therefore more potential for using a bioreactor. **Annette Synowiec** replied that the City had just finished a multi-family waste audit. **Betsy Varghese** said an audit looks at the organics, recycling and garbage streams to give a full picture of what is going on. **The SAG member** asked about extending that study to other sectors. **Annette Synowiec** said that is in the work plan.

Another SAG member said that when he was in PEI, he spoke to waste management people there, and they got diversion for IC&I waste up to about 70% by radically raising tipping fees for them. He wondered if it is feasible to increase tipping fees for IC&I and private haulers to Green Lane. **Betsy Varghese** said that is one of the tools to be looked at in the Strategy.

A SAG member wondered whether services to multi-residential buildings could be made more consistent or standardized. **Betsy Varghese** said that multi-residential is a big part of the Strategy and that will be looked at too.

The facilitator asked if any of the stakeholder groups had any information pertinent to this. **A SAG member** said that her organization had asked people to do their own waste audit and they may have some data to provide. Their organization has also been encouraging people to reduce their bin size.

The SAG took a 10 minute break.

4. DRAFT Technical Memorandum #1 – Baseline

Annette Synowiec said she would look into sending out hard copies of the draft Tech Memo by courier to those members of the SAG not present at this meeting.

The facilitator said that the intent at this meeting was to give an overview of the draft Tech Memo to assist in the navigation of the document.

Jim McKay presented on DRAFT Technical Memorandum #1 – Baseline.

The presentation content for this section is in Slides 30-33 in Appendix I. The following is a summary and captures discussion surrounding the presentation.

Jim McKay said that DRAFT Tech Memo #1 is essentially a detailed summary of the Waste Management System today. It is intended to be a reference document that describes the baseline conditions of the system. It is designed to be read from start to finish but also allows for finding information on particular topics.

The presentation slides list the sections of the document, including: a historical perspective on why things are the way they are today; a policy review; solid waste collection, transfer, processing and disposal; waste generation, composition and diversion; privately managed waste; solid waste education and enforcement; financial overview; and progress and performance monitoring.

Jim McKay noted that a common theme throughout is that single-family and multi-family are handled separately to better understand the differences between them. Another issue that is addressed is the role of the City in dealing with waste that is currently outside of its waste management system.

A SAG member noted that he saw a lot of numbers going to 2013, but some also included 2014. He asked when data from 2014 will be available. **Annette Synowiec** said 2014 numbers are still being finalized, but the team is hoping to get them finalized within the next 2 weeks. Where 2014 numbers are already in, that is because those were approved beforehand. **Jim McKay** noted that the draft document that had been handed out was still considered a draft.

The facilitator told the group that this document is for SAG members' reference, and they should feel free to bring questions, but there is no expectation that the SAG members have to provide a detailed review. **Annette Synowiec** reiterated that this is the first major milestone, but it is still in DRAFT.

A SAG member said he was interested in a description of where Toronto is leading and lagging and would like to know why it is leading or lagging in those areas. **Jim McKay** said that would be in the next tech memo, which is the critical analysis of the system. It would look for lessons from other municipalities and would also include gaps and challenges. **Annette Synowiec** said that the intent is that this is done like a business analysis. This DRAFT Tech Memo is a description of the current state of affairs and the next step is the analysis. **Jim McKay** said that this DRAFT Tech Memo is like a snapshot of a system that is constantly changing. He said that a report could go to Committee next week and could already make some items in the DRAFT Tech Memo out of date.

5. Circle Back and Next Steps

The next SAG meeting is scheduled for April 16, 2015.

Regarding a circle back item from the last meeting, **Jim McKay** said that he hadn't heard back from San Francisco yet regarding questions about charging for each stream in their program.

Regarding Phase 2 Consultation, **Betsy Varghese** said that the topics on Slide 34 (Appendix I) would be covered in the next SAG meeting. It would cover the approach for the Phase 2 Consultation activities, and there would be a status update on some of the key stakeholder meetings that would be

getting underway. She also thanked the group for their feedback on Survey #2, and some of the results would be shared at the next SAG meeting. There would be an update on what happened at the Green Living Show, where the City of Toronto would be having a booth. **Annette Synowiec** said there would be a City of Toronto presence in two spots at the Green Living Show, including providing general information at the Livegreen Toronto booth and information about the LTWMS at the Waste Reduction Section. On the Sunday there would also be an Open House with a lot of information from the first public consultation and then two presentations on the work that has been done on the Strategy to date. **Betsy Varghese** asked SAG members to promote the Green Living Show information and the Survey to their contacts.

Robyn Shyllit said that the speaker series is a public engagement event. It is called “WastED – Waste Education”. The first session will be at the end of April. She asked SAG members to provide ideas about possible speakers that would appeal to a general, non-technical audience. SAG members can e-mail Robyn with any ideas. The first one is going to be on community, the second on clothing, and the third on food.

The SAG agreed to delete the audio recording of SAG meeting #6.

The facilitator thanked the group for their participation.

The meeting was adjourned at 3:02 pm.¹²

SAG Meeting #9 Strategy Development Process & Detailed Evaluation Criteria

April 16, 2015

Agenda

Time	Agenda Item
12:30 – 12:45	Welcome and Acknowledgements
12:45 - 1:30	Overall Strategy Development Process
1:30 - 1:45	BREAK
1:45 - 3:00	Detailed Evaluation Methodology and Proposed Criteria
3:00 - 3:20	Phase 2 Consultation Activities
3:20 – 3:30	Meeting #8 Follow up/Circle back / Next Steps/Close

Welcome & Introductions

- Meeting objectives
- Agenda
- Introductions
- Items to be addressed in “Circle Back” section

Meeting Objectives

- Present the overall strategy development process
- Present and discuss the proposed evaluation methodology and criteria for the options being considered.
- Provide an update on ongoing and pending Phase 2 consultation activities

Overall Strategy Development Process

Strategy Development Process



Phase 1 – Build the Foundation

- **Step 1** Review Current System – Where are we now?
 - Review of all aspects of waste management in the City from initial generation through to final disposal.
 - Provides a reference document for future evaluation and analysis.
 - Organized to address the functional components of the waste management system as well as the 5 R's.
 - Deliverable: Technical Memorandum #1



Phase 1 – Build the Foundation

- **Step 2** Assess Needs – Where do we need to go?
 - Three (3) primary components:
 - Vision & Guiding Principles Development – sets the Vision for the future system and the guiding principles to be followed in achieving that Vision.
 - Projections Development – long term waste quantity and composition projections to identify the needs of the system in the future.
 - Gaps & Challenges Assessment – identifies both current system gaps/challenges as well as potential gaps/challenges that are anticipated in the future.
 - Deliverable: Technical Memorandum #2

Phase 2 – Develop the Strategy

- **Step 3** Develop List of Options – Possibilities of how to get there
 - Development of a list of potential options covering the full range of the waste management hierarchy.
 - Developed through a combination of research, stakeholder consultation, SAG input, vendor days, Key Stakeholder meetings, surveys, email, experience of the project team and a jurisdictional review of other municipalities.
 - Options will be consistent with the Strategy's vision and guiding principles.
 - Deliverable: Technical Memorandum #3

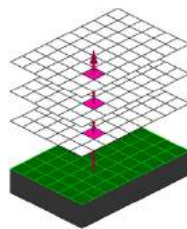
Phase 2 – Develop the Strategy

- **Step 4** Evaluate Options
 - Specific evaluation methodology and criteria will be developed and will include:
 - environmental criteria;
 - social criteria; and,
 - financial criteria.
 - Options will be evaluated as either:
 - A) Programmatic Options (e.g. reduce, reuse, advocacy, etc.); or,
 - B) Facilities/Infrastructure Options (e.g. transfer station, mixed waste processing facility, etc.).
 - Deliverable: Technical Memorandum #4



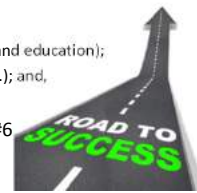
Phase 3 – Document & Decide

- **Step 5** Determine Recommended Options
 - Based on the results of the evaluation, recommended options will be identified for each system component and aspect of the 5R's hierarchy.
 - “Overlay” of recommended options with current system will be completed to identify future system at the end of the planning period.
 - Deliverable: Technical Memorandum #5



Phase 3 – Document & Decide

- **Step 6** Create Roadmap for Future System Implementation
 - Roadmap will include:
 - Timeline for Implementation;
 - Precursors to Implementation;
 - 10 year plan for reduction;
 - Complimentary activities (e.g. promotion and education);
 - Implementation Needs (Staffing, costs, etc.); and,
 - Potential Implementation Partners.
 - Deliverable: Technical Memorandum #6



Phase 3 – Document & Decide

- **Step 7** Develop Recommended Waste Strategy
 - Final step in the process.
 - Strategy will:
 - Identify the recommended system enhancements;
 - Timeline for making the enhancements;
 - Benefits of making the enhancements;
 - Costs associated with the enhancements; and,
 - Roles and responsibilities for everyone involved.
 - Strategy will also include record of consultation completed throughout the development process.
 - Committee and Council approval of Strategy Document
 - Deliverable: Long Term Waste Management Strategy

Happening along the way...

- Extensive Consultation, including:
 - 3 Phase consultation approach with “bricks and mortar” public engagement at key phase in the process;
 - Stakeholder Advisory Group meetings;
 - Key Stakeholder Meetings;
 - PWI Committee Updates;
 - Online and Social Media interaction opportunities;
 - Attendance at special events across the City;
 - And much, much more...



Discussion Question

- *Are there questions or comments you may have with the overall process as it is proposed?*
- *Are there specific aspects of the process that you would like to be involved in more than other aspects?*

Detailed Evaluation Methodology & Proposed Criteria

Approach to Evaluation

- No specific legislated methodology or criteria for this type of process.
- Combination of qualitative and quantitative evaluation will be used.
- Will consider “net effects” of each option (i.e. effects after the consideration of mitigative measures).
- Key is to ensure process is open and transparent, traceable and replicable.
- Proposed approach is similar to that applied when completing evaluations under the Ontario Environmental Assessment Act.

Three Phases of Evaluation

- Three (3) Phase approach:
 - Phase 1: Background Data Collection:
 - Data collection to support the application of each of the evaluation criteria.
 - E.g. – identify cost ranges for each option in order to apply the cost criteria.
 - Phase 2: Application of Evaluation Criteria and Identification of Relative Weightings:
 - Apply criteria to identify the potential effects of the option and identify relative weightings (Scoring).
 - E.g. – the potential impacts to air are identified for each option, those that help improve air quality are advantaged over those that negatively impact air quality.
 - Apply priorities (Priorities) to identify overall preference.
 - Phase 3: Recommendation of Preferred Options:
 - Identify Options that best meet the criteria and recommend for implementation.

Categories, Criteria & Indicators

- Evaluation Criteria organized by Category and Criteria:
 - Category – three categories based on three fundamental pillars of sustainability (Environmental, Social and Financial) and will allow for a triple bottom line analysis of each option; and,
 - Criteria – the key aspects of each category that could potentially be impacted.
- Criteria may need to be modified to reflect the specific nature of the options being evaluated.

“Scoring”

- For each aspect being evaluated, options will receive a High, Medium or Low ranking based on the comparative analysis against the other options.
- Options with the ability to best meet the gap/challenge will receive a High ranking and the option that least meets the gap/challenge a Low ranking.
- A quantitative approach will also be applied where a High is assigned a score of 3, a Medium a score of 2, and a Low a score of 1.
- Summaries will be prepared for each option documenting the application of all the relevant criteria.

Application of “Priorities”

- Important that the relative importance of each category is understood and factored into the evaluation.
- As part of the Phase 2 consultation process, input will be sought on where priority should be placed in the overall option evaluation process.
- Simple hypothetical scenario:

Option #1	Option #2
Environmental – HIGH	Environmental – LOW
Social – MEDIUM	Social – MEDIUM
Cost – LOW	Cost – HIGH
Overall – MEDIUM	Overall – MEDIUM
- Both result in an overall MEDIUM rating and therefore would be considered equal. However, if priority should be placed on environmental considerations over financial considerations, Option #1 would be preferred.

How it Works



Two (2) Types of Options

- Option Type #1: Programmatic Change**
 - Options include such things as upstream opportunities including advocacy, reduction/reuse initiatives and cultural/behavioural change.
 - Options typically involve activities that are more policy and behaviour related with minimal capital investment required for infrastructure.
 - The evaluation process to be applied in this type of situation will be a more qualitative approach.
 - In some cases, an evaluation of these Options may not require a “scoring” evaluation, but rather the identification of key measures to address a particular gap/challenge and then the development of a specific strategy to address.

Two (2) Types of Options (cont'd)

- Option Type #2: Facilities/Infrastructure Change**
 - Options include downstream opportunities such as the addition of a new facility or modifications to the current facility network.
 - Evaluation process to be applied in this type of situation will be a more traditional evaluation process where key criteria are evaluated and a resultant conclusion identified.
 - The evaluation process to be applied in this type of situation will be a combination of qualitative and quantitative.

Categories, Criteria & Indicators

- Evaluation Criteria organized by Category and Criteria:
 - Category – three categories based on three fundamental pillars of sustainability (Environmental, Social and Financial) and will allow for a triple bottom line analysis of each option; and,
 - Criteria – the key aspects of each category that could potentially be impacted.
- Criteria may need to be modified to reflect the specific nature of the options being evaluated.

DRAFT Proposed Evaluation Criteria

- Programmatic Change
- Facilities/Infrastructure Change

Category	Criteria
Environmental	Environmental Impact
	Potential to Increase Diversion from Disposal
Social	Convenience to User
	Community Impact/Benefit
	Collaboration Opportunities
	Waste Hierarchy
	Program Complexity
	Approvals Complexity
Financial	Innovation
	Net Capital Cost
	Net Operating Cost
	Economic Growth
	Flexibility
	Technology Risk
	Contractual Risk
	Schedule Risk

Category	Criteria
Environmental	Local Environmental Impact
	Regional/Global Environmental Impact
	Potential to Increase Diversion from Disposal
Social	Potential for Land use Conflicts/Community Interruption
	Convenience to User
	Community Impact/Benefit
	Waste Hierarchy
	Program Complexity
	Approvals Complexity
Financial	Net Capital Cost
	Net Operating Cost
	Economic Growth
	Flexibility
	Technology Risk
	Contractual Risk
	Schedule Risk

Discussion Question

- *Breakout Group Discussion (2 groups) (45 minutes):*
 - *Station 1 – Programmatic Components*
 - *Discussion on each of the draft proposed criteria, identification of additional criteria, discussion of approach to priorities.*
 - *Station 2 – Facilities/Infrastructure Components*
 - *Discussion on each of the draft proposed criteria, identification of additional criteria, discussion of approach to priorities.*
- *Approx. 20-25 minutes per station*

Phase 2 Consultation

Goals & Objectives of Phase 2 Consultation

- Provide an overview of the strategy development process;
- Present the current waste profile and results of the needs assessment;
- Receive input on the Vision and Guiding Principles;
- Receive input on the draft evaluation criteria including the relative importance of the criteria;
- Receive input on the draft waste management options; and,
- Continue/increase consultation momentum around the Waste Strategy.

Survey #2 & #3

- Survey #2 – Vision and Guiding Principles:
 - Released on April 8, 2015 with results anticipated by late May 2015.
 - Will be used to help inform the Vision and Guiding Principles to be presented at upcoming public consultation events.
- Survey #3 – Detailed Evaluation Criteria:
 - Interactive public outreach software
 - (e.g. <https://spn1eu01.metroquest.com/>)
 - Will allow participants to consider the evaluation criteria and to provide their thoughts on the relative importance of the criteria.
 - Will allow participants to understand, at a high-level, the impact of applying priorities in the evaluation.
 - Survey #3 will be available during Public Consultation Events through to the end of July 2015.

Proposed Public Consultation Event #2

- Public Consultation Event #2 – Purpose is to present current waste profile and needs assessment; obtain input on waste management options and evaluation criteria; and, report back on Vision/Guiding Principles.
- Format:
 - Workshop including a presentation and discussion session.
 - Presentation will introduce the options and evaluation criteria.
 - Tables will be set up world café style to get feedback on options for each of the 5Rs and the evaluation criteria.
- Public Consultation Event #2 connects to the At-Home Wast(ED) Resource Package; other opportunities could include video of PCE presentation; Wast(ED) pop-up events.

Opportunities for Input and Engagement

- Opportunities for SAG Input
 - May 21 - SAG meeting will include:
 - Review Draft Public Consultation Event #2 content
 - Review Draft Survey #3
- Opportunities to provide public input include:
 - Survey #2 & #3;
 - Project Update #3 (released April 2015);
 - Project Update #4;
 - Public Consultation Event #2;
 - Key Stakeholder Meetings;
 - PWI Committee Updates;
 - Online and Social Media interaction opportunities; and,
 - Attendance at special events across the City - Ongoing Community Outreach (At-Home Wast(ED) Resource Package, Wast(ED) speaker series, Wast(ED) pop-up events)

Wast(ED) Speakers Series

- A speakers series featuring leading Toronto organizations and initiatives that are changing the way we reduce, reuse and recycle has been developed.
- Four events are planned to take place in 2015. Listed below are the topics to be discussed.
 - Wast(ED): Community April
 - Wast(ED): Clothing May
 - Wast(ED): Food June
 - Wast(ED): Recovery Fall
- Events will provide an opportunity for the public to hear from organizations that support community-based waste reduction and/or demonstrate waste management best practices.

Discussion Question

- *Are there questions or comments you may have with the overall approach as it is proposed?*
- *Do you have suggestions on other potential activities, events or advertising we should consider?*

Next Steps

- PWIC Meeting – May 13, 2015
- Next SAG Meeting – May 21, 2015
- Meeting will include:
 - Technical Work Update
 - Phase 2 Consultation Materials
 - Phase 2 Consultation Materials
 - Phase 2 Consultation Event Plan and Event Dates
 - Update on Key Stakeholder Meetings
 - Results from Survey #2
 - Speakers Series Update

Thank You

- Questions?
- Comments?





CITY OF TORONTO: LONG-TERM WASTE MANAGEMENT STRATEGY
Stakeholder Advisory Group (SAG) Meeting #9
Thursday, April 16, 2015
City Hall, Meeting Room B

Attendees:

Stakeholder Advisory Group Members:

John Campey – Ralph Thornton Centre	Emily Alfred – Toronto Environmental Alliance
Kate Parizeau – University of Guelph	Daryl Chong – Greater Toronto Apartment Association
Cynthia Chan – TDSB	Cedric De Jager – Recycling Council of Ontario
John Kiru – TABIA	

Staff:

City of Toronto:	Charlotte Ueta – Solid Waste	Michelle Kane – Solid Waste
	Pat Barrett – Communications	Robyn Shyllit – Public Consultation
	Nishanthan Balasubramaniam - Public Consultation	

HDR: Jim McKay

Dillon: Morgan Boyco

Consultant Facilitator: Betty Muise

The meeting was called to order at 12:46 pm.

1. Welcome and Acknowledgements

The facilitator welcomed the group, introduced herself and reviewed her role as facilitator in keeping the group focused and on track. She said that at the past few meetings the SAG had been looking at the current situation with Toronto's waste management, including gaps and opportunities. She said this meeting would mark a turning point, as now the SAG would be looking towards where the Strategy is going.

The facilitator reviewed the objectives of the meeting which were to:

- present the overall strategy development process
- present and discuss the proposed evaluation methodology and criteria for the options being considered

- provide an update on ongoing and pending Phase 2 consultation activities.

The facilitator reviewed the meeting's agenda.

The facilitator noted that the SAG has a new member, Cynthia Chan, of the Toronto District School Board. SAG members, consultants and staff introduced themselves.

2. Overall Strategy Development Process

Jim McKay said his presentation would cover the full process of strategy development.

The presentation content for this section is in Slides 5-14 in Appendix I. The following is a summary and captures discussion surrounding the presentation. Slide titles are underlined.

There are three phases to the process of strategy development: Build the Foundation, Develop the Strategy, and Document and Decide.

Phase 1 – Build the Foundation

Step 1 is reviewing the current system and gaining a full picture of the current system.

Step 2 is a needs assessment – where do we need to go? This is approximately the point in the process where the team is at now. This step has three components: Vision & Guiding Principles; Projections Development; and Gaps & Challenges Assessment. This entails anticipating changing conditions in the future, including population growth, changes in requirements for producer responsibility, etc. The deliverable for Step 2 is Technical Memorandum #2.

Phase 2 – Develop the Strategy

Step 3 is developing a list of options, which are the possibilities of how to address the gaps and challenges and needs of the future. This would include a list of potential options for the full range in the waste management hierarchy. This will be developed through a combination of research, stakeholder consultation, SAG input, vendor days and other avenues. The previous week there had been a consultation with all the contracted services in the City. There will also be engagement with stakeholders from the multi-residential sector, not-for-profits, environmental groups, First Nations and ratepayers. The deliverable for Step 3 is Technical Memorandum #3.

A SAG member suggested there should be consultation with sub-contractors like cleaners who deal with City-related agencies and assets like Ex Place, police stations, and BMO Field. **Jim McKay** thanked him for the suggestion, and agreed they should be engaged, although that material currently flows outside the City-controlled system. **Another SAG member** asked if that would be part of Industrial, Commercial & Institutional (IC&I) which is out of the system. **Jim McKay** said it would be part of IC&I, but that the Strategy will be looking at IC&I.

Returning to the presentation, **Jim McKay** said there would be a review of what other municipalities are doing. He said that when the list of options is complete, it would be taken to the public for

consultation and the SAG would have an opportunity to comment on it.

Step 4 involves evaluating the options. The specific evaluation methodology and criteria will be developed and include the triple bottom line of sustainable evaluation: environmental, financial and social criteria. There are two types of options that will be considered: programmatic (how to reduce and reuse more material by using programs, such as promotion and education), and facilities and infrastructure (hard infrastructure like transfer stations, processing plants). They will be treated separately, with each having its own set of evaluation criteria. The deliverable for this step is Technical Memorandum #4.

Phase 3 – Document and Decide

Step 5 involves determining the recommended options. The recommended options are over-layed onto the current system to see what a future system would look like.

Step 6 involves creating a road-map for future system implementation. This includes a time-line, precursors, a 10 year plan for reduction, complementary activities, implementation needs and potential implementation partners. The deliverable for this step is Technical Memorandum #5.

Step 7 is the final step, when the Recommended Waste Strategy is fully developed. There will be a complete record of consultation. The Strategy will need to be approved by the Works Committee and City Council. The deliverable is the Long Term Waste Management Strategy.

A SAG member asked if there is counter-productivity going on. The Mayor is going to announce the raccoon proof bins and he wondered about other initiatives that are going on, off-line, which seem to be outside of the Strategy. He wondered how committed other parts of the City are to this Strategy.

Charlotte Ueta said that the Strategy is not just for Solid Waste but ties back to Council's Strategic Action Plan so there is full commitment from all parts (departments) of the City. **Jim McKay** added that day-to-day solid waste matters do continue while the Strategy is in development but the aim is to engage people throughout those day-to-day activities and leverage the public's interaction with Solid Waste to engage them in the Strategy.

The facilitator reviewed the seven steps of the process and asked SAG members if they had any questions or comments about it.

A SAG member asked to review the time-line. She noted that this was meeting #9 but the team is still on Step 2. She wondered if there was going to be a rapid acceleration if the Strategy were to be finished on time. **Jim McKay** said that the baseline has been thoroughly covered in the last few meetings, including gaps and challenges for reduction, reuse and recycling. The SAG has been providing a lot of input on that. There are 17 SAG meetings scheduled, so the group is around the half way mark. This meeting was to get input into the evaluation criteria. After this meeting there would be a switch from what could happen to what is going to happen. The list of options is a long list and there are a lot of criteria to be applied to them. He said it would take at least three or four meetings just to get through those evaluations. Then there will need to be examination of recommended options and how they would be implemented. He said the project team is working on the time-line and how the overall schedule will work with summer schedules. The team has some heavy work over the next couple of

months with a list of about 50 options to be evaluated according to about 20 criteria. There will be a report to Works Committee in May and then in September. Works Committee has to be continuously informed about where this project is at.

The facilitator asked if there were any specific aspects, more than others, which any of the stakeholder groups would want to be involved with.

A SAG member said the TDSB would like to be involved in all stages related to promotion and education, especially as it may affect students. **Another SAG member** said that education should not only be understood in the traditional sense but should be broader. He also expected education once the plan is in place. For example, when the Yellow Bag Program rolled out ten years ago, there was \$1 million allocated to education, though he said he had not seen \$1 million worth of education. Education needs to go beyond just teaching students, but reaching out to affected stakeholders.

Another SAG member said non-profits would like to be part of promotion and education but also involved in opportunities for centralized collection points at their facilities. He also said he could provide some suggestions about non-profit stakeholders, that are not the “usual suspects”, that should be included in the consultation with non-profits.

Jim McKay said the comments made had been very helpful and wanted to ensure they are captured in the road map.

A SAG member wanted to be sure that other divisions of the City are properly involved in the process to ensure there are no conflicting requirements from them. For example, in the past there were ways of implementing the Yellow Bag Program that conflicted with requirements from Public Health. **Jim McKay** said that involvement of other City divisions is embedded in the process. The team has been working with City Planning and there have been some discussions with Public Health and Toronto Hydro. **Michelle Kane** added that there is an Executive Environment Team at the City, where heads of the various divisions meet regularly. Annette Synowiec has presented there a few times in the last year about the Strategy and various other City divisions have approached Solid Waste expressing interest in being further engaged. This has included the Environment and Energy Office, Public Health, the TTC (which is working on its own strategy), and others, so this is on the team's radar.

A SAG member asked where in the process it would fit in to consider an issue like how to evaluate a new technology that might be cheaper but would put some people out of work. He wondered if there would be consultation with the Labour Council where the question around good jobs and quality of jobs could be addressed. **The facilitator** said that question was a good segue to the next section.

3. Detailed Evaluation Methodology and Proposed Criteria

Jim McKay agreed that the comment about employment was a good segue to this section because it addresses how options are evaluated against each other in determining what the Strategy recommends for the future. Regarding employment, economics is usually considered when looking at a new facility in terms of how many new jobs are created, but he acknowledged that it could also apply to the

opposite, regarding how many jobs are taken away. He presented on “Detailed Evaluation Methodology & Proposed Criteria”.

The presentation content for this section is in Slides 16-26 in Appendix I. The following is a summary and captures discussion surrounding the presentation. Slide titles are underlined.

Approach to Evaluation

There is no specific legislated methodology or criteria for this type of process. It will apply to both qualitative and quantitative criteria and will consider the “net effects” of each options. The process must be open and transparent, traceable and replicable. Though the Waste Strategy is not in an Environmental Assessment process (as there is no siting involved), the proposed approach will be similar to the one used for evaluations under the Ontario Environmental Assessment Act. This is because it is a well-used and tested approach to environmental decision-making.

Three Phases of Evaluation

Phase 1 – Background Data Collection

Phase 2 – Application of Evaluation Criteria and Identification of Relative Scoring

Phase 3 – Recommendation of Preferred Options

Categories & Criteria

Evaluation Criteria are organized by Category and Criteria. It is important to establish these before they are applied, and even before all the options are known, to ensure that development of criteria is not biased to select certain options that may already be favoured. Sometimes criteria may need to be modified to reflect the specific nature of the options being evaluated.

Scoring

For each aspect being evaluated, options will receive a “high”, “medium” and “low” ranking.

A **SAG member** asked if multiple options can receive the same ranking or if they must each be different from each other. **Jim McKay** said that ideally they should be comparative so that it is clear which options rank higher or lower than others. But, if there are more than 3 options being compared, then there may be multiple options that receive the same ranking. There should never be a situation where all options receive the same ranking.

A quantitative approach also assigns a numeric score to each option.

Application of Priorities

Sometimes different options receive the same overall ranking although they ranked very differently on the various criteria (like environmental, social and cost). In this scenario, there is a consultation on the prioritization of different criteria to “break the tie” between the options, because then different criteria are weighted differently. Here, consultation is critical to understand where the priorities are placed in decision-making.

How it works

This is an analogy to buying a house, whereby a decision is made by defining and applying the criteria

to meet the buyer's needs. It defines what are the “must-have” characteristics of a house – i.e. establishing the buyer's priorities - and then weighing the remaining qualities against each other.

A SAG member said that she was very sympathetic to the complexities of evaluations. Her concern was that with these evaluations the presentation can sometimes obscure the magnitude of the differences in “scores” in different criteria. For example, something might be marginally more expensive, but is ranked in a different category, or else it might be marginally worse for the environment but is ranked low and interpreted as “half as good as the other option”. She said there is a tendency to interpret things this way, and she wondered if there is a nuanced way to convey that information. **Jim McKay** acknowledged that this can be a real problem. He said that is why he suggested that some of the criteria may need to be modified. He acknowledged that it is possible to arrive at a scenario where an option is selected when its environmental impact is three times worse than another, but it is only marginally more economical. **The SAG member** suggested providing ranges to allow similar scores to be ranked more closely together, or within the same category, to indicate when differences are more meaningful. For example, the City could define a threshold for what it considers “affordable”, and allow anything below that to rank the same, but anything above it to rank as “unaffordable”. **Jim McKay** said that when that is done, it usually has to be very specific to an option, as it cannot usually be done in advance.

Another SAG member raised the issue of data reliability, especially where new and emerging technologies involve some uncertainty in various areas. **Jim McKay** said that in some of those cases risk criteria can be added in.

Two types of options

Jim McKay reviewed that there are two types of options to be included in the Strategy: Programmatic Change and Facilities/Infrastructure Change.

Categories and Criteria

The evaluation criteria are organized by the three categories that are the pillars of sustainability (environmental, social and economic) and which allow for a triple bottom line analysis. The criteria are the key aspects of each category that could potentially be impacted.

Draft Proposed Evaluation Criteria

Jim McKay presented a list of draft proposed criteria for the purpose of getting input from the SAG. This was the project team's first draft of the criteria, but this was to facilitate discussion, and they recognized the need for input to improve them.

A SAG member asked if there should be another category beyond environmental, social and economic: “political”. For example he did not foresee a single councillor accepting incineration as an option. **Charlotte Ueta** said that she thought that could fall under “social” as public appetite on the options will be considered in the development of the Strategy. **The SAG member** thought it was different than “social”. **Jim McKay** said firstly that having a “political” category would create difficulties in having criteria that fit under that category. He also said that he would want to remove politics from evaluation criteria because that gets applied later in the process. As a consultant his role is to provide recommendations of best options based on the science, the engineering, the community

and the planning. Councillors will have the opportunity to get involved through the public process and approval of recommended options.

The facilitator invited the SAG members to break into small group discussions on the programmatic changes and facilities and infrastructure. She said that their key tasks were to see if any criteria were missing or needed to be changed, and if possible, to prioritize which criteria are more important than others.

The SAG engaged in small group discussions and then took a 10 minute break.

Consultant staff present at each of the two sub-groups reported back on their discussions.

Morgan Boyco reported back on Programmatic Changes. He said that one of the difficulties for the groups was not seeing the indicators for the criteria, which would be the next step in developing the evaluation. The SAG members felt that it would be easier to see the criteria further broken down more. Specific changes suggested by the first sub-group included:

- Environmental impacts should be broken down more, even at the criteria level. One way to do that would be identifying local vs global environmental impacts, and perhaps regional impacts too.
- Under social, suggested additions included both quantity and quality of employment, as well as health and safety.
- Under financial, there were suggestions to add criteria such as the cost of disposing of a product and any liability associated with disposal (which could be another risk criterion).
- It was noted that risk criteria were all under financial, but there should also be social risk criteria.
- This sub-group thought that the financial pieces, specifically capital and operating costs, should be a top priority with environmental impact following closely afterwards. Another top priority was good jobs coming out of the Strategy. There was a question about what this is being benchmarked against.

Specific changes suggested by the second sub-group included:

- Break out the criteria more clearly, especially for environmental impact, which doesn't have much value on its own. This will be important for the public consultation as the public is going to need criteria to be explained more clearly.
- Add the 3Rs from the waste hierarchy as a criterion.
- Add potential for behavioural change under “Social”, as well as the long-term buy-in and effectiveness of a program (look towards proven programs).
- Some of the criteria could be combined, like “program complexity” and “convenience to user”, which refer to the same things.
- Additional criteria should include whether a program is universally accessible and equitable.
- There was a question whether collaboration is a value in and of itself, or only if it improves convenience or operating cost. Similarly innovation is also not valuable for its own sake and a program should not be considered valuable just because it is innovative.
- There was a suggestion to look for a way to put a social justice lens on economic growth by, for

example, elevating certain criteria (like social justice) that might be ignored by the general public or decision-makers during prioritization. This would also mean the indicators would identify where the money would go for economic growth (off-shore corporations vs local benefits).

- The top priority for this sub-group was environment.
- Contractual and schedule risk does not mean a lot to the general public so that should be fleshed out better.

The facilitator invited members of the SAG to add any comments to this report back. **A SAG member** said that “convenience to user” and “complexity” should be broken down by *type* of user – for example multi-residential vs single family users. For programmatic changes, this would apply to many of the cases, but also to some extent for facilities and infrastructure.

Jim McKay presented on the discussions for Facilities and Infrastructure Changes. He said there had also been discussion about breaking down the criteria for environmental impact, such as water, air, land, truck traffic, conservation of resources and energy.

The group discussed:

- If the waste hierarchy should be under social and whether the 5Rs could be broken out as their own criteria.
- Metrics for local, regional and global environmental impacts.
- Social acceptability and social equity. For facilities and infrastructure, a lot of issues come down to siting.
- Regarding global environmental impacts, there was a suggestion to look at nutrient recycling, and where nutrient management and long-term nutrient longevity fits into the criteria for different types of processing technologies and infrastructure.
- There was a suggestion to include impact on energy in the criteria (including capital impact and operating cost).
- With regard to employment and economic growth, there was a suggestion to look into whether the cost of infrastructure could be offset by the direct and indirect induced labour benefits that come with it.
- It was suggested that innovation be removed as a criterion in its own right, but dealt with from a risk perspective, by looking at how to measure innovation and the potential risk of incorporating that innovation.
- The evaluation should consider the scale of economic growth and how it fits into the community.
- The second sub-group had suggested ensuring a life-cycle approach to the facility as a whole, including the outputs. If an energy product is being produced, this would mean understanding where that product would go.
- There was also a suggestion to do bench-marking, which is similar to the “Do Nothing” alternative used in an Environmental Assessment. It means understanding what the changes mean compared to the current situation.
- Consider the construction cost and the maintenance cost, and look at the impact not just of operation but of construction of the facility (including traffic, location, and creation of local jobs).

- The two sub-groups were split in their priorities: one prioritized the environment, and the other prioritized economics. **A SAG member** noted that the “social” category lies between the two and could function as a tie-breaker.

The Facilitator noted the important themes that came out of this: a need for more details; metrics; maintaining a vision of the purpose of what is trying to be achieved; the lens (local vs global) being used; and public education as being central.

A SAG member wondered if there is room for addressing “unintended consequences”, and specifically how those are tracked as the options are developed. **Jim McKay** said that the process of developing the Strategy would include looking at performance measures and system monitoring. This is categorized as an option at this time. The project team is looking to put together a more comprehensive approach to monitoring the performance of the system over time to identify trends and to see how new programs impact another part of the system (which would be an unintended consequences). For example, the City sees a radical increase in recycling materials being collected when a community moves to the green bin program, sometimes resulting in recycling facilities being inundated. A good performance monitoring system helps to show how things are affected over time, and also to ensure that the system is working the way it is intended. If not, then there can be discussion about whether to retool or undertake other changes.

4. Phase 2 Consultation Activities

Morgan Boyco presented on plans for Phase 2 consultation.

The presentation content for this section is in Slides 28-33 in Appendix I. The following is a summary and captures discussion surrounding the presentation.

He described the goals and objectives of Phase 2 Consultation being: reminding the public and stakeholders what the project is about and identifying where it is at; receiving input on the Vision and Guiding Principles, as well as on the draft evaluation criteria and their relative prioritization; and receiving input on the draft waste management options.

He then described the methods to be used, including:

- Survey #2 (on vision and guiding principles)
- Survey #3 will be on detailed evaluation criteria, which will include use of interactive public outreach software (an on-line engagement tool called Metroquest). It should be interesting for users. The idea is to get feedback and also that it is an educational tool for the public when they are providing their input. This is the same tool that was used successfully elsewhere, like for the “Feeling Congested” campaign.

A SAG member asked what would be considered a “success” in terms of representing the views of the population of Toronto. **Morgan Boyco** said that it is not meant to be statistically significant and he acknowledged that the views of participants are not always an accurate reflection of the opinions of

Torontonians. He emphasized that it is one of a number of different tools and methods to get feedback and it is not used as the sole basis for decision-making. **Robyn Shyllit** said that for projects with high-levels of public interest, the City has seen upwards of 5000 responses. For a long-term plan project such as this, 500-1000 responses would probably be considered good.

A SAG member was concerned about how Survey #3 would be presented. She wondered which options would be presented and if that would create bias and skew people's responses. **Morgan Boyco** said that staff are still thinking through this. They are thinking that instead of providing an example, they are going to talk about how criteria interact with the 5Rs. There may be some examples of options that fit within an "R". They are thinking of asking people to rank criteria in broad categories, and then talk about what criteria do, and how to apply them. **The SAG member** asked if the SAG could see the survey first. She noted that the 5Rs are confusing because Rs are supposed to be good but residuals, the last R, is bad. She noted that using the 5Rs can be tricky, for example, when trying to figure out where financial tools fit in.

Another SAG member said that to counteract bias, the team could make the survey available at public libraries and also approach schools where there are active environmental student groups. He acknowledged that could create another bias.

Another SAG member reiterated his disdain for the 5Rs. He said that he didn't remember having a discussion on the 5Rs, and it seems to have just been applied to the waste strategy. The issue is "what are the 4th and 5th Rs, and are they suitable to be used in the development of this Strategy?" **Jim McKay** asked if this can be a takeaway, as he wanted to confirm whether "the ship had sailed" on this already. He said that if it is causing confusion, then the onus is on the project team to explain why Recovery and Residual are being included in the hierarchy. **The facilitator** asked the SAG member to clarify their concern with the use of the 5Rs term. **The SAG member** said that Ontario has 3R regulation, and the schools teach 3Rs, and now this seems to independently come in and apply 5Rs, which is not familiar. **Another SAG member** said in the SAG, the 5Rs have been the frame of some of the discussion, but it has been without the value laden discussion that could be controversial at public consultation. **A third SAG member** said that when City Council voted, they did vote to accept 4th R (Recovery) but the 5th is coming out of left field. Also it is confusing because some people advocating zero-waste talk about 6Rs including "refuse, repair" etc.

Morgan Boyco returned to the presentation. There will be a second Public Consultation Event. Its purpose will be to present the current waste profile and needs assessment and obtain input on options and criteria. It will be a workshop format with a presentation and discussion.

He said that other opportunities for input and engagement will include the May 21 SAG meeting, Surveys 2 and 3, project updates, public consultation events, key stakeholder meetings etc. (*See slide 32*). There will also be the Wast(Ed) Speaker Series, featuring leading Toronto organizations and initiatives that are changing the way we reduce, reuse and recycle. **Robin Shyllit** provided flyers for people to take and encouraged the group to share information that they had been sent with their networks. She stressed that the City is looking for a diversity of voices to be represented in the public consultation.

A SAG member asked when the second Public Consultation Event would be. **Michelle Kane** said staff is still finalizing the details but would get the information out to the group when it was finalized.

A SAG member suggested that there should be staff with a laptop with the survey at Community Environment Days so people can do it when they are there.

The facilitator asked if there were other suggestions to improve on what is proposed.

A SAG member asked whether there had been much media uptake or what the strategy would be to engage the media. **Pat Barrett** said there had been a media release before the first series of public information centres and there would be another one in June. The City needs something for the media to sink its teeth into, and the project is getting closer to that. A lot of education is needed to even allow for comment on this and for some of the general public they can't yet see the impact of the Strategy for them. The media is aware of it but the City is picking its moments when to go out to them. Recently the City has used the Live Green update, City updates, and the Green Living Show. **The SAG member** wondered if there was an opportunity to use the raccoon proof bins to publicize the LTWMS. **Pat Barrett** said the City has been trying to tie them together. Communications have been sent to Councillors, and information has gone out when there have been announcements of other programmatic changes like new items in the recycling program.

A SAG member asked if there is a councillor that is the champion of this and could go out to the media on it. He suggested perhaps Jaye Robinson. **Pat Barrett** agreed it should be her, because she is the head of the Public Works and Infrastructure Committee and is getting all the briefings on it. **The SAG member** suggested trying to get her to be more aggressive on this project and to get her in front of some media.

Another SAG member complimented the project team on a much improved survey. **Michelle Kane** said that the SAG gave great feedback at the webinar so that helped to improve it. She thanked them for their input.

A SAG member asked whether the City does school and community talks about how the recycling system works. **Charlotte Ueta** said that the City has a dedicated customer service group that does this. **The SAG member** asked if she could refer people to the City when her group gets requests for this type of presentation. **Charlotte Ueta** said yes.

5. Circle Back and Next Steps

The next SAG meeting is scheduled for May 21, 2015. It will be an important meeting and will include a technical work update and Phase 2 Consultation Materials.

Regarding a circle back item about greenhouse gas production associated with landfill and how it changes over time, a printout with technical information was available for those interested.

Regarding San Francisco, **the facilitator** said that the team still hadn't heard back from San Francisco

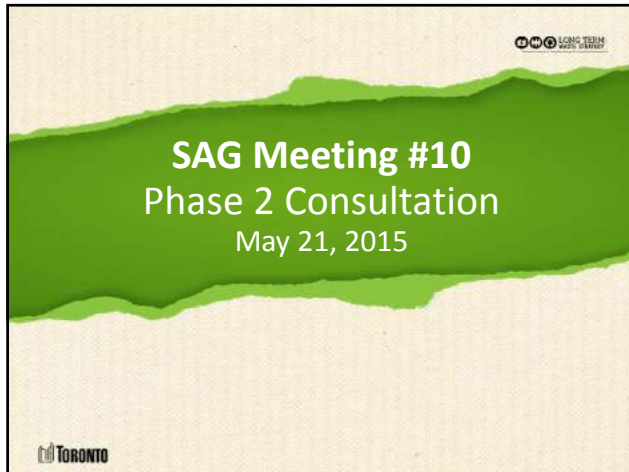
yet regarding questions about charging for each stream in their program.

A SAG member asked, with regard to “key stakeholders”, where major institutions like hospitals and post-secondary educational institutions fit. **Charlotte Ueta** said the team does have a list of “outliers” that don't seem to fit, but the team could take that back and see how to incorporate them. **The SAG member** thought certain institutions can be treated differently than regular businesses and could be subject to more regulation and suasion because they are publicly funded.

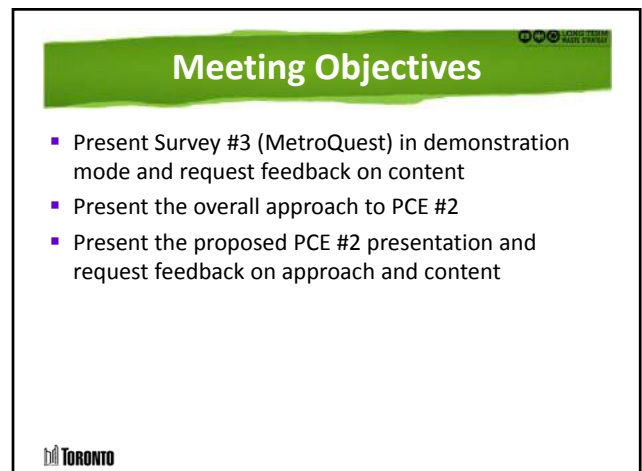
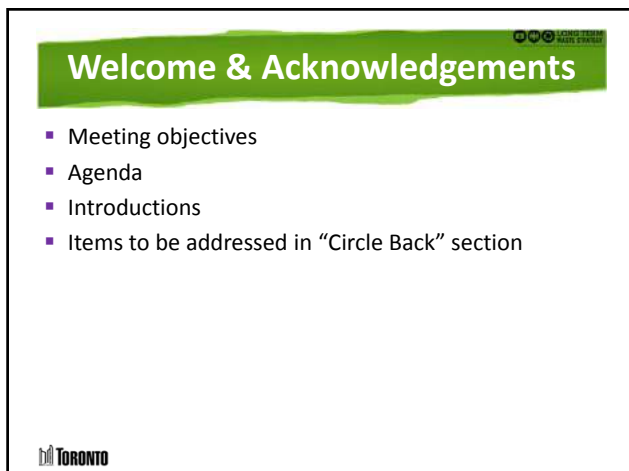
Another SAG member said that she read through the whole Tech Memo 1 and asked where she could send comments. **Michelle Kane** said to send it to her.

The facilitator thanked the group for their participation.

The meeting was adjourned at 3:27 pm.¹²

A presentation slide with a green header and a light beige background. The text reads "Agenda". In the top right corner, there is a small logo with the text "LONG-TERM PLANNING". In the bottom left corner, there is a logo with the text "TORONTO".

Time	Agenda Item
12:30 – 12:45	Welcome and Acknowledgements
12:45 – 1:30	Walk-through of Survey #3 (MetroQuest)
1:30 – 2:45	Approach for PCE #2, Presentation and Discussion Questions
2:45 – 2:50	Feedback from KSM Meetings
2:50 – 3:00	Meeting #9 Follow up/Circle back / Next Steps/Close



Survey #3 MetroQuest

MetroQuest Survey

- Online engagement tool (June 9 – July 24)
- Tailored to be used on mobile devices which can increase participation
- Objective of Survey #3
 - Get input on evaluation criteria and priorities; and
 - Create awareness and provide opportunity for feedback on draft options.
- Note that the Project Team is also providing feedback

MetroQuest Feedback

1. Welcome screen
 - a) Any comments?
2. Priorities
 - a) Is it easy to understand what the user is to do?
 - b) Is the language clear?
3. Options (Program and Facility)
 - a) Is the language clear?
 - b) Any suggestions for improvement?
4. Stay Involved
 - a) Any comments?

Public Consultation Event #2 Approach and Presentation

Public Consultation Event #2

- Four PCEs will be held in June 2015
 - Tuesday, June 9 – evening – Etobicoke Collegiate Institute
 - Monday, June 15 – evening – Metro Hall
 - Saturday, June 20 – afternoon – North York Memorial Hall
 - Wednesday, June 24 – evening – Scarborough Civic Centre
- Objectives
 - Overview of project process and gaps and challenges
 - Input on draft Vision Statement, evaluation criteria, and list of options
- Format
 - Open house
 - Brief presentation
 - World café/facilitated table discussions

Format for PCE #2

Approach for PCE #2

Sign-in, view PIC #1 panels, talk to Project Team (30 min)

Presentation and Q&A (30 min)

Why a Waste Strategy?

Quick Facts About Waste Management in Toronto

Vision and Guiding Principles

Evaluation Process & Criteria

Potential Options to address identified gaps and challenges

Workshop Discussions and Report Back (90 min)

Long Term Waste Management Strategy

Public Consultation Event

June 9, 2015

For SAG Review

Why a Waste Strategy?

- The City is developing a Long Term Waste Management Strategy ("Waste 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, including how to manage the garbage remaining after reducing, reusing, recycling, and composting.
- The City's landfill has limited capacity remaining.

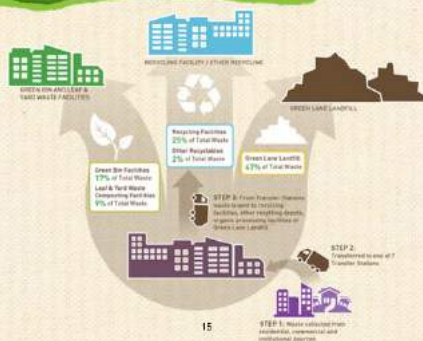
Why a Waste Strategy?

- A Waste Strategy will anticipate our future needs and develop options to meet those needs for all of our customers.
- The City's main customers include homes, most apartment and condominium buildings, some small businesses and schools.
- Previous strategies only considered residential waste.

Quick Facts about Toronto



System Overview



Waste Strategy Project Process



SAG Feedback

Question:

Does the background information provide sufficient context on the need and approach to completing the Waste Strategy?

Vision Statement & Guiding Principles

VISION STATEMENT

What the Waste Strategy will strive to achieve now and in the future.

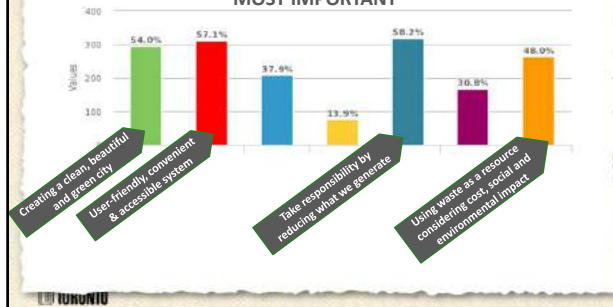
GUIDING PRINCIPLES

Define what is important for success and will be used to drive the Strategy.

- Draft Vision Statements and Guiding Principles were developed from input received from residents, stakeholders, business and industry representatives, and City staff.
- Survey #2 – Opportunity to provide feedback (until May 29, 2015)

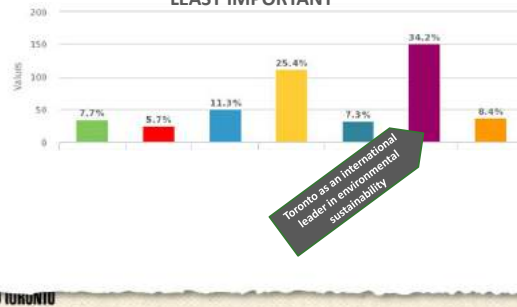
Survey #2 - Vision Statement

MOST IMPORTANT



Survey #2 - Vision Statement

LEAST IMPORTANT



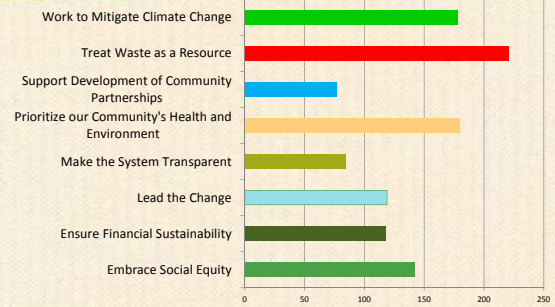
SAG Feedback

- From our analysis of the survey and input to date, the following vision statement has been drafted:

"Together we will reduce the amount of waste we generate, reuse what we can, and recycle and recover the valuable resources in our waste that remain. We will embrace a waste management system that is user-friendly, convenient and accessible with programs and facilities that balance the needs of the community and the environment with long term financial sustainability. Together, we will ensure a clean, beautiful and green City in the future."



Survey #2 - Guiding Principles



Evaluation Process

Phase 1: Background Data Collection

- Collect data to support the application of each of the evaluation criteria.

Phase 2: Application of Evaluation Criteria

- Apply criteria to identify the scoring of the options.
- Apply priorities to identify overall preference.

Phase 3: Recommendation of Preferred Options

- Identify options that best address the gaps and challenges for implementation in the Waste Strategy.



How it Works



Evaluation Criteria

Criteria are in one of three categories:



Environmental



Social



Financial

Criteria may vary depending on the type of option being evaluated (programs, facilities)

Evaluation Criteria

Environmental Criteria



- **Environmental Impact**

- Potential pollutants to air, land, water
- Climate change impacts
- Energy generation/consumption
- Land required/displaced

- **Produce Less Garbage**

- Placement on waste hierarchy
- Ability to recycle and recover more materials

Evaluation Criteria

Social Criteria



- **Community Impacts/Benefits**

- Potential for odour, pests, noise, traffic, litter
- Ability to partner with other organizations

- **User-Friendly**

- Ease for customers to use and access
- Ease to obtain approvals and permits

Evaluation Criteria

Financial Criteria



- **Overall Cost/Benefit**

- Estimated capital and operating costs
- Potential for economic growth and jobs

- **Risk and Reliability**

- Flexibility to adapt to future changes
- Risks with proven nature of technology, contract requirements and implementation

SAG Feedback

Question:

Are the evaluation criteria clear and easy to understand?

Options

Program Options	Facility Options
Promotion and Education	Collection & Drop-Off
Reduce and Reuse	Energy from Waste
Recycling	Landfill
Multi-Residential Homes	Overall System Considerations (non-residential waste, other)
System Financing	

Promotion and Education



Ability to reach Toronto's diverse community

- Expand the City's social media presence
- Develop an educational mobile waste application
- More outreach and education campaigns
- Financial incentives for volunteers to expand outreach
- Explore innovative practices from other jurisdictions



Reduce and Reuse



Need to reduce waste produced and then find ways to reuse before recycling or disposing

- Promote food waste reduction initiatives
- Support curbside/common area giveaway events
- Partner with non-profit organizations
- Collaborate and partner with industry and municipal organizations
- Develop a used clothing collection and reuse strategy



Recycling



Increase convenience and materials for recycling and adapt to changes in waste

- Advocate for change in packaging guidelines
- Continue to roll out the Green Bin Program to apartments and condos
- Expand infrastructure to reuse/recycle other waste streams
- Consider new processing technologies to capture more recyclable material



Multi-Residential Homes



High population living in apartments and condos and very low diversion rates

- Better communications/education tactics
- Mandatory recycling requirements/use of by-laws and enforcement
- Small-scale on-site processing of Green Bin materials
- Alternative technology to increase convenience
- Consider use of garburators
- Live tracking of container volumes



System Financing



Divert more waste while achieving financial sustainability

- Public/private partnerships
- Borrow funds to pay for new programs
- Create a fully independent utility funded through user fees
- Charge for the collection of all waste streams
- Look for other ways to generate revenue



Collection & Drop-off



Provide customers with convenient and flexible opportunities to divert waste

- Permanent, small scale neighbourhood drop-off depots
- Mobile short-term drop-off depots in high traffic areas
- Provide incentives for dropping off or donating materials
- Partner with non-profit organizations to collect/manage materials



Energy from Waste



Preserve landfill disposal capacity and recover energy and/or more recyclables

- Emerging recovery technologies
 - Combustion
 - Gasification
 - Pyrolysis
 - Waste pelletization
- Existing recovery technologies
 - Landfill gas
 - Anaerobic digestion



Durham York Energy Centre



Landfill



Extend life of Green Lane Landfill and/or find other disposal opportunities

- Use a private sector landfill
- Change landfill operations
- Expand Green Lane landfill
- Mine existing and/or closed landfills
- Purchase another landfill



Green Lane Landfill 2007



Other System Considerations



- Consider impacts of increased private sector waste collection from apartments and condos
- Explore use of bans, levies or fines on specific items to increase diversion
- Collaborate with industry and municipal organizations to advocate for change and reduced waste



Non-Residential Customers



Influence over waste diversion in the City's non-residential sector.

- Continue to provide some collection options but encourage use of private collection
- Expand collection services to gain more control
- Implement new policies
- Discontinue non-residential waste collection at the curb and/or acceptance at transfer stations



SAG Feedback

Question:

Are the options clear and easy to understand?

Workshop Discussions

We are looking for your input on:

1. Evaluation Criteria
 - a) Any criteria missing?
 - b) Additional ideas on measuring?
2. Program Options
 - a) Any Program options missing?
3. Facility Options
 - a) Any Facility options missing?
 - b) Any concerns or suggestions about proposed options?

Next Steps

Next Steps for you:

- Stay involved and visit www.toronto.ca/wastestrategy
- Complete Survey #3(MetroQuest)
- Follow us on Twitter! @GetInvolvedTO
[#TOwastestrategy](https://twitter.com/GetInvolvedTO)

Next Steps for the Waste Strategy:

- Technical work will continue on options identification and evaluation
- Seeking PWIC and Council approval on Vision & Guiding Principles, evaluation criteria and list of options (September 2015).

SAG Feedback

- PCE #2 Objectives
 - Overview of project process and gaps and challenges
 - Input on draft Vision Statement, evaluation criteria, and list of options

Question:

Have we achieved our objectives for PCE #2?

Key Stakeholder Meetings

- Five meetings held:
 - April 8 – Current Service Providers
 - April 23 – Environmental Groups
 - April 28 – Non-Profit Groups
 - April 28 – Ratepayers Associations
 - May 4 – Multi-Residential Sector
- Feedback forms received from some participants
- Considering workshop with select stakeholders

Next Steps and Circle Back

- Next PWIC meeting will be held on May 28, 2015.
- Next SAG meeting – June 2015
- Please promote PCE #2 and Survey #3 to your organization and networks!

Thank You

- Questions?
- Comments?





CITY OF TORONTO: LONG-TERM WASTE MANAGEMENT STRATEGY
Stakeholder Advisory Group (SAG) Meeting #10
Thursday, May 21, 2015
Webinar

Attendees:

Stakeholder Advisory Group Members:

John Campey – Ralph Thornton Centre
Kate Parizeau – University of Guelph
Virginia MacLaren – University of Toronto
Cynthia Chan – TDSB

Brian Purcell – TAF
Mike von Massow – University of Guelph
Emily Alfred – TEA

Staff:

City of Toronto:	Charlotte Ueta – Solid Waste	Michelle Kane – Solid Waste
	Pat Barrett – Communications	Robyn Shyllit – Public Consultation

HDR: Christine Roarke

Dillon: Karla Kolli (Facilitator), Betsy Varghese, Morgan Boyco

The meeting was called to order at 12:30 pm.

1. Welcome and Acknowledgements

The facilitator welcomed the group, and reviewed the agenda. She said the focus of the meeting would be getting the SAG's input on the materials for public consultation. She asked if there were any comments on the notes from the last meeting. There were none.

The facilitator reviewed the objective of the meeting which was to discuss the overall approach for Public Consultation Event (PCE) #2 and get feedback on the proposed content for Phase 2 consultation. Specific objectives were:

- present Survey #3 (MetroQuest) in demonstration mode and get feedback on content;
- present the overall approach to PCE #2;
- present the proposed PCE #2 presentation and request feedback on approach and content.

2. Walk-through of Survey #3 (MetroQuest)

Morgan Boyco presented on Survey #3, MetroQuest. He said that the purpose of this exercise was to review MetroQuest's demonstration site. The site would be refined based on feedback from the project team and the SAG, and would be released publicly on June 9, to correspond with the first PCE date, and it would be available until July 24. It has been designed to mirror a lot of information from the PCE, for those who may not be able to make it to meetings. It cannot include as much information as would be at the PCE, so it is a high-level way for them to get involved and get interested in becoming further involved through other methods. There are limitations around the length of the questions and information, so it can be mobile compatible. MetroQuest finds that upwards of 30% of respondents are on mobile devices. That requires that the content be concise.

Morgan Boyco said the objective of Survey #3 is to get input on evaluation criteria and priorities, and to create awareness and provide opportunity for feedback on draft options. He showed the live demonstration survey site. It will work on any web browser. He also showed how it would look on a mobile device.

The survey has five panels, each has its own format and questions. The team is trying to make it very visual. The survey includes share buttons so that people can flip it to their friends.

The following is organized according to the feedback provided for each panel.

Panel 1:

A SAG member said she thought it looked good.

Another SAG member said she was slightly concerned that the visual message was about dumping garbage. She suggested maybe it should be somebody recycling. **Pat Barrett** asked if it would make a difference if it were obvious the bin being tipped into the truck were a recycling bin. **The SAG member** said she thought it would be better if it had somebody putting out a blue bin. Since the team is targeting community members, and showing that they are part of the system, the visual message should reinforce that and show somebody doing that. **Two other SAG members** agreed with that suggestion. **One of the SAG members** said that showing somebody sorting their recycling would relate more to the people being targeted for feedback.

A SAG member said that she thought there was a lot of text on the page. The top left had a header and a side column. She suggested putting more space between them so it is more apparent that they are separate. **Morgan Boyco** said there was an opportunity to break down the text into smaller text boxes with a sliding screen so that there would not be all the text right away. Also, if they chose a different image, it may allow the text to be configured differently. He asked what people thought about a sliding text screen. **The SAG member** said that the problem with sliding images is that if you have to hover over it, some people may miss it. **Morgan Boyco** said he would work with MetroQuest to configure the text better.

The facilitator summarized the comments for this panel: look for a picture that better reflects the

visual message of targeting the community; and look for ways to reduce or separate out text.

A SAG member asked what the pictogram on the bottom left of the screen meant. **Pat Barrett** said that it is the logo for the Long Term Strategy and it is meant to reflect the triple bottom line: environmental, social, and financial.

Panel 2: Priorities

Morgan Boyco said there were six broad categories, each representing two categories from the triple bottom line. The user has to click on each to get an explanation. He said that the images were still draft or placeholders. People would also be given the option to suggest another priority. They could also comment on individual groupings of priorities. People would be asked to click and drag up to five priorities above the priority line. He noted that the order in which the priorities are presented is randomly generated so would be different for any time the survey is accessed.

The facilitator asked if it is clear what people are asked to do, and what is expected of them.

A SAG member suggested that instead of saying “order your priorities”, say “click and drag to order your priorities”. **Morgan Boyco** said that he would speak to MetroQuest to see if they could still do that (there may be limitations). **The SAG member** also said that it is not clear if people can choose up to five, or if they must choose five priorities. **Morgan Boyco** said it could be phrased “Rank up to five.”

Another SAG member said that she was glad the priorities will be listed randomly. There won't be systematic bias, but for each person there will still likely be bias. She thought that could be incorporated into the analysis. **Morgan Boyco** said that he didn't know if they could make that connection on the back-end. He thought the best that could be hoped for is that the randomization will eliminate systematic bias. It is not going to be statistically valid feedback to that degree.

Another SAG member wondered about the comment button, and what people are being asked to comment on, or if that is for anyone who may have an open ended comment of any kind. She suggested being more specific about what's being looked for.

The SAG member also said she found it frustrating that the survey doesn't allow people to rank priorities equally. **Morgan Boyco** said it was designed with the objective of getting people to rank priorities. People could use the comment button if they had that problem. **The facilitator** reminded the SAG that the survey is one tool out of several that are being used to get input.

The SAG member asked how the information from the survey would be used. Would scores be created for each of the priorities, or is it to just get a general idea? **Karla Kolli** said that there would be an evaluation process that goes through the criteria from a technical perspective, but it is recognized that this is not a statistical representation in any way. It will be recognized that this is one tool to obtain information. **The SAG member** asked how the survey results would fold in with other tools. **Karla Kolli** said that there may be a point where the team identifies the percentages of how many people felt a certain way, but that it would not be applied in a statistical way. **Charlotte Ueta** said that a

quantitative analysis would not be applied to the results from this survey. **The SAG member** asked, if it won't be used statistically or quantitatively, how it would be used. **Charlotte Ueta** said that it would be used in a more qualitative style. **Morgan Boyco** added that the other purpose of the survey is to draw the general public into the process. This is part of an educational process. It helps people to understand the decision-making process and what kind of thinking goes into it. That is a more intangible value.

Morgan Boyco ran through individual tabs on Panel 2. **The facilitator** asked the SAG if the language was clear.

A SAG member said that she was confused by “risk reliability”. It seemed like two different types of risks were being conflated – one related to technology, and the other related to scheduling. Also, reliability is on the button, but not in the description.

Another SAG member said that “overall cost and benefit” is only about financial cost/benefit. The button should say “financial” not “overall” cost/benefit. Also the phrasing of overall cost/benefit overlaps with community impacts. The title on the button left should match the heading above the picture (“achieving financial sustainability”). She also said that “Community Impacts and Benefits” had a strange heading which was not easy to understand.

The facilitator summarized that the team needs to deal with overlap and matching button title to text.

Another SAG member said that he was also going to raise the community impact issue. He said that he didn't think that button title and text necessarily needed to match, but he did agree that overall cost/benefit implies that it covers everything, not just the economic side.

Panel 3: Options 1

The facilitator said that the objective was to get the reactions of the SAG about whether the options panel was clear and easy to follow. There was not enough time to go into depth on each of the options. There would be another opportunity to look at content later in the meeting during discussion on the presentation.

Morgan Boyco said that there are 2 groups of options. Each option follows a similar format, which provides an explanation, and then some questions related to the option. The goal of the options slides was firstly to educate people about the list of options under consideration. No option would be eliminated from the evaluation at this stage. The other goal was to ask if there are any other options to be considered.

A SAG member asked if people would have to choose one option, or if they could just make a comment. **Morgan Boyco** said that there is no required answer for this. People could skip it if they wish, or just make a comment.

The SAG member asked if there would be any other place to find out more about what some of these things mean (e.g. reference to an “app”). **Morgan Boyco** said that the space constraint means they have

to be short descriptions. That is a challenge. **Charlotte Ueta** said that it is a good point to provide more clarity for what is meant. She understood the limitation with the number of characters, but suggested something a little more clear. E.g. app = mobile application.

Another SAG member said that “financial incentives for volunteers...” is unclear. If they are volunteers, why are they getting money?

A SAG member asked why people were being asked which option they think would make the biggest impact. It didn't seem to provide useful information. **Another SAG member** had a similar concern. The City would probably implement more than one of these at the same time, so why ask people to pick one? **Charlotte Ueta** said that the project team agrees about this and wants to phrase this better. She didn't want to limit it to selecting just one. She didn't want them to select all, but it would be fine to select more than one. **Another SAG member** suggested asking “what would be most helpful to *you*”. People are able to give the most useful information about their own experiences and preferences. **The first SAG member** said that she liked that suggestion. She also thought it would be important to focus more on “is there anything we are missing?” **Betsy Varghese** said that the reason the question was asked that way it that the answers may influence which options are prioritized and carried out first. **The SAG member** said that in that case she liked the more personalized way of asking the questions. **Morgan Boyco** said that the feedback could feed into the road map further on.

Morgan Boyco presented the next slide of options.

A SAG member noted that none of these options related to regulating production of packaging. **Betsy Varghese** said that would fall on the next screen.

A SAG member said she was not clear about what “expand on Toronto's existing initiatives around sustainability and food waste” means.

Another SAG member said that the second sentence asked the user what would help them reduce and reuse. There seems to be a disconnect between the question and the answer “collaborate and partner with industry”. **Morgan Boyco** acknowledged that this one had been flagged.

Regarding recycling, **A SAG member asked** if this is the only thing the team wanted to ask about recycling. She thought that an important issue would be that people don't know what to recycle anymore, and find the system confusing. **Betsy Varghese** said that would be related to promotion and education.

A SAG member said that what is recycled depends on technical and financial issues. It wouldn't help if people said that they want to recycle plastic bags. She suggested asking what would help them recycle more, and better.

A SAG member asked if the City didn't already recycle mattresses. **Charlotte Ueta** agreed that a better example should be found, since the City does recycle mattresses.

The facilitator summarized that the team would find a better example, and would look to adjust the

question about what would help people recycle.

Regarding Collection and Drop-off, **a SAG member** asked what a mobile drop off service is. **Betsy Varghese** said it is a truck that goes around to neighbourhoods and picks up items. **Another SAG member** said that he also found that confusing. **A third SAG member** said that “mobile” might mean mobile phone to some people. She said that the toxic taxi might be a tangible example of that.

A SAG member asked if people would be asked to answer this survey as a resident. What about business owners, churches etc.? She wondered if there was a way to capture that information. **Morgan Boyco** said that demographic information would be collected on the last panel. It could be important to capture the type of user.

Regarding multifamily home options, **A SAG member** suggested a first check box be added: “I do not/have not lived in a multi-family home”, so people wouldn't feel like they had to project their opinions if they hadn't had this experience. **Morgan Boyco** agreed to look into an N/A option.

A SAG member said that “live tracking of container volumes...” is very unclear and is not going to be understood by most people.

Another SAG member said that “on-site organics processing and/or garburators” is confusing. People who'd never had a green bin may not know what “organics processing” is. Also, there is an issue of not having enough space for waste facilities. She asked about capturing the space issue. **Another SAG member** agreed, and said that the biggest barrier in multi-res is the lack of a chute for recycling. It would be good if one of the questions could drive at that, to give an indicator of how important that is.

A SAG member said that “vacuum-based collection” is not likely to be understood by most people. She thought that some questions could go, and others could be added, like one about building design that makes diversion as convenient as garbage disposal. **Morgan Boyco** said that the tricky thing is that these questions are supposed to relate to the options on the list, which need to be communicated to the public.

A SAG member asked about distinguishing townhouses from apartment buildings.

Betsy Varghese said that the team would consider removing options that are too technical to ask the general public about.

Regarding the 2nd group of options screen, **Betsy Varghese** said that the team want to give people the opportunity to talk about the strengths, and to flag any indicators of concern that the team may not have anticipated.

A SAG member suggested putting Energy from Waste later on, and following the waste hierarchy by starting with reduction and reuse, etc. **Another SAG member** suggested having recycling facilities at the top of the list.

Another SAG member asked if any additional information would be available about these options.

People would be asked their opinions, but would not be given a full explanation. She suggested providing references to websites. **Pat Barrett** said that there are a set of fact sheets being prepared, but it might not get into great detail. **Another SAG member** suggested having a link to those fact sheets. **Morgan Boyco** said that this is something the team has been struggling with. There is not a lot of context for the questions, although at end there are some references. There is a risk in making people have to read a lot to do the survey. Also if they click away from the survey, they may not come back.

A SAG member said that “Energy from Waste ... treatment to recover materials” is misleading and sounds like burning the recyclables.

Regarding landfill, **a SAG member** said that people were being asked a lot for something that is probably a technical and economic question.

Another SAG member said that people may not know Green Lane is Toronto's landfill. She suggested referring to “the municipal landfill”. She wondered if an option should be “export waste to the States”. **Betsy Varghese** said that is not an option on the list. However, a private landfill could be anywhere.

Another SAG member asked about the option to mine landfill, and whether that would apply to the City's existing landfills or others. **Betsy Varghese** said that refers to the City's landfill. **The SAG member** said that should be specified.

A SAG member said that she thought that what the team really wanted to know was if people had concerns about options, rather than what they prefer. She thought it would be better to allow people, instead, to write their concerns about each option. **Another SAG member** said that related also to his issue. It is not always about finding the favourite one, but finding the most practical; uncovering peoples' concerns would be the important issue. **Morgan Boyco** agreed to skip asking them to choose. **The SAG member** said that if people are asked to do two things on a page, they may only do the first, so the more important point should go first.

A SAG member said that regarding Energy from Waste, there should be a more neutral question, like “do you have any comments on this?”

A SAG member said that some consistency among the questions would also increase the speed at which people could go through the survey and not abandon it part way through. The other risk would be that people might not read the question carefully and assume it is the same question as before.

Regarding financing, **a SAG member** said that she found it very confusing, and she would not answer it. The property tax rebate is very hard for people to understand. What is alternative revenue generation?

Another SAG member asked why anyone would choose to pay for recycling if they didn't know why that may be necessary.

A SAG member asked about “public-private partnerships” and whether that is for collection, or disposal. She thought this question would be very hard for the average person to jump into and needed

to be made a lot clearer. **Another SAG member** said that he agreed with the concerns on this. He suggested providing some statements with options for “agree”, “disagree”, “neutral”, “unsure”. He suggested framing it as options for something specific.

A SAG member asked if it is worth putting in a comment about producer responsibility regulations that may be changing.

Regarding Recycling and Transfer Facilities, **Karla Kolli** said that this will probably be removed as it is more an internal City issue, not for public input. **Charlotte Ueta** said that this section was about City assets, like the Commissioner Street Transfer Station and the Dufferin MRF. It was not felt that the public would be well equipped to comment on this. She wanted to know what SAG members thought. **A SAG member** suggested removing it. He said that if he got to this level of detail, he'd likely stop completing the survey. **Another SAG member** agreed. She thought the survey would start losing people and getting them off-track on Portlands development. People might start feeling like they had got in over their heads. **Charlotte Ueta** thought the question of the drop off depot could go elsewhere.

Regarding Overall System Considerations, **a SAG member** said that for the first one, she thought people would have different opinions about how businesses would be treated compared to institutions. Also, if people are not invested in how those systems are run (for example, being involved with a hospital, university, etc), it would not be useful to collect their opinions. **Morgan Boyco** said this could be part of more targeted consultation.

A SAG member said that the second part of the question was too overwhelming. There was much too much to get people to respond to in a text box. **Charlotte Ueta** said it should be broken into two questions, since the first question would be removed. **The SAG member** said that it looked like there were 3 options, so she suggested pulling them out and providing 3 things to respond to. However, she thought the third one was really obscure and hard to respond to. **Another SAG member** said that it would be very weird to ask the general public to respond to business or school collection issues. She said that the second question had too much and was too complicated. She thought that a survey like this was not the place to ask about them. **A third SAG member** said this could be another place to have a series of statements that people could respond to. For example, should the City be using disincentives, like fines, or education?

Panel 5: Stay involved

The facilitator asked if the survey should collect other demographic information. **Morgan Boyco** noted there was a maximum of 6 question. The team wanted to ask the last two, to add people to the contact list, so only one or two could be swapped.

A SAG member said that some people who live in very small apartment buildings think of themselves as living in multi-residential buildings, but the City doesn't treat the building that way.

A SAG member asked if it would be possible for a respondent to identify at the front end of the survey what kind of user they are, and get different questions depending on their answers. **Morgan Boyco** said no. **Charlotte Ueta** suggested perhaps changing “rent or own” to get them to respond as “business

owner”, “resident”, etc. **Another SAG member** suggested that by tweaking the “apartment or condo” question, it could show rented/owned. That would free up another question.

A SAG member said that if he were to remove a question it would be age, but he liked the idea of putting rent/own in another question.

A SAG member said she had found it is useful to divide people up by the size of their building, not by ownership. Also, it should be made clear at the beginning of the survey that people can answer as a charity, business owner, individual resident, etc.

A SAG member asked why it was necessary to know where in Toronto people live. **Betsy Varghese** said that it could enable the team to target parts of the City that may be underrepresented.

3. Approach for PCE #2, Presentation and Discussion Questions

The presentation content for this section is in Slides 8-44 in Appendix I. The following is a summary and focuses on the discussion surrounding the presentation.

After giving some details about PCE #2 (slides 9-10), **Karla Kolli** presented the slides for the PCE presentation. She then asked whether the background information shown provided sufficient context, and whether anybody thought anything was missing. Nobody did.

Regarding slides 19 and 20 “Survey 2 - Vision Statement and Guiding Principles”, **a SAG member** said it was confusing that only some were labelled, and it was hard to get a sense of what the full set of options were. She also said that if the percentages were meaningful, they should be put in order.

The facilitator asked if there was any feedback on the draft vision statement (slide 21). **A SAG member** said it sounded like a zero-waste strategy, which was great. There was no mention at all of landfill.

Another SAG member asked, if there would be different results from the survey, how that would change the draft vision statement. She asked if anything would be dropped. **The facilitator** replied that with only nine days left before Survey #2 would close, the team was not anticipating change, but it could change if input were different.

A SAG member suggested adding “of Toronto” after “City” at the end.

Regarding slide 22, “Guiding Principles”, **one SAG member** suggested ranking them, and **another SAG member** said that the X-axis should be labelled.

Regarding slide 27, under the evaluation criterion “User-friendly”, **a SAG member** noted that who the permits and approvals are being referred to should be made clearer.

The facilitator asked if the evaluation criteria were clear and easy for the public to understand. **A SAG**

member said that he thought they were.

Regarding environmental criteria, **a SAG member** said that she didn't see where the preservation of natural resources would fit in. **Betsy Varghese** said it would be on the waste hierarchy, and a graphic on the waste hierarchy could be added. **The SAG member** said that she thought that would be helpful.

Karla Kolli moved on to the part of the presentation dealing with “Options”. She asked if there were any comments on how the team was planning to present each “basket”. **A SAG member** said that she thought the table on Slide 30 didn't make sense, and did not seem to cohere. **Another SAG member** agreed. She thought the system financing and overall system considerations didn't fit in under their titles, and that the whole table was confusing. She asked if it was an attempt to echo the survey. **The first SAG member** said that she did not think it was needed. **A third SAG member** asked whether it was designed to be like an agenda. **The facilitator** said that it was like an initial overview, but that the team might need to revisit how things were titled. **The third SAG member** said that two categories didn't work, and that there should be three themes, rather than the two that were there.

Regarding slide 31, “Promotion and Education”, **a SAG member** said that she thought it looked good. **Another SAG member** suggested changing “community” to “communities”.

There were no comments on the challenges on the slides “Reduce and Reuse”, “Recycling”, “Multi-Residential Homes”, “System financing”, “Collection and Drop-off”, “Energy from Waste”, “Landfill”, “Extend life of Green Lane”, “Other system considerations”, and “Non-residential customers”.

The facilitator asked if there were any last comments. **A SAG member** asked where mechanical biological treatment would fit in. **Betsy Varghese** said that it was captured under recycling. The team didn't want to use the term “mechanical-biological-treatment, so used instead “New technologies to capture more material”.

A SAG member said that most of the PCE #2 materials looked really great. She was a little confused by the one without a challenge statement (“Other System Considerations”), which also had a lot of text, but the rest were very user-friendly and communicated the point well.

Karla Kolli presented on the last part of PCE#2, which would be in workshop format (Slide 42). There were no comments on this. She asked if the SAG members thought that the presentation at PCE #2 would achieve its objectives. **A SAG member** said that the presentation was good, but there was a lot of information for people to take in. She was concerned about people's ability to contribute. **Another SAG member** said that she thought there would be good feedback on the vision statement and the guiding principles, but that it would be hard for people to give meaningful feedback on the options. **Another SAG member** thought it had provided a very good overview of the process this far, but it would be hard for people to make informed comments on the details on the fly.

Karla Kolli asked if there were any suggestions about how to have more useful discussions about options. **Robyn Shyllit** asked for more details about how the workshop would be conducted. **Karla Kolli** said that the intention was that there would be a visual tool and a facilitator at each table. The facilitator would go through the visual tool and ask the group if anything was missing under each

option. **Charlotte Ueta** added that the facilitated table discussion would be broken into two groups, so that one table would look at programmatic options, and the other would look at facilities and infrastructure. This would be to address possible different priorities under each category. **Karla Kolli** said that the point was not to make decisions on those options, and that the primary question would be “is anything missing?”. It would also be intended to facilitate group learning.

A SAG member said that she thought the quality of feedback that would be generated would be closely related to the quality of information that would be given to those attending the PCEs.

4. Feedback from Key Stakeholder Meetings

Betsy Varghese presented on the Key Stakeholder Meetings (slide 45). She noted that the event for the non-profit sector was the biggest event they had, where 19 representatives attended. There was a lot of useful information generated. The team is looking at having a half-day or day-long workshop for all key stakeholders, focusing on evaluation criteria and options.

5. Meeting #9 Follow-up, Circle Back and Next Steps

The facilitator said that the Public Works and Infrastructure Committee would meet on May 28, 2015. The report highlights the project time line, draft evaluation process and criteria, and options.

The next SAG meeting is scheduled for June 18, 2015.

The facilitator asked SAG members to continue to promote the survey and other consultation efforts to their networks.

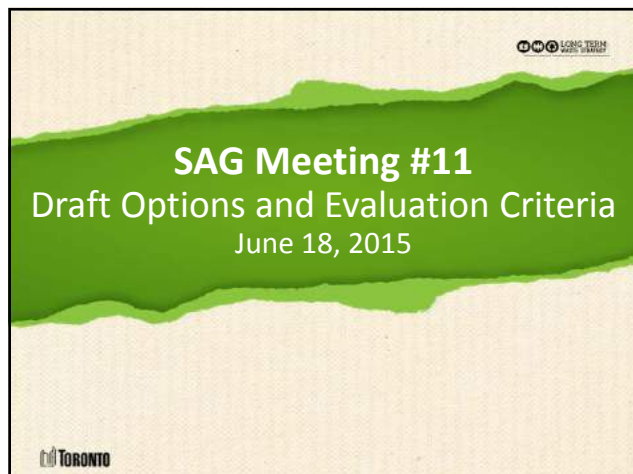
A SAG member asked if there would be a flyer or other information that could be distributed. **Betsy Varghese** said that Project Update 4 would be distributed to the group.

Robyn Shyllit mentioned that the next session in the public speaker series would be on Clothing on May 27, 2015, and then another on Food on July 9, 2015.

The outstanding item about San Francisco was held over until the next meeting.

The facilitator thanked the group for their participation.

The meeting was adjourned at 2:52 pm.¹¹

A presentation slide with a light beige background and a green torn-paper-style banner at the top containing the word "Agenda". Below the banner is a table with two columns: "Time" and "Agenda Item".

Time	Agenda Item
12:30 – 12:45	Welcome and Acknowledgements
12:45 – 1:45	•Results from Survey #2 – Vision Statement •Program Options and Criteria – Discussion
1:45 – 2:00	BREAK
2:00 – 3:00	Facility Options and Criteria - Discussion
3:00 – 3:20	SAG meeting schedule
3:20 – 3:30	Follow up/Circle back /Next Steps/Close

In the bottom left corner, there is the City of Toronto logo.

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- A presentation slide with a light beige background and a green torn-paper-style banner at the top containing the text "Meeting Objectives". Below the banner is a bulleted list of four items.
- Present & Discuss results from Survey #2
 - Present & Discuss Preliminary Program Options and Draft Evaluation Criteria
 - Present & Discuss Preliminary Facility Options and Draft Evaluation Criteria
 - Next Steps - SAG meeting schedule
- In the bottom left corner, there is the City of Toronto logo.



Vision Statement & Guiding Principles

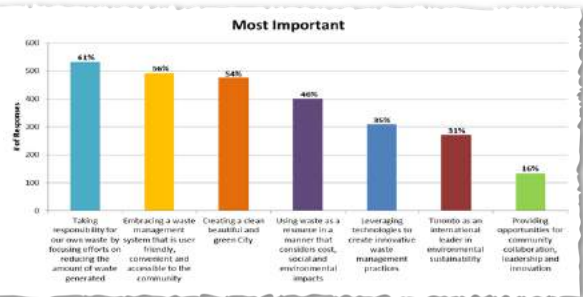
VISION STATEMENT

What the Waste Strategy will strive to achieve now and in the future.

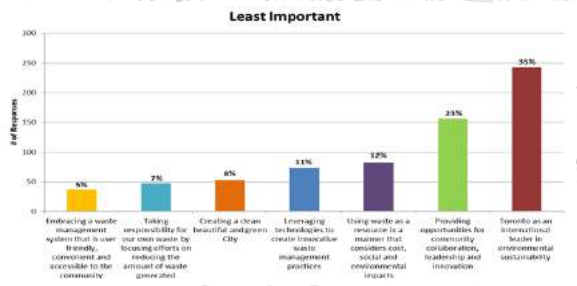
GUIDING PRINCIPLES

Define what is important for success and will be used to drive the Strategy.

Survey #2 - Vision Statement



Survey #2 - Vision Statement



Draft Vision Statement

"Together we will reduce the amount of waste we generate, reuse what we can, and recycle and recover the valuable resources in our waste that remain. We will embrace a waste management system that is user-friendly, convenient and accessible with programs and facilities that balance the needs of the community and the environment with long term financial sustainability. Together, we will ensure a clean, beautiful and green City in the future."

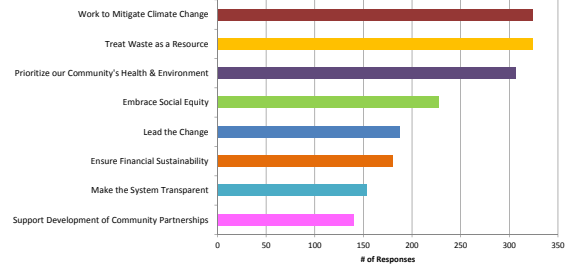
Draft Vision Statement

Discussion:

What are your thoughts on the draft Vision Statement?

Survey #2 – Guiding Principles

Guiding Principles



Evaluation Process

Phase 1: Background Data Collection

- Collect data to support the application of each of the evaluation criteria.

Phase 2: Application of Evaluation Criteria

- Apply criteria to identify the scoring of the options.
 - Program Options
 - Facility and Infrastructure Options
- Apply priorities to identify overall preference.

Phase 3: Recommendation of Preferred Options

- Identify options that best address the gaps and challenges for implementation in the Waste Strategy.

Preliminary Program Options

Preliminary Program Options

Program Options (listed in alphabetical order)

- Generation, Reduce & Reuse
- Overall System Considerations
 - Industrial Commercial & Institutional
 - Other
- Promotion & Education
- Recycling & Processing

Generation, Reduce and Reuse



Need to reduce waste produced and then find ways to reuse before recycling or disposing

- Outreach and education campaign to reduce waste (e.g. food waste, single serve/use items, disposable items)
- Establish a sustainable food and food waste strategy
- Clothing collection and reuse strategy
- Tool share library to allow sign-out of tools
- Curbside/common area giveaway/events to enable residents to give away reuse items in good condition, structured to not contribute to litter
- Establish art exchange centre for used arts and crafts supplies



Overall System Considerations – IC&I



Influence over waste diversion in the City's Industrial, Commercial & Institutional sector

- Maintain status quo regarding IC&I waste (accept at transfer stations and provide some collection)
- Expand the City share of IC&I waste management to gain more control and influence IC&I waste diversion
- City implements policies which impact IC&I waste diversion (without providing service)
- Exit the IC&I market completely



Overall System Considerations - Other



Address other considerations to improve Toronto's waste management system

- Discontinue provision of multi-residential waste collection services
- Enabling the City to assume more of a role of a facilitator or coordinator rather than providing the service itself
- Examine/explore mechanisms that could exert control over waste including; bans and levies, by-laws and Acts
- Expand collaboration or partnerships to help with advocacy and waste reduction



Promotion and Education



Ability to reach Toronto's diverse communities



- New waste sorting mobile application
- Lifecycle impacts calculator
- Expand social media outreach
- Mobilize 3Rs Ambassador hubs and facilitate community networks to collaborate on outreach opportunities
- Incentivize 3Rs Ambassadors and other volunteer programs



Promotion and Education – Multi-Res



High population living in apartments, condos with very low diversion rates



- Multi-residential – Communications, explore additional communication tactics
- Multi-residential – Workshops and outreach for non-City serviced buildings
- Implement by-law to mandate waste diversion to all multi-residential buildings regardless of collection service provider
- Multi-residential - By-laws and enforcement to ensure comprehensive waste diversion service to all multi-residential buildings



Recycling and Processing



Increase convenience and materials for recycling and adapt to changes in waste



- Multi-Residential - On-site organics processing
- Garburators
- Future Blue Bin processing capacity
- Future Green Bin processing capacity
- Future durable good recycling and other reuse related processing



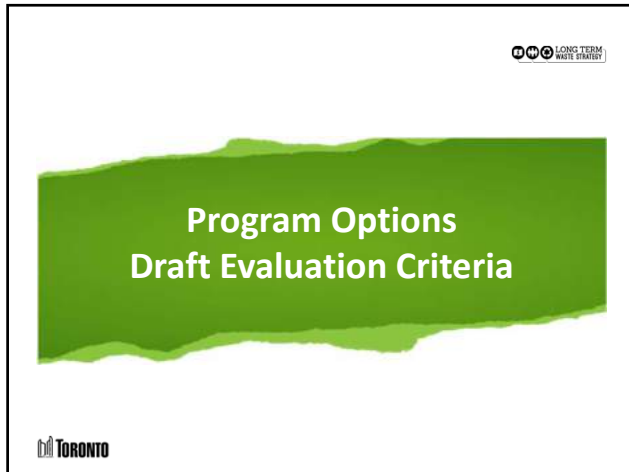
Preliminary Program Options

Discussion:

▪ Preliminary Program Options


- Are there any comments or questions on the preliminary program options?
- Should any additional program options be considered?






Program Evaluation Criteria


- Criteria are in one of three categories:



Environmental



Social



Financial

- Criteria will vary depending on the type of option being evaluated (programs, facilities)

Toronto

Program Evaluation Criteria

Environmental Criteria and Indicators

- Environmental Impact**
 - Potential pollutants to air, land, water
 - Greenhouse Gas Contributions
 - Energy generation/consumption
- Potential to Increase Diversion**
 - Ability to recover additional recyclable materials

Toronto

Program Evaluation Criteria

Social Criteria and Indicators

- Approvals Complexity**
 - Complexity associated with approvals and permitting requirements
- Collaboration Opportunities**
 - Ability to partner with other municipalities and/or organizations
- Community Impact/Benefit**
 - Potential for Traffic Increase/Reduction
 - Potential for Litter Increase/Reduction
- Convenience to User**
 - Ease of participation (to be defined based on opportunities being evaluated)
- Innovation**
 - Innovation potential (to be defined based on opportunities being evaluated)
- Program Complexity**
 - Potential increase in program complexity to user
- Waste Hierarchy**
 - Consistency with Waste Hierarchy

Toronto

Program Evaluation Criteria

Financial Criteria and Indicators

- **Contractual Risk**
 - Risk Associated with Contract Requirements (including Terms and Conditions, Competition, etc.)
- **Economic Growth**
 - Potential for Economic Growth
- **Flexibility**
 - Ability to accommodate future changes (e.g. regulation, waste composition, etc.)
- **Net Capital Cost**
 - Total Estimated Capital Cost
- **Net Operating Cost**
 - Total Estimated Operating Cost
- **Schedule Risk**
 - Timeline associated with Implementation
- **Technology Risk**
 - Risk Associated with Proven Nature of Technology

Draft Evaluation Criteria for Programs

Discussion:

- **Draft Evaluation Criteria**
 - Should any additional environmental, social, or financial criteria or indicators be considered?
 - How would you rank the criteria?

Preliminary Facility and Infrastructure Options

Preliminary Facility Options

Facility Options (listed in alphabetical order)

Asset Management
Collection and Drop-off
Recovery
Residual Disposal
System Financing

Asset Management



Gap?? (Examine the function and role of the entire Dufferin Waste Management Facility to identify future roles within the City's integrated solid waste management system)



- Convert the Dufferin Recycling facility to a "mixed waste facility" to process waste
- Decommission the Dufferin Recycling facility and use the space for other waste management requirements such as a new recovery facility, collection yard, durable goods processing facility, or a new Drop-off Depot



Collection and Drop-off



Provide customers with convenient and flexible opportunities to divert waste



- Container management at multi-residential buildings to improve waste diversion
- Alternative collection methods for multi-residential buildings
- Drop-off facilities at multi-residential buildings (for materials beyond those in the Blue Bin and Green Bin)
- Develop a network of permanent, small scale neighbourhood diversion stations in convenient locations
- Develop a mobile depot service for targeted recyclable materials
- Incentive based drop-off system (e.g. reverse vending machines, etc.)
- Partnerships with non-profit organizations to collect/manage materials



Recovery



Preserve landfill disposal capacity and recover additional materials



- Mixed Waste Processing
- Mechanical Biological Treatment (MBT)
- Organics Recycling Biocell or Landfill Biomodule
- Anaerobic Digestion gas recovery
- Landfill gas recovery



Recovery – Energy from Waste



Preserve landfill disposal capacity and recover energy



- Direct combustion
- Emerging technologies
 - Gasification
 - Plasma Arc Gasification
 - Pyrolysis
- Refuse Derived Fuel (RDF) production
- Waste to liquid fuel technologies



Residual Disposal



Extend life of Green Lane Landfill and/or find other disposal opportunities

- Green Lane Landfill expansion
- Landfill mining and reclamation
- Bio-reactor landfill technology implementation
- Improve landfill operations
- Adjust tipping fees or customer base
- Procure landfill capacity at a private sector site(s)
- Purchase a new landfill



System Financing



Divert more waste while achieving financial sustainability

- Fully independent utility with no rebate program
- Public-Private Partnerships ("P3") for major capital works
- Debt financing
- Increases to the customer base
- Allocating costs for waste management to applicable waste streams
- Alternative revenue generation opportunities
- Multi-residential – Performance based incentives



Preliminary Facility Options

Discussion:

- Preliminary Facility Options
 - Are there any comments or questions on the preliminary facility options?
 - Should any additional options be considered?

Facility and Infrastructure Options Draft Evaluation Criteria

Facility Evaluation Criteria

Environmental Criteria & Indicators

- **Local Environmental Impact**
 - Potential contaminants to land resources
 - Potential pollutants to local airshed
 - Potential pollutants to local water sources
 - Total land required and land use displacement
- **Potential to Increase Diversion from Disposal**
 - Ability to make beneficial use of opportunity by-products
 - Ability to Recover additional recyclable materials
- **Regional/Global Environmental Impact**
 - Energy generation/consumption
 - Fossil fuel consumption/displacement
 - Greenhouse gas contributions



Facility Evaluation Criteria

Social Criteria & Indicators

- **Approvals Complexity**
 - Complexity associated with approvals and permitting requirements
- **Community Impact/Benefit**
 - Potential for traffic increase/reduction
 - Potential for litter increase/reduction
- **Convenience to User**
 - Ease of participation
- **Potential for Land use Conflicts/Community Interruption**
 - Potential odour Emissions
 - Potential noise Emissions
 - Potential for increased vector/vermin
- **Program Complexity**
 - Potential increase in program complexity to user
- **Waste Hierarchy**
 - Consistency with Waste Hierarchy



Facility Evaluation Criteria

Financial Criteria and Indicators

- **Contractual Risk**
 - Risk Associated with Contract Requirements (including Terms and Conditions, Competition, etc.)
- **Economic Growth**
 - Potential for economic growth
- **Flexibility**
 - Ability to accommodate future changes (e.g. regulation, waste composition, etc.)
- **Net Capital Cost**
 - Total estimated capital cost
- **Net Operating Cost**
 - Total estimated operating cost
- **Schedule Risk**
 - Timeline associated with implementation
- **Technology Risk**
 - Risk associated with proven nature of technology



Draft Evaluation Criteria for Facilities

Discussion:

- **Draft Evaluation Criteria**
 - Should any additional environmental, social, or financial criteria or indicators be considered?
 - How would you rank the criteria?

SAG meeting schedule

- **September 2015**
 - Public Consultation Event (PCE) #2 results, provide overview of PWIC report
- **October 2015 (All Day)**
 - Evaluation completed to date and preliminary results on:
 - Reduce, Reuse, Recycle options (morning)
 - Recover & Residual options (afternoon)
- **November 2015**
 - Evaluation completed to date and preliminary results on Other System Components & Financial options
- **January 2016**
 - Present Draft Strategy and review/discuss Phase 3 consultation content
- **February 2016**
 - Discuss draft implementation plan, opportunities to get/remain engaged, and initial feedback from the Phase 3 consultation
- **March 2016**
 - Discuss the Final strategy, Implementation Plan and next steps



Next Steps and Circle Back

- Next SAG meeting – September 17, 2015
- Next PWIC meeting will be held on September 22, 2015
- Please promote PCE #2 and Survey #3 to your organization and networks!
 - Survey #3 will close July 24, 2015





CITY OF TORONTO: LONG-TERM WASTE MANAGEMENT STRATEGY
Stakeholder Advisory Group (SAG) Meeting #11
Thursday, June 18, 2015
Metro Hall, Room 304

Attendees:

Stakeholder Advisory Group Members:

Emily Alfred – Toronto Environmental Alliance	Gary Rygus – Retail Council of Canada
John Kiru – TABIA	Boyd Dyer – Toronto Community Housing
Cynthia Chan – TDSB	Stefan Martin - TCDSB
Virginia MacLaren – University of Toronto	Kate Parizeau – University of Guelph
Daryl Chong – Greater Toronto Apartment Association	
John Campey – Ralph Thornton Centre (on speaker-phone)	

Staff:

City of Toronto:	Annette Synowiec – Solid Waste	Charlotte Ueta – Solid Waste
	Michelle Kane – Solid Waste	Pat Barrett – Communications
	Robyn Shyllit – Public Consultation (Facilitator)	

The meeting was called to order at 12:40 pm.

1. Welcome and Acknowledgements

The facilitator welcomed the group and observers. She noted that some students with the Toronto Environmental Alliance would be observing the meeting.

The facilitator reviewed the goal of the meeting which was to “*present results from Survey #2, draft evaluation criteria and preliminary options, and to get feedback on these items through group discussions*”.

Specific objectives were:

- Present results from Survey #2 and draft vision statement;
- Present program options and seek feedback on criteria used to evaluate those options;
- Present facility options and seek feedback on criteria used to evaluate those options;
- Provide an update on SAG meeting schedule and next steps in the project process.

The facilitator said that the information presented at this meeting came from the staff report, which

would go a bit deeper than the information being presented at the PICs (Public Information Centres, two of which had already occurred). The feedback from today's meeting and the PICs would inform the next staff report being prepared for September.

2. Survey #2 – Draft Vision Statement; Program Options and Criteria – group discussion

Charlotte Ueta presented on the results from Survey #2. She said that the team was in the middle of the consultation phase, which is pivotal to the Strategy. Along with the SAG, there is also consultation going on through the PICs, key stakeholders, and the surveys. Some of the presentation would be familiar because the content of the survey was presented at the last meeting by webinar, but this meeting would go into greater detail.

The following is a summary and captures discussion surrounding the presentation.

Charlotte Ueta said that Survey #2 closed on May 29, and there were about 800 responses, which was considered quite good.

Vision Statement & Guiding Principles: **Charlotte Ueta** identified the purpose of the Vision Statement and Guiding Principles.

Vision Statement: These slides showed which concepts were most and least important to those responding to the survey. The most important was “taking responsibility for our own waste by focusing on reducing on the amount of waste generated”. This was followed by “embracing a waste management system that is user friendly and convenient”. The least important was “Toronto being an international leader”, followed by “opportunities for leadership, collaboration and innovation”. **Charlotte Ueta** said that this showed that respondents were not so concerned about how Toronto compares to others, but what Toronto should do to manage its own waste.

A SAG member asked whether the issue of taking responsibility referred to individual responsibility or the City taking responsibility for its own waste. **Charlotte Ueta** said that it could be a bit of both.

A SAG member asked whether people could answer multiple options. **Charlotte Ueta** said that people could select their three most important, and their one least important option.

A SAG member asked whether there are any details about the demographics of respondents. **Charlotte Ueta** said that the last part of the survey collected some demographic information, including the type of housing and where in the City the respondents live, age, and some other questions. The SAG member asked what kind of differences in environmental attitudes were evident according to where people live within the City. **Charlotte Ueta** said the team could look into that, break down the data and get back to the SAG.

A SAG member said that she would like to know what kind of alternative visions were provided in the Survey. **Charlotte Ueta** said the team could provide that.

Draft Vision Statement: This Statement will be taken to PWIC and Council in September and October

respectively, for final approval. **The facilitator** asked if there were any more reflections on it.

A SAG member said that the first sentence did not read very well. He also thought the group had agreed not to use the word “waste”. **Another SAG member** said that the group had talked about it, but she was not sure that it had been agreed not to use it. She said that RCO had objected to the term but she did not think that the group had come to a conclusion. **Charlotte Ueta** said the point could be noted and considered before the Statement is submitted. **A SAG member** asked what term the public most identifies with. He thought that whatever is most understandable to the public should be used, unless the goal is to redefine that public definition. **Pat Barrett** said the City has tended to use “waste” as an umbrella term that covers garbage, recyclables, and organics. That is the approach that has been taken in the public education literature.

A SAG member asked whether the project team is reaching out primarily to citizens of the City or to businesses and other municipal users as well. **Charlotte Ueta** said that it will include all stakeholders.

Survey #2 – Guiding Principles: **Charlotte Ueta** said that the top principle from the Survey was “work to mitigate climate change”, followed by “treat waste as a resource”.

A SAG member said that he hoped that the City is not trying to do this in isolation from the Province, which is going to be working on new waste legislation in the fall. He would like to see consistency. **Charlotte Ueta** said the Ministry of Environment and Climate Change is aware that Toronto is doing the Strategy, and the General Manager will be meeting with them about this as well.

A SAG member said that what struck her is that the top 3 principles were about health and the environment, whereas economics was lower down.

Evaluation Process: **Charlotte Ueta** said that the SAG had seen a presentation of this in April. She planned to provide a high level explanation of the process and then to go into the options. She said that the evaluation process would have three phases: Background Data Collection; Application of Evaluation Criteria; and Recommendation of Preferred Options.

A SAG member asked, regarding slide 11, who would be doing the final evaluation. **Charlotte Ueta** said that the background data collection would be by the consultants, the feedback would come from the SAG, the PICs, the Survey, and Council, and the evaluation would be done by the consulting team based on the feedback received on criteria. **Michelle Kane** added that no evaluation would take place until after Council approves the criteria.

Charlotte Ueta then presented on Preliminary Program Options.

A SAG member asked about the use of garburators. He said that some municipalities had banned their use. **Charlotte Ueta** said that she would ask the consultants to provide more clarification on that option. **Another SAG member** said that York Region rescinded their ban on garburators.

A SAG member said that it is still not clear how the criteria are going to be applied. She was not clear how the options would be compared to the others. **Charlotte Ueta** said that the entire list of options would be run through the evaluation process. **The SAG member** asked whether it is not so important

then which heading an option is under. **Charlotte Ueta** said that she will verify and follow up.

Another SAG member said that there are very few options that should not be kept. **Charlotte Ueta** noted that there are about 60 options and several criteria. **Another SAG member** agreed, and said that some of the options are so obviously good, it is more about how they fit in the Strategy, rather than if they fit. She thought that some would be worth evaluating, but some, like increased social media presence, are so obvious that it would not be worth putting them through the evaluation. **Some other SAG members** noted that there are some options which certainly should be evaluated, but not necessarily all. **Charlotte Ueta** said that the evaluation and ranking would also help to prioritize on how to move forward with the 10 year reduction plan.

A SAG member said that some of the options would require staff time, some would require money in different amounts depending on how fulsome the programming is. She thought it would be hard to provide input without knowing the criteria.

Another SAG member said that it seemed like some of the options were good ideas, but things like a tool library could be competing with a business. He thought that should be considered.

Some SAG members communicated to the facilitator that they wanted to see the evaluation criteria before discussing the options further.

Charlotte Ueta presented on Program Evaluation Criteria.

A SAG member mentioned that there is a City of Toronto initiative to get large buildings to track energy. He asked how that would be linked with this, as he was concerned that without integration and coordination, businesses would find it extremely difficult to report different things to a whole bunch of different agencies. **Charlotte Ueta** said she thought this could be considered at the Executive Environment Team, which includes other City divisions. They are considered key stakeholders and the team will seek their input. She said the team wants to ensure synergy.

Robyn Shyllit handed out the workbook on the criteria and invited the group to discuss the program options and criteria.

A SAG member said that it was still not clear how the criteria would be ranked. There were just two environmental criteria, and lots of social and financial criteria. She wanted to know how they would be weighed against each other and applied. **Charlotte Ueta** said that this will be followed up on and will provide a response.

Another SAG member said that the public input had shown prioritization of environmental concerns but there were just two environmental criteria and lots of social and economic criteria. She asked how that tied in to the community's response in Survey #2. Also, the community said that innovation wasn't so important, but innovation was still one of the criteria. She asked how that would rank against the environmental criteria.

Another SAG member said that health should be mentioned somewhere within the criteria.

Another SAG member said that something like a community food waste program would be hard-pressed to be well evaluated by these criteria. She said that the group had talked about local jobs. Perhaps this would indicate an increase in social equity.

A SAG member said that the criteria looked very much the same as what had been discussed at the April SAG meeting. It didn't seem to incorporate the feedback that the SAG provided last time. She felt that this conversation would just be a repeat of the earlier conversation. **Charlotte Ueta** said that was fair feedback and noted that their feedback on the criteria would be incorporated in the next staff report in September.

Another SAG member said that she thought there should be a criterion to ensure that options do not unfairly impact those with lower income, the elderly, etc. That had been mentioned before but it is not in the criteria.

Another SAG member said that he was trying to understand the innovation piece. He wanted to know what is meant by that. Some of the innovation might be outside of North America. He wanted to know what that would mean for this.

A SAG member reiterated her frustration that the feedback the SAG had not yet provided in April was not reflected in the criteria being presented.

Michelle Kane said she did not want people to think all the great feedback from the April meeting will not be taken into consideration. It will certainly be considered along with feedback received from other stakeholders. **A SAG member** asked whether they would need to make the same comments again at this meeting. **Michelle Kane** said no. **The SAG member** said that seemed to be the route being taken at this meeting. **Charlotte Ueta** said today's discussion is also includes the indicators, which was not presented at the April meeting.

A SAG member said that she did not see indicators being presented. An indicator would be something like a specified number of parts per million of air pollution, rather than “adding pollution to air”. It would include a threshold or a standard. It would include more metrics.

Another SAG member said that “innovation potential” is not an indicator. She also said that the waste hierarchy is in social and should be in environmental criteria. She was also confused by “potential to increase diversion”. She did not know how the indicator presented for this would actually give a higher score to something that is higher on the waste hierarchy.

Charlotte Ueta asked whether the SAG had enough information from what was presented to rank them.

A SAG member asked why it would be necessary to rank them. She asked if that meant things would be weighted more if they were ranked higher.

The facilitator took the discussion back to the list of options. Comments on each option are listed under each slide title.

Generation, Reduce and Reuse:

A SAG member said that tool sharing is a good idea to save people money, but it doesn't seem like something that is going to have a major impact on landfill. He felt the same way about an art exchange – it is a good way to save money, but if it wasn't there, he thought people would use Kijiji to sell them. He did not think most people would throw these items in the landfill if they were finished with them. **Another SAG member** responded that there are people who buy a home and don't buy tools because there is a tool share library. She thought it was more about building a culture of conservation and sharing. It also gives more people access to top quality tools. As long as it isn't very expensive and it does not take away from other options, she thought they were a good idea. **The first SAG member** asked whether Car Sharing should be on the list then. It is the same logic. He said he did not mind leaving it in, but it did not seem to have much impact. **A third SAG member** said that it did seem very specific. She would like to see a more general “reuse” strategy.

A SAG member said that it is hard to see all the options in the same bucket. Different options require different resources, time and money. Comparing a food waste strategy to a tool library is very hard. It also implies the City will do one and not the other, but really the City will do policy, outreach etc. She suggested categorizing them: comparing policy options to each other, program options to each other, etc. **Another SAG member** agreed. She said creating a reuse strategy to include everything (kitchen tools, bike tools, building materials) would be very exciting.

Another SAG member asked whether the end game is to reduce what is going into landfill. **Charlotte Ueta** said yes. **The SAG member** said that the plastic bag levy addressed less than 1% of the waste stream. He thought the same applies to tools and art supplies. He asked about things that have more bang for the buck. **Another SAG member** said the low-hanging fruit have already been addressed. She said that what's left are lots of little things. **A third SAG member** said he thought that Industrial, Commercial & Institutional (IC&I) was the biggest low-hanging fruit left.

Charlotte Ueta said this was a good segue to the next slide.

Overall System Considerations – IC&I

A SAG member asked where the City is going on IC&I. He thought nobody in the City is touching it. **Charlotte Ueta** said that one of the City's assets is the landfill, and the City has raised tipping fees and is trying to move away from non-Toronto customers.

A SAG member said that this is a good example of comparable options that can be weighed against each other. She also pointed out that there is a tension between the options here and getting more or less into the multi-res system.

Overall System Considerations – Other

A SAG member said that multi-res is the big growth industry for diversion. The City is trying to get the numbers higher, but won't get them higher without making it more convenient. **Charlotte Ueta** recalled stakeholder feedback relating to building guidelines and retrofits of trisorters. **The SAG member** said that trisorters don't work – there need to be 3 chutes side by side. **Another SAG member** agreed, and said that there absolutely should be development guidelines about that. **The first SAG**

member said there will be resistance from the development industry because it triples the footprint of the system. **The other SAG member** agreed but still thought it was necessary.

Another SAG member said that there is a City requirement that recycling has to be as convenient as garbage disposal, but the question is how that is interpreted. **A SAG member** described a new building near City Hall which has no chutes, so it is equally convenient to dispose of all materials. If people have to take the materials down anyway, they usually decide to dispose of them properly.

Another SAG member said that she liked exploring mechanisms like bans, levies bylaws and acts, but it depended on which. She thought some would be easy and some would not.

Another SAG member asked what “discontinue provision of multi-residential waste services” meant. **Charlotte Ueta** said it would mean the City would get out of the business of providing multi-res collection, and multi-residential properties would have to negotiate their own contracts. **A SAG member** said he'd love that.

Promotion and Education

A SAG member said that there are some other ideas that are not on the list. She suggested TV, media campaigns, presence at festivals, and partnering with other diverse news organizations.

There were no comments on Promotion and Education – Multi-Res.

Recycling and Processing

A SAG member asked what on-site organics processing is. **Michelle Kane** said it is a small scale organics process that happens in a vessel on-site, ORCA is one example. The bacteria consume much of the solids and the residual is liquid that is sent to the sewage treatment plant. It can be indoors in the basement. **Charlotte Ueta** said the team can provide more information on that option.

Another SAG member suggested an additional criterion should be consideration of effect on infrastructure. The consulting team must talk to Toronto Water about the implications of systems that send residual into the sewage treatment system. **Another SAG member** said it is related to grease trap issues where sewer grease is reducing the internal diameter of the sewers. **A third SAG member** said that perhaps a screening criterion should remove options that are inoperable (e.g. that don't meet provincial law, etc).

A SAG member asked whether a time would come when there would be simply an organics and a dry stream and the MRF does the rest of the sorting. He said that there is so much confusion leading to contamination of the recycling stream and recyclables going into the garbage stream. **Charlotte Ueta** said that a dirty MRF is one of the facility options.

The SAG took a 10 minute break.

3. Facility Options and Criteria – group discussion

Charlotte Ueta presented on Facility Options and Criteria. She said that two categories had been removed. The first was about transfer station options, because at the last SAG meeting it had been decided that the issue was too internally focused and would be hard for the public to provide proper comments on. The same applied to asset management. The group would therefore be looking at four options.

The following is a summary and captures discussion surrounding the presentation. The discussion covers both the options and the criteria.

Collection and Drop-Off:

A SAG member asked for clarification about drop-off facilities. She asked if this meant a truck coming to get these items, or providing a container.

A SAG member asked if the mobile service would be manned or not. There may be liability issues, and that would need to be managed. **Charlotte Ueta** said that without getting to that level of detail now, that would have to be taken into consideration when these are being evaluated.

A SAG member said that a lot of things that the City recycles are not easy for people to drop off, or certain customers are not eligible for collection. She suggested expanding all waste diversion programs to all customers. **Another SAG member** agreed that it would be good to have access to all programs (e.g. yard waste for schools; battery collection for schools). There have been concerns about safety for drop-off locations for batteries, so when there is collection, it is done for events.

A SAG member asked if the City is looking at a hybrid system for dirty MRFs. He said that the waste stream from schools is mostly composting and recycling, but most goes to landfill. It would be better to have a dry stream and a composting stream. **Charlotte Ueta** said that the consultant could consider that as well, and consider which customer group it would be applied to.

Recovery:

A SAG member said that anaerobic digestion from composting should not be in disposal. It should be higher up in the hierarchy. **Charlotte Ueta** said that change will be made based on the comments received.

Recovery – Energy from Waste:

A SAG member suggested that landfill gas recovery should be under "Recovery - energy from waste".

A SAG member said that in some of these cases, the situations are “either-or”, and in others the options are to happen in tandem with each other. The interactions between these options need to be thought about more carefully. **Charlotte Ueta** said that was a good point and would be taken back.

A SAG member suggested that when combinations are possible, the interactions between them need to also be considered. One option on its own might not look so good but in combination with another may

be more worthwhile.

A SAG member asked how this would fit with siting. She suggested a screening criterion to decide if there is a place where a facility could be sited in the City. **Another SAG member** asked whether that would fit into approvals complexity. **Charlotte Ueta** said that could be clarified. **The first SAG member** said that the liabilities associated with these facilities is closely related to where they are sited.

A SAG member asked about the difference between a bioreactor and a biocell and why they are categorized differently. **Charlotte Ueta** said that she will follow up to provide those details.

Residual Disposal:

A SAG member asked if developing a new landfill is not on the table. **Charlotte Ueta** said that it could fall under the option “purchasing a new landfill”. **The SAG member** said that sounded like purchasing an existing one. **Charlotte Ueta** said that could be made clearer.

System Financing:

A SAG member wanted to point out that many of these options are very controversial and there is conflicting data about them. She asked if the consultants would show the inputs that are used. **Charlotte Ueta** said it could be something to consider in criteria and indicators.

A SAG member asked whether the incentive for multi-res would go back to the building owner or the residents. **Charlotte Ueta** suggested that perhaps it would go to the program users. **The SAG member** said that it would not be easy but it would be more likely to get a response.

Another SAG member said that she saw performance-based incentives more as a program-based option rather than as a financing tool.

A SAG member said that the team was looking at increasing the customer base but hadn't yet decided if the City would provide the service or not. **Charlotte Ueta** agreed that that was consistent with the earlier comment about how things impact each other.

A SAG member said that regarding allocating costs for waste management, the City would reduce the incentive to divert if it removes that rebate. **Another SAG member** said that she heard that Vancouver now charges for all three streams. She suggested that the team could find out how things work there.

A SAG member asked if there will be an analysis about cost recovery, like for the Yellow Bag program and the IC&I sector. Depending on whether there is a profit or loss on it, it might help to finance the system.

A SAG member said that it would be interesting to see how people respond to this because it is very confusing. Those who live in multi-residential buildings may not even know about the rebate program.

Charlotte Ueta asked if there should be any additional criteria. **A SAG member** said that the group already gave input at the earlier SAG and that they did not feel the need to provide additional

comments on the criteria.

4. SAG Meeting Schedule

Charlotte Ueta said that this is the last meeting until September. The next report is going to be crucial, taking all the input from the public, SAG, key stakeholders and councillors, and considering it. It will go to Public Works and Infrastructure Committee in September, and then seeking Council approval in October.

A SAG member suggested that before October, it would be useful to have a meeting with the consultants about how they have used the feedback from this group, and if they haven't used it, why not. She said that the SAG would like some feedback. **Another SAG member** said that this should also include an explanation about how these criteria would be applied. It is hard to understand future steps. It must be transparent how the criteria will be used.

A SAG member said that she would like to get the information in advance of the October meeting, in order to prepare for it.

Annette Synowiec said that in September it will be a bigger list. There will be no application of criteria until there is approval that the list is comprehensive. She reassured the group that the project team would come back to the SAG with that information.

A SAG member asked if the Phase 3 would be complete by the February meeting. **Charlotte Ueta** said there would be initial feedback.

A SAG member asked to talk about scheduling of meetings. **Michelle Kane** said she would do another Doodle poll for September onwards.


5. Meeting #10 Follow Up, Circle Back and Next Steps

A SAG member said that all the information presented at this meeting is great if the City works in a bubble. The Province will get into this in the fall with new legislation, so the project team should craft a buffer to deal with that. **Annette Synowiec** said that the possibility of legislative changes was included in the plan for the Strategy. If the City had any positions regarding the legislation, that would be a separate report, but the Waste Strategy would tie in to that.

Robyn Shyllit reminded the group that the Strategy is in the middle of the public consultation phase, and requested that they send anyone they knew to be interested to participate in the remaining PICs or to the online Survey. She also said the next instalment of the speaker series would be coming up.


The facilitator thanked the group for their participation.

The meeting was adjourned at 3:01 pm.10



SAG Meeting #12 (Webinar) Phase 2 Consultation Update and September Reporting

August 26, 2015






Agenda


Time	Agenda Item
10:00 – 10:05	Welcome and Acknowledgements
10:05 – 10:15	Recommended Vision and Guiding Principles
10:15 – 10:40	Recommended Evaluation Process , Criteria & Priorities
10:40 – 10:55	Recommended Options
10:55 – 11:00	Follow up/Next Steps/Close





Meeting Objectives

- Present & Discuss Recommended Vision and Guiding Principles
- Present & Discuss Recommended Evaluation Process and Criteria
- Present & Discuss Recommended Options
- Present and Discuss Next Steps for the Fall





Recommended Vision and Guiding Principles



Input to Vision Statement

Through the consultation process, feedback was received on the vision statement, which can be condensed into 4 main points for revision:

- Introduce the concept of a circular economy and the importance of this type of thinking with respect to waste management in the future;
- Increase readability and reduce some redundancy in the message;
- Consider removing some generic and/or vague words like "green" that can be open to interpretation; and,
- Include additional themes around safety and health.

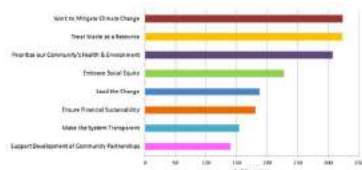
Input provided has been used to create a recommended Vision Statement.

Recommended Vision Statement

"Together we will reduce the amount of waste we generate, reuse what we can, and recycle and recover the remaining valuable resources to reinvest back into the economy. We will embrace a waste management system that is user-friendly, with programs and facilities that balance the needs of the community and the environment with long term financial sustainability. Together, we will ensure a safe, clean, beautiful and healthy City for the future."

Input to Guiding Principles

Survey #2 generated the following response with respect to importance of suggested Guiding Principles:



No comments were received in opposition to any of the guiding principles, nor were there suggestions that would support removing some from the list.

Recommended Guiding Principles

- 1) Work to Mitigate Climate Change Impacts- To reduce our impact on climate change we will find solutions that reduce greenhouse gas emissions associated with our waste management system.
- 2) Treat Waste as a Resource- Waste is an asset that needs to be conserved. We should make best use of our waste by recovering materials and energy remaining after reducing, reusing, and recycling.
- 3) Prioritize our Community's Health and Environment- The health of our residents and the environment is a priority in decision making to minimize negative impacts and to maximize the benefits.
- 4) Embrace Social Equity- Create an easy-to-use system that all residents and the community can understand and participate in.

Recommended Guiding Principles

(cont'd)

- 5) Lead the Change- Strong leadership is taking ownership, leading by action and being responsible for the waste we produce.
- 6) Ensure Financial Sustainability- Financially sustainable solutions that are easy and affordable to maintain by future generations and also help to stimulate economic growth within our community.
- 7) Make the Future System Transparent- Future decisions on the implementation of the Strategy will be open, accessible and based on best practices and facts to find solutions that benefit all.
- 8) Support Development of Community Partnerships- Working together with local community groups and organizations will help us reach our goals and reduce waste more effectively and efficiently.

Recommended Evaluation Process and Criteria

Input to Evaluation Process

Feedback Received	Recommended Modification
Concern regarding having two different sets of criteria (one for Programs, the other for Facilities & Infrastructure) and the confusion this could cause with the public and stakeholders	A common set of criteria will be applied to both Program Options and Facility & Infrastructure Options. Where criteria are not applicable to the options being evaluated an N/A will be marked.
Concern regarding some options being more about the "how" than the "what" and that some options could be removed from further consideration when they may be appropriate for implementation purposes depending on what is recommended.	Options identified that directly relate to either how a program or facility/infrastructure are implemented will be identified, summarized and carried forward as "Implementation Tools" to be considered where appropriate as part of the development of the implementation road map.

Recommended Evaluation Process

Phase 1: Background Data Collection

- Collect data to support the application of each of the evaluation criteria.

Phase 2: Grouping of Similar Options

- Options are grouped together that address a common gap/challenge/opportunity and will be evaluated using the recommended criteria.
- Some of the options identified to date will not be evaluated using the recommended criteria, but rather will be identified as Future Considerations or Implementation Tools.

Recommended Evaluation Process

(cont'd)

Phase 3: Application of Evaluation Criteria

- A common set of criteria will be applied to both Program Options and Facility and Infrastructure Options. Where criteria are not applicable to the options being evaluated an N/A will be marked.
- Priorities will be applied to identify overall preference where the evaluation results in a similar score.

Phase 4: Recommendation of Preferred Options

- Based on the results of the evaluation, options will be identified that best address the gaps and challenges for implementation in the Waste Strategy.

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Input to Evaluation Criteria

Feedback Received	Recommended Modification
A comment was provided that similar to energy generation/consumption, the potential need for water consumption of some options should also be evaluated.	Potential Water Consumption Requirements has been added as a consideration when evaluating Local Environmental Impact/Benefit.
Comments were made about the difference between innovation and risk and that more innovative technologies are inherently higher risk.	Innovation has been removed as a criterion and will be addressed as an indicator along with other risk based criteria.
Comments were received about how public safety would be addressed in the evaluation.	Community Safety has been added as a criteria for evaluation.

Toronto

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Input to Evaluation Criteria

(cont'd)

Feedback Received	Recommended Modification
Comments were received about consolidating and/or grouping some of the criteria originally proposed.	Some of the Criteria have been grouped together. For example, Capital and Operating Cost criteria have been grouped under a new criteria of Cost. This change will not impact the extent of the evaluation to be completed, but rather is being done to simplify how the results will be presented in the future.
Nutrient recycling benefits should be included in the evaluation	The environmental indicator "Potential Contaminants to Land Resources" has been modified to "Potential Impacts/Benefits to Land Resources" to reflect this comment.

Toronto

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Input to Evaluation Criteria

(cont'd)

Feedback Received	Recommended Modification
Comments were received about the importance of social equity within the City.	A new criteria has been added under Social called "Equity" which will be applied to understand if the proposed option has an different impact/benefit on different groups within the City. (e.g. access to services, cost of services, etc.)
A comment was provided with respect to setting thresholds for each of the criteria.	For a planning study at this stage and given the range of options to be evaluated, the establishment of thresholds would be very subjective and potentially overly restrictive resulting in some options being removed from further evaluation, when in fact they should be considered further. However, there are some thresholds which are already in place and would be included/assumed (e.g. regulatory thresholds for air emissions would be assumed as mandatory requirements and any option not meeting these requirements would not be considered further).

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Recommended Environmental Evaluation Criteria

Category	Criteria	Indicators
Environmental Impact/Benefit	Local Environmental Impact/Benefit	<ul style="list-style-type: none"> Potential Impacts/Benefits to Land Resources Potential Impacts to Local Airshed Potential Impacts to Local Water Sources Potential Water Consumption Requirements Total Land Required and Land Use Displacement
	Regional/Global Environmental Impact/Benefit	<ul style="list-style-type: none"> Energy Generation / Consumption Fossil Fuel Consumption/Displacement Greenhouse Gas Contributions
	Public Health Impact/Benefit	<ul style="list-style-type: none"> Potential to impact human health Potential to impact ecological health
	Potential to Increase Diversion Waste Hierarchy	<ul style="list-style-type: none"> Ability to recover additional divertable materials Consistency with the priorities of the Waste Hierarchy

Recommended Social Evaluation Criteria

Category	Criteria	Indicators
Social Impact/Benefit	Approvals Complexity	<ul style="list-style-type: none"> Complexity associated with approvals and permitting requirements
	Potential for Land Use Conflicts/Community Interruption	<ul style="list-style-type: none"> Potential for Traffic Increase/Reduction Potential for Litter increase/Reduction Potential Odour Emissions Potential Noise Emissions Potential for Increased Vector/Vermin
	Collaboration	<ul style="list-style-type: none"> Ability to partner with other municipalities/ organizations
	Complexity	<ul style="list-style-type: none"> Program complexity to user
	Convenience	<ul style="list-style-type: none"> Ease of participation
	Community Safety	<ul style="list-style-type: none"> Potential for impacts to Community Safety
	Equity	<ul style="list-style-type: none"> Potential for unequal impacts/benefits to specific groups

Recommended Financial Evaluation Criteria

Category	Criteria	Indicators
Financial Impact/Benefit	Cost	<ul style="list-style-type: none"> Estimated Net Capital Cost Estimated Net Operating Cost
	Risk	<ul style="list-style-type: none"> Potential for Contractual Risk Schedule Risk Innovation Risk Market Fluctuation Risk
	Economic Growth Flexibility	<ul style="list-style-type: none"> Potential for Economic Growth Ability to accommodate future changes (e.g. regulation, waste composition, etc.)

Input to Priorities

Input Received:

- As part of the Phase 2 consultation process, input was sought on where priority should be placed in the overall option evaluation process.
- Will be important in situations where two options are being evaluated that overall may result in a similar "score", however, the "points" that add up to that "score" are coming from different categories or criteria.
- Survey #3 (Metroquest) was utilized in part to obtain specific feedback on priorities.



Recommended Priorities

Based on the input received through the Phase 2 consultation process, the following priorities are recommended for application in the options evaluation process:

1. Environmental
2. Social
3. Financial

Recommended Options

Options

Preliminary List of Options presented as part of Phase 2 Consultation Process with input sought on:

- Additional options for consideration?
- Thoughts on options already on the list?

Consultation has resulted in:

- New options being added for consideration; and,
- Reorganization, recategorization and consolidation.

No Options have been removed from consideration in future steps of the strategy development process.

Proposed Changes to Options

New Options being added for Consideration:

- Multi-Residential Collection with Small Vehicles
- Revisions to Development Standards
- Development of a Community Partnership Unit
- Additional Support for Community Composting
- Development of a Centre of Excellence
- Establish High Profile "Waste Working Group" or "Circular Economy Task Force"
- Coordinated Collection Contracts
- Deposit Return
- Future EPR Changes
- Advocacy
- Green Procurement
- Performance Measures

Proposed Changes to Options (cont'd)

Reorganization, Re-categorization and Consolidation:

- Partnerships with non-profit organizations was combined with the new Community Partnership Unit Option.
- The relocation of Commissioners St Drop-off Depot will be addressed as part of the broader evaluation of depot options.
- Landfill Gas Recovery has been included under the Alternative Revenue Opportunities Option.
- Anaerobic Digestion Gas Recovery has been included under the Alternative Revenue Opportunities Option.

Proposed Changes to Options (cont'd)

Reorganization, Re-categorization and Consolidation (cont'd):

- Converting the Dufferin MRF into a mixed waste facility will be considered as part of the evaluation of Mixed Waste Processing Options
- Decommissioning the Dufferin MRF and use for other waste management activities will be considered as part of the implementation plan for any of the recommended Options.
- Maintain the Status Quo regarding IC&I waste at Transfer Stations represents the baseline upon which other options will be compared.
- Expanding collaboration or partnerships to help with advocacy and waste reduction will be addressed as part of the new Advocacy Option.

Discussion:

What are your thoughts on the new Additions and Modifications?

Follow up/Next Steps/Close

Upcoming SAG Meetings

- **October 2015**
 - Evaluation completed to date and preliminary results (Part 1)
- **November 2015 (All Day)**
 - Evaluation completed to date and preliminary results (Part 2)
- **January 2016**
 - Present Draft Strategy and review/discuss Phase 3 consultation content
- **February 2016**
 - Discuss draft implementation plan, opportunities to get/remain engaged, and initial feedback from the Phase 3 consultation
- **March 2016**
 - Discuss the Final strategy, Implementation Plan and next steps

Next Steps

- Next PWIC meeting will be held on September 22, 2015
- Next Council meeting on September 30, 2015



CITY OF TORONTO: LONG-TERM WASTE MANAGEMENT STRATEGY
Stakeholder Advisory Group (SAG) Meeting #12
Wednesday, August 26, 2015
Webinar

Attendees:

Stakeholder Advisory Group Members:

Kate Parizeau – University of Guelph Virginia MacLaren – University of Toronto
Emily Alfred – Toronto Environmental Alliance Rob Cook - OWMA
Darryl Chong - Greater Toronto Apartment Association

Staff:

City of Toronto: Annette Synowiec – Solid Waste Charlotte Ueta – Solid Waste
 Michelle Kane – Solid Waste Siobhan Ramsay – Communications
 Robyn Shyllit – Public Consultation (facilitator)

HDR: Jim McKay

Dillon: Betsy Varghese

The meeting was called to order at 10:00 am

1. Welcome and Acknowledgements

Robyn Shyllit briefly outlined the agenda and the purpose of the meeting, which was to give an update on feedback received from the consultation process and follow up on the meeting in June. The meeting objectives were to present and discuss: the recommended vision and guiding principles; the recommended evaluation process and criteria; the recommended options; and the next steps for the Fall.

2. Presentation: Phase 2 Consultation Update and September Reporting

The presentation content is in slides 4-26, attached in Appendix I. Below is a summary of the content, with discussion about the presentation following in the next section.

Recommended Vision and Guiding Principles

Jim McKay presented, saying that all the feedback from all the consultations over the last few months had been incorporated into revisions of the recommended vision, guiding principles, evaluation criteria etc. The recommendations would go to PWIC in a report on September 22. The team wanted to get the SAG's feedback on this before it went to PWIC.

In the Vision Statement, the team wanted to introduce the concept of a circular economy and improve its readability and clarity, reduce redundancy, and introduce the concepts of health and safety. He presented the new recommended vision statement (see slide 6), noting that a statement about reinvesting back into the economy had been added, the term “green” had been removed and replaced with “safe” and “healthy”.

Regarding the Guiding Principles (slides 8-9): the team got a lot of support for all principles (the top 3 in particular). The team decided to keep them all. Although some resonate with some people more than others, in general, there was a lot of support for all so they are keeping them all.

Recommended Evaluation Process and Criteria:

Jim McKay said that the team had heard that it was confusing to some to have 2 sets of criteria (one for programs and one for facilities). The team's response was to merge them together (and just put in N/A where a criterion is not applicable).

He said that there had been concern about some options being more about “how” than “what”. Those items or options won't get fully evaluated through this process, but they will be looked at as a means to implement the recommendations. This would particularly apply to items surrounding communication and promotion.

There is a new recommended evaluation process. Phase 1 will remain the same. For Phase 2, similar options will be grouped together to address a common gap/challenge/opportunity. Some items will be identified as future options, particularly when they cannot be properly evaluated yet (e.g. when there are existing City contracts and the items would be about future contracts). Phase 3, the application of the evaluation criteria, would not change, other than the merging of the two sets of criteria. Phase 4 would remain the same.

Regarding the response to input to the Evaluation Criteria (see slides 14-19): Water Consumption is a new criterion; Innovation was removed as a criterion and included as one of the risk criteria; Public Safety is a new criterion; some criteria have been grouped together (capital and operating costs are now grouped together under “cost”); nutrient recycling benefits have been included; a new criterion called “Equity” has been added, and that would look at the impacts on different groups or communities within the City. There were comments with respect to threshold: at this time no threshold will be set that would exclude a possible option that should be explored further (though some thresholds, like regulatory ones, do already exist).

Regarding new recommended evaluation criteria, they remain grouped by environmental, social and financial criteria. The Waste Hierarchy is now under environmental criteria. Community Safety and

Equity were added to the social criteria. Risk now includes market fluctuation risk.

Input to Priorities (slides 20-21):

Jim McKay said that through the consultation (particularly MetroQuest), environmental impact came out on top, followed by social and financial priorities.

Recommended Options (see slides 22-26 for details):

There were some changes to the list of options: some new options have been added. Some have been recategorized. Nothing has been removed, so the list is longer.

Some new options include: multi-residential collection with small vehicles; revision to development standards; additional support for community composting initiatives; a centre of excellence, coordinated collection contracts, future EPR options, advocacy by the City, green procurement, performance measures, etc. The recommended options were also reorganized: partnerships with non-profits have been combined under one new option; the Commissioner Street transfer station and drop-off depot have been separated so that the drop-off section will be addressed along with other City drop-off options.

3. Discussion: SAG members' thoughts on the new additions and modifications

A SAG member said he had 3 questions. The first was about the Vision Statement. He wanted to understand what a “healthy city” is. **Jim McKay** replied that there were a lot of comments about the importance of health through the surveys. The Vision Statement is meant to drive future programs and facilities. Having health in the Vision Statement is meant to keep in mind the importance of health to the City and its residents and ecology (in terms of criteria and indicators). **The SAG member** said that the problem is that there could be a number of different interpretations of what “healthy” could mean. It could be about the residents, or about the balance sheet. He said he thought that it is really residents' health, but that is not clear.

The SAG member also asked about “potential for contractual risk” in the evaluation criteria. He asked about the background of how and why that is there. **Jim McKay** said that was in the first round of consultation already. It is about where there are certain technologies, facilities or programs, where the business arrangement of implementation could be of concern to the City. It could be about terms and conditions, or ownership and/or operation. It is to provide a criterion or indicator in there that looks at the contractual risk of signing up. **The SAG member** asked if it is not about service delivery then. **Jim McKay** said no.

The SAG member then asked about “Coordinated Collection Contracts” under “Options”, and whether that was essentially franchising. **Jim McKay** said no. He said this came up at the vendor days and it was an established vendor with multiple service offerings put it forward. For example, at present, the City would issue a front end load contract, but could also issue a transfer contract. With this, the City would issue it as a collection and transfer contract. What staff heard from the vendor community was that they already have IC&I contracts in these communities. If they have 2 separate contracts, they have to take 2 separate trucks down the same street to service two contracts. They want to be able to realize

efficiencies. It could include transfer stations and disposal options. It would alleviate pressure on their transfer stations. He said that it wasn't clear yet what the combination would be, but that is the concept.

Another SAG member noted that, in terms of the evaluation criteria, there seems to be a lot of overlap with energy generation/consumption, fossil fuel consumption/displacement, and greenhouse gas contributions. She asked why all three need to be there, for example for an anaerobic digester. **Jim McKay** said that the team wanted to be sure that they covered off all the bases. Depending on the technology, some of them would be different. These are more about facility evaluation and criteria. For example if you are producing biogas, you are producing energy but also consuming it. It would compare that technology against others. For some of these technologies, if there is a net consumption of energy, there are questions about whether it is fossil fuel, or if it is displacing fossil fuel (like refuse derived fuel). The team wanted to ensure that was in there because they have different environmental profiles. On greenhouse gas contributions, the team got a lot of comments about looking at greenhouse gas contributions. The onus will be on the team to ensure there is no double counting. **The SAG member** said that it still seemed like an overlap to her. For example with anaerobic digestion, it is generating energy but it is displacing fossil fuels, so it would be in both categories. **Jim McKay** asked if she thought it would make more sense to combine the three. **The SAG member** said it would make more sense to her. She noted that with human health, the indicators are more broad and include a number of sub-categories, so it would make sense to combine them here too.

The SAG member asked if for economic growth, it could allow a differentiation between local economic benefit vs international economic growth (growth for an international client where the benefits are taken elsewhere). **Jim McKay** said that was a great comment. He noted that there are some situations where there are procurement policies that do not allow to specify local content. However he said he would take it back and look if there would be a way to incorporate it.

The SAG member asked if the SAG members would get this list for further comments. She noted that the content had been run through very quickly and it was hard to give thoughtful feedback based on such a quick overview. **Jim McKay** said yes. **Charlotte Ueta** noted that the SAG should just be aware that this is still draft and subject to change. **Jim McKay** said the team could also set up some calls with individuals to speak about some issues in more depth.

Another SAG member said that some of the later slides discuss scores and points, but she said she hadn't seen anything about how the criteria would be allocated points and how they will be scored. She said that would be very important to see the criteria holistically. It would enable her to see if the different categories are weighted relative to each other (e.g. environmental compared to economic). She added a second comment, which was about the indicator category: she said that those are not indicators, they are criteria. The wording is the same for both (indicators and criteria). She said that during the presentation, she looked on the Environment Canada website for air quality indicators and they have much more specific indicators (e.g. ambient levels of fine particulate matter, ozone, etc.). She wondered which of those would be used, or a combination. **Jim McKay** said that it was intentional not to include that level of detail at this stage. He said that from his experience, those kinds of details come later. At this point the evaluation could only be taken so far. Later, when there are other processes, like an Environmental Assessment (EA), there would be much more detailed levels of evaluation. At this stage it has to be higher level. He said that they can put in there that at a minimum those need to be addressed. **The SAG member** asked, if air quality is an indicator, whether the evaluation would just

say that one is good and the other is bad. That does not seem meaningful. **Jim McKay** said it would be more detailed than that, but there would not be any modelling or ambient air analysis because that would be too expensive and not necessary at this stage, because it would have to be part of an EA later anyway. **The SAG member** said that they were concerned that this level of vagueness could not lead to a meaningful evaluation. **Jim McKay** said that he would disagree, because this is what is typically used for this level of planning. **The SAG member** asked whether the team could provide other examples where this had been used, to demonstrate how it had been used effectively. **Jim McKay** said that he could find some other examples from across North America and show the types of criteria that had been used.

Another SAG member said that she shared the previous SAG member's concerns, and it would be helpful to have an example that she could work through, or at least the name of the comparative methodology that the team plans to use. She said that she had a few questions. Firstly, regarding the Vision: she noted that the words refer to a safe, clean, healthy city. She observed that there is no mention of other places – it implies that it is fine to export the problems to other places. She asked if that was intentional. **Charlotte Ueta** said no, that came from Public Health being concerned about the City residents' health. **The SAG member** said she understood that, but it seems to overlook the other communities that may be taking Toronto's waste. She advised ensuring that concern for others that are outside Toronto is not excluded from the Vision.

The SAG member also asked what the difference is between recyclable and divertable materials. **Jim McKay** said that recyclables are the items that go to the recycling program, but divertable materials could include reuse, refurbishment, etc. It would be anything that could be diverted from landfill through various means. **The SAG member** advised that if this document is for the public, the words “recyclable or reusable” may be more accessible than “divertable”.



The SAG member also asked about uncertainty. She noted that there is a lot of uncertainty about the impacts in many of these criteria. She asked how that will be assessed, for example, for new technologies. **Jim McKay** said that it would be assessed to the extent that it could be. There is an inherent uncertainty in some of the newer technology where the data is limited, etc. Where that will come out in the evaluation is as risk. There are contractual risk and other risks, and there is the risk of the uncertainty of impacts. **The SAG member** asked if risk is really risk and uncertainty. **Jim McKay** asked if it would be clearer if it were called risk and uncertainty. **The SAG member** said it might help to clarify.

5. Upcoming SAG meetings

See slide 29.

The facilitator thanked the group for their participation.



The webinar was adjourned at 11:00 am.

SAG Meeting #13



Progress Update and Draft Evaluation Results

November 16, 2015

Agenda

Time	Agenda Item
9:30 – 9:40	Welcome and Acknowledgements
9:40 – 9:55	Update Since Last Meeting
9:55 – 10:05	Future Activities and Schedule
10:05 – 10:20	Evaluation Process – Explaining the ‘How’
10:20 – 11:00	Sample Application of Evaluation Criteria and Process (Group #1)
11:00 – 11:15	Break
11:15 – 12:00	Sample Application of Evaluation Criteria and Process (Group #2)
12:00 – 12:15	Planning for the Afternoon
12:15 – 1:00	Lunch
1:00 – 2:15	Detailed Review – Part 1
2:15 – 2:30	Break
2:30 – 3:30	Detailed Review – Part 2
3:30 – 4:00	Reporting Back, Next Steps & Close

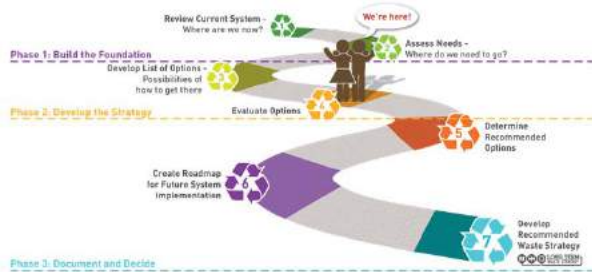
Meeting Objectives

- Provide an update on past (since the last meeting) and future project activities and schedule including the results of the Phase 2 consultation and plans for the Phase 3 consultation
- Distinguish between the “hows” of the evaluation process and the results
- Review and discuss how the evaluation criteria have been applied to selected options
- Discuss and determine the best way for the SAG to consider the evaluation of the remaining options




Update Since Last Meeting

Waste Strategy Project Process



Consultation Update

- Completed since our last meeting:
 - Majority of Phase 2 Consultation Activities have been completed and documented.
 - Phase 2 to be completed by December 2015 and Phase 3 Consultation to begin in January 2016
- Upcoming Activities:
 - Phase 3 Consultation Planning currently underway.
 - Stakeholder Advisory Group (SAG) meeting scheduled for December to review preliminary draft results of evaluation.
 - Additional Key Stakeholder Meetings (KSM) will be scheduled with Toronto Water, Toronto Public Health as well as external stakeholders.
 - Meetings with City Subject Matter Experts.
 - Current schedule identifies "bricks and mortar" consultation occurring in March 2016.

Technical Update

- Completed since our last meeting:
 - Vision & Guiding Principles approved
 - Evaluation process and criteria approved (with changes)
 - List of options presented and will be added to, if and as, required
 - Note creation of Implementation Tools and Future Considerations categories
- Upcoming Activities:
 - Continued analysis and evaluation of options
 - Comparative evaluation of option groups
 - Draft recommendation of options
 - Preparation of Implementation Road Map in parallel with evaluation process to the extent possible (which will also include rate model and rate implication discussions)

Changes from PWIC

- Additional Criterion to be included in the Evaluation:
 - "Behaviour Change"
 - Potential to influence or encourage behaviour resulting in sustainable waste reduction choices (e.g. buying behaviour, consistent and dedicated participation in diversion programs, etc.)
- Additional Options to be included in the Evaluation:
 - "Enhanced by-law enforcement strategies and a review of best practices in order to improve waste diversion requirements in existing residential and commercial buildings."
 - "Mandatory recycling policy for construction and demolition waste and on the use of a construction and demolition recycling facility."

Changes from Council

- Additional Criteria to be included in the Evaluation:
 - *"Potential for Additional Local Job Creation".*
 - This criteria will be applied as part of the Financial category in concert with other economic growth criteria.
 - *"Potential to increase Health Care Costs".*
 - City Staff have consulted with Toronto Public Health (TPH) to determine the best approach to applying this criteria in the Strategy.
 - TPH will be responsible for reviewing the application of this criteria as well as potential human health impacts utilizing a panel of experts.

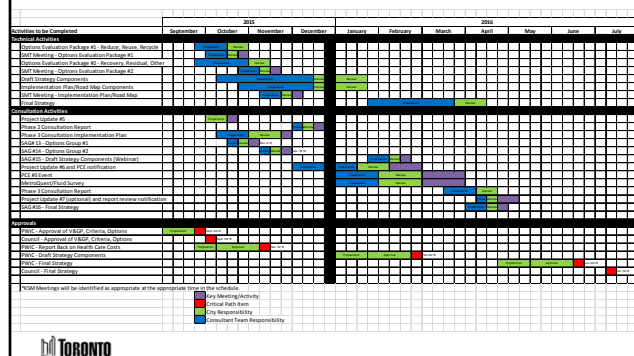
Future Activities & Schedule

Future Activities

- Planning for Phase 3 Consultation
- Evaluation of options
- Develop draft list of recommended options
- Series of workshops with Senior Management Team
- Consultation with SAG, Key Stakeholders, and public on draft recommended options and implementation road map.

Schedule

*See Handout



Evaluation Process – Explaining the ‘How’

Evaluation Process

Step 1: Background Data Collection

- Background data collection and research to support the application of each of the evaluation criteria.

Step 2: Grouping of Similar Options

- Options are grouped together that address a common gap/challenge/opportunity and will be evaluated using the recommended criteria.
- Some of the options identified to date will not be evaluated using the recommended criteria, but rather will be identified as Future Considerations or Implementation Tools.

Evaluation Process

(cont'd)

Step 3: Application of Evaluation Criteria

- A common set of criteria will be applied to both Program Options and Facility and Infrastructure Options. Where criteria are not applicable to the options being evaluated an N/A will be marked.
- Priorities will be applied to identify overall preference where the evaluation results in a similar score.

Step 4: Recommendation of Preferred Options

- Based on the results of the evaluation, options will be identified that best address the gaps, challenges and/or opportunities for implementation in the Waste Strategy.

Sample Evaluation Options Group #1

REFER TO HANDOUTS

Sample Evaluation Options Group #2

REFER TO HANDOUTS

Planning for December SAG Meeting

December Meeting Options

- Considerable detail to be covered and need to find the best way to efficiently and effectively review the materials.
- Some options:
 - Full-day detailed session covering all options
 - Full-day detailed session covering select options (focus of discussion to be determined by the SAG)
 - Morning general session on all the options followed by an Afternoon session to discuss greater detail on select options.

Future SAG Meetings

- January meeting (webinar)
 - Present components of the draft Waste Strategy
 - Get input on the draft Implementation Road Map
 - Get input on Phase 3 consultation materials
- April/May meeting
 - Present the Final Waste Strategy
 - Wrap up

Follow up/Next Steps/Close



CITY OF TORONTO: LONG-TERM WASTE MANAGEMENT STRATEGY
Stakeholder Advisory Group (SAG) Meeting #13
Monday, November 16, 2015
City Hall, Committee Room 4

Attendees:

Stakeholder Advisory Group Members:

Emily Alfred – Toronto Environmental Alliance
Jo-Anne St. Godard – Recycling Council of Ontario
Ferdous Noman – Toronto Community Housing
Virginia MacLaren – University of Toronto
John Campey – Ralph Thornton Centre

Gary Rygus – Retail Council of Canada
Cynthia Chan – TDSB
Stefan Martin – TCDSB
Kate Parizeau – University of Guelph

Staff:

City of Toronto: Michelle Kane – Solid Waste Pat Barrett – Communications
Robyn Shyllit – Public Consultation

HDR: Jim McKay

Kelleher Associates Maria Kelleher (HDR team)

Dillon: Betsy Varghese (HDR team)
Karla Kolli (HDR team)

Consultant Facilitator: Betty Muise

The meeting was called to order at 9:45 am.

1. Welcome and Acknowledgements

The facilitator welcomed the group and observers. She noted that Ferdous Noman was filling in for Boyd Dyer, representing Toronto Community Housing. The SAG members introduced themselves to him. **The facilitator** reviewed some process elements of the SAG meetings. She said that the project team had made an effort to prepare and circulate the agenda a week in advance of the meeting. That objective was met this time.

The facilitator said that the SAG meetings had always had a “circle back” flip chart page where specific requests for information were noted so that those requests are not forgotten and do get addressed. She introduced a new element to the SAG meetings, that is a dedicated “call out” for key suggestions. The minutes will highlight these key suggestions. She requested that SAG members identify if they are making a key suggestion, and said she would also try to help SAG members identify those suggestions.

The facilitator noted that the SAG would see a significant increase in the amount of information being dealt with. Up until this point, the amount of information had been relatively low compared to what was about to come, now that evaluation had begun.

The facilitator reviewed the goal of the meeting which was to *“update SAG members regarding project activities (since the last meeting) and anticipated future activities. Also review examples of the evaluation criteria being applied to selected/sample options and discuss possible approaches for further review of the remaining completed options”*.

Specific objectives were:

- Provide an update on past (since the last meeting) and future project activities and schedule including the results of the Phase 2 consultation and plans for the Phase 3 consultation;
- Distinguish between the “hows” of the evaluation process and the results;
- Review and discuss how the evaluation criteria have been applied to selected (initially) options: Option #2 (reduction/reuse) and Option #3 (drop-off).
- Discuss and determine the best way for the SAG to consider the evaluation of the remaining options, given the bulk and in-depth nature of the information.

The facilitator reviewed the agenda of the meeting. She noted that this would be SAG members' opportunity to flag issues with the intended process of evaluating and consulting on the Strategy. **Jim McKay** said that this meeting would be like a “sneak preview” of the materials before the team went live with a public document, which would likely be in February. The materials were still draft, and so they were not public yet. There would be an opportunity for full public comment in February. He stressed that the development of this document is an iterative process, and these materials would be reviewed by several other groups as well.

The package of materials was distributed. SAG members had to sign out each package, and they handed back that package and signed it back in at the end of the meeting.

2. Update since the last meeting

Jim McKay presented on the update since the last meeting.

The presentation content for this section is in Slides 4-9 in Appendix I. The following is a summary and captures discussion surrounding the presentation. Some slide titles are underlined to provide structure

to the discussion recorded below.

Jim McKay showed a graphic that showed the SAG where in the process the development of the Strategy was at the time. The list of options, and the criteria and process for evaluating the options, that the SAG had seen and discussed earlier, went forward and were approved by Council. He said that the majority of Phase 2 Consultation activities had been completed. The only outstanding activities were these SAG meetings, which should be complete by some time in December. At the time of the meeting, the team was planning Phase 3 consultation activities on the draft Strategy. That would probably be brought back to the SAG as well. After this meeting on draft evaluation results, there would likely be another meeting in December. He said the team had to move meetings around because a lot of work had been happening in order to ensure that there was proper content to present to the SAG. There would also be some additional key stakeholder meetings, which would be part of Phase 3, that would likely take place around February. For example, there had been a meeting with multi-residential stakeholders earlier, and it was thought that it would be beneficial to go back to them and have another meeting. There had also been a group meeting with some of the not-for-profit groups in the City, where many great suggestions were put forward for collaboration and partnership. There may be opportunities for them to lead implementation of some programs. In parallel to the work of the consultant team, the City staff at all levels was also reviewing this to understand the implications of the options. Toronto's waste management system is a fully integrated waste system, so if a change is made in one place, it could have ripples throughout the system. Those ripples need to be identified, and staff were being engaged to help do that.

Technical Update

Jim McKay said that the vision and guiding principles had been approved by Committee and Council. The evaluation process and criteria were approved, with some changes from Committee and Council. The list of options were presented to Committee and Council but approval was not sought in order to allow the addition of new options if they arise. No options would be taken off the list. The types of options had been divided into four categories to better address how the different types of options should be handled. For example, Future Considerations was added to address issues like blue bin material, which goes to a private facility. That contract had been renewed for 10 years. No decision needed to be made about that at present, but options relating to that would be flagged as a "Future Consideration".

The analysis and evaluation of options was underway at the time of the meeting.

A rate model was being built into this work too. Toronto's waste management system is funded by a utility-type rate model. The team was building a rate model to put the information into, to understand when talking about phasing and sequencing, or building new facilities, what the financial implications would be, down to the rate level. It would help to determine what the capital and operating costs would be. KPMG had been building this model.

Changes from PWIC

An additional criterion from PWIC was "Behaviour Change", which considers the potential of an option to influence behaviour. Additional options include "Enhanced By-law Enforcement" and

“Mandatory recycling policy for construction and demolition material”.

A SAG member asked what was meant by “existing residential and commercial buildings”, and whether this meant where the City provides services to commercial buildings right now, or in the future. **Jim McKay** said the team interpreted it as both, whether it is provided today or whether the Strategy recommends providing it in the future.

A SAG member asked whether the rate model would include rebates. **Jim McKay** said yes, because that is part of the current system. The model would be able to show how changes to rebates would impact the system as a whole. It would be one of the factors that could be manipulated.

Changes from Council

Council added two criteria: “Potential for Additional Local Job Creation”, which is relatively easy to apply; and “Potential to Increase Health Care Costs”, which is an unusual criterion to apply at this stage of study. It would be difficult to quantify such costs at this stage. The team would be working with Toronto Public Health (TPH) to determine the best approach to applying this criterion in the Strategy. This is an important criterion to consider, and the Councillor wanted to draw attention to the broader ramifications beyond just what is happening in the City of Toronto.

A SAG member said that she thought it would be very difficult to create a matrix that would measure the potential to increase health care costs. **Jim McKay** said that he speculated that it would likely be a qualitative assessment rather than a quantitative value.

Another SAG member suggested getting a secondary source of support on this. TPH has very little credibility within the business community and had done some things recently that had not made sense to many within the business sector. **Jim McKay** said that the initial discussions with TPH looked at setting up a broad panel of experts with representatives from TPH, but also reaching out to academia, Health Canada, the Ministry of Health and other professionals within the health sector.

KEY SUGGESTION #1: Regarding health care costing: Include diverse input, and not just from Toronto Public Health.

3. Future Activities and Schedule

Jim McKay continued to present.

The presentation content for this section is in Slides 10-12 in Appendix I. The following is a summary and captures discussion surrounding the presentation. Some slide titles are underlined to provide structure to the discussion recorded below.

Future Activities: Future activities are described in slide 11.

Schedule: The detailed schedule is provided in slide 12. The activities are broken down into three

categories: Technical Activities, Consultation Activities, and Approvals.

A SAG member checked whether there are any specific dates for the December meeting. **Jim McKay** said no. **The SAG member** asked for clarification whether there would be 3 more SAG meetings. **Jim McKay** said yes.

A SAG member asked whether the decision-making meeting with Council would be in June. **Jim McKay** said that PWIC would be in June, and Council would be in July.

A SAG member asked what kind of consultation was being done with the Province. **Jim McKay** said that there were regular meetings with the Ministry of Environment and Climate Change (MOECC), which had been identified as a key stakeholder. He had recommended bringing the draft Strategy to the Province. If anything was going to be put forward with facilities that would require approvals, the team would make them aware of it. The team would want to bring anything regarding bans or by-law enforcement to their attention too, as they have a lot of responsibility for that. **The SAG member** noted that the Province was supposed to be coming out with new legislation. **Jim McKay** said that was something the team was aware of, and that it was the unknown that the team was operating within. They didn't know what the legislation would say, but they could keep in the back of their minds what the future might look like. What would it mean in a new EPR context in the Province to all the pieces of the Strategy? The team couldn't know that until the legislation came out. **The SAG member** asked how greenhouse gas (GHG) emissions feature into this. He said he hadn't seen anything relating to monitoring GHG emissions, and that seemed to be the major focus of the Province at the moment. **Jim McKay** said that the team hadn't got to monitoring yet, but they would come back with that at a later point. During the evaluation, GHG emission impacts had been part of the evaluation process. An overall GHG reduction plan had not yet been part of it but could still come out of it as part of the monitoring piece.

A SAG member asked if the two new pieces from Committee and Council are in the work. **Jim McKay** said yes, it was embedded in the document. The criteria are embedded, but the things related to C&D weren't in there yet.

4. Evaluation Process – Explaining the How

The presentation content for this section is in Slides 13-15 in Appendix I. The following is a summary and captures discussion surrounding the presentation.

Jim McKay presented on the Evaluation Process. He explained the various steps in this process, including Background Data Collection, Grouping of Options, Application of Evaluation Criteria, and Recommendation of Preferred Options. (See slides 14 and 15)

He then presented on the “Score Card”, a copy of which was distributed to the SAG members. The team wanted to ensure that the criteria were applied in a consistent way, by defining and characterizing the numbers that were used to score the options. It provided a common understanding of what those numbers mean among all the people who used them. The one problem with this is that this was a

comparative evaluation, and there were some criteria which were truly a comparison. For example, in financial criteria, the team was looking at how they compare with each other, rather than creating categories. **The facilitator** asked if the financial criterion was the hardest with which to set a band width. **Jim McKay** said yes, because there really was a very large difference in cost between different options.

A SAG member asked about the GHG evaluation. She said that there was a lot of research showing that the best way of reducing GHGs is by avoiding it through material reduction and reuse, by avoided extraction, processing, etc. She wondered why that was not considered, rather than just including things like truck traffic. **Jim McKay** said that on the score card, that is just an example of what it might mean. On the evaluation of GHGs, the team had been looking at avoidance from extraction and mining etc. **The facilitator** asked if a SAG member wanted to really scrutinize that, where would it be found? **Jim McKay** said that is something the SAG could look at later in the meeting in the afternoon. Also the team would be interested in hearing more about bodies of research relating to avoidance, and invited stakeholders to provide that information.

KEY SUGGESTION #2: Re GHG criteria – ensure that upstream benefits of GHG reduction are specifically addressed (due to avoided extraction, transportation etc when the first 2 “R’s” of the waste hierarchy are employed).

Regarding the scorecard, **Jim McKay** said that when the team goes through the evaluation, they look at the net effect. They use the mitigated impact - that is commonly done with the Environmental Assessment process. For example, with a landfill, it is assumed that a site has proper engineering processes and legislation in place and impacts are evaluated based on the mitigating factors. The same would apply to Energy from Waste technologies which have mitigating processes in place, and the assumption in evaluating those technologies is that those processes are in place.

The SAG took a 10 minute break.

5. Sample Application of the Evaluation Criteria and Process: Draft Example Option 2

Jim McKay said that the consulting team would walk the SAG through the application of evaluation criteria, starting with the assumptions that would be made about an option before it is evaluated. For example, in the case of a drop-off facility, to apply financial criteria to a facility there are assumptions about its size, what it would accept, and how many of them there would be. The team intended to show first, in the morning part of the meeting, that certain options scored higher or lower, and then present for discussion, in the afternoon, the detail of how and why scores were given. He reminded the group that everything being presented was draft, and the team wanted to hear from the SAG about it.

He said that the context had been seen before and had gone before Committee and Council. The new pieces include the details of the option being evaluated, gaps and challenges, the potential ownership options, specific materials that it would be designed to manage, and considerations of impacts on other programs. For example, with a food waste reduction strategy, it would be important to understand what is achievable through a program like this to understand how much less food waste would be in the

waste stream and in the green bin stream, to understand things like whether it could increase the potential lifespan of the landfill, or affect the anaerobic digestion facilities, and to identify all the ripple effects.

A SAG member asked what “considered avoidable” means, in the context of the food waste reduction strategy. **Jim McKay** said “avoidable” meant food that was purchased for the purpose of consumption but was never consumed. **Another SAG member** said that in her research she would also include things that are “possibly avoidable” like potato peels, which can be eaten but are discarded, often for cultural reasons. Jim McKay said these types of discussion are important because ultimately that 11% of food waste translates into a lot of tonnes per year, which impacts the anaerobic digestion facilities and how much gas is produced. **Another SAG member** said that “avoidable food waste is included in the City of Toronto waste audits. She wondered if the DWO has a definition. **Maria Kelleher** said that the DWO has not yet provided a definition, but different people are working on the definition of what is avoidable. **The SAG member** wondered how the City of Toronto defined it. **Another SAG member** said that she works with York University and most people typically use the WRAP definition from the UK.

Maria Kelleher presented on Option 2.2 Food Waste Reduction Strategy.

The following is a brief summary of the presentation and focuses on the group discussion.

The background is a study in the UK which showed that 25 million tonnes of food were land-filled annually there. That led to a Waste Reduction Action Plan (WRAP), which led to a campaign that taps into a value many people have grown up with, which is “Don't Waste Food”. For the City of Toronto too, because of all the other elements being worked on, this would be a simple message, which is “Stop Wasting Food”. This is a huge issue because people put a lot of food in their green bin that could have been used but wasn't, and many even put it into the garbage. The message is to not buy more than you need, or to give away food if you are not going to use, and before it goes bad.

She showed a slide which identified the Criteria, Indicators and Assessment for an option. She highlighted how some criteria were indicated and assessed for the Food Waste Reduction Strategy.

A SAG member asked how much of the food waste did not get to the green bin. **Maria Kelleher** said that food would be in the garbage stream, but she could not recall the figure, though it would be in the information. **Another SAG member** said that the number presented was actually from all three streams, not just from the green bin. Most of the food waste is going into the green bin, but there is a significant amount that is also going into the garbage and recycling streams. **A SAG member** said he presumed that a lot of the food waste in the garbage stream was coming from the multi-residential sector. **Maria Kelleher** said that the messaging of “buy only what you need, or give away extra” would be the same for multi-res as for everyone else. **The SAG member** asked if this meant “buy less, but buy more frequently”. He wondered about the GHGs produced from extra trips to the store. **Another SAG member** said that the message is “buy what you need, not more”. **Maria Kelleher** added it could include “give away what you have but don't need”, and she said that other municipalities have found that this type of messaging resonates well with a very broad spectrum of society.

The facilitator suggested that the group return to the explanation of the evaluation before drilling down into one area of it.

A SAG member said that the discussion had been very interesting in terms of illuminating the multiplying implications of this type of strategy. He wondered to what extent the evaluation would get into the granular level of the ripple effects and at what point that analysis would be cut off.

The facilitator asked if the criteria define the scope of the analysis. **Maria Kelleher** said they do. She said that if the Strategy were fully successful, retailers would not like it but at the same time you cannot tell people to buy more than they need to keep the grocers happy. She said that there was some indication that expenditure did not go down because people bought more expensive food, though she was not sure if that was accurate. **Another SAG member** said that it should be thought of as an efficiency problem in that retailers also throw out a lot of food and so this strategy should include them too.

Another SAG member identified the City of Toronto as a major purchaser of food and food services, and it has influence through being an issuer of permits to commercial establishments that purchase and distribute food. She thought this was an area in which the City should look at their own backyard to see how they are doing in preventing food waste. **Jim McKay** said options for both were undergoing evaluation for those topics. In cases where the City is not collecting the material there may be ways to influence waste diversion at commercial establishments that are not their own. For example, is there a way to permit another organization that includes a waste diversion plan? Where the City does have control, there are options like green procurement that are put into the purchasing by-laws. For example, this could include the City Hall cafeteria and how they handle their food waste.

The SAG member asked where to find that in the materials. Some staff handed out some more materials. **The SAG member** asked how the chart relates to the rest of the documents. **The facilitator** said that it tells you where to find the different categories of options.

A SAG member wanted to be sure that a food waste reduction is included for City facilities.

KEY SUGGESTION #3: Ensure City operated or contracted food supply is addressed in the Food Waste Reduction Strategy.

A SAG member said that all the messaging had been about reduction but had not talked about food preservation to prevent food waste. For example, this would include cooking and freezing food to prevent waste.

KEY SUGGESTION #4: Add food preservation suggestions to Food Waste Strategy.

Jim McKay said that the discussion was providing an idea about the “rabbit holes” that the evaluation can send you down. The team has to find the balance of where to cut off the rabbit holes. They have to focus on the fact that ultimately this is a waste strategy, so the lines are drawn on the waste management system, but that doesn't necessarily take into account all the other issues like avoidance of GHGs, or the health aspects of food waste reduction. The scorecard was to help provide a definition for

the evaluation, but at the same time there was a recognition that there were implications beyond what was addressed.

Maria Kelleher continued with the presentation. After showing how the evaluation worked for the food waste reduction strategy option, she noted that this type of evaluation was being done for about 70 options.

A SAG member asked about local job creation. The evaluation mentioned that additional staff time would be needed, which was shown as a cost, but didn't show it as being a job creator. She wondered whether it should also show the benefit of providing a local job. **Maria Kelleher** said that some of the options do show significant job creation but in this case, it wouldn't really. It would involve an additional staff person, and it is mentioned as a cost. **Jim McKay** did say that the comment is a good one, in that the strategy would require an FTE, but the question was whether it would be an additional FTE, or whether existing human resources would be dedicated to it, or whether it would be shared with people hired for some of the other programs.

KEY SUGGESTION #5: For the Food Waste Strategy, be sure to mention City FTE (but don't double count). // Also consider the local jobs lost if grocery stores are impacted by reduced sales.

A SAG member said that he was interested in the equity piece of this. He wondered who was looking at the equity impact of each option. **Maria Kelleher** said that the team was, and they made the judgment of the equity evaluation. **The SAG member** said that he thought it would make sense to consult an equity expert on the equity evaluation of the 70 options.

KEY SUGGESTION #6: Consider having the City Equity Office, and those working on the poverty reduction strategy, review the equity element of the evaluation of the Strategy.

A SAG member suggested identifying social agencies that collect leftovers from retail. **The facilitator** said that would go into the program level of the strategy. She suggested refocusing on the development of the Strategy, rather than specifics to be included, to ensure that the overview was completed before more detailed discussion resumed.

A SAG member mentioned the GTA context, and suggested including other municipalities in the communication of the strategy.

KEY SUGGESTION #7: Consider GTA circle programming.

A SAG member suggested including saving people money by reducing wasteful buying as an economic benefit.

KEY SUGGESTION #8: Be sure to include individual economic benefit of saving money by not buying more food than needed.

The facilitator drew the SAG's attention to a sheet that described how the evaluation was summed up in a table.

A SAG member said that he thought that the categories were “low”, “medium” and “high” and asked about the use of terms “medium/high”, and “medium/low”. **Jim McKay** said that “low” = 1, “medium” = 2, and “high” = 3, but many of the final scores were things like “2.5”. There was an option to round them up or down, or to use a range. With rounding up or down, the concern was that things would get taken off the table because of a technicality (2.3 vs 2.5), so the decision was to use a range. The difficulty of quantifying the analysis was trying to turn a grey issue into one that was black and white.

Another SAG member said that she appreciated the analysis that was done and the difficulty of doing it. She said that the food waste reduction strategy was scored as a 1 for economic benefit, but to her mind, the millions of dollars of food waste are very significant. She was uncomfortable with using a quantitative method for something that she thought had a lot of subjectivity, and may need more qualitative analysis. She didn't think the analysis was necessarily wrong, but when deciding the boundaries, there would be subjectivity there. **Jim McKay** acknowledged the point and said that was why he preferred the “medium/high” style of scoring. It recognized some degree of subjectivity in the evaluation. He returned to an earlier point about what would happen if one evaluation criterion were changed how it were scored, it would adjust the overall scoring and how it looked. Also, if an additional FTE were added, that would change the scoring on that criterion. That was what the team was looking for input on.

The facilitator asked for suggestions about how the group would look at the evaluation in the afternoon. **A SAG member** said that she thought the group should press on and do each option one by one.

A SAG member said that for the food waste reduction strategy, if it would include increasing local jobs with the inclusion of an FTE with City, it should also consider drop in local jobs if stores would sell less food (added to Key Suggestion #5 above).

The facilitator noted that the struggle for the group would be the scope of the evaluation, and balancing the extent of it, and preventing double-counting within it.

The SAG took a lunch break.

6. Sample Application of the Evaluation Criteria and Process: Draft Example Option 3

The facilitator said that the group would look at the options involving Drop Off Centres. She directed the SAG to the pages of their packages which contained a draft evaluation of those options. She said that for the presentation of this option, the group would start by looking at the high level evaluation and then go back to the details (as compared to the way it was done for the Food Waste Reduction Strategy, where the analysis started with the details and worked up to the summary).

Jim McKay said that to facilitate moving the discussion along, the presentation would start with the summary of all four options relating to Drop Off Centres, and pick out the highlights of the comparative differences. He reminded the group that there would still be many opportunities later on

for detailed comments on all elements of the evaluation.

Maria Kelleher showed a slide that summarized the evaluation of four options relating to Drop Off Depots. These included: ten large stand-alone depots; a network of 40-50 smaller depots, taking a more limited range of materials for reuse or recycling; a mobile drop-off service that would go around the community and set up for a few days before moving elsewhere; and an incentive-based drop-off depot, like a reverse vending machine.

A SAG member asked if these options were meant to be exclusive of each other, or whether they could work in tandem. **Jim McKay** said that he thought the end result could include elements of more than one of the options: some of the options could work in parallel with each other. For example, the mobile depot could help to determine where to put a small permanent depot, by functioning like a pilot. Also, the reverse vending machines, which collect only one or two materials, could work with any of the other options, but it may not be the City of Toronto managing those machines. **Maria Kelleher** said that depending on the Provincial Legislation, there could be a shift towards a producer responsibility model. Over time, the Province would likely designate different materials under that legislation. As different materials came under that legislation, there could be a role for reverse vending machines. The legislation would change the whole landscape for waste management in Ontario, but it could be 3-5 years before it would be known what would come through the legislation. At present, there is a drop-off function at Toronto transfer stations, but because there are two sets of traffic going through there, there are safety concerns and there is an interest in having separate drop-off points. **Jim McKay** said for the small vs the large drop-off depots, the options are mutually exclusive.

A SAG member asked if the smaller drop-off depots would be staffed. **Maria Kelleher** said all drop-off depots would be staffed.

A SAG member asked how something like a reverse vending machine would be integrated with existing collectives for those materials (like cell phones). Would the City be part of it if others are responsible for it now? **Jim McKay** said that the first question is whether reverse vending machines make sense at all in the context of the City of Toronto. If so, the next questions relate to who would operate them, administer the program, etc. The City of Toronto probably would have very limited involvement with them beyond the decision as to where they would go, and any permitting that may be involved in siting them.

A SAG member asked whether new legislation making producers responsible for waste would make this moot in the future. **Maria Kelleher** said that there would be a big role for drop-off depots within the legislation. **Jim McKay** said that he envisioned that the Strategy would provide recommendations, noting that the recommendations could be impacted by legislation, and could consider whether implementation should be delayed until there is clarity with the legislation. **Maria Kelleher** said that it was likely that the new legislation would not deal with all types of material, so would still leave gaps that the City could address.

Maria Kelleher explained that one of the reasons that the larger depots scored lower was because they required considerably more permanent land space than all the others. Other criteria considered included accessibility, the types of materials collected, etc.

A **SAG member** asked if there was any consideration that diversion of different materials may be more valuable environmentally than others. For example, diverting e-waste or hazardous waste is more valuable than diverting a shoe, because of the toxins that are released to the environment if they are not handled properly. These items may be small in volume, but are high in toxins that should not be put in the waste stream.

KEY SUGGESTION #9: Be sure to note the toxicity and value of the items being diverted in the evaluation of the benefit of diverting them (ie not just volume/tonnage: electronics recycling keeps harmful and valuable materials out of landfill, even if the volume is relatively small).

A **SAG member** said option 3.4 is a network of smaller depots. She wondered what would happen to the current not-for-profit collection of those types of materials. She suggested there could be an opportunity to collaborate with them. **Maria Kelleher** agreed and said it was anticipated that it would be in collaboration with not-for-profits. The focus would be on getting the material out that are still going into the waste-stream. **Jim McKay** said that it would be important to ensure that the City would not go into direct competition with the not-for-profit sector.

KEY SUGGESTION #10: Have regard to the existing collection done by the not-for-profit sector – ensure the Strategy does not work against the not-for-profits involved, and consider enhancement of existing collection infrastructure.

A **SAG member** questioned whether as many as 50 small drop-off depots would be needed, rather than in some cases enhancing the drop-off centres (by not-for-profits) that already exist. **Jim McKay** agreed that it may not be as high as that, but a number had to be chosen to compare it to the other options. **Marie Kelleher** also mentioned the importance of having some drop-off sites that don't require a car.

A **SAG member** asked why it wouldn't be possible to have a drop-off option where convenience is “high”? **Maria Kelleher** said that 200,000 sites would be needed to be highly convenient for everyone. **Jim McKay** said that the most convenient option is when the service is brought to the customer. This would be like the Toxic Taxi for MHSW. Even the mobile option does not go to the customer's door, but goes only to the neighbourhood. **The SAG member** said perhaps it should be rated as “high”. **Jim McKay** said that there is still some degree of inconvenience in the need for scheduling. It may be only every few months and so require people to hold on to the materials until the mobile service comes. More frequent service would increase the cost side of the evaluation.

A **SAG member** asked whether it was a problem that so many options were ranked the same across the board. **Maria Kelleher** said that in other areas there were more stark differences between the options, but for these there was not a big difference between them. When it came to implementation, the small differences might help prioritize which were done first. **Jim McKay** said that one of the challenges of having a common set of criteria was that sometimes it brought out stark differences between options, but other times, like here, it showed a similar level of complexity.

A **SAG member** said that the Toxic Taxi did come out to their community in the summer and it was valuable.

Another SAG member noted that the Toxic Taxi is not available to residents of multi-family buildings. In that case it remained not convenient for everyone.

Another SAG member thought that the mobile option would score low on environmental impacts, because a person could not take their large items like fridges there. **Maria Kelleher** noted that fridges are already collected at curbside, and this exercise was only for options to collect non-curbside materials. The challenge was that Toronto already collects so many materials at curbside.

A SAG member asked whether it still made sense to look at options if they didn't land up diverting a lot of materials. **Maria Kelleher** said it was not only about diversion, but also about providing options to participate, cost effectiveness, etc. **Another SAG member** thought that it would be pointless to provide a high level of service on something if it resulted in very little additional diversion. **Maria Kelleher** disagreed. **Jim McKay** said that the study was looking at a lot more than diversion. **A SAG member** said that she feared that if points were “spiced up” because an option scored high on other categories, but in the end of the day didn't reduce the amount of waste very much, it seemed not to make sense. She said it seemed there could be a result where one option could get a high score but not increase diversion much at all.

The facilitator suggested that the SAG member was asking whether diversion could be prioritized above the other criteria.

Jim McKay wanted to return to first principles. The reason for looking at drop-off facilities in the first place was that throughout the consultation, the public said that they wanted access to drop-off locations to take materials, and the current system at transfer stations was not satisfactory due to the mixed streams of traffic. What is being collected at those depots includes things that are collected curbside, but the neighbourhood depots would collect other items that are not collected curbside, for reuse or recycling. The low-hanging fruit was gone – those items were already taken in the blue and green bins. The remaining materials are the more difficult items (except textiles, which are addressed separately). The remaining items would be very difficult to collect at curbside – things like pots and pans. **The SAG member** said she thought that the main objective is diverting items to higher and better use, and then the secondary question is whether there is a better, more efficient and cost-effective way to do it. If diversion was put together with the rest of the criteria, then it was equalizes with the other criteria. She said either diversion would have to be pulled out altogether, and then use criteria as to how to get there. Alternatively the diversion criteria could be weighted more than the other criteria. **Jim McKay** said that it was already decided that weighting of specific criteria would not be done. **The SAG member** asked why. **Maria Kelleher** said because it would bias the outcome. In Toronto, the team had been told that Environment is prioritized, and cost is lower, and diversion is lower than that. **The SAG member** said that this method didn't prioritize environment. **Jim McKay** asked to get through the rest of the evaluation so he could show how environment was prioritized. **The facilitator** observed that the SAG member was making a fundamental point about the evaluation process.

Maria Kelleher wanted to stress that the items left after the City's diversion program were things like towels, curtains, pots and pans, and toys. For single-family homes there was very little left, and the low-hanging fruit were gone. There was more scope for improvement with the multi-residential sector.

A SAG member said that it was clear that the rating was subjective, and she wanted to know how the subjectivity of the rating system was being addressed. For example, all options were rated high for the waste hierarchy, but she thought they should be medium because they didn't address source reduction. **Maria Kelleher** said that they were rated high because they all include elements of reuse. **Jim McKay** said that the purpose of the scorecard is to define what is “high”, “medium”, and “low”. There was a process whereby the consultant team drafted the evaluation, City staff then reviewed it internally, then there were meetings with stakeholder groups like the SAG to get the type of feedback like this. Then the materials go to the public for comment too. This was a preliminary look at where this was going. It was recognized as a subjective process, but it had to be defensible to the greatest extent possible, and this discussion was valuable in identifying where there were differing views on allocated scores. The public release for this feedback would be in February.

A SAG member asked if there would be an opportunity for the SAG to provide detailed comments on how and why items are ranked as they were. **Jim McKay** said it would be in February, as part of the consultation. **Another SAG member** said that she thought it would be more valuable for the SAG to function as a focus group and to have that information before it would be released to the public. She did not think the team would get the full value of the SAG if they did not give the SAG an opportunity to review the materials carefully and provide detailed comment before it would be publicly released. **Jim McKay** said there were limitations on what could be distributed publicly in advance of the public release, but he could request it.

KEY SUGGESTION #11A: Request that the SAG can see the full details of the evaluation before it is released to the public as part of the Strategy.

A SAG member said that the more she saw of the evaluation, the more she saw that it was most valuable when it was done within the categories of options. She thought it is useful within the colour bands of the groupings of options, rather than between them.

Another SAG member asked whether there would be comparison between the colour bands. **Jim McKay** said that it would not, but only within the colour bands, because they deal with different issues within the system.

The facilitator asked if this came back to the question of prioritization. **Jim McKay** said that it goes back to the fact that drop-off was raised as an issue in the consultation. Since the Strategy has to deal with drop-off, the question is how it makes sense to do that. Perhaps the stand-alone model like in York and Peel wouldn't make sense in the Toronto context because Toronto collects things that they don't. Neighbourhood depots also target textiles but there is already a secondary program that deals with textiles, and those could potentially be collected curbside, which would provide less reason for a drop-off depot.

A SAG member said he was confused because he still wasn't sure whether diversion was a priority or not. If it were not, then he was not sure what the objective would be. In response, **Jim McKay** provided an example that if diversion were the primary objective, it would prevent implementation of a food waste reduction strategy, because it would actually reduce diversion of food waste. **Another SAG**

member said that would not be the case if reduction were included as part of diversion. **Jim McKay** said that would be a different measure of diversion that includes reduction. **The SAG member** said that many around the table would include reduction within diversion. **Jim McKay** said that caution was needed in prioritizing one thing over everything else. Some people would say that reducing GHGs should be more important than anything else. The point of going through the process and sharing everything on it was to get comment on it. **A SAG member** said that he thought the team was getting conflicting directions from the political versus the public imperative. **Jim McKay** said that it would have to go through a public process that would be defensible.

The facilitator checked whether this was the same issue raised before about the prioritization of criteria, and it was thought that it was. She then requested that the staff have an opportunity to talk together about how to address this topic for the rest of the meeting.

A SAG member said that she was starting to appreciate that staff were caught between how they were directed by Council versus how the SAG looked at it.

Another SAG member said that increased convenience of drop-off depots may not be more valuable if the Province was prioritizing GHG reduction. **Another SAG member** said that she had originally thought the idea behind increasing convenience was that it would result in increased diversion, but after hearing about the evaluation it seemed that increased convenience may not result in increased diversion. **Jim McKay** said that it would mean more diversion, just not very much.

Another SAG member noted that this sounded like the evaluation was a customer service exercise. **Jim McKay** agreed that this was what had been heard from the consultation. **The SAG member** said that helped to clarify what was being evaluated here. **Another SAG member** suggested formulating the objective in a way that took all the criteria into account.

The SAG took a 10 minute break.

7. Detailed Review – Part 1

The facilitator reviewed the context for the SAG consultation as being input from one of a set of key stakeholders. She also reviewed that the Terms of Reference, the Vision and the Gaps and Challenges documents all provide the context for the Strategy. Regarding prioritization, she noted that Council had approved the prioritization as follows: environmental is first, social is second, and financial is third.

A SAG member asked what is considered under “social”. **Jim McKay** showed a slide that illuminated the categories. Social included things like: approvals complexity; potential for land use conflicts/community interruption; collaboration; complexity; convenience; community safety; equity; and potential for behaviour change.

Another SAG member asked, given the prioritization of environmental over other criteria, how that prioritization happened in the evaluation process. **Jim McKay** answered by showing a slide with a table that summarized the overall evaluation for drop-off depots. He showed how some options scored

better than others in some areas. At the end, the scores were added up. In this case, the mobile depots scored the highest for the overall evaluation, but he noted that the difference between the top two scoring options was very small (mobile scored 7.0; small depots scored 6.9). From a qualitative perspective, they were about the same. The approach that was put forward to Council was that the priorities would be used to break the tie. So in this case, the small depot actually scored higher in environmental criteria than mobile depots, so it would be the preferred option (although in reality it may be that both options are implemented in parallel).

A SAG member asked what would happen if the second option were not as close to the top scorer (for example if the second option, with the better environmental criteria, scored 6.7, versus the top scorer at 7.0). **Jim McKay** said that by including categories like “medium-high”, it would allow the second option to remain in that category, and to move forward with that option. **The SAG member** said that if the second option had scored 6.5, but had been higher on the environmental criteria, it appeared that the second option would not move forward. **Jim McKay** said that this was why it was very difficult to put numbers on these. He said that another way of doing this would be to leave out the numbers and just to include the terms “low”, “medium” and “high” instead. He asked what SAG members thought of that. **The SAG member** said that if that would be done it would need to be transparent that this was the case. **Jim McKay** said that the challenge would be to explain why the second option scored lower than the first, but that was the option that was being chosen for moving forward.

A SAG member said that it was very useful to see this kind of comparison of options within a category, but she strongly suspected that when the evaluation would focus on more dissimilar options, and more controversial options, that the discussion would be more difficult. The main concern was that there might be some options that would be considered financially beneficial, but were less valuable from an environmental perspective, but would still be favoured by this approach. She mentioned having “screening criteria” that would screen out options that didn't meet priorities, like diversion.

Another SAG member said that his understanding was that prioritization was being used as a tie-breaker, rather than as an initial prioritization. To him, that was not real prioritization. **Another SAG member** returned to the question of why the weighting could not be done initially. **Jim McKay** said that the problem became then defining how much of a priority it would be, in order to quantify the relative weighting of environmental over other criteria. He also said that he did not know whether it was still possible to do it at this stage of the process, which had been approved by Council.

There was some disagreement among the group over whether there had been discussion about weighting of criteria. **Jim McKay** said that there had been a lot of input received into the evaluation process, from the various stakeholder groups, the MetroQuest survey, etc.

The facilitator asked if the group wanted to make a statement to communicate their view on the issue of prioritization, and their suggestions regarding it.

A SAG member said that he thought part of the problem was that some of the key players (including the usual facilitator and the consultant staff) were not present at the June and August meetings when SAG members were expressing frustration with some of the issues raised here. It might now come across as being too late, too bad, but in June there were some challenging discussions raised at the time.

The facilitator asked if that was a process hiccup. **The SAG member** said yes.

Another SAG member said that there had been a brief discussion on the phone about weighting, but her understanding was that this issue had not gone to Council. Council had seen the criteria, but did not approve the weighting issue. She felt like this was something that had just emerged. Her impression was that the message from the public was that the environment piece was important.

Jim McKay said that he thought that the June meeting had been a process hiccup. The August meeting was a webinar, which was meant to address some of the issues raised in the June meeting. Unfortunately, it was in the third week of August when it is hard to get good attendance. There had been a follow up phone call with some members of the SAG and the project team to try to work these out. In the end of the day, this is a complex issue, with a lot of ways of addressing it. He said that if the SAG was saying that there was concern that environment was not being treated as it should be – either from the SAG's perspective, or how the SAG interprets the broader message received from the consultation – that concerned him. He wanted to be sure that the team was addressing the SAG's concern. The team would have to take that away and resolve it. If the SAG did not support the way the options were being evaluated, he did not think they would be able to support the recommendations coming out of the evaluation.

A SAG member said that it was clear that Council directed that environment was the priority. What was not clear was that the evaluation process reflected that. The fact that the evaluation showed that the options were so close indicated to her a problem with the evaluation process. She did recognize the challenge in quantifying the degree of weighting.

KEY SUGGESTION #12: Clarify how to ensure, or what mechanism will ensure, that environmental criteria will be prioritized in the evaluation.

A SAG member said that there already was a mechanism in place for this – to be used as a tie-breaker – but it seemed that some SAG members were unhappy with that mechanism for prioritizing the environment.

Jim McKay said the challenge with weighting environment in the criteria was ensuring that other criteria would not be discounted. In the extreme, you could land up with a recommendation that is great for the environment but that is unaffordable, or that is somehow socially unacceptable. **A SAG member** said that she thought that there could be a more middle way of doing it. **Jim McKay** said he thought that this way – the tie-breaker – was the middle way. **The SAG member** said the weighting should be more slight than something that would produce an extreme example. **Jim McKay** said the process would need to be decisive, but also be flexible.

A SAG member asked whether the matrix would be going to the public, and whether the team would have to defend it in the public forum. **Jim McKay** said yes. The visual representation may change, but it would be represented to the public. **The SAG member** said that the team would need to feel comfortable defending this to the public. **Jim McKay** said that is what this discussion was for. **A SAG member** said that the team could see the SAG's discomfort with this. **Maria Kelleher** said that the discussion so far had been on similar options. There were other categories still coming where the

options were a lot less similar, and that would be more difficult. **The SAG member** asked whether it was useful for the SAG to comment on the methodology that was used, or if that was off the table because the consultants had determined that this was the best one to use. **Jim McKay** said that this was it, but if there were ways to improve on it, he wanted to know what they were. They had a process, a methodology and a set of criteria that had been approved by Council, but he would like to know if there were ways to improve it, as long as it did not contradict what Council approved.

A SAG member said that she did not know Council approved the methodology. **Another SAG member** said she knew that Council approved the prioritization, but asked if they approved the tie-breaker system. **Jim McKay** said yes, it was all in the report to Council. **The SAG member** said that was not a part of the report that had been talked about before. The SAG had focused on other elements, but not this. **The facilitator** asked if there had been an opportunity, with all the time constraints, for the SAG to comment on that. **Jim McKay** said he thought that they had, and that the issue of prioritization had got close to resolution in the summer, but that is not what he was hearing now.

Jim McKay asked the SAG if there were ways to make the environment a priority, using this process, in a more open way. **A SAG member** said one way would be to use higher weighting for the environmental criteria. She also said that she would feel more comfortable with the number scores if she had more time to review them. **The facilitator** said that that after it went public, that would fine. The question was before. There was already a takeaway to find out if that would be possible.

A SAG member said that the concern was that when this would go to PWIC, the Councillors in the Committee would think that the SAG was satisfied with this process and had been fully consulted. They may get the impression that there had been a more robust analysis by the SAG than had been the case. **A SAG member** said that to counteract that, she understood that there were multiple groups in the public that were out there that this would need to get through. It would be important for the SAG to be comfortable with the process to enable getting it through.

The facilitator asked if there were any other big picture process issues that the SAG wanted to discuss. **A SAG member** said that regarding the Terms of Reference, the facilitator had reminded the group that this was a waste management strategy, rather than waste reduction strategy. She asked whether these criteria and methodology would be applied to the residual part, as well as other aspects of the Strategy. **Jim McKay** said yes.

8. Detailed Review – Part 2

Maria Kelleher presented on Textiles. The idea was to provide a venue for recycling textiles, even if they were ripped etc.

A SAG member asked if the team had looked at the San Francisco pilot program, which partnered with Good Will. This could be a way to avoid stepping on the toes of not-for-profits. **Maria Kelleher** said that the team had looked at many examples of these programs and she was pretty sure San Francisco was among them.

Betsy Varghese presented on sharing libraries, including toy libraries. Other items for sharing libraries could be sport equipment, baking equipment, etc.

John Campey mentioned that there already was a toy library at his organization's community centre. He thought that various parent-child centres do have these facilities. **Betsy Varghese** said that the City's role could be to provide funding for toys, the software for the exchange, and staffing. **Jim McKay** asked for more information about the centre. **John Campey** said it is the parent-child centre located in the community centre.

Another SAG member mentioned that the tool library has a location in a Toronto Public Library. **Betsy Varghese** said that the idea would not be to build new infrastructure, but to build on existing infrastructure, or supporting existing libraries.

Betsy Varghese presented on “giveaway events” She said that there currently was a by-law that prevented these types of events. The idea would be to repeal that by-law. There would be a need to address the concern about dumping of items that would be brought and then not collected.

A SAG member said he wondered if a duplication of services could be avoided if the drop off depots would be combined with swap events. This would prevent the need for trucks to go around cleaning up after swap events. **Betsy Varghese** said that it would be different streams of material. She said that it is something that the team could consider when they do implementation, to link the two together. **Jim McKay** said that this would happen when the team would do the overlaying. They would identify the overlap and figure out how to best make it work. **Another SAG member** said that there are great examples of combined service centres in Europe.

Betsy Varghese then presented on opportunities for waste exchange. The City could promote this by providing grants to organizations that facilitate the transfer of reusable materials, or using an enhanced Waste Wizard tool.

Betsy Varghese showed a slide that summarized the evaluation of the different options (Food Waste Reduction Strategy; Textile Collection and Reuse Strategy; Sharing Library; Support Reuse Events; Explore Opportunities for Waste Exchange).

Jim McKay said that it was obvious from the evaluation that all these options were good. There was nothing that would make you say that you never would do these. This was clear even beforehand in that these options had been demonstrated elsewhere. They would probably all go forward, and the question would become about timing and finances. The Food Waste Reduction Strategy scored highest on environment, so it would probably be moved forward first.

A SAG member noted that he saw that the team was still waiting for Toronto Public Health to comment on one of the criteria. He asked if that would affect the evaluation. **Jim McKay** said it would. The scores for criteria that TPH would weigh in on could change.

Another SAG member provided a cautionary note on waste-exchanges. The RCO has attempted them about 4 times in 15 years, and 3 of the ones that RCO had overseen had shutdown. They are very

labour intensive and they are only as good as the organization's ability to keep them updated. It is a very difficult thing to take ownership of, and manage, and can be costly.

10. Next Steps, Lessons learned on the process as we plan for the future

The facilitator noted that in the evaluation, there were 8 more groupings, which covered about 60 specific options. There was a proposal to continue to do this kind of review at the next SAG meeting in December. This was not the same as a situation where the materials would be taken away and read in detail. It would be another long meeting. She asked whether the SAG thought that would be a valuable exercise.

A SAG member said that finding out if SAG members could see the evaluations in advance would determine whether that would be a valuable exercise or not.

A SAG member wondered whether there would be enough time in a one-day meeting to go through the next 8 groupings. Some groupings might take a lot of time. **Jim McKay** agreed that some grouping would be more complicated and time consuming, while others would be simpler and shorter. **The facilitator** asked if the team should focus on the big, contentious ones. She wondered if some should be reviewed with a webinar. **A SAG member** said that the important ones should not be done on a webinar, but in person. She suggested doing the important ones first. **Jim McKay** asked the group to identify which groupings would be the more important ones.

The group prioritized: Multi-Residential, IC&I, and then an approximate tie between Recovery, New Facilities, and Control, Influence & Enforcement.

Jim McKay said that December 14, or later that week, was tentatively being looked at for the next SAG meeting. The staff would do a doodle poll to find out when it would suit people to meet.

The facilitator recognized that SAG members had said they would find it valuable to get the materials in advance, and she said that if the group were allowed to review the materials in advance, they would be notified. It might change the format of the next meeting.

A SAG member asked that if the evaluation could not be received in advance, could the SAG at least get the descriptions of the options in advance.

KEY SUGGESTION #11B: If the evaluation could not be received in advance, could the SAG get the descriptions of the options in advance.

The facilitator asked if there were any other suggestions for the meeting process in the future. The SAG agreed that they liked highlighting the key suggestions in the minutes. The team would continue to try to circulate the agenda a week in advance.

Jim McKay said that the more open the project team could be about the challenges they faced and constraints in which they were working, the more it could provide the context for what might work and

what would not. **A SAG member** said that it also would make the SAG members' time more productive.

The facilitator asked if there was something that should have been communicated earlier in the process. She asked if there had been a gap in presentation. **A SAG member** said that in the beginning she had been confused about two things: the role of the SAG and the SAG's ability to influence things, i.e. what was on the table and what was off it. There was also a big gap in communicating what was being put in front of Committee and Council. That was the summer “blip”.

The facilitator asked whether the SAG should revisit the Terms of Reference. **A SAG member** suggested that just a brief preamble at the beginning of each meeting would be sufficient.

The facilitator suggested having a generic circle-back for the items on the key suggestions list.

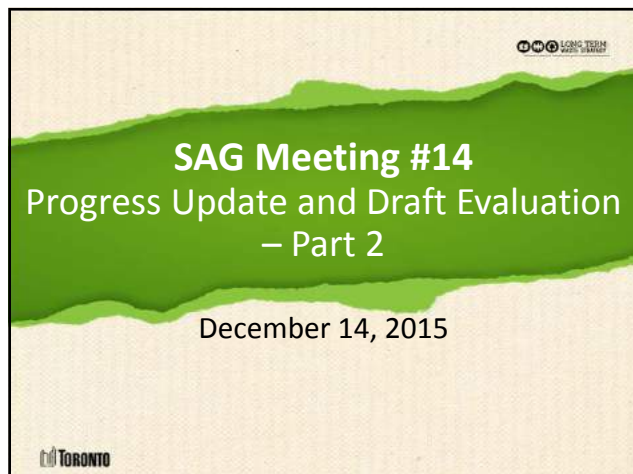
A SAG member wanted clarification about the SAG's role in reacting to the consultant's assignment of scores in the evaluation, and whether they could take issue with those scores. **Jim McKay** told the SAG members that at some point they would get the materials to review in detail. If they saw a score number with which they did not agree, that would be fair game for comment. That is the type of information that the team wanted to hear.

A SAG member asked whether they would be able not just to review, but to influence some of the items on the evaluation. **Jim McKay** said that SAG members could send an email and the team could take those comments into consideration. That would be a bit different to typical City of Toronto process. **A SAG member** asked what the typical City of Toronto process was. **Jim McKay** replied that it is open and transparent, but typically Committee and Council likes to review it before it goes public.

A SAG member asked about a change in Solid Waste's leadership, which had been alluded to earlier. **Jim McKay** said that Beth Goodyear had resigned as Solid Waste's GM. There was now a search for a new GM. Lou DiGironimo, the GM of Toronto Water, is acting as GM for Solid Waste too until a new GM is found. **The SAG member** asked if that would change what is going on with this. **Jim McKay** said this Strategy already had its marching orders and a change in leadership would not change the path this work was taking.

The facilitator thanked the group for their participation.

The meeting was adjourned at 3:35 pm.²¹



Meeting Goal and Objectives

Specific Meeting Objectives:

- Recap the purpose of the Strategy and evaluation process
- Overview of the preliminary evaluation of today's option groupings (these are not final evaluations)

ICI

Multi-Res

Control, Influence & Enforcement

- Obtain preliminary comments on the draft evaluation
- Provide guidance on additional input requested

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Roles

Role of the Facilitator

- Guide discussion
- Manage agenda
- Identify key suggestions

Role of the Project Team

- Be Clear
- Listen
- Consider feedback

Role of the SAG

- Provide feedback on the information presented
- Bring the perspective of your organization
- Work to identify common ground & areas where opinions may differ
- SAG is an advisory body; final recommendations will be presented by staff to City Council for approval

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Agenda

Time	Agenda Item
12-12:15	Working Lunch (15 min)
12:15-12:25	Welcome and Acknowledgements (10 min)
12:25-12:45	Update since last meeting (20 min)
12:45-12:50	New Waste Free Act (5 min)
12:50-1:10	Recap on Context & Evaluation (20 min)
1:10-1:20	BREAK (10 min)
1:20-2:10	Detailed Review of Option Group - ICI (50 min)
2:10-3:40	Detailed Review of Option Group - Multi- Residential (1 hr 30 min)
3:40-3:50	BREAK (10 min)
3:50-4:40	Detailed Review of Option Group - Multi- Residential (continued) (50 min)
4:40-5:30	Detailed Review of Option Group -Control Influence & Enforcement (50 min)
5:30-5:45	Phase 3 Consultation (15 min)
5:45-6:00	Next Steps & Meeting Close (15 min)

Toronto

Update Since Last Meeting

Circling Back

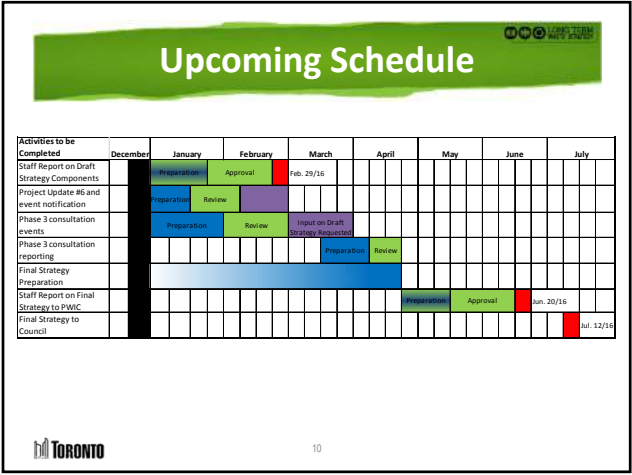
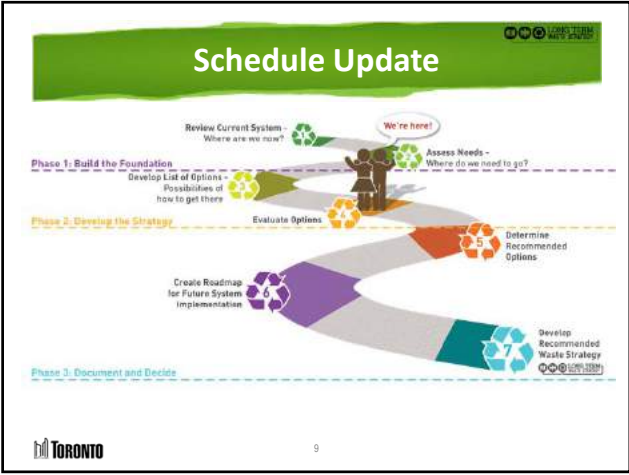
Key Suggestions for Consideration	Status
Include diverse health care input	TPH providing input; specialist being retained
Include GHG reduction benefits of waste reduction in evaluation criteria	Included in the Evaluation
Address City operated/contracted food supply in Food Waste Strategy	Will be incorporated into the Strategy
Add food preservation suggestions to the Food Waste Strategy	This will be added as an example
Be consistent in the decision about when to record changes to FTE counts	Will be incorporated in evaluation table
Have City Equity Office/others working in poverty reduction, review the equity element of the evaluation	Equity Office will be notified of development of draft Strategy and will be provided opportunity to review & comment

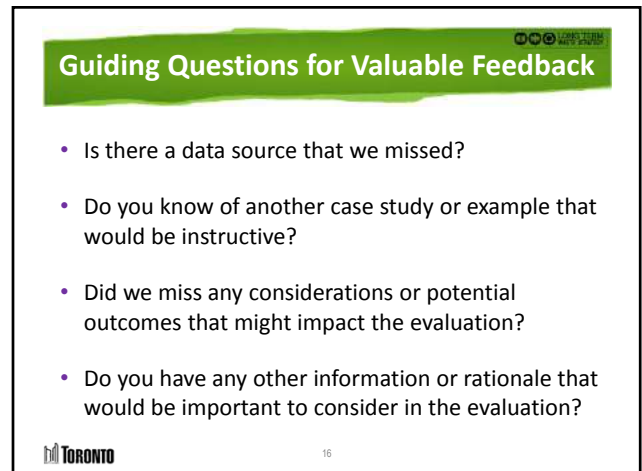
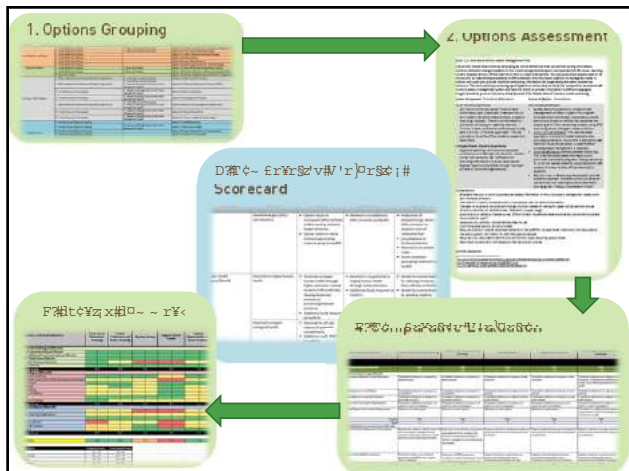
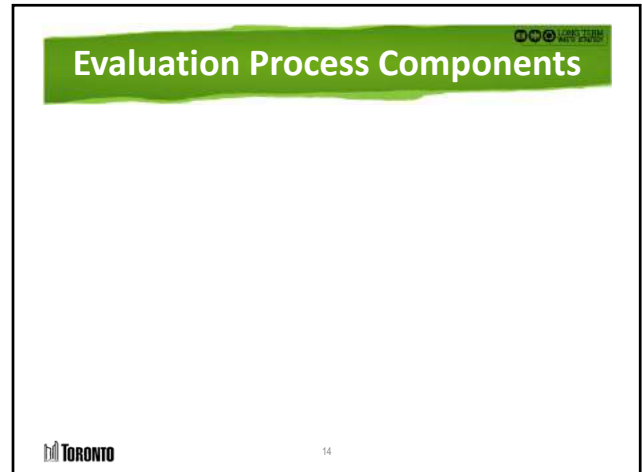
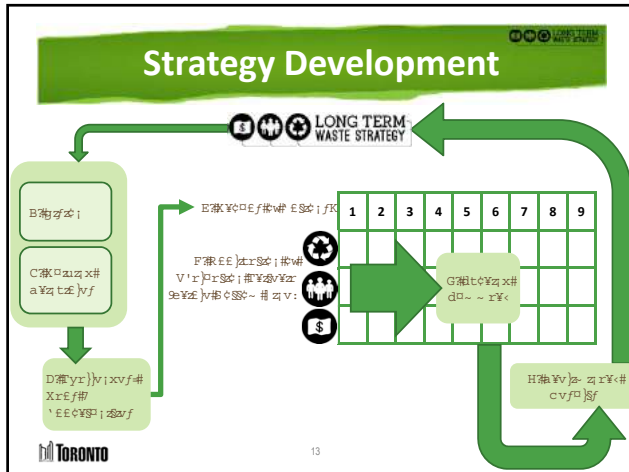
Circling Back

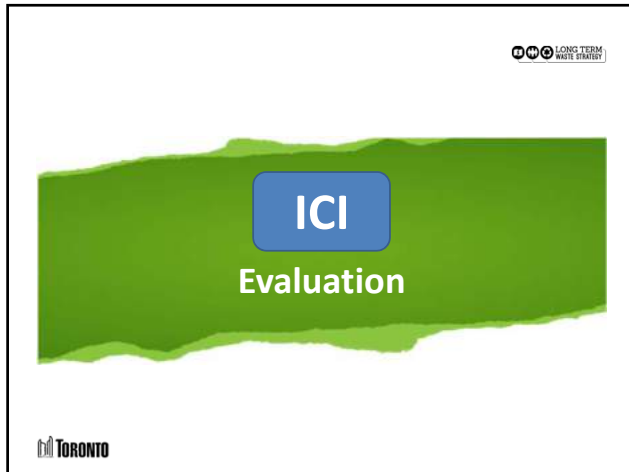
Key Suggestions for Consideration	Status
Include GTA-wide programming	As appropriate, GTA partners have been identified in the evaluation.
Include the individual economic benefit of saving money by not buying more food than needed	This will be identified in the options evaluation as it relates to the economic criteria.
Note the toxicity and value of the items being diverted in the evaluation (i.e. electronics recycling is small volume but harmful materials)	This will be identified in the options evaluation as it relates to the environmental criteria.
Ensure the Strategy does not work against the not-for-profits involved	This will be considered in the options evaluation as it relates to social criteria

Circling Back

Key Suggestions for Consideration	Status
Request that the SAG see the full evaluation details prior to public release to the public as part of the Strategy. If not possible, can descriptions of the options be provided in advance.	Descriptions of the options have been provided in advance. Not able to provide full evaluation results as the evaluation process is still ongoing.
Clarify how environmental criteria will be prioritized in the evaluation.	The evaluation process described in the report that was approved by PWIC and Council provides this clarity.
Clarify the role of SAG.	The role of the SAG was documented in SAG Terms of Reference and an explanation has been provided at the Dec. 14/15 SAG meeting.





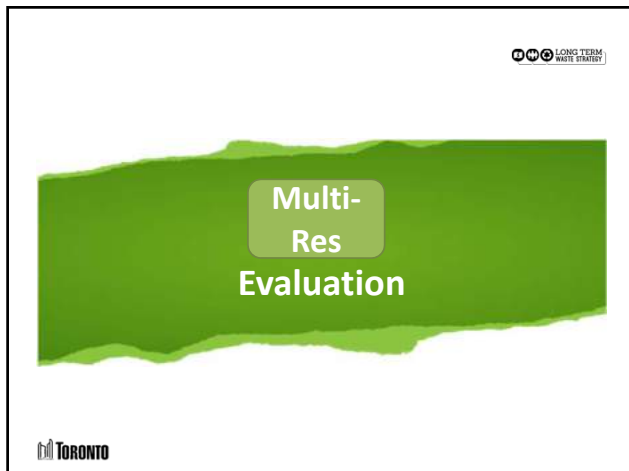


Detailed Review of ICI Option Group

Gap/Challenge/Opportunity Addressed		Option
14. Regulatory, Control and Role/Responsibility Challenges	16. Solid Waste Services for the IC&I Sector	Option 9.3: Expand City of Toronto Share of IC&I Waste Management Market.
		Option 9.4: City Implements IC&I Waste Diversion Policies.
		Option 9.5: City of Toronto Exits the IC&I Waste Management Service.

Toronto

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- ### Guiding Questions for Valuable Feedback
- Is there a data source that we missed?
 - Do you know of another case study or example that would be instructive?
 - Did we miss any considerations or potential outcomes that might impact the evaluation?
 - Do you have any other information or rationale that would be important to consider in the evaluation?
- Toronto
- 20

Detailed Review of Multi-Residential Option Group

Regulatory Considerations for Multi-Residential Buildings

Gap/Challenge/Opportunity Addressed	Option
5. Multi-residential Waste Diversion (Program Components)	Option 9.1: Elimination of Collection Service to Multi-Residential Buildings.
14. Regulatory, Control and Role/Responsibility Challenges	Option 1.8. Mandatory Multi-Residential By-law. *New*
17. Impacts of Energy Costs on the Waste Management System	Option 1.9. Updates to Current Multi-Residential Development Standards. *New*

Detailed Review of Multi-Residential Option Group

Collection for Multi-Residential Buildings

Gap/Challenge/Opportunity Addressed	Option
7. Multi-residential Waste Diversion (Facility Components)	Option 3.1: Container management.
5. Multi-residential Waste Diversion (Program Components)	Option 3.2a: Alternative Collection Methods for Multi-Residential Buildings - Coloured bags
17. Impacts of Energy Costs on the Waste Management System	Option 3.2b: Alternative Collection Methods for Multi-Residential Buildings - Vacuum
18. Impacts of Intensification	Option 3.7: Multi-Residential Collection using Alternative Vehicles. *New*

Detailed Review of Multi-Residential Option Group

Organics Management in Multi-Residential Buildings

Gap/Challenge/Opportunity Addressed	Option
2. Waste Reduction & Reuse	Option 2.7: Community/Mid-Scale Composting. *New*
5. Multi-residential Waste Diversion (Program Components)	Option 5.1: On-site Organics Processing.
3. Value of Food and Food Waste	Option 5.2: In-Sink Disposal Units.

Control,
Influence &
Enforcement
Evaluation

Detailed Review of Control, Influence & Enforcement Option Group

Gap/Challenge/Opportunity Addressed	Option
5. Multi-residential Waste Diversion (Program Components)	Option 9.7: City Explores Mechanisms to Introduce Additional Controls Over Waste Management – Bans, By-laws and Acts.
14. Regulatory, Control and Role/Responsibility Challenges	

Guiding Questions for Valuable Feedback

- Is there a data source that we missed?
- Do you know of another case study or example that would be instructive?
- Did we miss any considerations or potential outcomes that might impact the evaluation?
- Do you have any other information or rationale that would be important to consider in the evaluation?

Phase 3 Consultation

Phase 2 Consultation Discussion

- What stuck out for you in Phase 2 Consultation?
- What do you think worked or did not work in the Phase 2 Consultation?
- What were the key lessons from Phase 2 Consultation?
- What change is needed in Phase 3?

Phase 3 Objectives

Overall Objectives:

- Overview of process, what's been accomplished
- How input was incorporated
- Communicate and receive input on draft evaluation of options, recommended options and draft plans for implementation
- Provide opportunity for review of complete draft Waste Strategy
- Build momentum for implementation

Overview of Approach

Tactics:

- Provide access to various levels of detail, from overall Waste Strategy vision to detailed options descriptions and evaluation – allow people to self-select the level of detail they review
- Utilize both in-person and online engagement methods
- One high-level in-person event followed by a number of focused in-person meetings on different option groupings – to be mirrored online

Next Steps/Close



CITY OF TORONTO: LONG-TERM WASTE MANAGEMENT STRATEGY
Stakeholder Advisory Group (SAG) Meeting #14
Monday, December 14, 2015
100 St. George Street, Sidney Smith Hall, Room 5017A

Attendees:

Stakeholder Advisory Group Members:

Emily Alfred – Toronto Environmental Alliance	Gary Rygus – Retail Council of Canada
Stefan Martin – TCDSB	Rob Cook - OWMA
Virginia MacLaren – University of Toronto	John Campey – Ralph Thornton Centre
Kate Parizeau – University of Guelph (on speaker phone).	

Staff:

City of Toronto:	Rob Orpin – Solid Waste	Annette Synowiec – Solid Waste
	Charlotte Ueta – Solid Waste	Michelle Kane – Solid Waste
	Pat Barrett – Communications	Robyn Shyllit – Public Consultation
HDR:	Jim McKay	
Kelleher Environmental:	Maria Kelleher (HDR team)	
Dillon:	Morgan Boyco (HDR team)	
Facilitator:	Karla Kolli (Dillon, HDR team)	

The meeting was called to order at 12:24 pm.

1. Welcome and Acknowledgements

The facilitator welcomed the group and observers. She introduced herself, and said that her role was to coordinate the overall consultation for this project. She noted that the regular facilitator was away, so she was stepping in. All the SAG members present introduced themselves. **Rob Orpin**, the Acting Deputy General Manager of Solid Waste, introduced himself. He said that Beth Goodger had moved on to work for Brantford, Ontario. He said that he had worked for the City for over 30 years, and that most of his work in Solid Waste had been in operations. He explained that the Long Term Waste Management Strategy has some milestones that must be met on time: the report will go to Public Works

Committee in February, which means that the report for that Committee is due in January. The Strategy must get to Council by the end of June in order to get into the 2017 budget process. He thanked the group for their participation as one of many voices providing input to the Strategy.

The facilitator reviewed the goal of the meeting which was to “*Review and obtain SAG input on preliminary evaluation results for ICI; Multi-Res; Control, Influence & Enforcement*”.

Specific objectives were:

- Provide a recap of the purpose of the Waste Strategy and evaluation process;
- Provide an overview of the preliminary results for the above-noted option groupings;
- Obtain comments on the preliminary evaluation results with supporting data/rationale;
- Provide guidance on additional input requested from SAG members.

The facilitator said that the group would use the same method of recording “Key Suggestions”, as was used at the last meeting. She reviewed the roles of the Facilitator, Project Team, and the SAG. **The facilitator** reviewed the agenda of the meeting.

A SAG member asked about the other options that the SAG had not yet seen, and when they would be reviewed. **The facilitator** requested that the discussion come back to these questions when the team discussed the schedule later in the meeting.

2. Update since the last meeting

The presentation content for this section is in Slides 5-10 in Appendix I. The following is a summary and captures discussion surrounding the presentation.

Jim McKay presented on the update since the last meeting. He showed slides of the Key Suggestions from the last meeting, along with the status of each suggestion.

A SAG member asked for the presentation to be sent to the SAG members after the meeting. The staff agreed to do so.¹

Jim McKay said that, regarding GHG reduction benefits of waste reduction in the evaluation criteria, it would be included in the evaluation, though it may not be to the extent that some SAG members had requested. For a high level strategy, the team would not use the US EPA model, but he said that there are other strategies to include them without running them through the model. Models like the US EPA are designed to deal with the next step coming out of a strategy, when more parameters are known, and likely would be used at that stage of the process.

Jim McKay said that the team had already started to receive comments from some SAG members on the score-card and the options discussed at the last meeting. He thanked the SAG members for their comments.

Regarding how environmental criteria would be prioritized in the evaluation, the report that went to

¹ Emailed on December 15, 2015

Public Works and Council for approval had environmental placed as a priority in the case where there was a tie. This is a triple-bottom line decision-making process. The team had not differentiated a preference between environmental, social, and financial except in the situation where there is a tie.

The facilitator said that all comments on the evaluation would be collected as part of the record of consultation and encouraged members to submit any detailed comments. She suggested that for the meeting we focus on items that SAG members thought required further discussion.

Regarding steps 4, 5, and 6 in the schedule update, **Jim McKay** said that all were being worked on simultaneously at this point. Internally, evaluation of options was nearly complete, though the process of getting input from Toronto Public Health (TPH) was still ongoing. The health care cost implications, human health and ecological health criteria in the SAG's handouts were still placeholders, until TPH reports back to the team, around mid-January. The team had started to map out the phasing and sequencing of options. Once the recommended options are approved, it would not be possible to start them all immediately, and in some cases that would not be necessary anyway, because some would be attached to facility lifespan, so would be applicable only later. Factors like that, and contract terms, would play into the phasing and sequencing. With the environment being a priority, the intention would be to “front end load” options favoured by the Waste Hierarchy, to reduce, reuse, and recycle in order to stretch out the lifespan of the landfill. There is a concept called “infrastructure stretching” which is to increase the lifespan of infrastructure through reduction, reuse, recycling, etc.

Rob Orpin noted that another lens on decision-making would be the City's ability to actually do the work. He said that there is an enormous amount of staff work that would need to be done, but there is a limited amount of work the staff can do in a year. **Jim McKay** said that consideration would also need to be taken on the capacity for new hires and the budget available.

The facilitator reminded the group that the information to be presented was preliminary. She said that staff was hoping to hear from the SAG on the red flag issues they saw with the information.

Upcoming Schedule dates shown that the Strategy must meet in order to get into the budget process for 2017. This would be critical to ensure that money would be budgeted for the options recommended by the Strategy. **Rob Orpin** said that the Strategy had to meet the July 2016 deadline, because there would be no money from the budget process until the Strategy is approved. Everybody is waiting for this Strategy to be finalized in order to move forward.

A SAG member said that he thought this time-line did not take into consideration two very big developments that would impact waste management in Ontario: Ontario's new Waste-Free Act and the new climate change agreement. There is a 90-day comment period on the Provincial and municipal process, and he wondered how that would be affecting the scheduling of work on this Strategy.

Since this was the next topic of the presentation, the discussion moved to that topic.

3. New Waste Free Act

Jim McKay said that the Waste Free Act would be fundamental, game-changing legislation that had

been introduced right as the development of the Strategy was entering its final stage. However it will take time for the Act to unfold and it is important to complete the Strategy, while still recognizing that there may be some game-changing factors coming from the Province in the next few years. The team has a general understanding of what the Act says, but it doesn't provide much detail. He said there are things contemplated in the Act like bans, which are also being considered in the Strategy. This doesn't mean that bans, for example, would be removed from the Strategy, but the scheduling of implementation may be sequenced to avoid conflicting with the Province. **The SAG member** said he thought that was fair, though he thought that one of the biggest game-changers was that the role of municipalities had changed, so that what the Strategy is planning for may no longer have a foundation. **Annette Synowiec** said that municipalities would still be managing garbage and organics, and those are identified as gaps and challenges. **The SAG member** said he agreed that the municipality would have a role to play, but he was unsure that the role would be as the staff saw it today. **Annette Synowiec** said that the City would keep an eye on it. She did not believe that the City would be getting out of the waste-management business, particularly in handling garbage itself. She thought it was important to keep going on this.

Another SAG member said that the team is currently moving into areas that municipalities haven't typically managed, because up until now there was no Provincial leadership and no Provincial strategy on ICI. **Jim McKay** said that the timing on the Provincial piece had always been speculative. The bottom line is that the team cannot afford to wait, but at the same time the team would have to be cognizant that the waste management industry in Ontario is going to change and it is going to affect the City of Toronto. The team has gone through the Strategy and flagged everything that may have EPR or other implications stemming from the Act. The timing of implementation will provide flexibility to hold off on items that there is some certainty that the Province will address in the short term, **A SAG member** said that it was not a question of if this legislation would be passed, but when. He thought it would be passed by the City's deadline of July 12. **Annette Synowiec** said that the team does appreciate that and the team is already putting that lens onto the work. **Jim McKay** said there are risks with moving forward on things that could be in direct conflict with the Provincial direction. He said that the City of Toronto is in a better position on blue box processing than some other municipalities because it doesn't own a MRF asset. However, the collection of recyclables is intricately linked with other waste streams, so there would be implications for the City.

A SAG member said it was interesting to see how quiet the municipalities had been since the release of the Act. **Rob Orpin** said that the City of Toronto is ~25% of the province and it would take the lead on this. He did not think the Strategy recommendations would be in conflict with the Act. **Jim McKay** said that the City of Toronto is set up well to transition under the new Act.

4. Recap on Context & Evaluation

A graphic was presented to explain the process by which the Strategy will be developed. It shows how the different information and evaluation materials fit into the process of Strategy Development, and how they relate to each other.

The facilitator said that staff were looking for high-level comments on the evaluation at this meeting and that SAG members would be able to take home some of the materials to examine in more detail

and provide feedback. Some questions were provided to assist SAG members in providing a detailed review of the materials.

Jim McKay recognized that comments had been received from some of the SAG members on the Options Groupings discussed at the last meeting and noted that these comments will be reviewed and incorporated as appropriate. SAG members have received the score-card and the draft evaluated options for all options groupings with the exception of residual and recovery as they are still being reviewed internally. The SAG request from the last meeting was to receive all materials in advance of the meeting. It was not possible to provide this information much in advance of the meeting but there will be time for review after the meeting. The results of the comparative evaluation and scoring summaries would be shown to the SAG, but the decision was made not to distribute those in advance of the Public Works Committee due to the sensitivity of some of the information in it. When the comparative evaluation results are publicly available, the team would come back to the SAG for some discussion.

5. Detailed Review of Option Group - ICI

The facilitator said that approximately 50 minutes had been allotted to discussing each option group. First the consultant team members would explain what the options are, and then explain the comparative evaluation. There would then be an opportunity for SAG members to ask questions and comment until the end of that 50 minute window. Any comments not fitting into that time-frame could be sent to staff after the meeting.

Maria Kelleher presented on options to manage ICI waste. There are approximately 100,000 businesses in the City of Toronto. The City provides services to approximately 14,000² businesses, which are typically the smaller ones that are on the routes that the trucks already service to collect residential waste. There are some rules for commercial pick-up, including using Yellow Bags. Recycling must be set out to get Yellow Bag service. Green Bin collection is available to businesses at a small additional cost* (only if >1 / week frequency is required). There are limits on the types and sizes of buildings that the City collects from. One option is to expand those limits to include more businesses, another is to implement ICI waste diversion policies (such as mandating recycling for all ICI, or mandating haulers to provide that service to ICI), and another is for the City to exit ICI waste management (which does not appear to be easy because it is currently tied up with residential waste collection for about 11,000 accounts).

A SAG member clarified that relative to the total amount of ICI waste produced, the amount that the City collects is extremely small, because it collects only from the smaller businesses. The large producers are excluded.

Maria Kelleher said that most municipalities have no role, or a very small role, in ICI collection. The question is what is the correct role for the City of Toronto in this area. The data suggests that the rate of diversion in the ICI sector is low – probably around 30%. In considering whether to expand ICI collection, the City would need to spend some time determining interest from the business sector.

² 19,000 was quoted in the meeting, but 14,000 is the correct number

A **SAG member** asked if any staff knew what percentage of businesses that are eligible for City collection actually use it. **Annette Synowiec** and **Rob Orpin** said no - it is a statistic that is constantly changing due to businesses opening and closing, and new developments. **Annette Synowiec** said that about 50-60 businesses that apply for the Yellow Bag program are turned away per year, because they do not meet the criteria of the program. **Another SAG member** said that the City sends businesses that are denied service to his organization (OWMA), and he thought they were getting about 5 businesses per week. **Annette Synowiec** said that she thought many of those were not going through the full application process, and may have just been told beforehand that there were not eligible.

A **SAG member** asked how school boards would be affected by the options presented. **Annette Synowiec** said that she didn't foresee school boards being affected by any of the options. Private schools would be handled separately.

KEY SUGGESTION: Show how school boards are affected by these options (regarding Yellow Bag program).

A **SAG member** asked about “expanding the City's share of ICI Waste” and whether that was within, or beyond, the Yellow Bag program. **Maria Kelleher** said that, given the concern about the amount of investment required to get into the business in a big way, the focus would be on businesses that apply but are not eligible for the Yellow Bag program. **Jim McKay** said it is looking at the impacts of expanding the Yellow Bag program, but not for the City to take on all ICI waste. **The SAG member** asked what the impact of that would be on the City's cost. He also said that as soon as you expand, the people who then become just outside the net ask “why not me too?” It can become a bigger political issue about whether it is all, or none. Everyone is paying taxes, so it should be acknowledged that this has political implications. **Jim McKay** agreed that it could have a “ratchet effect”.

KEY SUGGESTION: Determine where the line is between the Yellow Bag program and private ICI, and have a rationale for why it is there.

Maria Kelleher said that as part of the study, KPMG was completing a financial model. They would pull out what the ICI currently costs. It would show what increasing the net of the program would cost, including more trucks, etc.

A **SAG member** said that he did not think it would be complicated to privatize the Yellow Bag program. **Rob Orpin** said that is the last option: get out of the Yellow Bag business.

Maria Kelleher described the second option, which would be a mandatory recycling by-law for all businesses, or businesses above a certain size. There is Provincial regulation for source separation, but it excludes organics and it is not enforced. With this option, enforcement staff would be required to check that businesses were complying. Another component of this option would be a requirement, perhaps through a licensing instrument, for haulers to pick up organics and recycling from ICI at no additional cost. The City was still consulting on the legal implications of this, and whether it would be possible. **Jim McKay** said that this fell directly in-line with the new Provincial regulation. As such, this may be an option to consider only when it is clear what the new legislative landscape will be. **Maria**

Kelleher said that the Province has said that they want to increase ICI diversion but their actions will be implemented over time. There might be a gap-filling role for the City in areas that the Province doesn't cover, but at this point it's not clear what that gap would be.

A SAG member said that there is a need to know sooner rather than later whether Option 9.4 is legal. **Jim McKay** said that there would be a legal opinion on that before consultation with the public and other stakeholders. **The SAG member** said that Ottawa's legal team said that Ottawa did not have the authority to require ICI recycling. He speculated that it may be different under the City of Toronto Act, but it would need to be clarified.

KEY SUGGESTION: Obtain legal opinion on Option 9.4.

Another SAG member asked whether this option group would only be looking at by-laws. She wondered about municipal enforcement of Provincial regulations. She asked about tying waste management to development approval etc. She asked how many options the legal team was considering. **Annette Synowiec** said anything that is legally permissible is being considered.

Annette Synowiec asked to address an earlier question that had been asked, that was outside of the agenda, because Rob Orpin would need to leave the meeting soon. Regarding when the SAG would be able to see the rest of the option evaluations, she said it came down to timing. The way it would most likely work is that by the next SAG meeting, when the remaining option evaluations would be presented, there would already be a draft of the report prepared, and it would probably be going through management approvals, due to the necessary timing to meet the process deadlines. The report would need to be written a month before PWIC meets. That would mean that the SAG may not be able to influence the content of the report on those option evaluations because the report would already be written. **A SAG member** asked if anything were available earlier, whether it could be sent out by email so that SAG members could send in comments. **Annette Synowiec** said yes. **Rob Orpin** wanted to reiterate that it would still be a draft, with two additional months for public input.

A SAG member wanted to understand the “joint enforcement effort”, and how that would play out. **Jim McKay** said that the Province was not doing it today, but there was likely to be a refreshed commitment from them to enforce what they come forward with. However, it could be several years down the road before it gets put into regulation. The question is whether there would be an opportunity for the City's enforcement team to work with the Province to enforce Provincial regulation. How that would work was before the legal team. **The SAG member** said that the stewards would be paying for enforcement activity through the agency, so he wondered how this would affect those fees. **Maria Kelleher** said that under the Waste-Free Ontario Act, a new clearinghouse would replace WDO. The agency would be responsible for enforcement, but that would be to enforce that stewards are paying their fees and meeting their obligations, which would be different to having a mandatory recycling bylaw applying to ICI. **Another SAG member** said that he didn't think it was clear yet that the authority's enforcement would be restricted to EPR programs. There had been discussion of the HWIN (Hazardous Waste Information Network) system moving under the authority, for tracking manifest and other things that would be on a fee for service basis. He said that the Ministry does not have the resources to do enforcement, so it is looking at other options.

KEY SUGGESTION: Clarify how the new Act changes policy relationships and enforcement roles between the City and the Province.

Jim McKay said that the Strategy will include a recommendation for five year updates to ensure that activities are in-line with the Vision and Guiding Principles, and to look at successes and failures. It could also be used to avoid conflict with ongoing development and roll out of the new regulations to be finalized under the Act. The Waste-Free Ontario Act would also be reviewed after ten years, and the idea would be to align the review of this Strategy with the review of the Act.

A SAG member said that she wanted to ensure that Waste-Free Ontario Act would not become a reason not to act. **Jim McKay** said that with a 3-4 year window from the signing of the Act to having the regulations in place, it still makes sense for the City to figure out its role, and determine what it wants, because the City may take on an advocacy role to ensure that the legislation says what it wants it to say. **Another SAG member** said that he thought it would be fine for the City to lead, as long as the direction is consistent.

The group moved to discussing the preliminary Comparative Evaluation of Options. The consultants presented the detailed scoring for each option. The Option of exiting ICI scored lowest overall. The other two scored more evenly, though **Jim McKay** reminded the group that the City was still waiting for the legal comments on the Option to require diversion for ICI.

A SAG member said she thought that the potential to increase diversion for Option 9.3 is high, not medium, because participants in the Yellow Bag program have a diversion rate of almost 68% compared to the ICI average of around 30%. She thought doubling diversion for those businesses would be significant. **Maria Kelleher** said the reason for the scoring is because the overall tonnage involved is small. **The SAG member** acknowledged that.

KEY SUGGESTION: Consider whether the impact on diversion for small businesses should be rated high, given the small business diversion rate outside the Yellow Bag Program.

Another SAG member said Option 9.5 presumes that nothing happens with the Waste Free Act, which may change in the future. **Jim McKay** agreed, and said that the results of this evaluation could be changed. **Maria Kelleher** said a lot of this work had been done before the Bill arrived in November because nobody was expecting it.

Key SUGGESTION: Option 9.5 assumes no Waste-Free Act, and may need revision.

A SAG member asked about a footnote in Option 9.4 which mentioned that City routes are more efficient than using the private sector. **Maria Kelleher** said that without mandatory recycling, it can be a big issue when there are too many trucks in an area.

A SAG member asked whether the SAG would get these tables. **Jim McKay** clarified that the SAG would get the tables, but not in advance of everyone else.

A SAG member asked how community safety was defined. **Jim McKay** said it was largely additional

trucks and traffic in a community. Having many different trucks going down a street is considered less safe than a single truck. **The SAG member** suggested that the true measure of community safety would involve looking at the safety records of different service providers. **Jim McKay** said the team thought that adding many more trucks would be a more relevant indicator of impact on community safety than the individual safety records. **The SAG member** disagreed.

A SAG member asked if there would be an opportunity to comment on the score numbers. **Jim McKay** said there would, throughout the consultation process. **The SAG member** asked if the team wanted comments on the numbers at this point. **The facilitator** said the team wanted to hear about the rationale. **The SAG member** said that she may agree with the rationale, but not with the numbers. **Jim McKay** said that part of the reason for creating the score-card was for base-lining what a low, medium and high would be. For example, the question of community safety had been measured by number of trucks on the road. If there was a problem with the score-card, the team would want to hear about that.

A SAG member asked if the team was saying that if the City expanded Yellow Bag program, it would not add any trucks on the road. **Maria Kelleher** said no, the evaluation said that it would result in fewer trucks on the road than getting out of Yellow Bag program and handing it to the private sector.

Jim McKay said the team assumed that each one of the options evaluated would be flexible to accommodate a changing waste stream and regulatory environment.

A SAG member said that in terms of economic growth, it would be worth considering the impact of providing affordable waste diversion services for small businesses. She also asked whether the team was evaluating changing the cost of the Yellow Bag program for full-cost recovery. **Maria Kelleher** said that the team didn't look at that, but the idea of providing a Yellow Bag program is to allow small businesses to be green. **Jim McKay** said that part of the Strategy was also developing the sustainable rate model, so that the City could function as a sustainable utility. That was one of the things being examined on an independent financial track: allocating the costs and managing the customer base, to ensure that it would be a full cost recovery scenario.

KEY SUGGESTION: It is important to consider affordable diversion for small businesses in terms of economic growth.

A SAG member noted that some of the options had multiple components, and she asked how the team assessed them, when looking at different possibilities, which would not have the same impacts. **Maria Kelleher** said it had to be quite high-level. The team would say that the goal was to increase diversion with different instruments, and say that with all of the possibilities the diversion goes up, and then see what it would do to the whole system. **The SAG member** asked if the team thought of breaking down the multi-options into smaller options. **Maria Kelleher** said the team tried not to do that because there were already 70 options to handle. At a high level, the team was just trying to figure out an appropriate policy instrument. She thought it was possible to outline the broad implications of varying diversion levels. **Jim McKay** said that the Strategy is designed to set the initial direction of where the City would be going. For every option there are multiple nuances on how it could be done, that would have to be evaluated as the next step. At this stage the question was whether to include it in the first place.

Annette Synowiec said that developing the Strategy was part of Council's action items for their 2013-

2018 plan. They had specifically wanted to see increasing efforts to improve diversion in the multi-residential and ICI sectors. Through the public consultation and the SAG, that direction had come forward too. **Jim McKay** said that this was a comparative evaluation. In this case the evaluation resulted in two options, but that was acceptable because the two could work together. Also, since the Strategy would be a living document, just because the 3rd option would not be considered further at this stage, would not mean that it could not be considered in five years time. It would come down to phasing and timing, which could be reconsidered during the 5 year review process.

A **SAG member** observed that while some of the things being discussed could be reviewed at a 5 year review, for some other options, once the City made a commitment to it, they could not undo it in 5 years time. **Jim McKay** agreed that anything where there would be a significant capital investment that would be amortized over more than 5 years would fall into a different category.

KEY SUGGESTION: Note options that result in a direction that cannot be changed in a 5 year review.

6. Detailed Review of Option Group - Multi-Residential

Regulatory Options for Multi-Residential Buildings.

Maria Kelleher presented. She said that legally the City of Toronto is not required to collect multi-residential waste, so the question to be answered is why is the City in this business and what does it want to achieve. There are 3 options. The City anticipates that if it were to exit service to the multi-residential sector, there would be a drop in the diversion rate for those buildings unless there was a mandatory diversion by-law. As Toronto moves towards becoming an increasingly multi-residential city, it will impact the way waste diversion will need to be handled.

A **SAG member** asked what are “Impacts of Energy Costs on the Waste Management System”? **Jim McKay** said that the impetus for including that as a gap is that the cost of energy will rise in the future. It is to flag that a major cost of waste management is the cost of energy. That could mean moving to CNG-based fleets, etc.

Another **SAG member** asked if Option 1.8 is also under legal review for whether the City is able to have a mandatory diversion bylaw. **Maria Kelleher** said that she thought that a mandatory recycling by-law is not likely to have legal problems. The **SAG member** asked whether it depended if the multi-residential building were defined as residential or a business. **Maria Kelleher** said that Regulation 103/94 is written making the owner of any building of 6 or more units obligated under the old regulation. It was in the ICI regulation last time around. She said that one of the benefits of the mandatory bylaw option, even if it were done on its own and City services were maintained, would be that the 1,300-1,400 other buildings, that do not receive City collection and may not divert recycling and organics, would be captured under it. The **SAG member** asked whether the team had looked at the buildings that are not in the City system to know that they are not recycling. **Annette Synowiec** said she was not aware of that information being available and asked if he had such information. The **SAG member** said he did not, but suggested that the team should not just presume that they're not recycling. **Annette Synowiec** said that the City knows that they typically would not have organics, but it probably

needed more information. It was suggested that Darryl Chong could be asked about this.

KEY SUGGESTION: Make sure private companies are not discounted in whether they provide diversion programs to multi-residential buildings.

A SAG member asked what percentage of multi-residential buildings that do not get City service are not eligible for the service. **Annette Synowiec** said detailed information on that was not available. **Jim McKay** said that the team had to do the evaluation based on information currently available. However, the team had flagged certain areas where, before any further actions would be taken to move forward, there would need to be more information gathering and consultation, to confirm the underlying assumptions and get a more complete picture of the situation. This would be an area like that. He added that the bigger point is that a full stream service should be offered to all buildings, regardless of whether they are on City service or not. It would be a question of how to implement that.

Collection for Multi-Residential Buildings

Jim McKay said that the City had recently signed a 10-year contract for multi-residential collection services. The City would not likely break that contract, so this would not be up for review for a while. However, one of the unique things in that contract is that it allows for data-collection for improved service. Part of this option would be to start to analyze the data being provided from Radio Frequency Identification Devices (RFIDs), which enables building managers to maximize the use of their bins, and results in fewer lifts, bins, truck traffic etc. There is also smart fleet technology to improve efficiency for truck routing. This data could be incorporated into a future collection contract. That is for Option 3.1. He also described the other options, including multi-colour bags for different waste streams that are later sorted by an opti-sorter, a vacuum-based collection system, and a fleet of smaller collection trucks.

A SAG member asked if RFIDs are installed in green bins. **Annette Synowiec** said she thought that the new, second generation green bins have them, but she would need to confirm that. **The SAG member** asked, if the City is moving that way, whether all the bins would need to be exchanged. **Annette Synowiec** said no, they would just be replaced over time. **The SAG member** asked if the contractor owns the RFID. **Annette Synowiec** said the City installs the tags and she said that for curbside bins, the 35 gallon bins have the tag, but smaller bins do not have one.

A SAG member asked whether there had been a decision to restrict the collection options to the coloured bags system and the vacuum system. He said there are other options that may be suitable, like operational procedures, sorter technologies, etc. **Maria Kelleher** said they were not included since a lot of the technical options, like a tri-sorter, are already written into the development standard. **Jim McKay** said that the reason that these were isolated and brought out was because these two would have a significant impact on Toronto's operations. The other options out there would continue to work with Toronto's existing waste collection system. The different bags or the vacuum system would require a change to the development standard, as well as how the City of Toronto takes ownership of the waste. It may require that the City invest in new infrastructure. It also raises questions, like: what happens if that system breaks? If there is no other way to get waste out of that building, who takes ownership for that problem, and how does the City play into that scenario? These two options were also brought up at

the public consultation events and at vendor days.

A SAG member asked if the team knew what percentage of residences would be serviced by alternative vehicles (Option 3.7). **Jim McKay** said that the team is still determining this. He said that another issue is that just because a garbage truck is smaller, doesn't mean that a fire truck or other service vehicles would be smaller, so it would not necessarily save space in new developments. **Another SAG member** said she thought it would be important to know how many buildings that would affect. **Maria Kelleher** said she thought it would be only a small number of buildings that smaller vehicles would benefit now. She said that another issue was that, although it was originally thought that using the smaller vehicles would cause less congestion on the road, if they are smaller then they require more trips to the transfer station, so it would not necessarily have that benefit.

A SAG member wondered about the financial impact on the City of having the additional, smaller vehicles. **Maria Kelleher** agreed and said it would result in having two fleets, with different maintenance requirements. She said that the more work the team did on it, the more they saw that the benefits were not as clear as initially thought.

A SAG member said that his concern was that the number of buildings and the tonnage involved is unknown, and yet the costs are supposed to be off-set by the sale of recyclable materials and user fees. He asked how that could be concluded without information on the number of users and tonnage. **Jim McKay** said the number of buildings is known, but more may be included in the future if development standards are relaxed.

KEY SUGGESTION: To ensure costs will be covered properly, it must be clear how many buildings will be affected (the number of users), and the tonnage involved.

There was some confusion about footnotes 4 and 5 on Option 3.7.

KEY SUGGESTION: Double check footnotes 4 and 5 on Option 3.7.

A SAG member said that she was confused about implementation tools being a way to increased diversion. **Maria Kelleher** said that is what the by-law would do. **The SAG member** said she thought that was only for buildings that didn't have City service. She asked about improving collection for buildings that do have City service. **Maria Kelleher** said that is what the vacuum and multi-colour bag would do. **Jim McKay** said that all the other collection options are already available to them and those are all options that they can do on their own without impacting the City system. If they are not doing it, even though they are on City service, it goes to promotion/education, and enforcement. There is going to be a lot more focus on enforcement going forward. The City already provides a great range of services for a large municipality. If people aren't using them enough, the only two avenues to increase use is promotion/education, and enforcement. **Maria Kelleher** said that increasing participation can also be done by increasing convenience, and that is what some of these options are aiming for.

Jim McKay said that the comment on evaluating smaller vehicles is addressed by footnote 6. The number of buildings is known. To deal with 5-15 buildings is one truck and one operator. **A SAG member** said that it would still be important to know where they are located. **Jim McKay** said that

only 15 buildings would be caught by this, so 15 buildings anywhere in the City could be serviced by one vehicle and operator in a week.

Organics Management in Multi-Residential Buildings

The Green Bin program in Toronto has had limited success in the multi-residential sector to date, so this looks at additional options. The options include community composting of vegetable waste, on-site organics processing, and in-sink disposal units.

A SAG member asked if a digestion unit for multi-residential buildings is realistic, and whether a digester facility could be scaled down for a multi-residential building. **Jim McKay** said that some smaller digesters exist already, in many technological variations. There are lots of examples in ICI establishments like food courts. There is a technology that liquifies organic waste to enable it to go to the sewage treatment plant and treated as biosolid. **The SAG member** asked about the square footage. **Jim McKay** said that some of these technologies are about 4-5 square feet.

A SAG member said that a commercial establishment, like a restaurant, would not have purely vegetable output. In that case there would be issues with odour. The feedstock and the size of the unit could present problems. He wondered whether some needed approvals. He also did not view the in-sink units that put organics into the sewer as organics diversion. **Maria Kelleher** said that if it ends up in biosolids, it depends on where the biosolids go. She did not think the wastewater staff like it. It is an inefficient way to handle some organics.

A SAG member wanted to clarify Option 5.1. **Maria Kelleher** said that it was envisioned to be at the individual apartment level (“garburator” is a brand name). **Jim McKay** said that in-sink disposal units deal only with vegetable waste, which is about a third of the organics waste, so there would still be a truck to collect other organics. In that case it becomes questionable why this would be allowed in the first place. On top of that is the question of beneficial use vs treatment as a biosolid. The City of Toronto currently has a by-law that bans in-sink disposal units in parts of the City that are served with combined storm and sanitary sewers. **Annette Synowiec** said that in-sink disposal is an option that does have an option for beneficial land-use if the biosolids are being applied on land – it depends what is happening with the biosolids.

Comparative Evaluation:

Jim McKay presented the comparative evaluation. The highest ranking options included: updates to current multi-residential development standards, container management, multi-residential by-laws and enforcement, and community scale composting. He said that the following options were not being recommended at this time: elimination of collection service to multi-residential buildings, and in-sink disposal units. The vacuum based system would only make sense in an entirely new development. The different coloured bags scored moderately well, but it would require a capital investment and with the new legislation, it is not clear that the City would remain responsible for all streams.

A SAG member asked if the team considered the possibility of providing a rebate or incentive program for community composting. He also asked whether they considered providing backyard composters for

free. **Maria Kelleher** said that after introducing the green bin program, the City stopped pushing backyard composting. The team thought it would be worth piloting a small-mid scale composting for buildings to determine the level of interest. **Jim McKay** said that this option would consider funding a portion of the cost of the units to get the pilot going. To get a community composting project going, there would be a subsidy on the cost. It would be necessary to figure out what the cost would be and compare it to the anticipated benefits. The cost of these units can vary significantly, from a couple of hundred dollars, to several thousand.

A SAG member wondered why the multi-colour bag option and vacuum based system scored fairly well but did look to be moving forward at this time. **Jim McKay** said that the vacuum-based system may make sense in a large new development, but not on a system-wide basis. The multi-coloured bag would require retrofitting at least one transfer station. The City also has to look at replacing the Commissioner Street transfer station, and that might provide an opportunity for doing something like this at that point.

The SAG member said that it looked like the number-based scoring system did not properly capture whether an option should go forward. **Jim McKay** said that for each option, it needs to be determined whether something is taken completely off the table or whether something else needs to be in place first, or when it would be considered. Many factors become part of the decision-making process.

A SAG member said that he didn't see why community safety was not applicable to updating current multi-residential development standards. **Maria Kelleher** said that the option would just mean putting a bit more flex space into a building and adjusting that on a recently updated standard is not likely to affect the safety for users at all.

A SAG member said it was strange that the economic growth associated with community/mid-scale composting is rated low, but for the in-sink disposals, it is rated as medium. **Jim McKay** said that retrofitting a whole lot of apartments with in-sink disposal units would provide jobs. **A SAG member** thought that was comparable to looking at how GDP figures are inflated after a disaster. The work associated with it is not necessarily a positive thing. **Jim McKay** said that was a good point, and perhaps the score-card did not encapsulate everything as intended. The argument could be made that community-scale composters would need to be manufactured, and that would likely provide some regional economic growth. **A SAG member** said that a similar argument could be made that increasing litter in the City would increase the number of jobs for picking up litter, but that would contradict the Vision and Guiding Principles. **Maria Kelleher** said that is why a variety of criteria is used. **Jim McKay** said that is where the definition in the scorecard of low, medium, and high becomes very important. **A SAG member** said that it seemed contradictory to say that economic growth is low, but local job creation is high. It says that there is potential for local jobs, but it is a finite amount of growth, when you reduce collections. **Jim McKay** said the team would have to go back and make sure that they had rationalized that properly.

KEY SUGGESTION: Check if it makes sense to rate the economic growth associated with community and on-site composting low, when rating it medium for in-sink disposal units.

KEY SUGGESTION: In Option 3.1, is Local Economic Growth and Job Creation contradictory?

KEY SUGGESTION: Does the score-card encapsulate a big enough picture, and is it consistently applied?

A SAG member said that she was surprised that on-site organics processing scored lower than vacuum collection and coloured bags, given the number of qualifiers on the vacuum-based system and multi-coloured bags. **Jim McKay** said that although the numbers are different, the ranking is the same: they are all medium. The team is still thinking about whether to just present the rankings, rather than the numbers, to the public.

The facilitator asked if SAG members had any thoughts on presenting numbers vs rankings to the public. **A SAG member** said that if the numbers are going to impact the decision-making, then they should be presented. **Jim McKay** said that he didn't think the numbers would impact the decision-making as much as the overall ranking. **Annette Synowiec** wanted to clarify that the score numbers would be available, but may not be part of the public presentation in order to reduce the complexity of the presentation.

A SAG member said that not having the scores may also cause confusion. She gave an example where a lot of red on the table still resulted in a “medium” ranking. It raised questions how the ranking was determined. **Jim McKay** said that the team wanted to be able to annotate the information to make it understandable, but they were still considering this from a consultation point of view.

A SAG member said that the chart could show how some options which clearly scored higher on financial did not do as well on environmental and social.

Another SAG member cautioned the team that applying numbers to something implies precision, but he did not think the team wanted people to think this was as precise as numbers would imply. **Jim McKay** said when there are many criteria that need to be balanced, it does require putting a number on them to figure out the ranking.

Some SAG members pointed out how the presentation of scores vs ranking appeared contradictory, and gave a few examples from the evaluation table.

7. Detailed Review of Option Group – Control, Influence & Enforcement

Maria Kelleher presented. Only one option is in this Option Group: Option 9.7: “City Explores Mechanisms to Introduce Additional Controls Over Waste Management – Bans, By-laws and Acts”. She said that a lot of the things that would fall under this group may be coming through the Provincial legislation. The Province is going in the direction of dealing with particular materials from the waste-stream bit by bit, and separately by different industries and stewards. There will be competing schemes to deal with different materials.

A SAG member asked what “local EPR measures” are. **Maria Kelleher** said it would be a local deposit-return system, operating just within the City. **A SAG member** said that the challenge with acting on a local basis is that it does not help business at all. If a business operates in the Province, it

makes compliance very difficult. The retailers want policy consistency, harmonized across the Province. His ideal would be harmonized contents for blue box across the Province, or even country.

KEY SUGGESTION: Retail would like harmonization of policy across the Province.

Another SAG member said that her perspective is that having the City of Toronto take leadership is helpful because it gets emulated across the Province. Sometimes if Toronto acts locally that can set the tone for others to follow.

KEY SUGGESTION: Don't discount the role of Toronto to be an environmental leader.

Another SAG member said that he was concerned that there was not more discussion about aligning with the Province. His perspective is that broader Provincial programs work best, though it requires the Province to take ownership. He also asked, from a City perspective, how a disposal ban would be applied. **Maria Kelleher** said that disposal bans would be applied at City transfer stations, but the question is whether it would also be applied at private transfer stations within the City. **The SAG member** said it was questionable whether the City could do that legally. **Maria Kelleher** said that if it were imposed just at the City transfer stations, the items would go to the private sector. There are two approaches: banning something being sold in the City, and banning something being disposed in the City. **The SAG member** said that the problem with a ban at the local level is that the private haulers would just drive across the municipal boundary to avoid the ban. It would only work at a Provincial scale. **Jim McKay** said that it may be that the Strategy says that bans make sense, but have to be at the Provincial level.

A SAG member noted that Nova Scotia is often touted as a shining example for diversion in Canada, but that was largely based on flow control. He suggested that the team look at it again now that Halifax Council has rescinded flow-control. He also said that he was not sure that there was a rationale in separating C&D tonnages from ICI, because he thought it should be considered as part of ICI. **Jim McKay** said they have to separate it out, but it does make sense because there are different generators and waste streams involved.

Jim McKay explained that for Option 9.7 there is no evaluation table, because it is a comparative scoring process and there is nothing to compare it to.

A SAG member said that this was a very difficult option to evaluate because it combines so many different things together. She thought there were a lot of good things in it worth assessing, but she wondered how it would be done. **Maria Kelleher** said that at one point this was going to be an overlay option but then it became its own option. This is more of an implementation piece that can work in combination with other pieces. There is also the complication that a subset of this would happen regardless, if the Province sticks to its plan. She also pointed out that the C&D waste, CCME Phase 2 EPR Plan has C&D in it, which the Province committed to.

Another SAG member said that doing the evaluation on this one is not worth a lot of time. She would like to see a list of which things would be covered by the Waste-Free Act and which would not. It is so large and ambiguous that it is not valuable to try to evaluate it. **Maria Kelleher** said that the work at

the Province was still very high level, and would require its own consultation and analysis. She said it would be quite easy to put a table together that would compare the Waste-Free Ontario Act with options in Toronto's Strategy.

KEY SUGGESTION: Provide a table that compares what is in the Waste-Free Ontario Act with what is being considered in this Option Group.

A SAG member said that she thought that some items in this group would likely have more significant impacts than some of the options that had been evaluated in other option groups (like smaller collection trucks). **Jim McKay** said this Option Group had become a catch-all for many items that did not fall into other Options Groups. He said he was prepared to consider assessing individual options within this Option Group.

KEY SUGGESTION: Consider an assessment of individual options within Option 9.7.

A SAG member wondered, regarding green procurement, whether the City of Toronto is a big enough consumer to force producers to change, or would it just be shutting itself out from competitive bids. **Maria Kelleher** said that it isn't big enough on its own, but it could help to strengthen demand for more sustainable products. **Another SAG member** said that manufacturers are looking at North America-wide, or global markets, not city-wide. He thought the only single entity big enough to influence producers is Walmart. **Jim McKay** said that he did not think it was ever thought that the City could change production single-handedly, but rather the goal would be to support more green products and services. **A SAG member** said that it would definitely limit competition. **Jim McKay** said that the team would need to work with Toronto's procurement department to determine where the tipping point would be between supporting green business and limiting competition. **Maria Kelleher** gave a few examples of where certain jurisdictions had managed to influence the market for sustainable goods.

A SAG member said that an area where the City could have a significant impact on the market is procurement of compost and organic materials. If the City chose to, it could be a huge consumer for organic materials. He said that right now there is not much market for this and it is a problem because there is not much value in the product. This could help drive diversion of organics.

KEY SUGGESTION: The City could influence the market by buying compost for its operations.

8. Phase 3 Consultation

Morgan Boyco presented on Phase 3 Consultation. He asked the group what stuck out for them from Phase 2 of the Consultation.

A SAG member said that the final survey had a lot of information for people to take in. It was too much, and some people got half way through and then could not finish it. **Morgan Boyco** acknowledged the challenge of the volume of information. **The SAG member** said that similarly, some of the earlier surveys were very general, and it felt unbalanced to have 3 surveys on high-level principles, vision, etc., and then to suddenly become very detailed. She suggested having general questions and then including some optional questions for those who would want to go into more detail.

Morgan Boyco asked the group what worked or did not work. **A SAG member** said that there had been an info graphic that had been going around about how the big bins are taking so many more recyclables than the small bins. She said that had got a lot of media attention, and she thought that could be used as a hook. It could quickly communicate the message about how many recyclables are going into the garbage stream. She suggested asking a question like “Why do you put recyclables in the garbage?”

A SAG member asked the team what they thought went well and not, and specifically whether they were happy with the reach of the consultation. **Morgan Boyco** said he agreed with a lot of what had just been said. He reiterated that communicating the volume of information is a challenge, and he agreed that it would be important to get a hook to compete in a noisy environment. He said that to get the kind of feedback that the team needs, they have to figure out how to present a lot of complex information in a way that will enable the public to engage meaningfully.

Morgan Boyco asked the SAG what they thought worked from Phase 2 that they would like to go forward. **A SAG member** asked whether feedback from the “WastedEd” speaker series got incorporated. **Robyn Shyllit** said that staff did take some notes, but not as extensively. **Annette Synowiec** explained that the speaker series was intended as an engagement opportunity, not a consultation, which is why the focus had not been on collecting feedback.

Annette Synowiec asked the SAG which key areas and/or topics the team should bring forward in the Phase 3 consultation. People don't have time for 6 hour meetings, and the team wants to respect their time. She invited SAG members to think about that and respond to staff after the meeting if they did not have comments at this time.

A SAG member said he was interested in the success of the consultation in reaching across demographics: ages, cultural groups, etc., and how they align, or not, with differences in perspectives. **Morgan Boyco** said that there is always an intention to get a broad reach, and there are tactics to target specific groups. **A SAG member** asked if the team would be using social media. **Morgan Boyco** said it is one of the tactics, but he thought there was room to leverage it better.

Morgan Boyco showed the objectives for Phase 3.

A SAG member said that the biggest challenge the team would have would be to differentiate this Strategy from Bill 151 and the climate change agreement, which had received a lot of media attention. People think that the federal government is now active again on environmental issues and they may not understand why the City is bothering with this. The team should work to show why this is different and what the City is looking to accomplish. **Morgan Boyco** said that these issues may also be a hook to get people interested in the City's Strategy.

KEY SUGGESTION: Need to differentiate the Waste Strategy project from Provincial Bill 151 and the climate change initiatives.

Morgan Boyco described the proposed tactics of Phase 3 Consultation.

A SAG member wondered if one high-level meeting would be enough, both to cover the content and the geography of the City. If people missed that meeting then they might not get engaged in the rest of the process.

The facilitator asked whether SAG members thought that the high-level event would need to be something people would attend physically, or whether it could be done on-line. **A SAG member** suggested doing a media announcement that would direct the public to on-line information and consultation.

A SAG member said that it would be easier to do a consultation once the draft Strategy is in place. She anticipated that the detailed analysis of options groupings and evaluations would not be interesting for the broader public, but that they would respond better, and provide more valuable feedback, to a proposed strategy. **Jim McKay** said that much of the high-level content for the draft strategy would be ready to be presented. **Morgan Boyco** said that staff do want to make it easy for people to look at the parts of the Strategy that are of interest to them, or their organization, and provide feedback accordingly.

A SAG member said that if staff wants to target different groups, then having one high-level event probably wouldn't be enough. **Morgan Boyco** said that the idea is to replicate, as closely as possible, that event on-line to reach other groups as well. It could include a recording and other media to present all the information. Staff recognized that it is hard for people to find the time to attend events, and so they intend to provide other opportunities to allow people to participate more at their leisure.

9. Next Steps & Meeting Close

Jim McKay said that the consultant team would continue to work on the tables and would work to incorporate comments on the tables from SAG members. The team would also work on the implementation plan, which would be a key piece of the Strategy, as it would put “the meat on the bones” as to how everything would fit together and how and when they would be done.


The facilitator noted that there had been a request for SAG members to receive a copy of the presentation and that it would be sent out.

A SAG member asked whether they would get the remaining residual and recovery options groupings. **Annette Synowiec** said that these are not prepared yet for release. The team were still reviewing the drafts and the health assessment still had to go over all of the options. When all material is prepared then it could be sent to the SAG. She anticipated that would probably be towards the end of January, though it would still be draft at that point. It would be the same kind of material as was shown at this meeting.

The facilitator reminded the group that they still have an important role to play in continuing to provide feedback during Phase 3 Consultation.


The facilitator thanked the group for their participation.


The meeting was adjourned at 5:18 pm.20



SAG Meeting #15 Progress Update and Draft Evaluation – Part 2

January 29, 2016





Meeting Goal and Objectives


Specific Meeting Objectives:

- Recap the purpose of the Strategy and evaluation process
- Overview of the preliminary evaluation of today's option groupings (these are not final evaluations)


Recovery

Residuals

- Obtain preliminary comments on the draft evaluation
- Provide guidance on additional input requested



2



Roles

Role of the Facilitator


- Guide discussion
- Manage agenda
- Identify key suggestions

Role of the Project Team

- Be Clear
- Listen
- Consider feedback

Role of the SAG

- Provide feedback on the information presented
- Bring the perspective of your organization
- Work to identify common ground & areas where opinions may differ
- SAG is an advisory body; final recommendations will be presented by staff to City Council for approval



3



Agenda

Approximate Time	Topic
12:30 - 12:45	Welcome and Acknowledgement
12:45 - 1:00	Update since last meeting
1:00 - 1:15	Recap on Context & Evaluation
1:15 - 1:40	Overview of Toronto Public Health Process and Results
1:40 - 2:20	Detailed Review of Option Group - Recovery
2:20 - 2:30	BREAK (10 min)
2:30 - 3:00	Detailed Review of Option Group - Residual
3:00 - 3:20	Recommended Options Summary
3:20 - 3:30	Next Steps & Meeting Close



4

Update Since Last Meeting

Circling Back

Key Suggestions for Consideration

Show how school boards are affected by these options (regarding Yellow Bag program).

Determine where the line is between the Yellow Bag program and private ICI, and have a rationale for why it is there.

Obtain legal opinion on Option 9.4 “Explore Mandatory Approaches to IC&I Waste Diversion”

Clarify how the new Act changes policy relationships and enforcement roles between the City and the Province.

Consider whether the impact on diversion for small businesses should be rated high, given the small business diversion rate outside the Yellow Bag Program

Option 9.5 “City of Toronto Exits the IC&I Waste Management Service assumes no Waste Free Act” and may need revision.

It is important to consider affordable diversion for small businesses in terms of economic growth.

6

Circling Back

Key Suggestions for Consideration

Note options that result in a direction that cannot be changed in a 5 year review.

Make sure private companies are not discounted in whether they provide diversion programs to multi-residential buildings.

To ensure costs will be covered properly, it must be clear how many buildings will be affected (the number of users), and the tonnage involved.

Double check footnotes 4 and 5 on Option 3.7.

Check if it makes sense to rate the economic growth associated with community and on-site composting low, when rating it medium for in-sink disposal units.

In Option 3.1, is Local Economic Growth and Job Creation contradictory?

Does the score-card encapsulate a big enough picture, and is it consistently applied?

Retail would like harmonization of policy across the Province

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Circling Back

Key Suggestions for Consideration

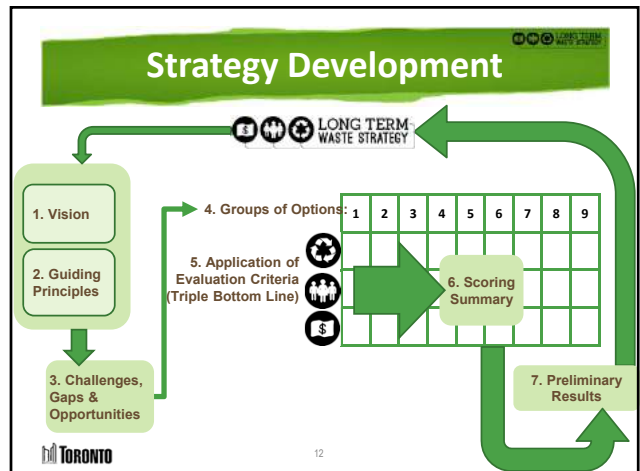
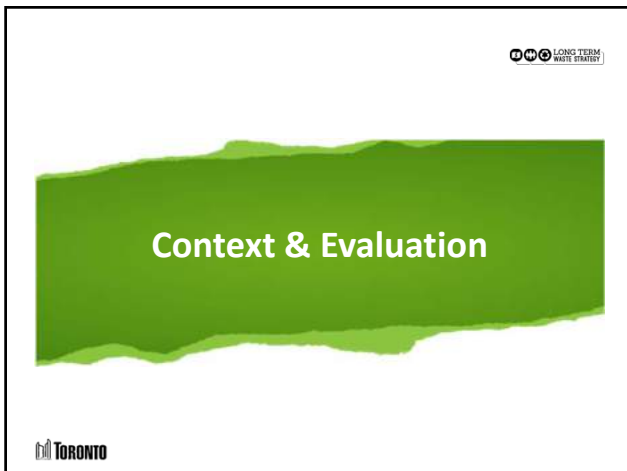
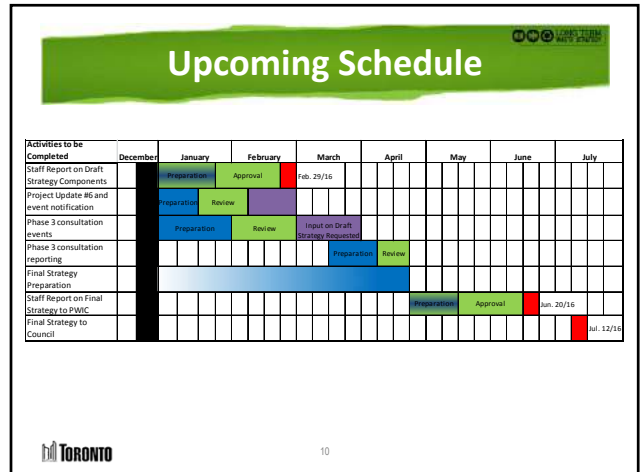
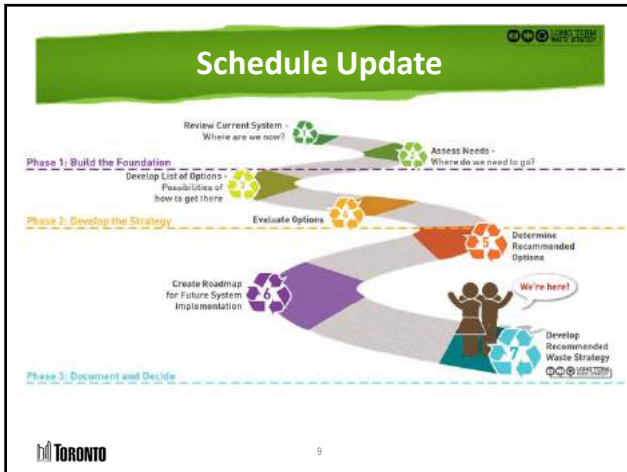
Don't discount the role of Toronto to be an environmental leader

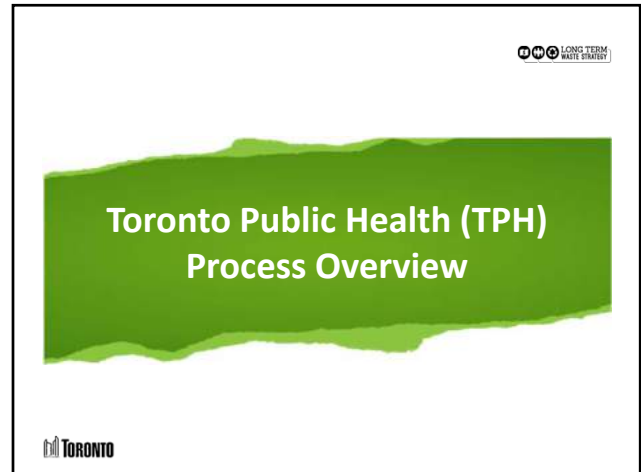
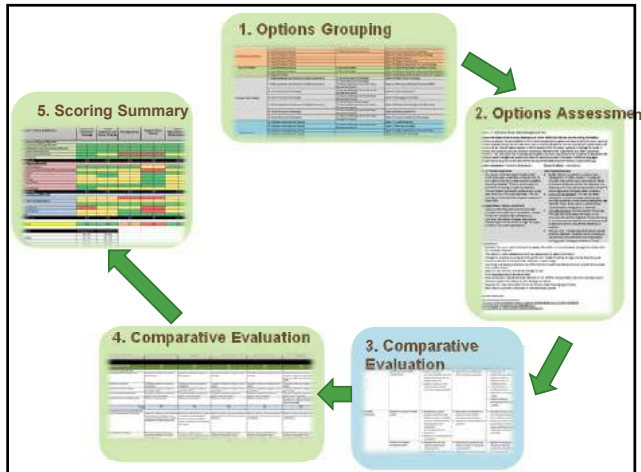
Provide a table that compares what is in the Waste Free Ontario Act with what is being considered in the Option Groups.

Consider an assessment of individual options within Option 9.7 “City Explores Mechanisms to Introduce Additional Controls Over Waste Management – Bans, By-laws and Acts”.

The City could influence the market by buying compost for its operations.

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TPH Engagement

- TPH engaged to support in applying evaluation criteria including:
 - Potential to impact human health; and,
 - Potential to increase health care costs.
- Used a rapid Health Impact Assessment (HIA) process to evaluate.
- Evaluation results were incorporated into overall options evaluation process.

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TPH Process

- TPH conducted a rapid HIA to provide preliminary scoring of the options
- TPH convened an expert workshop to review the methodology and preliminary scoring of the options from a health perspective.
- Experts have an interdisciplinary knowledge and expertise in:
 - Public Health;
 - Health Impact Assessments;
 - Solid waste management;
 - Economics; and,
 - Epidemiology, toxicology and risk assessment.

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TPH Process (cont'd)

- 5 Step process utilized:
 - Step 1: Screen out options that cannot be assessed using the triple bottom line approach (step conducted by HDR).
 - Step 2: Evaluate each option through a multiple determinant of health lens.
 - Step 3: Sum the indicator scores for the health determinants to assign a Total Public Health Score.
 - Step 4: Evaluate Each Option for Potential to Increase Health Care Costs
 - Step 5: Convene an Expert Workshop to Review the Methodology and Preliminary Results
- Precautionary approach applied where limited information was available.

TPH Process (cont'd)

- Summary and Conclusions:
 - Rapid HIA conducted on the 43 options.
 - Majority of the options were assessed as providing neutral and/or potentially providing positive impacts on public health.
 - Seventeen options were identified as potentially providing negative impacts on public health.
 - A negative score does not necessarily mean that the option is unacceptable for public health, rather a more in-depth analysis is required to understand the potential impacts on public health and to identify opportunities to mitigate those impacts.
 - Based on the available information, none of the options were identified with the strong potential to increase health care costs. Estimates on the potential health care costs of the options are not possible to provide without site specific information on the nature, scale and location of the projects.

Recovery & Residual Options Review

Guiding Questions for Valuable Feedback

- Is there a data source that we missed?
- Do you know of another case study or example that would be instructive?
- Did we miss any considerations or potential outcomes that might impact the evaluation?
- Do you have any other information or rationale that would be important to consider in the evaluation?



Detailed Review of Recovery Option Group

Gap/Challenge/Opportunity Addressed	Option
7. Multi-Residential Waste Diversion	Option 6.1: Mixed Waste Processing.
12. Waste Recovery Technologies	Option 6.2: Mixed Waste Processing with Organics Recovery
17. Impacts of Energy Costs on the Waste Management System	Option 6.3: Direct Combustion.
	Option 6.4: Emerging Technologies.
	Option 6.5: Organics Recycling Biocell or Biomodule.
	Option 6.6: Refuse Derived Fuel.
	Option 6.7: Waste to Liquid Fuel Technologies.

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Detailed Review of Residuals Option Group

Gap/Challenge/Opportunity Addressed	Option
13. Residual Waste Disposal Capacity	Option 7.1: Landfill Expansion.
17. Impacts of Energy Costs on the Waste Management System	Option 7.2: Landfill Mining and Reclamation.
	Option 7.3: Bio-reactor Landfill.
	Option 7.5: Adjust Tipping Fees or Customer Base.
	Option 7.6: Purchase a new landfill.
	Option 7.7a: Residual to 3rd Party Disposal Facility to Preserve Landfill Capacity.
	Option 7.7b: Residual to 3rd Party Disposal Facility as Long Term Waste Management Option.
	Option 7.8: Greenfield Landfill.

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Draft Recommended Options Summary

Draft Recommended Options

System Component	Recommended Options
Promotion & Education	A range of implementation tools have been identified to support in the promotion and education of new programs and services to be implemented as part of this Waste Strategy.
Reduction & Reuse	Option 2.2: Food Waste Reduction Strategy Option 2.3: Textile Collection and Reuse Strategy Option 2.4: Sharing Library Option 2.5: Support Reuse Events Option 2.6: Explore Opportunities for Waste Exchange
Collection & Drop-off Depot	OPTION 3.4: Develop a Network of Permanent Neighbourhood Depots OPTION 3.5: Develop a Mobile Drop-off Service
Waste Transfer	OPTION 4.1: Relocation of Transfer Station within the Port Lands Area or Designation of Land for Long-Term Relocation
Recycling & Processing	A range of options have been provided with respect to the appropriate next steps and timing associated with the next steps to address these future considerations.
Materials & Energy Recovery	Option 6.2: Mixed Waste Processing with Organics Recovery
Residual Waste Disposal	<u>Near Term Recommendations</u> Option 7.5: Adjust Tipping Fees or Customer Base Option 7.7a: Securing Disposal Capacity to Preserve Long-Term Landfill Capacity at GLL <u>Long Term Recommendations</u> A range of options have been provided with respect to the appropriate next steps and timing associated with the next steps to address these future considerations.

Draft Recommended Options (cont'd)

System Component	Recommended Options
Overall System Recommendations – Multi-Residential Services	Option 1.8: Mandatory Multi-residential By-law Option 1.9: Updates to Current Multi-residential Development Standards Option 2.7: Community/Mid-Scale Composting Option 3.1: Container Management
Overall System Recommendations – Industrial, Commercial & Institutional	Option 9.3: Expand City of Toronto Share of IC&I Waste Management Market To Provide Diversion Opportunities to More Commercial Businesses in City of Toronto Option 9.4: Explore Mandatory Approaches to IC&I Waste Diversion
Overall System Recommendations – Construction, Renovation & Demolition	Option 10.1: Depots, Processing, and Policies to Divert CRD Waste Option 10.2: CRD Material Disposal Ban
Overall System Recommendations – Incentive Based Options	Option 3.6: Incentive Based Drop-off System (e.g. Reverse Vending Machines (RVMs))
Overall System Recommendations – Innovation, Research & Development	Option 9.13: Centre of Excellence
Controls, Bans and Enforcement	Option 9.7: City Explores Mechanisms to Introduce City-wide Controls over Waste Management
System Financing and Funding	A range of implementation tools have been identified to support in the financing and funding of new infrastructure and services to be implemented as part of this Waste Strategy.

Next Steps & Close

- Draft Strategy will be presented to PWIC on February 29, 2016
- Phase 3 Consultation to be completed in March/April 2016
- Final Strategy to PWIC and Council for Approval in June/July 2016
- Next SAG Meeting will be early March to:
 - Discuss in detail the draft strategy and implementation road map; and,
 - Phase 3 consultation approach and draft materials.



CITY OF TORONTO: LONG-TERM WASTE MANAGEMENT STRATEGY
Stakeholder Advisory Group (SAG) Meeting #15
Friday, January 29, 2016
Centre for Social Innovation, Alterna Savings Room

Attendees:

Stakeholder Advisory Group Members:

John Kiru – TABIA	Brian Purcell – Toronto Atmospheric Fund
Emily Alfred – Toronto Environmental Alliance	Gary Rygus – Retail Council of Canada
Stefan Martin – TCDSB	Rob Cook - OWMA
Virginia MacLaren – University of Toronto	John Campey – Ralph Thornton Centre
Ferdous Noman – Toronto Community Housing	Cynthia Chan - TDSB
Kate Parizeau – University of Guelph (on speaker phone).	

Staff:

City of Toronto:	Rob Orpin – Solid Waste	Annette Synowiec – Solid Waste
	Charlotte Ueta – Solid Waste	Michelle Kane – Solid Waste
	Pat Barrett – Communications	Robyn Shyllit – Public Consultation
HDR:	Jim McKay	
Facilitator:	Karla Kolli	(Dillon, HDR team)

The meeting was called to order at 12:50 pm.

1. Welcome and Acknowledgements

The facilitator welcomed the group. She reviewed the goal of the meeting which was to “*provide an overview of how public health and health care costs were incorporated into the evaluation process. Review and obtain SAG input on preliminary evaluation results for Recovery & Residual*”.

Specific objectives were:

- Provide a recap of the purpose of the Waste Strategy and the evaluation processing
- Provide an overview of the preliminary results for the above-noted option groupings
- Obtain comments on the preliminary evaluation results with supporting data/rationale
- Provide a summary of the recommended options

The facilitator recapped the roles of the facilitator, the project team and the SAG.

A SAG member noted that it would be helpful if the information for the SAG's review could be provided earlier than it had been for this meeting, which had been the day before. He was concerned that it did not allow for much time to review the information in advance of the discussion. **Jim McKay** reminded the SAG that there would be another month and a half for SAG members to provide input on the information presented at this meeting. This was as early as information was ready for review. **The facilitator** recalled that at the previous meeting the team had described the tight time frames they were trying to meet, and that the information was provided as soon as it was ready, with much more time available after the meeting for additional feedback.

The facilitator reviewed the agenda.

2. Update since last meeting

Jim McKay presented the update since the last meeting. He recapped that the team had gone through the evaluation of most of the options with the SAG at the previous meetings, and they would go through the last two at this meeting. Simultaneous with the evaluation, the team had also been drafting the overall Strategy document, phasing the different options for the roadmap, assigning costing, resourcing, and looking at different approaches for implementation.

He reviewed the responses to the Key Suggestions from the last meeting (*See slides 6-8*).

- Regarding the impact of the Yellow-Bag program on schools: he did not foresee any impact on schools;
- Regarding all the suggestions about obtaining a legal opinion for options around IC&I waste, bans and by-laws: all the documents being reviewed by the SAG were also being reviewed by the City's legal council. They would be reviewing applicability of the City of Toronto Act, and looking at wording of policies from other jurisdictions;
- Regarding impact of the new Waste Free Ontario Act: everywhere where there was a recommended option that could be impacted by the new Act, a note had been made on that option that specifies the potential for impact, and what those impacts may be. Where there would be an obvious overlap with what the new Act is proposing, the City would engage with the Province, but would not act in advance of the Province in implementing measures that the Province would likely do;
- Regarding why certain options were scored “high” or “low”: the team went back and clarified why things scored the way they did, and they added some descriptors. The SAG had commented on the scorecard, and the team modified the scorecard in response, to provide more clarity on how the scoring was completed.
- Regarding options to be noted if they would result in a direction that could not be changed in a 5-year review: the team had noted those options. The team would not be recommending any major capital investment in the first five years. All the early recommendations would be programmatic, designed to improve the functioning of the existing system before any large capital investments would be made. Five year reviews would evaluate the success of the work

of the previous five years and determine whether and how it would make sense to proceed with the next set of recommendations.

- Regarding not discounting the role of Toronto as a leader: that is being promoted as much as possible in the Strategy;
- Regarding influencing the market for compost: that could be dealt with as part of implementation.

Referring to the Schedule Update on Slide 9, **Jim McKay** said that the process is now at the final stage, Step 7. He showed the detailed schedule on Slide 10, noting the highlights of interest to the SAG. The draft Strategy would be going to Public Works and Infrastructure Committee (PWIC) at the end of February¹. The SAG would likely meet again in preparation for the Public Consultation process, probably in early March. Following the public consultation process, after all input had been consolidated, it would go with the Strategy to PWIC in June, and then to Council in July for approval.

A SAG member asked when the next SAG meeting would be in the process. **The facilitator** said it would be after the PWIC meeting, and before the public consultation process started. **The SAG member** asked if a date for the public consultation had been set. **Robyn Shyllit** said it would likely start in late March. Staff was in the midst of planning it, and as soon as they knew, they would let people know. **The SAG member** asked if the councillors on the PWIC had already seen the public consultation plan, and whether SAG members would still have an opportunity to provide input. **Annette Synowiec** said that there would be a high-level outline about the public consultation going to PWIC. She said that if SAG members wanted to provide input, this would be a good time. **The SAG member** said she wanted to provide input into the consultation process. **Robyn Shyllit** said that she would contact the SAG member to receive her input. **Annette Synowiec** said that the team was very open to SAG suggestions about all aspects of the consultation process.

Another SAG member asked if the report would be going to PWIC for information or for direction. **Jim McKay** said that it would be going for information, to give councillors the opportunity to see what the Strategy says before it would be taken out to the public for consultation.

3. Recap on Context and Evaluation

Jim McKay showed slides (11-13) that described the evaluation process. He noted that options were very diverse, and so were grouped either by similar components of the system, or by similar types of challenges. That allowed for a comparison across more similar types of options. He reiterated that the content of the evaluation was still draft, but it was being presented to the SAG to enable SAG members to get an early view of the evaluation process.

4. Overview of Toronto Public Health Process and Results

The presentation content for this section is in Slides 14-18. The following is a summary and captures discussion surrounding the presentation.

¹ Meeting date changed to March 1, 2016

Jim McKay reminded the SAG that the Public Health cost criteria had been a last minute addition that had come from Committee and Council. Due to the recommendations of Council, staff decided to engage Toronto Public Health (TPH).

TPH undertook a rapid Health Impact Assessment, which is like a screening tool that provided preliminary scoring of options related to health (potential to impact public health and health care costs). TPH convened an expert panel to review the methodology and preliminary scoring of the options from a health perspective. The experts came from a variety of fields, backgrounds and institutions. The consulting team was there as well to answer technical questions about the different options. The expert panel used a five-step process (see slide 17), the first of which was to screen out options that could not be evaluated by a triple bottom line approach. They then evaluated each remaining option through a multiple determinant of health lens. They then went through a similar scoring process as the one the project team used for other criteria. The process resulted in scores assigned to each options. They then convened an expert workshop to review the methodology and preliminary results. Because the options in the Strategy are still at a relatively high level, certain environmental impacts could not yet be determined (i.e. with facilities that are not yet designed or located). In those cases the team took a precautionary approach and used conservative estimates of the impacts. **A SAG member** checked whether “conservative” meant presuming higher level impacts and **Jim McKay** said yes.

A SAG member said that it was impressive that this process could be undertaken so quickly. **Annette Synowiec** agreed, and said that all the credit should go to TPH who were able to pull together this evaluation so quickly. She said that all the results of the TPH evaluation would be posted on-line².

Jim McKay said that the majority of the options evaluated showed either a neutral or positive impact on public health. A total of 17 options showed a potentially negative impact on public health. He emphasized that a negative score did not necessarily mean a negative impact on public health – it meant that more information was needed, or more work needed to be done, to do a full evaluation. This largely applied to large infrastructure projects like landfills, mixed-waste recovery etc. He said that when the process would be further down the road with infrastructure projects, TPH would move from a rapid health assessment to a full health assessment.

5. Detailed Review of Option Group - Recovery

The Recovery slides are 20 - 23. The following is a brief summary of the presentation and focuses on the group discussion.

Jim McKay reminded the group that they would have more time to comment on the information beyond this meeting. He showed the group the list of high-level questions to consider during the presentation of the evaluation of these options (slide 20).

Recovery technologies were among the list of options generated for dealing with the waste-stream.

² The TPH evaluations are available on a request basis.

Recovery technologies are defined as those with the ability to extract something out of a non-source separated waste-stream. For example, recovery of gas from anaerobic digestion is not part of this grouping because that is part of recycling. This is about what is left over in the garbage bin.

The team identified 7 options for evaluation, and **Jim McKay** provided brief overviews of each one: Mixed Waste Processing – removes recyclables from the waste stream and directs them to recycling; Mixed Waste Processing with Organics Recovery – also removes organics for digestion, along with recyclables. **A SAG member** asked what Enerkem in Edmonton is. **Jim McKay** said that Enerkem has mixed waste processing on the front end, but they have secondary processing for the remaining waste stream, rather than landfill. **A SAG member** asked if the Sun Valley facility in California has organics processing, and what is done at the facility in Latvia. **Jim McKay** could not recall those two examples, but said that the options in the case studies would be clarified.

KEY SUGGESTION: Clarify how options 6.1 and 6.2 are illustrated in the case studies.

Jim McKay said that another example was Dongara in Vaughan (which closed down), which made fuel. In order to make the fuel, the first step was mixed waste processing.

Jim McKay continued describing more recovery options. The third option is Direct Combustion, which is like the Durham EFW facility where, after combustion, the only materials that can still be recovered are metals. There is bottom ash, which is non-hazardous and which goes to a landfill, and fly ash, which is hazardous, and which has to be stabilized. The fourth option includes Emerging Technologies, which are a variety of technologies which, like direct combustion, seek to achieve volume reduction and materials recovery, but with a lower emissions profile than direct combustion. The fifth option is an Organics Recycling Biocell or Biomodule Landfill cell, which is a new technology under experimentation. The idea is to digest and compost organic materials within a landfill cell. The cell is sealed, and the air is sucked out of it. After some time, air is then blown into it, the cell is opened, and the digested organic material removed. More materials can then be put in, and it can be used repeatedly. The next option is Refuse Derived Fuel, which is like mixed waste processing, but the end-product, after recyclables have been removed, is shredded and turned into a fluff/pellet. Dongara was an example of this option. The last of these options, Waste to Liquid Fuel Technologies, is similar to emerging technologies, but the team decided to separate it out because these create a fuel product, rather than electricity. Enerkem in Edmonton is an example of this – it produces methanol. The next step will be to turn it into ethanol because that is a higher value product.

A SAG member asked for clarification in the case studies about which facilities are operational. **Jim McKay** said that the team would clarify it.

Another SAG member said she appreciated the case studies. She suggested mentioning that both Peel and Vancouver have said that direct combustion is too expensive and are going to go with full diversion instead. **Jim McKay** said that the team could flag new developments. **Annette Synowiec** said the evaluations could note the developments in Peel and Vancouver. **Another SAG member** suggested providing the reasons for those decisions (e.g. cost considerations, etc.).

KEY SUGGESTION: Under “considerations” add the experiences of other cities or the municipal

waste industry, particularly where the options were discontinued. Include the reasons for discontinuation, where possible.

Jim McKay showed a table with a comparative evaluation of the 7 options.

A SAG member asked why option 6.2 was the “winner” but option 6.5 got the same score. **Jim McKay** said that 6.5 was purely focused on the organics stream. Theoretically, the organics management piece could be 6.5, but the team had not specified that it be the approach that is taken. Once the Strategy reached the point where a decision must be made, that could be the option chosen. The recommendation was being left open, pending more research. **Annette Synowiec** said that there are some cases where the team was able to sequence the options, but for recovery, the City would not do all of them because they are all capital intensive. The City would choose one which would be most applicable to the system. **Jim McKay** reiterated that the important difference is that 6.5 deals only with organics, not the other recyclables, so although 6.2 comes out as the same score, it could be a combination approach. In the Strategy, the first five years of implementation are really focused on reduction, reuse and recycling to improve the performance of the existing system. That has the potential to sharply reduce the amount of organics in the waste stream. If the composition of the waste stream changes, then the City would be better off delaying the decision until there is more clarity about the composition of the waste stream.

A SAG member wondered whether the ranking system used was effective in highlighting the difference between organic recovery vs the other one. He thought the ranking system should show a bigger difference in including the organics recovery. **Jim McKay** said that it may be shown differently to the public. The team showed the SAG the numbers for ranking, but to make it clearer, a different approach could be taken during public consultation. The team's initial thoughts were to focus on the mechanical separation component first in phasing the implementation, with organics coming later. That would be a different approach than what the City had considered in the past, where it would all be done under one roof. Phasing may make sense because, in the future, since this is a 30-50 year plan, the last stream could be turned into fuel.

Annette Synowiec clarified that the evaluation tables would be public at a certain point³, but how the information would be presented at the public consultation events to ensure clarity, was still under discussion. **Jim McKay** acknowledged that the ranking could obscure some important differences between options, and he said that the team was working to ensure the presentation reflected the kind of significance the SAG member had highlighted.

A SAG member alerted the team that in the table, where something is rated “low”, it could be confusing. For example, when risk is rated “low”, is that “low risk” or something that scored “low” on risk, which is actually “high risk”? **Jim McKay** said “low” means something scored “low” on the risk criterion, meaning “high risk”. The group agreed that it would need to be made clear when being presented to the public. The same applied to “cost”. **Another SAG member** said that the colour-coding (red, yellow, and green) was helpful in interpreting the ranking. She also suggested using words like

³ Evaluations are posted on the project website as part of Technical Memorandum #4:
<http://www1.toronto.ca/wps/portal/contentonly?vgnextoid=98fc8005b7ae7410VgnVCM10000071d60f89RCRD>

“good” and “poor”, rather than “high” vs “low”. **Jim McKay** said that “high” vs “low” was the terminology approved by Council, but he agreed to work with the team to ensure the meaning of the ranking would be clear to the public.

KEY SUGGESTION: For the public consultation and the reports, regular reminders of the meaning/definition of “low” and “high” should be provided to ensure proper understanding of the evaluation.

A SAG member said that she thought there was a problem with the scorecard. The potential to increase diversion for 6.1 was about 8-10%, and for 6.2 it was about 65%, but they scored the same. The scorecard ranked anything above a certain level as high, but it did not distinguish between these very significant differences. **Jim McKay** said that was a good point. The scorecard was designed to be consistent, but he acknowledged that in circumstances like that, perhaps a note should be added to provide a qualitative interpretation.

KEY SUGGESTION: Provide a qualitative description of the evaluation and ranking where clarity is needed (e.g. diversion for 6.1 and 6.2)

A SAG member said that cost had been evaluated relatively with other similar options in some groupings. In this options grouping, she suggested evaluating diversion numbers comparatively.

KEY SUGGESTION: Consider evaluating diversion comparatively, rather than with hard numbers, across the options grouping.

Jim McKay said that several of the technologies would require more information for the health assessment. For behaviour change, many technologies rate “low” because they essentially take over the job of the resident in the separation of waste. They are “technological fixes” rather than social fixes to the problem. He said that on risk, direct combustion scored higher than many others because it is the one where there had been a lot of industry experience. Many of the other technologies were new - either still in the experimental stages, or operating only for a year or two - so much less information was available about them.

A SAG member asked why convenience and complexity were removed while behaviour change stayed in place. **Jim McKay** said that there was no suggestion to remove the existing diversion programs. These options were to deal with the garbage stream only.

A SAG member asked whether there was consideration about how behaviour change, either for better or worse, could affect the functioning of facilities in the future. **Jim McKay** said that is why the recommendation was to focus on programs in the first five years. If the performance of existing programs could be improved significantly, then additional facilities may not be needed in the future.

A SAG member wanted clarification on cost. If an option is adopted, would it be financed through bin fees or property taxes? **Annette Synowiec** said it would be financed through the Solid Waste rate. In the future it is possible the City may look at other options (e.g. P3), but at this point it would be only through the Solid Waste rate. **Jim McKay** added that the Waste Free Act may impact this too. This

option had a star next to it because it could change, depending on the legislation. **The SAG member** wondered whether further down that road, the cost may be passed on to the producer or steward. **Annette Synowiec** said it would depend on the landscape at the time. **Jim McKay** said it was too early to know now, but as the regulation is finalized, the City would have the opportunity to ensure that its piece of the plan would be addressed through it. **The SAG member** said he thought the legislation would be passed before the end of June. **Annette Synowiec** said that when the City is consulting on the draft Strategy, the team would still be able to adjust it according to what comes out of the Province.

The SAG took a 10-minute break.

6. Detailed Review of Option Group - Residual

The Residual slide is #24. The following is a brief summary of the presentation and focuses on the group discussion.

The facilitator reviewed the guiding questions: data sources, case studies, and other information or rationale to be considered in the evaluation.

Jim McKay presented on Residuals. He said that whatever recovery process is put in place, there would always be residual materials to manage. The City is lucky that it has its own landfill. The goal is to maximize the use and management of that site and what goes in it. Residual waste is what is left after everything else is diverted.

A SAG member asked staff and the team whether they were familiar with the Chief Corporate Officer's Environment and Energy Advisory Committee. **Annette Synowiec** said that Solid Waste is on the City's Executive Environment Team. **The SAG member** said that another group at the City is involved in this type of work, under Jim Baxter. **Annette Synowiec** said that she talked regularly with him, and he would be reviewing the Strategy.

KEY SUGGESTION: Increase linkage between this project and CCO Environment and Energy Advisory Committee.

Jim McKay returned to the presentation. Regarding landfills, the options were either to maximize the lifespan of Green Lane Landfill, or to find another landfill. Option 7.1 was to expand Green Lane Landfill. Option 7.2, Landfill Mining, would mine some of the 160 existing landfill sites in the City of Toronto. These include the waste from old incinerators, which has high metal content, that could be of significant value. It could potentially allow for the reclamation of land at those sites. They would become brownfield sites, which could be very valuable if they could be redeveloped. Option 7.3 was a Bio-reactor, which circulates the leachate in the landfill, to increase the rate of decomposition, and so create more space in the landfill. It would also increase the rate of gas production. This could be useful if the gas was harnessed for electricity production. Option 7.4 was the ongoing review of practices at Green Lane. It was not being evaluated because it was being done on an ongoing basis and would just continue. Option 7.5 would involve adjusting the tipping fees or customer base in order to reduce the rate at which the landfill is filled. Option 7.6 would be to purchase a new landfill site. Option 7.7a

would send some residual to a 3rd party disposal facility to preserve landfill capacity, whereas Option 7.7b would send some residual to 3rd party disposal facility as a Long Term Waste Management Option. Option 7.8 would be to build a new greenfield landfill.

A SAG member asked how important revenue generated from tipping fees is for the City. **Annette Synowiec** said that when the City raised the rates in 2014, it saw a significant decline in use of the landfill by other parties. Now rates at the Green Lane Landfill (GLL) are consistent with City of Toronto rates, which is higher than other rates in the area in which GLL is located. **The SAG member** asked how important it is to have revenue vs getting the landfill to last as long as possible. **Annette Synowiec** said those are all factors for consideration during formulating the Strategy. Ultimately, the Strategy must balance getting the revenue for maintenance of this and other landfills vs maximizing the lifespan of the landfill, since it is an asset. **A SAG member** asked whether revenue from the operation of landfill and garbage is directed to the City's general revenue, or whether it is kept for this division's operations. **Rob Orpin** said that it all stays in Solid Waste. **Pat Barrett** said that Green Lane is supposed to be revenue neutral by the end of its lifetime. **Annette Synowiec** noted that all the revenues generated within Solid Waste are integrated but all remain within Solid Waste. **Rob Orpin** said that there is a cost associated with running a landfill. **Jim McKay** said that Green Lane has a number of costs associated with running it: putting the waste in, compacting it, treating leachate, paying the mortgage, etc. There must be enough money put in reserve to continue to pay the costs of managing it even after it is closed and there is no more revenue coming in.

A SAG member asked about the bio-reactor, and whether it would reduce the long-term cost of running the landfill, due to reduced methane and leachate. **Jim McKay** said that is a factor, but there was not a lot of support at the Provincial level for bio-reactors. This technology makes the landfill more wet, and so it increases the amount of leachate to be managed. There are concerns about groundwater contamination. Also, because decomposition happens faster, it would be necessary to be more proactive in managing landfill gas. It should theoretically reduce the long-term contamination by the landfill, but the technology has not been around long enough to verify that.

A SAG member asked how option 7.5 was evaluated. He thought that the reason some private haulers bring waste to City transfer stations, rather than other facilities that are already cheaper than City transfer stations, is convenience. He wondered whether thought had been given to the impacts (e.g. public health) of potentially driving more private sector haulers further afield. **Jim McKay** said that the team did try to take that into account. The City provides a service to the community. If the City raises its rates and pushes them away, then they could be travelling further distances, increasing emissions, traffic, safety risks, etc. That was incorporated into the evaluation.

A SAG member asked whether there would be different rules for residential customers in Toronto vs commercial customers. Residential renovation waste is not accepted at the curb. She asked if residential and commercial customers are treated the same way at the transfer station. **Annette Synowiec** said that right now residential customers are treated like a private load. **The SAG member** asked whether there should be an exception for residential customers, so that Toronto residents could still access all the collection services of the City if they could not manage to put it out for curbside pick-up, and not have to find a private company to pick it up. **Annette Synowiec** said that it would be difficult to determine what was coming in, and it would become difficult to manage since you could be both a City of

Toronto resident and also a business owner. However she thought it was a good comment and should be noted.

KEY SUGGESTION: Re Option 7.5 – is there a way to ensure this option does not negatively affect residents coming to transfer stations?

A SAG member asked about gas recovery. **Jim McKay** said that was in the recovery piece and it was taken out because the City is already undertaking a detailed study to review biogas recovery from landfill sites and anaerobic digestion, for beneficial use. That work is being done on a parallel path to this.

Jim McKay showed the slide with the evaluation summary for Residuals. In doing the evaluation, the team tried to understand what the City's long-term need for the landfill would be, once all the earlier pieces of the Strategy were in place (i.e. on reduction, reuse, education, enforcement, etc.). Right now, the use of Green Lane has been projected to go to 2029. With all the Strategy recommendations in place, the closure date is projected to be approximately 2040, which would mean a significant difference in the need for landfill capacity, and the timing to meet that need. The most cost-effective options for the City in the short-term would be to get the existing system to work more effectively. The idea would be to try in the near-term to divert more, to increase the lifespan of the landfill.

A SAG member said that he was confused why raising the tipping fee would negatively impact health. **The facilitator** clarified that “high” for health impact meant it was a positive impact on health. **Jim McKay** said that higher tipping fees would drive waste out of the system, which would reduce the health impacts of sending waste to City transfer stations and Green Lane. He noted that this would be from a City system perspective, though if the waste goes elsewhere, there would be impacts associated with that.

A SAG member said that he thought education and advocacy would be really important. He suggested focusing on advocacy with the Province, and working towards legislative change around packaging. He thought that would increase Green Lane's lifespan even further. **Jim McKay** said he agreed. The team now had the graph to show the impact on landfill. **The SAG member** said that the advocacy strategy should include a simple legislative change that could potentially expand.

KEY SUGGESTION: Education and Advocacy on packaging is critical to support the Strategy. It should show the impact on waste management.

Jim McKay said that one of the recommendations of the Strategy would be to develop an advocacy strategy for Solid Waste. It would look at the different pieces to be implemented over time. It would look at industry trends and would get very specific about what those challenges are.

A SAG member asked for clarity in understanding the two health criteria – one is Health Impact/Benefit, the other is Health Care Cost Implications. She asked why they would be rated differently from each other. **Jim McKay** said it would be based on how the scorecard reads. The first is slightly better from a human and ecological health impact perspective, because waste is being driven out of the system. The health care cost implications is that if the City does not manage the waste in the

first place, it would not incur potential additional costs. In the other situations the City would still be maintaining responsibility for the waste. **Annette Synowiec** said that the team could take that back and get Toronto Public Health to define these two criteria.

A SAG member expressed concern about how some criteria, particularly greenhouse gases (GHGs), were being evaluated. For example, with Option 7.5, increased tipping fees would decrease the amount of waste going to Green Lane and so the amount of methane coming out of Green Lane. He was concerned that the evaluation said that the more waste being driven out of the City's management system, the better the City would be doing with GHG production, when really the opposite may be true. **Jim McKay** said that the assumption was that other landfills would have as good GHG management as Green Lane. The other question is how far the waste would have to travel, which is not significantly more for other landfill sites. He acknowledged, however, that the point is important: pushing waste into a different system does not change the overall GHG impact. **The SAG member** cautioned the team about ranking something high on GHG reduction just because the City system is not managing it. That would be inconsistent with the point of the evaluation criteria.

KEY SUGGESTION: Don't count something as saving GHGs in cases where the waste simply goes from the City system to a private facility.

Jim McKay said that the overall recommendation for this options group was that the focus would be first to get as much as possible out of the landfill, rather than finding new landfill capacity. He said that some additional work would be needed on some of the options both from a financial and environmental perspective.

7. Recommended Options Summary

Jim McKay presented on the recommended options. (*See slides 26 and 27, which summarize all the recommended options*). He mentioned that a part of the System Financing and Funding would be the development of the sustainable rate model.

A SAG member asked what the new term for the Centre of Excellence would be. **Annette Synowiec** said that it would be something like a “research, development and innovation unit”. A Centre of Excellence sounds like a place, but this would be dedicating staff time and resources to focus on these issues. **The SAG member** asked whether that would include a stakeholder advisory group. **Jim McKay** said that would be under Promotion and Education. That grouping includes community partnerships and the advocacy strategy.

A SAG member asked about the Yellow-Bag program, and whether the City would continue to have the “all-in” policy with that. At present, small businesses do not have the option to separate recyclables and organics for City pick-up, and keep garbage for a private hauler. He thought that would enable a lot more diversion from small businesses. **Annette Synowiec** explained that the fee is on the garbage, which pays for the system. **The SAG member** said it is financially driven, not diversion driven. **Rob Orpin** said it is a combination of both. The City doesn't want garbage, but it pays for the system. The option may expand who participates in the Yellow-Bag program, but it would remain an all-or-nothing

program. **The SAG member** said that with the all-or-nothing system, the City is still driving by things on the street that it does not collect. If paper and aluminum skyrockets in price, that would be an incentive to divert it. He suspected there would not be a significant increase in cost to pick up the additional recyclables at source, even without the garbage. **Rob Orpin** disagreed. He said that the challenge would then be that the other users of the system would be subsidizing the small businesses who would get their recycling and organics picked up for free. Recycling and organics processing is not free. Organics processing is more expensive than landfill. Who would pay for that if the businesses don't pay for waste pick up? **The SAG member** said that the businesses pay for it through their taxes. **Rob Orpin** said that the system is utility-based, and not supported by taxes. Solid Waste is like the gas company, which has a meter, and sends a bill. Solid Waste is a utility, and the service is associated with the fee. It is trying to be self-sustaining. **The SAG member** said there is also a revenue stream on the other end. If the costs of recyclables increases, then it would justify picking up recyclables for free. **Annette Synowiec** said that it would not be enough to offset the costs. **Another SAG member** said it sounded like there are a number of small businesses that would like to opt in to the blue bin program without using the garbage pick-up. He asked if it would be possible to have an opt-in program for those businesses where they would have to pay for the recycling services?

KEY SUGGESTION: The City should consider whether the Yellow-Bag program has to be “all-or-nothing” for recycling and garbage options. Are there any other options? (Recycling without the garbage service, where perhaps recycling is paid for as a stand-alone option).

A SAG member said that there would be a need for increased enforcement to support the initiative going forward. He said it would be important to have an integrated function between the City and the Province.

KEY SUGGESTION: Coordinate enforcement with the Province.

A SAG member asked what the Strategy would mean for diversion numbers as a whole. **Jim McKay** said the team was still working through those numbers. He also said that the Strategy would include a new way of measuring performance. Measuring diversion is becoming more antiquated for measuring performance. For example, if the Food Waste Reduction Strategy were to reduce the amount of food waste by 25,000 tonnes per year, that would actually bring the diversion rate down because it would pull materials out of the diversion stream (green bin). It is counter intuitive and would take some messaging. Diversion rate goes down when less waste is produced in the first place. The team was looking to introduce new metrics, like per capita waste generation, which shows how much waste is created in the first place. The idea would be to track a trend over time.

A SAG member said that was an interesting point that would take a lot of work at all levels of government. He said that another area where this was showing up was with a move to more light weight materials, when diversion is measured in tonnage, it looks like society is diverting less. A new metric would show that this move is actually beneficial.

A SAG member asked if the Draft Strategy going to PWIC would be similar to the earlier documents, of about 50 pages. She asked if it would include tables. **Annette Synowiec** said it would be about 300 pages, with a similar format. **The SAG member** asked if it would show all the options, or only the ones

that were chosen. **Annette Synowiec** said it would show all of it. Staff were planning to put links online to reduce the amount of pages that would have to be printed.

8. Next Steps & Meeting Close

Jim McKay summarized the Strategy's next steps. (*See slide 28*). The Strategy would be available for reading about a week before PWIC. The team would notify this group and other stakeholders when it became available. **The facilitator** said that the SAG would be able to see the Strategy at least one week in advance of the next SAG meeting.

A SAG member asked if it would be a deputable report. **Annette Synowiec** said yes. The SAG members were encouraged to depute.

Jim McKay said that there would be at least one more SAG meeting, but there would likely be a second one at the end of the process.

The facilitator thanked the group for their participation.

The meeting was adjourned at 3:27 pm.¹³

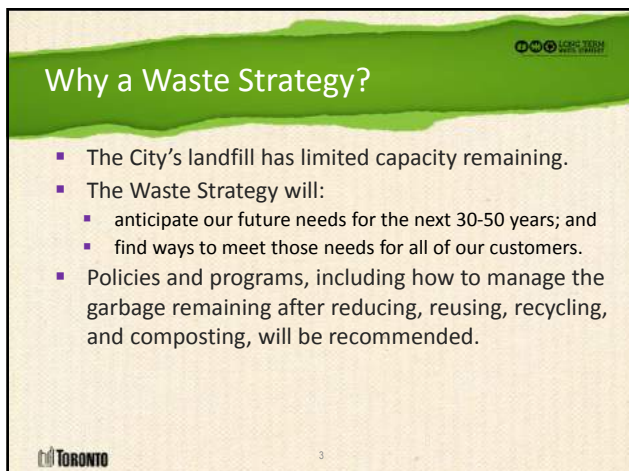
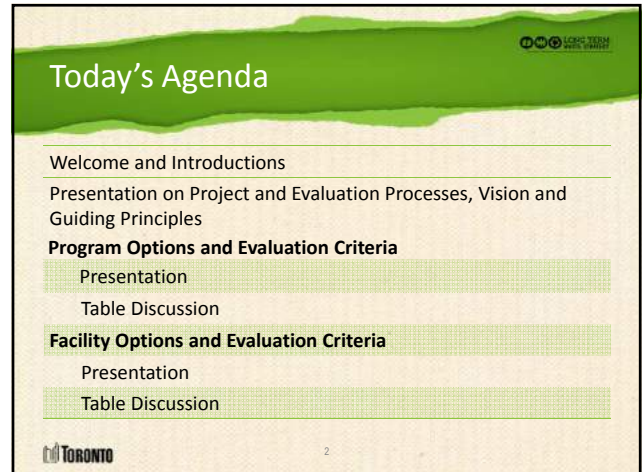
Appendix E

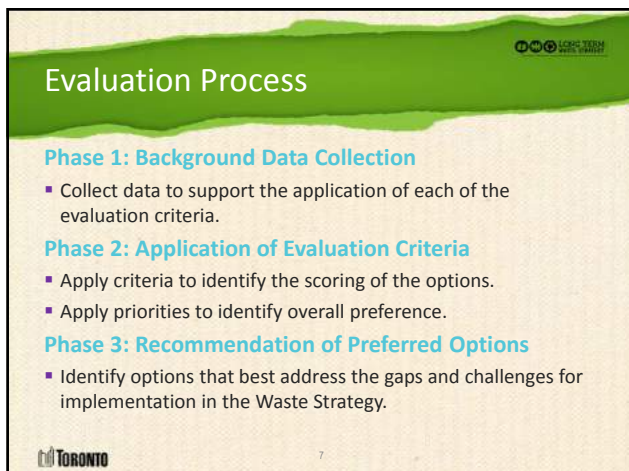
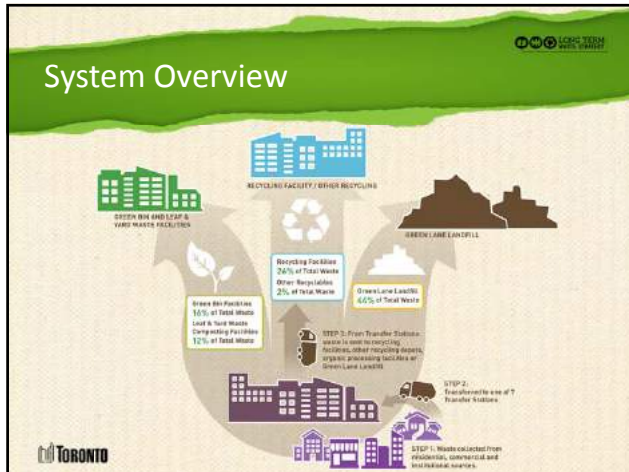
PCE Materials

Public Consultation Event #2 – Facilitator’s Agenda

Time Allocated	Agenda Item	Tools	Responsibility
OPEN HOUSE (30 minutes)			
6:30–7:00	<ul style="list-style-type: none">RegistrationOpen House panel walk through	Set-up, sign-in sheet, name cards, fact sheets, pens, PCE #1 panels	City
		Workbook/feedback form	Dillon to prepare, City to print
PRESENTATION; Q&A (40 minutes)			
7:00–7:05	<ul style="list-style-type: none">Get everyone seated	Screen, projector, laptop, AV equipment	Dillon
	<ul style="list-style-type: none">Welcome and Introductions (introduce Councillors, Team)		City
	<ul style="list-style-type: none">Meeting objectives, meeting agenda		Dillon
7:05–7:25 (20 min)	<ul style="list-style-type: none">Presentation	Presentation	HDR
7:25-7:40 (15 min)	<ul style="list-style-type: none">Question and Answer session	Facilitate	Dillon/HDR
		Note taker	City
DISCUSSION SESSION (80 minutes)			
7:40-7:45	<ul style="list-style-type: none">Discussion Session instructions<ul style="list-style-type: none">Facilitator introduces themselves and note-taker and approach to session (note-taker documenting verbal discussion, provide feedback through workbook or verbally, hand in workbook after)Introduce topic (Programs or Facility) and provide brief background on topic (e.g., examples of each)Outline contents in workbook (go through options and criteria) and key questions we are going to work through	Workbook	Table Facilitators (Dillon/HDR)
7:45-8:15 (20 min – options, 10 min – criteria)	Table discussion – Program Options and Criteria <ul style="list-style-type: none">All program options included in PWIC report included in workbook<ul style="list-style-type: none">Ask participants to review options in first category (P&E).Prompt with first question in workbook (what option(s) would be most helpful to you?). Then prompt with second question (anything missing?).Repeat for remaining five categories (aim for 3 min per category).All program criteria/indicators from PWIC report in workbook<ul style="list-style-type: none">Ask participants to review program evaluation criteria.Explain the workbook (space provided to add more criteria/indicators) and board/dots.	Facilitate; Note taker Workbooks and enlarged workbook for note-taker.	Dillon/HDR to facilitate City to note-take KK to be overall lead facilitator

Time Allocated	Agenda Item	Tools	Responsibility
	<ul style="list-style-type: none"> ○ Provide participants with three sticker dots and ask to place on large board (explain colour and priorities) and to fill out workbook on their top 6 criteria that are most important. ○ Prompt the discussion on if there's anything else to consider for program evaluation criteria. ○ Note-taker to document any missing criteria/indicators or anything else to consider. ○ With second group, provide context for looking at criteria/indicators differently from facility options. 	Board & dots, workbook	
8:15-8:45 (20 min – options, 10 min – criteria)	Table discussion – Facility Options and Criteria <ul style="list-style-type: none"> • All facility options included in PWIC report included in workbook <ul style="list-style-type: none"> ○ Ask participants to review options in first category (Collection & Drop-Off). ○ Prompt with first question in workbook (what option(s) would you find most helpful?). Then prompt with second question (anything missing?). ○ Repeat for remaining four categories (aim for 4 min per category). • All facility criteria/indicators from PWIC report in workbook <ul style="list-style-type: none"> ○ Ask participants to review facility evaluation criteria. ○ Explain the workbook (space provided to add more criteria/indicators) and board/dots. ○ Provide participants with three sticker dots and ask to place on large board (explain colour and priorities) and to fill out workbook to rank top 6 criteria. ○ Prompt the discussion on if there's anything else to consider for program evaluation criteria. ○ Note-taker to document any missing criteria or anything else to consider. ○ With second group, provide context for looking at criteria/indicators differently from program options. 	Facilitate; Note taker Workbooks and enlarged workbook for note-taker. Board & dots, workbook	Dillon/HDR to facilitate City to note-take KK to be overall lead facilitator
8:45-9:00	<ul style="list-style-type: none"> • Wrap up & report back (KK to ask group facilitators to highlight top 2-3 discussion points). If workshop discussion goes on longer, this section may be condensed • Remind participants that a summary of discussion and feedback to be provided on project website (no names will be mentioned) • Go through last slide in presentation (next steps) 		KK with table facilitators
	<ul style="list-style-type: none"> • Thank participants for their time and feedback 		City

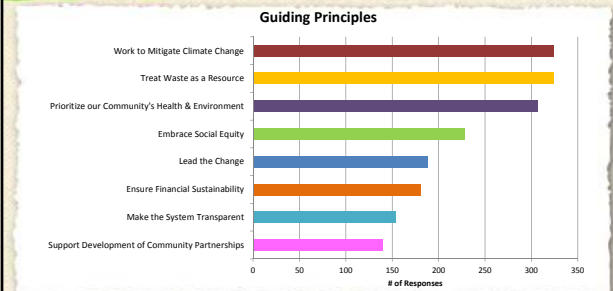




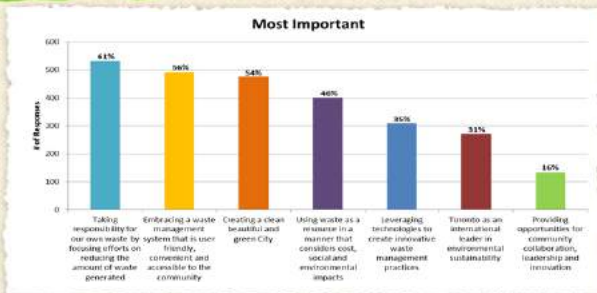
Vision Statement & Guiding Principles

VISION STATEMENT	GUIDING PRINCIPLES
What the Waste Strategy will strive to achieve now and in the future.	Define what is important for success and will be used to drive the Strategy.

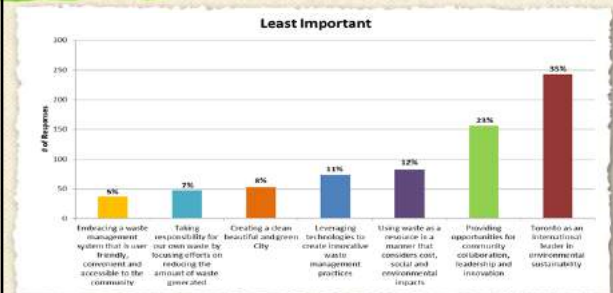
Survey #2 – Guiding Principles



Survey #2 - Vision Statement



Survey #2 - Vision Statement



Draft Vision Statement

"Together we will reduce the amount of waste we generate, reuse what we can, and recycle and recover the valuable resources in our waste that remain. We will embrace a waste management system that is user-friendly, convenient and accessible with programs and facilities that balance the needs of the community and the environment with long term financial sustainability. Together, we will ensure a clean, beautiful and green City in the future."

Are there any questions about the vision statement, guiding principles or project process?

Options

Program Options	Facility Options
Promotion & Education	Collection & Drop-Off
Reduce & Reuse	Energy from Waste
Recycling	Landfill
Multi-Residential Homes	System Financing
Industrial, Commercial and Institutional	
System Considerations	

Promotion and Education



Ability to reach Toronto's diverse communities

- Develop an educational mobile phone application (e.g., waste sorting tool or product lifecycle calculator)
- Expand the City's waste management social media presence
- Incorporate innovative practices from other cities
- Provide more in-person workshops and educational events
- Provide more support for volunteer outreach



Reduce and Reuse



Need to reduce waste produced and then find ways to reuse before recycling or disposing

- Initiatives to reduce food waste (such as advertising campaigns)
- More involvement of non-profit organizations that collect/manage materials for reuse
- More opportunities for collection, reuse and/or recycling of used clothing
- Support events to sell, swap, and/or give away materials



Recycling



Increase convenience and materials for recycling and adapt to changes in waste

- Advocate for deposit return on more items
- Encourage producers to make their products and packaging more environmentally friendly
- Expand our recycling programs to handle new materials (e.g., furniture)
- Encourage more backyard composting and community composting
- Consider additional technologies to process recyclables and organic waste



Multi-Residential Homes



High population living in apartments and condos and very low diversion rates

- Better communications/education approaches for property managers, landlords and tenants
- Mandatory recycling requirements and use of by-laws and enforcement
- New collection approaches that increase convenience (e.g., underground vacuum based collection)
- On-site composting of food waste and/or use of garburators in buildings



Industrial, Commercial & Institutional



Influence over waste diversion in the City's Industrial, Commercial & Institutional sector

- Continue to provide some collection but encourage use of private sector collection
- Expand collection services to gain more control and influence over waste diversion
- Influence reduction and reuse of construction and demolition waste
- Stop providing services to this sector



System Considerations



Address other considerations to improve Toronto's waste management system

- Stop collection and allow the private sector to collect from apartments and condos
- Explore use of bans, levies or fines to ensure proper disposal
- Review regulatory options through City of Toronto Act, new provincial waste legislation or by-law enforcement to encourage diversion



Evaluation Criteria

- Criteria are in one of three categories:



Environmental



Social



Financial

- Criteria will vary depending on the type of option being evaluated (programs, facilities)

Program Evaluation Criteria

	Criteria
Environmental 	Environmental Impact
	Potential to Increase Diversion from Disposal
Social 	Approvals Complexity
	Collaboration Opportunities
	Community Impact/Benefit
	Convenience to User
	Innovation
	Program Complexity
	Waste Hierarchy

Program Evaluation Criteria

	Criteria
Financial 	Contractual Risk
	Economic Growth
	Flexibility
	Net Capital Cost
	Net Operating Cost
	Schedule Risk
	Technology Risk

Table Discussions

Program Options + Evaluation Criteria

35 minutes

Options

Program Options	Facility Options
Promotion & Education	Collection & Drop-Off
Reduce & Reuse	Energy from Waste
Recycling	Landfill
Multi-Residential Homes	System Financing
Industrial, Commercial and Institutional	
System Considerations	

Collection & Drop-Off



Provide customers with convenient and flexible opportunities to divert waste



- A new network of permanent, small scale neighbourhood drop-off depots
- Mobile drop-off depots in high traffic areas for targeted recyclable materials
- More partnerships with non-profit organizations to collect/manage these materials
- New devices, like reverse vending machines, where you receive incentives for dropping off your waste

Energy from Waste



Preserve landfill disposal capacity and recover energy



- Combustion/Incineration
- Gasification
- Pyrolysis
- Waste pelletization
- Landfill gas recovery



Durham York Energy Centre

Landfill



Extend life of Green Lane Landfill and/or find other disposal opportunities

- Use a private sector landfill
- Expand the City's Green Lane landfill near London, ON
- Find more space in active and/or closed landfills owned by the City
- Purchase another landfill
- Contract out future landfill capacity



Green Lane Landfill 2007

System Financing



Divert more waste while achieving financial sustainability

- Advocate producers of packaging to become more responsible for the cost of managing waste they produce
- Charge Solid Waste fees that create a fully independent utility
- Public/private partnerships for new waste facilities
- Show separate fees for garbage, Blue Bin and Green Bin.



Facility Evaluation Criteria

	Criteria
Environmental 	Local Environmental Impact
	Potential to Increase Diversion from Disposal
	Regional/Global Environmental Impact
Social 	Approvals Complexity
	Community Impact/Benefit
	Convenience to User
	Potential for Land Use Conflicts/Community Interruption
	Program Complexity
	Waste Hierarchy

Facility Evaluation Criteria

	Criteria
Financial 	Contractual Risk
	Economic Growth
	Flexibility
	Net Capital Cost
	Net Operating Cost
	Schedule Risk
	Technology Risk

Table Discussions

Facility Options + Evaluation Criteria

30 minutes

Next Steps

Next Steps for you:

- Stay involved and visit www.toronto.ca/wastestrategy
- Complete Survey #3 (MetroQuest)
- Follow us on Twitter! @GetInvolvedTO
[#TOwastestrategy](https://twitter.com/TOwastestrategy)

Next Steps for the Waste Strategy:

- Seeking PWIC and Council approval of this information (September 2015)
- Technical work on options identification and evaluation

The Waste Strategy

Public Consultation Event #2 Workbook

The City of Toronto is looking for your input on the preliminary options and draft evaluation criteria for the Long Term Waste Management Strategy. This Workbook has been prepared to guide discussion on these topics at Public Consultation Event #2. If you have any questions about the options or evaluation criteria, please email wastestrategy@toronto.ca.

Duration	Agenda Item
30 minutes	Open House
40 minutes	Presentation and Q&A
65 minutes	Discussion Session on Preliminary Options & Draft Evaluation Criteria
15 minutes	Wrap Up

PLEASE HAND IN YOUR COMPLETED WORKBOOK AT THE END OF THE PUBLIC CONSULTATION EVENT OR SUBMIT BY JULY 24, 2015.

Robyn Shyllit, Public Consultation Unit
 City of Toronto
 Metro Hall, 19th Floor
 55 John Street, Toronto Ontario, M5V 3C6

Tel: 416-392-3760
TTY: 416-338-0889
Email: wastestrategy@toronto.ca

FEEDBACK PROVIDED IN THE WORKBOOK WILL BECOME PART OF THE MEETING RECORD.

Program Options

Options related to enhancing existing or creating new programs/partnerships are listed below. We are looking for your input on options you would find most useful and/or whether any program options are missing.

Promotion and Education	Reduce and Reuse
Gap/Challenge: Ability to reach Toronto's diverse communities.	Gap/Challenge: Need to reduce waste produced and then find ways to reuse before recycling or disposing.
<p>Possible Options to Address Gap/Challenge:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Develop an educational mobile phone application (e.g., waste sorting tool or product lifecycle calculator) <input type="checkbox"/> Expand the City's waste management social media presence <input type="checkbox"/> Incorporate innovative practices from other cities <input type="checkbox"/> Provide more in-person workshops and educational events <input type="checkbox"/> Provide more support for volunteer outreach <p>Please check the one(s) that would be most helpful to you.</p>	<p>Possible Options to Address Gap/Challenge:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Initiatives to reduce food waste (such as advertising campaigns) <input type="checkbox"/> More involvement of non-profit organizations that collect/manage materials for reuse <input type="checkbox"/> More opportunities for collection, reuse and/or recycling of used clothing <input type="checkbox"/> Support events to sell, swap, and/or give away materials <p>Which of the options being considered would best help you reduce and reuse more? (Check all that apply).</p>
<p>What other options related to promotion and education should be considered?</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p>	<p>Are there other options related to helping Torontonians Reduce and Reuse that should be considered?</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p>

Recycling	Multi-Residential Homes
Gap/Challenge: Increase convenience and materials for recycling and adapt to changes in waste.	Gap/Challenge: High population living in apartments and condos and very low diversion rates.
<p>Possible Options to Address Gap/Challenge:</p> <ul style="list-style-type: none"> • Advocating for deposit return on more items • Encouraging producers to make their products and packaging more environmentally friendly • Expanding our recycling programs to handle new materials (e.g., furniture) • Encouraging more backyard composting and community composting • Considering additional technologies to process recyclables and organic waste 	<p>Possible Options to Address Gap/Challenge:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Better communications/education for property managers, landlords, and tenants <input type="checkbox"/> Better tracking to know when collection containers are full and need to be picked up <input type="checkbox"/> Mandatory recycling requirements and use of by-laws and enforcement <input type="checkbox"/> New collection approaches that increase convenience (e.g., underground vacuum based collection) <input type="checkbox"/> On-site composting of food waste and/or use of garburators in buildings <input type="checkbox"/> I don't know <p>Check the ideas that you think would be most helpful to increase diversion in apartments and condos.</p>




Are there any other recycling and processing options that we should consider?

Industrial, Commercial & Institutional	System Considerations
Gap/Challenge: Influence over waste diversion in the City's Industrial, Commercial & Institutional sector.	Gap/Challenge: Address other considerations to improve Toronto's waste management system.
<p>Possible Options to Address Gap/Challenge:</p> <ul style="list-style-type: none"> • Continue to provide some collection but encourage use of private sector collection • Expand collection services to gain more control and influence over waste diversion • Implement new policies to improve waste diversion without providing additional services • Influence the reduction and reuse of construction and demolition waste • Stop providing waste management services to this sector 	<p>Possible Options to Address Gap/Challenge:</p> <ul style="list-style-type: none"> • Continue collaboration with industry and municipal organizations to advocate for change and reduced waste • Evaluate impacts of alternative collection arrangements for apartments and condos, including more collection services being provided by the private sector • Explore use of bans, levies or fines to ensure proper disposal • Review regulatory options through City of Toronto Act, new provincial waste legislation or by-law enforcement to encourage diversion
<p>Are there any other options for the Industrial, Commercial & Institutional sector that we should consider?</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p>	<p>Are there any other options for system-wide change that we should consider?</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p>

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PROGRAM EVALUATION CRITERIA

Rank your Top 6 criteria (with 1 being Most Important). Add any additional criteria in the blank spaces provided.

	Rank	Criteria	Here is what we will measure
Environmental 		Environmental Impact	Potential Pollutants to Air, Land and/or Water
			Greenhouse Gas Contributions
			Energy Generation / Consumption
		Potential to Increase Diversion from Disposal	Ability to recover additional recyclable materials
Social 		Approvals Complexity	Complexity associated with approvals and permitting requirements
		Collaboration Opportunities	Ability to partner with other municipalities / organizations
		Community Impact/Benefit	Potential for traffic increase/reduction
			Potential for litter increase/reduction
		Convenience of User	Ease of participation
		Innovation	Innovation potential
		Program Complexity	Potential to increase in program complexity to user
		Waste Hierarchy	Consistency with Waste Hierarchy
Financial 		Contractual Risk	Risk associated with contract requirements (including Terms and Conditions, competition, etc.)
		Economic Growth	Potential for economic growth
		Flexibility	Ability to accommodate future changes (e.g. regulation, waste composition, etc.)
		Net Capital Cost	Total estimated capital cost
		Net Operating Cost	Total estimated operating cost
		Schedule Risk	Timeline associated with implementation
		Technology Risk	Risk associated with proven nature of technology

[illegible]

Facility Options

Facility options involve modifying or creating new infrastructure and determining methods to finance these projects. The facility options are listed below. We are looking for your input on options you find most useful, your thoughts on the options proposed and/or whether any facility options are missing.




Collection & Drop-Off	Energy from Waste
Gap/Challenge: Provide customers with convenient and flexible opportunities to divert waste.	Gap/Challenge: Preserve landfill disposal capacity and recover energy.
<p>Possible Options to Address Gap/Challenge:</p> <ul style="list-style-type: none"> <input type="checkbox"/> A new network of permanent, small scale neighbourhood drop-off depots <input type="checkbox"/> Mobile drop-off depots in high traffic areas for targeted recyclable materials <input type="checkbox"/> More partnerships with non-profit organizations to collect/manage materials <input type="checkbox"/> New devices, like reverse vending machines, where you receive incentives for dropping off your waste <p>Check the option(s) that you would find most helpful.</p>	<p>Possible Options to Address Gap/Challenge:</p> <ul style="list-style-type: none"> • Combustion/Incineration • Gasification • Pyrolysis • Waste pelletization • Landfill gas recovery
<p>Are there any other options related to collection and drop-off of waste that we should consider?</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p>	<p>What are your thoughts on these technologies?</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p>

Landfill	System Financing
Gap/Challenge: Extend life of Green Lane Landfill and/or find other disposal opportunities.	Gap/Challenge: Divert more waste while achieving financial sustainability.
<p>Possible Options to Address Gap/Challenge:</p> <ul style="list-style-type: none"> • Use a private sector landfill • Expand the City's Green Lane landfill near London, ON • Find more space in active and/or closed landfills owned by the City • Purchase another landfill • Modify operations at Green Lane Landfill (e.g., consider a bioreactor, maximize airspace) • Adjust disposal fees or discontinue acceptance of paid private customers at Green Lane Landfill • Contract out future landfill capacity 	<p>Possible Options to Address Gap/Challenge:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Advocate producers of packaging to become more responsible for the cost of managing the waste they produce <input type="checkbox"/> Borrow money to pay for new programs <input type="checkbox"/> Charge Solid Waste fees that create a fully independent utility <input type="checkbox"/> Public/private partnerships for new waste facilities <input type="checkbox"/> Secure alternative revenue generation opportunities (e.g., build additional capacity into facilities and sell excess capacity) <input type="checkbox"/> Show separate fees for garbage, Blue Bin and Green Bin <input type="checkbox"/> I don't know <p>Which option do you think are appropriate for Toronto? (Check all that apply).</p>
<p>What are your thoughts on these options?</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p>	<p>What other system financing options do you think should be considered?</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p>

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FACILITY EVALUATION CRITERIA

Rank your Top 6 criteria (with 1 being Most Important). Add any additional criteria in the blank spaces provided.

	Rank	Criteria	Here is what we will measure
Environmental 		Local Environmental Impact	Potential contaminants to land resources
			Potential pollutants to local airshed
			Potential pollutants to local water sources
			Total land required and land use displacement
		Potential to Increase Diversion from Disposal	Ability to recover additional recyclable materials
		Regional/Global Environmental Impact	Energy generation / consumption
			Fossil fuel consumption/displacement
			Greenhouse gas contributions
Social 		Approvals Complexity	Complexity associated with approvals and permitting requirements
		Community Impact/Benefit	Potential for traffic increase/reduction
			Potential for litter increase/reduction
		Convenience of User	Ease of participation
		Potential for Land Use Conflicts/Community Interruption	Potential odour emissions
			Potential noise emissions
			Potential for increased vector/vermin
		Program Complexity	Potential to increase in program complexity to user
		Waste Hierarchy	Consistency with Waste Hierarchy
Financial 		Contractual Risk	Risk associated with contract requirements (including Terms and Conditions, competition, etc.)
		Economic Growth	Potential for economic growth
		Flexibility	Ability to accommodate future changes (e.g. regulation, waste composition, etc.)
		Net Capital Cost	Total estimated capital cost
		Net Operating Cost	Total estimated operating cost
		Schedule Risk	Timeline associated with implementation
		Technology Risk	Risk associated with proven nature of technology

Is there anything else we should consider for facility evaluation criteria?

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Draft Vision Statement for the Waste Strategy

Based on feedback receive to date through consultation, the following draft Vision Statement has been developed:

*Together we will reduce the amount of waste we generate, reuse what we can, and recycle and recover the valuable resources in our waste that remain.
We will embrace a waste management system that is user-friendly, convenient and accessible with programs and facilities that balance the needs of the community and the environment with long term financial sustainability.
Together, we will ensure a clean, beautiful and green City in the future.*

Do you have any comments on the draft Vision Statement?

Do you have any other comments or suggestions about the Waste Strategy?

TORONTO WASTE STRATEGY

Public Consultation Event #2 Feedback Form

1) What is your biggest take away from this public consultation event?

2) What part(s) did you find the least useful or enjoyable?

3) Do you have any suggestions for improving future public consultation events?

4) Additional comments?

Appendix F

PCE Comments

OPTIONS	NUMBER OF CHECKED BOXES	COMMENTS/FEEDBACK
	Total	
Promotion and Education		
Develop an educational mobile phone application (e.g., waste sorting tool or product lifecycle calculator)	3	1. Naming must sound appealing. "Waste Management App" is awful. 2. Peer pressure influence specific to Multi Res; Remove the "anominous" nature of infrastructure! 3. Schools to educate children's parents through letters and communication 4. Better access to info; Predictable (?) support materials; Difference between home and work confusing; Convenience is important; Consistency in messaging; Lacking of ownership of costs 5. Make children waste ambassadors; Have info material in many languages as well as in pictures 6. School based program 7. Superintendent: take a mandatory course, someone who has connections; Incentive to public; Apply something that has already been successful 8. Provide an app for people to watch video about how to recycle + what to recycle 9. MR - mandatory training; Incentives (% reduction in property tax); City communication 10. Social media is not something that ppl. take seriously 11. Mandatory training for superintendent --> from city for waste management; Incentive --> 1% reduction of property tax on building when less garbage 12. In schools (may be difficult with stringent curriculum); In public spaces like libraries, farmers markets; Some corporate spaces w/ similar mandated (e.g. TD Bank has the Toronto tie and the environmental mission)
Expand the City's waste management social media presence	0	
Incorporate innovative practices from other cities	4	
Provide more in-person workshops and educational events	3	
Provide more support for volunteer outreach	3	
Reduce and Reuse		
Initiatives to reduce food waste (such as advertising campaigns)	3	1. Frequency of "Env. Days"; Inadequate with regular school education program; Repair! 2. Government initiatives; Get info from other countries/municipalities RRR; Less packaging; Repurpose 3. Repair cafes; Procurement; Need for change; Focus on cranes (?) not waste; Campaigns; Start with the kids; Non-profit accountability 4. Auctions for used items 5. Involvement of the volunteer sector sounds nice but there is a big risk that it works for a year or so, but then... the recycling stations/depots that every community in Sweden must operate have become very successful, worth looking at! 6. Concern (?) with toxic fumes; i.e. deel (?) over front end of waste stream 7. Extender producer responsibility --> more of this 8. Does the carpet industry recycle, does Toronto recycle carpet materials + fabrics; Repair cafe 9. Habitat for Humanity GTA; For food waste make backyard composting part of residential developments 10. Emphasis on non-clothing items, or less emphasis --> lots of ppl have difficulty dropping things off, perhaps pick-up campaign/days
More involvement of non-profit organizations that collect/manage materials for reuse	4	
More opportunities for collection, reuse and/or recycling of used clothing	2	
Support events to sell, swap, and/or give away materials	4	
Recycling		

Advocating for deposit return on more items	3	1. Dog waste diversion; Community compost 2. Increase deposit return 3. Above ave (?) not solutions, antidotal (?) 4. Convenience is a must. The more convenient it is for the public to recycle the more they will participate. Grocery store, gas stations, are a couple of examples that can be used as drop off spots.
Encouraging producers to make their products and packaging more environmentally friendly	2	5. Advocate to increase deposit return charge (has never increased for 20 yrs for beer bottles) 6. Take-back programs; Dropping off used shoes and clothes; By-laws; Incentives; List needs to be more pictorial and organized
Expanding our recycling programs to handle new materials (e.g., furniture)	0	7. EPR; Rules too complicated and change unexpectedly; \$0.10 in certain container 8. Use organic waste to fuel our vehicles; Promotion of cost savings by participating
Encouraging more backyard composting and community composting	2	9. More take-back programs. Can we do that by creating regulations & by-laws? Give companies & people incentives to not throw out; Too complex! The recycling rules have to be simpler & not contradictory; More pics less words for recycling lists 10. Financial incentives for minimizing or "greening" packaging; Maybe have days where handy-people, artists, etc. can come and salvage materials, to encourage recycling/upcycling of materials --> way to engage community and will open ppl's eyes to the reality of waste management
Considering additional technologies to process recyclables and organic waste	1	
Multi-Residential Homes		
Better communications/education for property managers, landlords, and tenants	4	1. Create an effective Multi Unit Res; Minimum core key equipment specifications able to adapt and grow 2. Retrofit programs
Better tracking to know when collection containers are full and need to be picked up	2	3. Optical sorting system is perfect for older multi-residential buildings. Can also be combined with underground waste collectors.
Mandatory recycling requirements and use of by-laws and enforcement	5	4. Programs for retrofit of multi-stream recycling i.e. additional chutes 5. The tower renewal report is a good example (already implemented with results) and something we should followz
New collection approaches that increase convenience (e.g., underground vacuum based collection)	3	6. Encouraging propety mgmt teams to enforce better practices by residents. Residents may expect enforcement from property mgmt and respond better than simply being asked nicely by the city
On-site composting of food waste and/or use of garburators in buildings	5	
I don't know	0	
Industrial, Commercial & Institutional		
Continue to provide some collection but encourage use of private sector collection	1	1. Collection for only compost and recycling 2. Create competitive model to rationalize routes (?) to compete with private option where pensely (?) makes economic sense
Expand collection services to gain more control and influence over waste diversion	0	3. Servicing community 4. The city should set a goal for the industrial, commercial and institutional waste. Whether the city or private collectors pick up the garbage has nothing to do with such a goal.
Implement new policies to improve waste diversion without providing additional services	0	5. Need access to information; Access public sector collector; Increase typing fees; Concern about huge volume of building waste that is hauled to landfill. Result is loss of city's fabric

Influence the reduction and reuse of construction and demolition waste	2	and character. 6. Please provide an update to people/charities that applied for the new 2015 Waste Diversion Rate Waiver Program. What's the next step?
Stop providing waste management services to this sector	0	7. From a philosophical point of view to get ppl in those facilities to use better practices, laws on education "Promotion + Ed"; By-laws + taking over
Systems Considerations		
Continue collaboration with industry and municipal organizations to advocate for change and reduced waste	0	1. Enforcing fines; More collaboration with industries 2. Again, the city should set the goals for waste management. Pick-up can be made by the city or private collectors but the overall goal, everyone has to follow, should be set by the city. 3. No private sector - ppl can't afford another bill; Visual ques 4. I'd like to see Toronto work to preserve the surrounding environment and ensure that whatever policies are adopted don't degrade an area that may be out of sight for Torontonians
Evaluate impacts of alternative collection arrangements for apartments and condos, including more collection services being provided by the private sector	2	
Explore use of bans, levies or fines to ensure proper disposal	1	
Review regulatory options through City of Toronto Act, new provincial waste legislation or by-law enforcement to encourage diversion	2	

OPTIONS	NUMBER OF CHECKED BOXES	COMMENTS/FEEDBACK
	Total	
Collection & Drop-Off		
A new network of permanent, small scale neighbourhood drop-off depots	4	1. Cigarette disposal => VISIBILITY 2. Integrate depot stations in multi res buildings' common areas (P1, Ground Floor, etc.) 3. Schools involved; Reduce reuse; Community environment days 4. Civic centres; Summer events 5. Convenience is a must. The more convenient it is for the public to recycle the more they will participate. Grocery store, gas stations, are a couple of examples that can be used as drop off spots. 6. Depots should be manned otherwise they get messy like what happens at used clothing depots 7. Is it possible to create more collections spots, closer to the community (e.g. in schools & community centre) available drop-off for more days; Economic incentive to get ppl to use drop off centres or concessions to people 8. Not sure how big of an impact this has, but beginning + end of school year can be a huge time for waste (furniture, kitchen utensils). Perhaps targeted programs for university residences.
Mobile drop-off depots in high traffic areas for targeted recyclable materials	6	
More partnerships with non-profit organizations to collect/manage materials	5	
New devices, like reverse vending machines, where you receive incentives for dropping off your waste	6	
Energy from Waste		
Combustion/Incineration	1	1. Dehydration; Model after teracycle 2. Pyrolysis 1st choice; Cleaner - more recovery 3. Batteries recycled; computer motherboards; industrial waste; nuclear threat 4. Methane collection is very good; Increase volume of LF; Big commitment for a long time to send waste; Technology ride 5. We need to have define life cycles and cost recovery! 6. Energy from waste offer many benefits. It is important that as much as possible of the energy content is recovered i.e. >90% when you have electricity production and heat usage (district energy); No to energy from waste is yes to landfill 7. Is combustion/incineration, gasification, pyrolysis and waste pelletization really compatible with climate change concerns; Will it lead to less recycling/reduce incentive to recycle; The facility needs assured reliable stream of compact (?) material 8. This is where innovation is important; NIMBY 9. Terrible for the environment, take up too much space. Also who would want these in their areas? Decreases the quality of life for Ontarians. Also too many residue streams with these tech's. Also very expensive - not worth the cost. 10. Important to educate public when undergoing consultation --> a lot of misinformation and bias can skew public opinion on perfectly safe, but technically complex processes (e.g. Vancouver was really violently divided when incineration was proposed)
Gasification	1	
Pyrolysis	1	
Waste pelletization	0	
Landfill gas recovery	2	
Landfill		
Use a private sector landfill	0	1. Add microorganisms beneficial to decomposition?

Expand the City's Green Lane landfill near London, ON	1	2. Opposed to using a private sector landfill and contracting out future landfill capacity 3. Do not renew old inbound volume - save space for CITY CAPACITY! 4. Stop generating so much waste; Conserve; Increase levies and bans 5. City must continue to manage and own landfills. Not another Hydro 1 sell off. 6. The best way to extend the life of the landfill site is to have EFW after proper recycling; Set a goal that <1% of the waste should end up in landfill; Private landfills not the solution 7. I'm generally opposed to continued reliance on landfill sites. The ongoing expense and most importantly environmental loss just don't seem like a reasonable cost. The non-monetary benefits for our environment shouldn't be underestimated.
Find more space in active and/or closed landfills owned by the City	2	
Purchase another landfill	0	
Modify operations at Green Lane Landfill (e.g., consider a bioreactor, maximize airspace)	1	
Adjust disposal fees or discontinue acceptance of paid private customers at Green Lane Landfill	2	
Contract out future landfill capacity	0	
System Financing		
Advocate producers of packaging to become more responsible for the cost of managing the waste they produce	6	1. Show true cost 2. Innovation fund - partnerships with universities (R+D, etc.); Cap and trade 3. The best way is a combination of legal and financial issues. I.e. a landfill ban on anything that can be reused, recycled, etc. Proper fees on items for landfill. 4. Fill cost - extend producer responsibility 5. Need to be creative so that our waste pays for itself
Borrow money to pay for new programs	2	
Charge Solid Waste fees that create a fully independent utility	4	
Public/private partnerships for new waste facilities	2	
Secure alternative revenue generation opportunities (e.g., build additional capacity into facilities and sell excess capacity)	3	
Show separate fees for garbage, Blue Bin and Green Bin	5	
I don't know	0	

Compiled PCE #2 Comments

Program Evaluation Criteria		
Environmental	Facilitator	<ul style="list-style-type: none"> • Air, Land and Water is 3 separate categories in facilities (should be 3 here too for consistency) • Missing criteria on conserving resources + keeping materials in use, move waste hierarchy to environmental (not social) • Energy conservation should be added as separate criteria • Not too clear, Christine explained how it apply to criteria (priority). Some folks didn't participate.
	Public	<ul style="list-style-type: none"> • Perhaps see if there is a way to improve the environment, not only avoid harming it? For example: using metal waste to create fish/aquatic habitats in Lake Ontario (think the artificial reefs of the US's eastern coast built from old subway cars). Bird habitats might be another option • There needs to be more social & environmental criteria than economic-It should not be the most
Social	Facilitator	<ul style="list-style-type: none"> • Need macro movements – convenient systems + innovations – convenience community champions • Q: Is this the indicator you want to measure (Potential for traffic increase/reduction and Potential for litter increase/reduction)? These two indicator don't make sense for indicator to measure "community impact" – All indicator are quantitative. We should use "qualitative" indicator (e.g. perception cleanliness of city, quality of life). Close ended cleanliness of city still have value (e.g. survey monkey) (some disagree). • Would like to learn about best practices. • Is the city collaborating w/ industry leaders? Need to have one concerted effort. • Commitment and ownership of community is important. • Toronto should come up w/ a vision that actually makes me excited. • Events/aspirational projects would be exciting and get ppl talking. If this is 30 yrs out, this has to be aspirational. • Toronto should be leading the pack in environmental solutions – has the capacity to be visionary. • Consistency with Waste Hierarchy: Terminology is important. • Risk associated with contract requirements: Taxpayers are responsible.
	Public	<ul style="list-style-type: none"> • Events that make people excited, i.e. Vancouver 5,000 people challenge

		<ul style="list-style-type: none"> • Learn more about what others are doing in the world • Establish more common linkages • Community efforts • Yes, you need to add social equity • Health also needs to be an option • There needs to be more social & environmental criteria than economic-It should not be the most • Social equity & health
Financial	Facilitator	<ul style="list-style-type: none"> • Creation of great new green jobs. Focused on environmental protection and sustainability – growth of green businesses.
	Public	
Other	Facilitator	<ul style="list-style-type: none"> • Water consumption under environmental impacts • Can we measure activities that promote diversion, something to say how well you are diverting <ul style="list-style-type: none"> -Positive reinforcement, what to do that is good -How can we measure the positive impacts of waste diversion •
	Public	<ul style="list-style-type: none"> • Open the multi-unit res. sector to base infrastructure today (Equipment Minimum Standards Code) capable of evolving and adapting to ultimately create an effective “user pay” system. Chute recycle systems use a key tab “Caild” to ID users • I feel that City doesn’t communicate updates to residents properly. The City has many excuses for its lack of competency, but no solutions. I’m always frustrated when I have to call the City b/c I won’t get a clear answer to any of my questions. • Incentives that encourage recycling • The waste management system should pay for itself • There should be a tracking system • Maybe creating a recurring system is the most useful because people have to choose between general & vague options. It’s not a good way to measure what’s important in particular community to particular ppl

Facility Evaluation Criteria		
Environmental	Facilitator	<ul style="list-style-type: none"> Under Regional/Global Environmental Impact (Energy generation / consumption, Fossil fuel consumption/displacement, Greenhouse gas contributions) seem to overlap a lot (energy + FF consumption same).
	Public	<ul style="list-style-type: none"> Why does environmental have the least options? Makes no sense. Especially when surveys suggest people are concerned about climate change much more than economics
Social	Facilitator	<ul style="list-style-type: none"> Different metrics – less paper, plastics lighter Complexity associated with approvals and permitting requirements: Should be on financial b/c more about facility, not community Consistency with Waste Hierarchy Should be under Env'l (was in presentation) What timeline when landfill is usable again.
	Public	<ul style="list-style-type: none"> I have some concerns here. Social equity and health also need to be criteria on these lists
Financial	Facilitator	
	Public	
Other	Facilitator	<ul style="list-style-type: none"> Will recycling facilities fall under this evaluation criteria Set a goal w timeline e.g. 2020 50% w penalty for not reaching the goal (penalty for producer) e.g. business (e.g. San Francisco, NYC, EU)
	Public	<ul style="list-style-type: none"> I believe that the “mandatory” single family “green bin” exchange is flawed! By example: <i>“Small volume generators & towns etc. which are “space challenged” would potentially prefer to remain with old smaller bins”</i> Give those who need a second small bin Fact is, time to collect increases when automated tip presage required Work with other municipalities/Ontario to create over arching (?) waste program Should city be responsible for ad-mail/flyers Ranking system is not the best option to get an understanding of what people find important

Appendix G

Survey #3 MetroQuest

Comments

Identifier	FeedbackText
General	This is the future of garbage disposal.
General	Providing dedicated deposit-return depots other than the beer store, which is too busy, inefficient, and not user-friendly.
General	Exchange waste/recycling/high value recycling for incentives such as TTC coupons, which would additionally help keep the environment clean. (Think Curitiba, Brazil). Time to be innovative, Toronto.
General	I think it makes sense and should be done more. See ZooShare.ca
General	It's sad to think that landfills will still have to an option 30-50 years from now, but I suppose I'm being idealistic. I vote to find more space in active and/or closed landfills owned by the City. I also think that the Toronto should enforce the use of only clear plastic bags. The psychology of seeing garbage, instead of keeping it hidden behind black plastic, might help people realize the amount of waste they are disposing of that could have been diverted.
General	Banning plastic water bottles.
General	I say the "Expand collection services to gain more control and influence over waste diversion" option. This way, you can charge heavier fees if the company is not complying to city regulations. Why not make more money from large industry?
General	Education material for new residents to Toronto. Outreach to immigration support organizations with material in different languages.
General	I don't know.
General	Would need more information to have coherent reactions/opinions.
General	It seems like it would be a good idea to make the best use of existing landfills and sites rather than opening new ones.
General	More education around what can be recycled.
General	Bring back the plastic bag fee and then go further - charge companies for unnecessary packaging and/make them take back reusable and recyclable containers - don't allow companies to externalizertheir costs at the expense of the environment
General	Ensure availability not just for single family dwellings but also high rises, schools (even if there's no recycling club) and other commercial, industrial and institutional spaces
General	undecided - need more information
General	enforcement
General	generally very low efficiency compared with other forms of reuse. Worried that building a high capacity for this form of waste management will reduce the effort to use other more efficient forms of waste management.
General	encourage waste reduction at source, campaigns to decrease packaging etc. Force producers / retailers to consider the full product life-cycle cost including packaging.
General	Landfill costs must incorporate land reclamation.
General	Great, do it!
General	Establishing a system for giving away working electronics.
General	Solar compactors to reduce frequency of garbage pickup. If it works in Portland, it would work here too.
General	All options should be considered that do not effect air quality within the city
General	Secure a parcel of land large enough to create a multi use hill for skiing, snowboarding, mountain biking, luge / bobsled etc. long term build to take future waste and create a legacy resort.
General	no more deposit returns - smaller homes - no space - neg enviro impact to store and take to return depots
General	expand and police all pick up streams for compliance - it is a shared responsibility for all residents
General	more environment day events (spring and fall)
General	eliminate deposit /return from all products - condo and apartment dwellers have no room to store, few have vehicles to return!!
General	Why not put a bottle charge on all plastic and cans. People could collect and return like they do in Europe at grocery stores for credit.
General	Encourage businesses to find ways to reduce packaging, particularly plastics, and to find innovative ways for customers to be able to buy food or bulk food without always resorting to plastic. Perhaps allowing customers to bring own containers or having a system of reusable containers.
General	I have heard some countries in Europe, such as Germany I believe, have programs whereby the life of an item is extended by being used many times; for example, glass bottles are used several times (as in refilled and sold again, with a number on the bottle telling you how many times the bottle has been refilled), before being recycled.
General	Improve the householder handouts and have more presence in local print media. Please don't just focus on social media. Target all ages groups, not just Millennials!
General	In principle it may seem like a good idea, however the environmental and cost impacts are enormous.Further, they are unpopular and not welcome in populated areas so that means exporting our 'garbage' to so-called willing host communities, generating more GHG. Toronto and the surrounding region is rapidly losing its class 1 land to sprawl. Please don't exacerbate the problem by using this precious resource on waste-to-energy!

Identifier	FeedbackText
General	Work with and listen to those organizations that work on healthy food, food justice and environmental groups aimed at strengthening the local food system.
General	This is a complex calculation involving economic and environmental factors, neither of which I have. It should be decided by informed people, not public opinion.
General	Please focus on EPR not on more deposits. Products should be designed with a 'cradle to cradle' approach - extended producer responsibility is where it's at.
General	Resist incentivizing 'good' actions, rather make them a community standard. People tend to mimic what is defined as actions that are 'good' for the community.
General	This is a provincial issue. The IC&I sectors together generate more waste than the residential sector yet have had a free pass on waste diversion. It's time that Ontario sets some regulatory framework in place; it should not be left up to individual municipalities/regions.
General	Create level playing fields in all building where recycling, organic and garbage diversion are equally easy/hard to access. Close down chutes that encourage people to landfill everything. Ensure that new buildings are properly designed to facilitate desirable waste diversion practices. Also, where there is onsite composting, if space allows use this material in a garden owned by residents.
General	Solid waste has been doing a remarkably good job in the face of 'unstable' local government and threats against the unions. Toronto is a large and culturally diverse city but as Canada's largest community solid waste department has managed to keep moving the needle on waste diversion. More funding is required to enhance services to residents whether at home or in public spaces and parks.
General	website
General	any politician who supports these must put it in their own political area
General	plastic bag fees
General	drop offs MUST be transit friendly. No current transfer stations are.
General	require importers to clean up their act too
General	Energy from waste is an excellent suggestion. However, it is important that it is combined so the full energy content of the waste is being used. The most common way is to generate electricity and use the heat for district energy systems. However, the heat could also be used for some industrial applications.
General	The initiatives should not only be for reducing food waste, but all waste
General	Cities in Sweden deposit less than 1% of their waste in landfill. This should be the first goal Toronto should set up. Less than 1% to landfill by 2020. Thereafter, the strategy to reach the goal should be established. Whether the landfill is owned by Toronto or someone else is of no significant importance. I assume the environmental requirements would be identical, regardless of the ownership of the landfill.
General	Encouraging producers to make their products and packaging more environmentally friendly is good, but it must be for a larger area than Toronto to make it work; at least Ontario, ideally Canada
General	All the above and probably a number of others. The important thing is that the full cost for waste management is paid for by Torontonians. Ideally, the system should be designed to encourage recycling.
General	Many retailers of electronic products, e.g. Best Buy and Staples, are already providing this service. Encourage more stores to have it. SYSAV in Malmö, Sweden has some very interesting 'reverse vending machines' placed at retailers, gas stations, etc. around the city. Most grocery stores in Sweden have machines to return bottles.
General	Basically, ICI should fall under the same rules and regulations as municipal waste. Systems, such as underground waste collection, can be designed to handle both types with separate payment structure. With more buildings and areas becoming 'mixed-use', being able to handle all types of waste with the same system will become increasingly important.
General	For older buildings, optical sorting would increase the recycling rate tremendously for a very low investment cost. The same chute is used for the various fractions. The same truck is used to take the waste away. Only a sorting station is needed somewhere in the system. Another advantage with optical programs is that additional fractions can be introduced over time. Only when we run out of colours have we reached the limit for optical sorting. Optical sorting can also be combined with underground waste collection.
General	Any system must be flexible enough to work with other systems. It is unrealistic to believe that changes can be made throughout the whole city at the same time. Buildings are built to last 50-100 years. The same waste collection building for such a building will probably last at least 30 years. During that period, new ways will probably be introduced for buildings built later. Ownership of the service carried out is not that important. They can be carried out by the city or outsource. However, it is responsible that the responsibility for waste management stays with the City or any other public organization.

Identifier	FeedbackText
General	I feel it will be essential to allow the city to deal with its own waste.
Environmental Impact	Securing options within the city are most desirable. The cost and congestion to get to Green Lane is excessive.
Environmental Impact	Private sector would probably be more cost effective in this area.
Environmental Impact	The carrot is always better than the stick !
Environmental Impact	This is the worst idea EVER. Do not do this. This is terrible for our air, our health, our environment. These new and emerging technologies are not proven.
Environmental Impact	THIS IS CONFUSING.
Environmental Impact	Health
Environmental Impact	I like the point about non-profits that collect/manage materials for reuse (i.e. furniture, tools) but I do not support this for electronics that will be privately disposed.
Environmental Impact	More EPR
Environmental Impact	I don't pay waste fees. I live in a highrise apartment building. I don't know what this means.
Environmental Impact	Make it mandatory for green bins to be in all high rises, including those with private collection. My apartment building also doesn't have enough spaces to recycle
Environmental Impact	Support energy from waste as long as the emissions are non-hazardous and closely monitored
Environmental Impact	Support energy from waste as long as the emissions are non-hazardous and the facilities are closely monitored
Environmental Impact	Expand Green Lane or find more space in other City landfills
Environmental Impact	I highly support this idea. My understanding is that the filtration process is now quite advanced and there is minimal pollution generated.
Environmental Impact	Reduce packaging for food and all consumer goods.
Environmental Impact	I do not have enough info to comment.
Environmental Impact	I am not well enough informed about the options but certainly believe this avenue should be explored
Environmental Impact	Public sector.
Environmental Impact	With proper pollution controls, I think that its a good idea
Environmental Impact	use private sector
Environmental Impact	dont know
Environmental Impact	no
Environmental Impact	I am in favour of this, providing, that maximum has been done to reduce, reuse, and recycle. Energy from waste must be the last option used to handle waste.
Environmental Impact	Never, no way. In regard to the first sentence above, I thought that energy from waste would be the next step after these options. Residuals after this could be use in road beds, etc.
Environmental Impact	Laws to eliminate excess packaging and built in obsolescence.
Environmental Impact	Everyone should be part of the same system of waste handling.
Environmental Impact	No suggestions.
Environmental Impact	It should be a last resort, and the benefits must clearly and overwhelmingly outweigh the negatives. I do not believe this is the case with incineration, but I would not be opposed to a cleaner technology. That said, it would be absolutely a bottom priority for waste that absolutely cannot be diverted. Therefore, it would also have to be a solution that did not require large volumes of garbage to be financially viable.
Produce Less Waste	advocating for extended producer responsibility
Produce Less Waste	It seems ideal to work within current, city-owned landfills - either active or closed.
Produce Less Waste	Consider how construction waste and scrap materials can be reused
Produce Less Waste	Better incentives for property managers to care/participate
Produce Less Waste	Should be expanded use of anaerobic digestion.
Produce Less Waste	None are acceptable as a stand alone solution. The Province needs to establish and promote "centres of excellence" for the integrated waste recovery, processing, and conversion to economically sustainable recovery facilities
Produce Less Waste	in schools so children take the message home in community centres and libraries advertise in all city recreation programs
Produce Less Waste	We have to do something with what we can't re-use or recycle and burying it seems wrong. So burning it and collecting the resultant energy seems to be a good solution.
Produce Less Waste	Getting rid of things has to be easier than putting it in the garbage can. Some places have reuse-centres where people can leave what they don't want for others to pick up and use.
Produce Less Waste	Those old landfills hold a wealth of recyclable material. Shouldn't we be mining them? If we burn our leftovers, what do we do with the ash?

Identifier	FeedbackText
Produce Less Waste	scrap metal pick up at the curb
Produce Less Waste	User pay might help reduce the amount of garbage we generate. the manufacturers should also be responsible for what they produce and force us to buy with the product.
Produce Less Waste	What ever is decided has to be easy to use. Most people won't go out of their way.
Produce Less Waste	The city doesn't need to collect the material to control the outcome. Proper regulations with enforcement should be enough. If private collection saves the city money, then why not use it.
Produce Less Waste	People have to want to control their waste and if they don't they should pay for others to do it for them. I sort my waste and put out very little garbage. If my neighbour won't do the same, let them pay. Passing laws to mandate recycling, etc are useless if not seriously enforced.
Produce Less Waste	perhaps offer monetary incentive (like beer bottles) or rebate (like for small residential garbage bin)
Produce Less Waste	purchase another landfill
Produce Less Waste	fine/penalties for not utilizing waste strategies
Produce Less Waste	Dehydration using the same technology as vacuum packing aided by mechanical pressure.
Produce Less Waste	Yes! It should be made mandatory that all food/restaurant businesses within the City of Toronto (including fast food) use only biodegradable or recyclable containers. These containers and products are not difficult to find, the university of Guelph and Toronto operate almost exclusively with these food containers.
Produce Less Waste	We must understand why we use a landfill. Is it a place to throw our garbage? Not really, it is a place that will turn our garbage into usable and hopefully healthy soil. A landfill by itself is a slow process by the methods and speed we use them (up). By investing in ideas and technology that will speed the rate of decomposition of the garbage, we will have solved our problem. The problem needs to be re-conceptualized; it isn't where do we put our garbage, it's how can we speed its decomposition.
Produce Less Waste	'Encouraging producers' can only go so far. If it is required that they make their products and packaging more environmentally friendly, then they have no choice but to contribute positively and in turn, they will have excellent PR because it was done.
Produce Less Waste	Make it mandatory for the producers of the waste to own up to the problems they create. This can be accomplished by enforcing a mandatory use of recyclable and biodegradable materials for their packaging and containers. Also enforce a mandatory recycling and food waste program for all commercial businesses.
Produce Less Waste	Waste management should be provided to the same extent that it is provided to the public. Meaning that, if a resident pays for garbage, recycling, and compost services, then so should a business/industry/commercial business/institution. Without a cost they will strive to lower, they will never know the weight of their contribution to the problem.
Produce Less Waste	Excellent, it SHOULD be mandatory that apartments both have and use their recycling equipment! For older buildings that don't have 3 separate chutes for the various refuse types, a 3-way 'diverter' machine affixed to the bottom of the chute should be used to allow the resident (several levels up) to control which bin their refuse is sorted into. For example, they choose compost on the 3rd floor electrical interface, and when they drop it down, it is diverted into the compost bin.
Produce Less Waste	More enforcement !
Produce Less Waste	A bit scared as this destroys any potential for the higher level use of the waste via reuse or recycling. Need to consider entire life cycle assessment of the remaining waste composition prior to EFW
Produce Less Waste	not sure of this options compared to EFQ
Produce Less Waste	work with producers to make more products recyclable and less packaging
Produce Less Waste	make everyone regardless of service provider recycle and compost
Produce Less Waste	DO IT! I don't understand why North America still relies so much on landfills. It's a dirty, irresponsible, short-sighted solution. It's time to invest in high-efficiency waste-processing plants. This solution allows to turn waste into energy (electricity & heating) and increase re-use of materials (esp metals) through processing of ashes. It can also turn waste into a resource thanks to revenue gained from energy sales. DO IT NOW.
Produce Less Waste	Close most landfills and use this ONLY to dispose of ashes after proper incineration and treatment to extract valuable materials. Stop wasting space and energy and putting hazardous waste in the ground.
Produce Less Waste	Charge more for large waste producers, esp commercial. Tax plastic containers (e.g. takeout, plastic bags). The more you pollute, the more you pay.
Produce Less Waste	Provide one-stop options for ALL recyclables. For example, the current offloading of battery recycling to the industry does not work well. Collection points are unknown, no oversight, complicated process for customers.
Produce Less Waste	If other options fail, increase condo garbage tax to provide extra incentive to recycle.
Produce Less Waste	Bring in international experts, look at what other cities/countries are doing.
Produce Less Waste	Focus on the positives and get it out in the media.
Produce Less Waste	it was on the news
Produce Less Waste	advertise on the news successful communities on recycling
Produce Less Waste	consider user friendly bins in condos and apartment buildings too
Produce Less Waste	expand 3R volunteer pool in the community
Produce Less Waste	promote bicycle paths in the city
Produce Less Waste	promote using public transport
Produce Less Waste	The city should consider recycling coffee pods and packaging.
Produce Less Waste	Stop buying another landfill. Work on reducing food waste and recyclable materials.
Produce Less Waste	implement new policies to improve waste diversion
Produce Less Waste	explore use of bans, levies or fines to ensure proper disposal

Identifier	FeedbackText
Community Impact	Advertising! Or some other medium where you reach people (and they don't have to go to you)
Community Impact	It sounds like a potentially good idea, so long as it's efficient and sustainable.
Community Impact	A mobile drop-off doesn't seem useful (e.g., I almost never recycle batteries on a whim).
Community Impact	People will always be lazy when they're assured anonymity. I don't have a specific idea, but finding a way to get people to take ownership of their waste is essential.
Community Impact	After living in other countries, I am astounded by how few "rules" we have around waste and how anonymous the entire process is.
Community Impact	Partner with existing community members for greater outreach (eg TPL, hospitals)
Community Impact	I would like to see more innovative recycling techniques than just incineration.
Community Impact	Tax bottled water
Community Impact	Fines for excess garbage deposit (eg. charge per bag over 2/wk)
Community Impact	Worth considering but don't forget that there is often a byproduct that requires disposal
Community Impact	New technologies that go beyond simply recycling and air to repurpose waste into products with value
Community Impact	Connect with /outreach to groupings of people such as schools of all types, sport events, religious affiliations and medical/dental practitioners and locations
Community Impact	Connect with groupings of people such as schools of all types, sport events, religious affiliations and medical/dental practitioners and locations
Community Impact	I'm not happy with it due to the pollutants that are still produced. Auditing to determine what those wastes are can help identify products and pressure (fees) can be applied to ensure a reduction/recycling component is incorporated
Community Impact	Adaptable
Community Impact	Recognition of individuals or groups who are doing exemplary work minimizing waste - waste champions
Community Impact	Have strong incentives for waste haulers to minimize the waste requiring disposal so landfill capacity is extended
Community Impact	Connecting with venues that host events to encourage specific items to be brought in for recycling such as batteries, cameras, shoes, etc.
Community Impact	Connect with for-profit (Pizza Pizza collected cameras recently) or with City "facilities" such as libraries or the TTC
Community Impact	Schools fall in this category and are one of the best ways to educate adults through their children. Work with sectors to give them incentives.
Community Impact	Recognition process, a challenge
Community Impact	Look to the provincial government to take a leadership role in waste minimization and encourage accountability.
Community Impact	Do not know enough about these industries to respond to the above noted suggestions.
Community Impact	Manufacturing, Chemical and related industries need to make serious environmental changes
Community Impact	Cleaning chemicals, laundry soaps all are polluting our essential waterways. What can be done by related industries to reduce such waste.
	Borrowing more money will not reduce waste, just buy more properties or dump site access.
	Major polluting industries should pay a fee for RRR charges and find new ways to reduce the waste/pollutions their products cause.
Community Impact	Like the above ideas. Laundry, Cleaning products do not have to be so reliant on the addition of heavily scented chemicals.
Community Impact	Educate our school children about all aspects of garbage including littering.
Community Impact	We must produce energy from waste wherever financially feasible.
Community Impact	Change some federal laws about packaging.
Community Impact	Find landfill sites that are less problematic for the environment.
Community Impact	Change the laws so that Industry has to conform to the same laws as a residential customer who has his garbage picked up by public or private means.
Community Impact	This is a cop out. Reduce, reuse, recycle strategies based on financial incentives would motivate citizens to make wise purchases and divert resources responsibly
Community Impact	Education/incentives for producers of products to reduce volume of packaging on items presented to consumers
User Friendly	Charge more for grey bin/garbage curbside collection
User Friendly	Rather pursue all 4 of the above than incinerate/gasify/burn
User Friendly	I like the second bullet....'Expand collection
User Friendly	Financial incentives for landlords to reduce volume of garbage and increase
User Friendly	Financial incentives for landlords to reduce volume of garbage through diversion to recycling and composting
User Friendly	I liked bullets 3 and 4
User Friendly	Create cultural sensitive presentations and hire facilitators from diverse communities to ensure a better learning process by participants coming from diverse cultural and ethnic background
User Friendly	New and emerging technologies such as gasification and waste pelletization are excellent initiatives, more so if they are implemented in small and medium scale (rather than creating mammoth processing plants).
User Friendly	Not for profits can start and managed social enterprises that generates income and employment in local communities: FutureWatch EDEP is interested in leading such type of initiatives
User Friendly	We need more information about the volume of waste that will generated. Right now, residential recycling is relatively low (40%) and industrial waste recycling is much lower (5%) ...hence it is expected that with better recycling processes, ..less waste should be generated at current levels of waste production within the GTA
User Friendly	Creating depots within local neighbourhoods

Identifier	FeedbackText
User Friendly	Creating depots within local neighbourhoods for the collection and processing of discarded goods (wood and usables) managed by not-for-profits
User Friendly	This question is misleading. It assumes that waste does not produce income ...does the 350 million dollars currently spent in waste management practices consider the economic value if waste is properly sorted-out and sold to reusing industries?
User Friendly	I'm supportive as long as it's energy efficient and does not have a significant detrimental impact to the environment e.g. increased air pollution
User Friendly	Require manufacturers to reduce packaging
User Friendly	Need to look at pros and cons of each one including cost effectiveness (taking into account total cost of operations) and anticipated lifespan of each solution to make a decision
User Friendly	Seems to have covered all of the bases - do none, do less, do same, do more / all
User Friendly	I think these are the right ones to focus on - carrot & stick - make it easier for people to do and increase enforcement
User Friendly	Toronto should minimize the amount of waste it imposes on other communities.
User Friendly	Refer to absolute as well as relative amounts of waste diverted / disposed.
User Friendly	Work with the school board to have it included in the curriculum to ensure that each child learns about waste management and product lifecycle. This may ensure that future generations receive one consistent message and kids will pass the message on to home.
User Friendly	Energy from waste is the only responsible solution to deal with waste that holds an energy value and that cannot otherwise be recycled. It is irresponsible to bury the material in the ground and have future generations deal with it. It is absurd to burn natural gas to produce power and at the same time bury non-recycleable plastics in the ground.
User Friendly	Should be high priority but cannot be achieved at a City level. Provincial / Federal policy is required to drive companies to reduce packaging waste.
User Friendly	There needs to be ONE diversion system for the consumer, this same system needs to apply to home, institutional/commercial (TTC, malls, fast food restaurants, etc), City curb site bins. It is useless to have everybody divert differently as proper diversion will never be achieved.
User Friendly	Buy less of what you don't need - that would help! Keep in mind that most of the waste generated is packaging (at least in my household) - difficult to reduce in most instances and reuse is very limited as there are only limited number of peanut butter jars that can be reused.
User Friendly	There should be nothing landfilled that holds on energy value that can be recovered. Inert ash, if it cannot be used otherwise, can be landfilled. It is irresponsible to leave it to future generations to deal with our waste in landfills. Use the most economically feasible option for any remaining landfilling that has to occur, while ensuring responsible environmental management.
User Friendly	In some instances recycling may be mistaken for downcycling. Downcycling will not result in the same quality product that it was derived from. I doubt there is true recycling for furniture. Producers need to reduce packaging, this needs to be done by provincial/federal policy, don't kid yourself if you think that the City makes any significant impact in that regard. Certain packaging can simply not be recycled. (e.g. a chips bag) but there is an energy value to the packaging that can be recovered. This needs to be closely examined. Look at energy from waste options. Obviously true recycling is preferred wherever it can be achieved.
User Friendly	Convert existing transfer station drop offs to allow for more diversion especially when it comes to construction waste. I've been to transfer stations numerous times and was told to dump everything in one location, from drywall, to metal, wood - all perfectly recyclable.
User Friendly	Exclude "industrial" from the ICI sector. The City should not be in the business of providing waste services to industrial establishments.
User Friendly	Outlaw garbage chutes
User Friendly	Outlaw garbage chutes. They need to be closed off unless there are multiple chutes available side-by-side for waste, recycling and organics.
User Friendly	none
User Friendly	1) yes, but be mindful of audience. Will people actually download it? How to get people to download it? Factor in "goodness points" or usage or something else... ballots and a prize as incentive. Prize may not have to be monetary but a leader board of goodness points published on the city website/social media...
User Friendly	I believe that an integrated approach is necessary for Toronto's sustainable waste management strategy. Whatever method is chosen must have an energy harvesting component.

Identifier	FeedbackText
User Friendly	A good performance metric. There are many more KPI/performance metrics that can and should be publicized and compared to cities of similar size, population, etc.
User Friendly	It would be counter productive to choose an option that would have negative impacts on our environment.
User Friendly	There have to be solutions that will not cause problems to surrounding communities; otherwise it is counter productive and not a real solution if it causes other problems.
User Friendly	Without participation, the system would not work. Good participation is wanted in the sense of minimizing contamination of ALL the waste streams (recycling, garbage, organics, e-waste, etc.). Confusing systems will not garner the success desired (or measurable outcomes desired).
User Friendly	Hire more staff to assist with implementation of the strategy
User Friendly	These options should be prioritized, 2-3 first and # 1-4 as a last resort as long as #1 is not too far away due to other environmental impacts.
Economic Impact	Borrow money - no. Show separate fees - perhaps do a study or a pilot area to flush out if there is a positive or negative impact on KPIs. Mind you, in the ICI sector (private hauling), depending on the contract a property has, you do see the billing for each service. Independent utility - would need more information before choosing to support or not support.
Economic Impact	Pilot projects / partnerships with innovative companies like TerraCycle
Economic Impact	Too much commentary to write here, I'll provide my comments in writing.
Economic Impact	Training for landlords/property managers. They can band together to get bids for contracts, more properties may give a better price, tendering services, etc. Works well for ICI, may work well for multi-res property managers. Also, there are certifications for MURBs through BOMA.
Economic Impact	Agree with all - integrated approach required.
Economic Impact	concerned about air emissions and where the facilities would be sited in our urban city
Economic Impact	if landfill is closed it should be left alone. We should expand Green Lane or use a private sector landfill in Canada.
Economic Impact	do not pollute the air by incinerating mixed garbage; contains too many toxins do use gas from landfills
Economic Impact	effectiveness in recycling valuable materials is most important - nothing is garbage is the way to look at it.
Economic Impact	electronics - lots of valuable metal components there, not garbage
Economic Impact	city landfill sites would be a priority
Economic Impact	all great ideas!
Economic Impact	I really think packaging should be priced up front as a deterrent
Economic Impact	charge for the service so we make a little money from it rather than privatize; expand collec
Economic Impact	charge; expand services; make a bit extra from this service rather than privatize, definitely increase incentives to minimize waste
Economic Impact	those all look good
Economic Impact	I think it is a widely used method of converting waste that cannot be recycled to electricity and heat. Emissions from modern incineration plants are extremely low thanks to extensive filtration steps.
Economic Impact	Landfill should not be more than 1% of total solid waste produced (best practice in Europe)!
Economic Impact	Making it easy for residents to segregate their waste for recycling like using differently coloured bags for different materials (Swedish Optibag-concept)
Economic Impact	Using the Optibag system where residents sort their waste in differently coloured bags and put all bags mixed in one and the same bin/skip. The bags are then sorted by colour, centrally.
Economic Impact	Align the waste management strategy with Toronto's development goals. How would we like the City to look and function in the future? What about the need for clean, green spaces (example High Line in NY), reduction of car traffic (Time Square), urban raming initiatives etc.
Economic Impact	Increase fees for garbage collection to encourage a reduction, please take note this also would apply to business. If businesses charged an upfront fee for packaging they produce it may encourage better practices for packaging and shipping of consumer goods.
Risk and Reliability	Thank god this is still considered an option. To watch the continued debate in Scarborough regarding this matter in reference to the treatment plant solid waste has become embarrassing.

Identifier	FeedbackText
Risk and Reliability	Thank god this is still considered an option. To watch the continued debate in Scarborough regarding this mater in reference to the treatment plant solid waste has become embarrassing. Why is the communication regarding these technologies and their impacts so pitiful from the city?
Risk and Reliability	Please note answer in preceding question regarding business practices.
Risk and Reliability	Disposing out of sight leads to out of mind. Privatization of waste management presents many pitfalls that far outweigh the short term economic gains....which personally I feel are directly related to councillors perceived ideas regarding re-election. Though based on Rob Fords success I suppose most residents only care about the lowering of their tax rates....though perhaps if properly communicated residents would begin to consider long term solutions.
Risk and Reliability	In terms of solid waste management why are we still considering a trucking option? Clean burn technology not only exists but is being utilized in many Europe countries.
Risk and Reliability	Again target manufacturers and retailers to encourage less packaging and perhaps products that last longer....rather than the disposable market we have come accustomed to.
Risk and Reliability	The mobile phone app has to be easy to use with real instructions. The "Waste Wizard" on the 311 website doesn't always make it easy to figure out how to get rid of what i need to get rid of.
Risk and Reliability	ABSOLUTELY. why not? so long as more comes out than goes in, we should absolutely be doing this. If there are environmental impacts of disposal vs. incineration, we have to choose the lower option.
Risk and Reliability	it has to be easy for us to use. too many bins or sorting requirements or not using bags or whatever just doesn't function in a busy home.
Risk and Reliability	I think grocery stores should be giving food away to homeless shelters etc. (see France, I think?); reducing is otherwise difficult given the amount of packaging things come in.
Risk and Reliability	I think city staff are best equipped to find a cost effective, sensible solution to this problem.
Risk and Reliability	i like the deposit return - but it has to be meaningful in value (i.e. not \$1 for a garbage bag of pop cans) and easy to actually return; I would also encourage exploring a tax on bottled water.
Risk and Reliability	I don't mind paying for the garbage bin, but don't charge for the green bin.
Risk and Reliability	ABSOLUTELY. it's a huge pain to drop off my electronics etc. i just need one local place where i can go with all my hazardous stuff and get rid of everything at once in one easy and convenient place. if mobile is cheaper and you book online, that would be amazing.
Risk and Reliability	The biggest problem is garbage chutes - people just put everything down them. if there are recycling boxes in the garbage room that might help.
Risk and Reliability	expand website education
Education - Other Options	Given that our recycling is costing us too much, this sounds like spending a dollar to save a nickel. Any such system must be truly and unequivocally cost effective otherwise its literally a waste.
Education - Other Options	all sound
Education - Other Options	fine
Education - Other Options	we should not burn waste. we should reduce it
Education - Other Options	increased cost for Waste bin collection
Education - Other Options	Whatever is the most cost effective
Education - Other Options	support community, entrepreneurial activity to process organic waste
Education - Other Options	completely privatize the waste business in Toronto and use bi law enforcement officers paid for through waste taxes to ensure compliance. enforce bi laws for increased tipping fees for waste vs organics and recycling.
Education - Other Options	I think it is an excellent idea if conducted in an efficient and clean way
Education - Other Options	Purchase another land fill
Education - Other Options	If people have to pay they will be more conscious of thw amount of waste they produce
Education - Other Options	Sounds like a perfect solution to reduce waste and provide energy. I'm not informed regarding emissions or what the down side would be.
Education - Other Options	They all sound undesirable. I don't know enough about the ups and downs of each of the options.
Education - Other Options	The more control, coordination over waste management the better, unless I'm not understanding the issues.
Education - Other Options	Costs to ensuring proper disposal in apt buildings will inevitably filter down to residents. It seems evident this is going to be required. Regulations and by-law reinforcement must be required.
Education - Other Options	All for these technologies if due diligence says they are wise investments. I would want the city to conduct an EA on any such option, and would hope somebody would put some thought into how to pay for it.
Education - Other Options	Wonderful, if scalable and cost-effective.

Identifier	FeedbackText
Education - Other Options	Packaging restrictions to reduce the volume of trash generated for a given volume of goods purchased
Education - Other Options	No opinion
Education - Other Options	Don't know
Education - Other Options	Don't know
Education - Other Options	I am concerned with efficiency of producing energy from waste as well as environmental impacts.
Education - Other Options	Good idea, other countries have implemented this and perhaps we can learn from them
Education - Other Options	We need to reduce packaging waste and other waste by placing responsibility for disposal on the producers of the waste
Education - Other Options	Place responsibility for waste disposal on the producers of waste
Education - Other Options	Reduce waste significantly, some jurisdictions are aiming for "zero waste" status, why can't we aim for that too? Otherwise, expanding our existing landfills is another (poor) option
Education - Other Options	Reduce packaging material, so you do not need to recycle as much
Education - Other Options	charge fees for excess waste to force the producers to cut back on wasteful practices
Education - Other Options	Industrial and Commercial institutions must be carefully monitored regarding waste, or they will dispose of their waste in unlawful manners and disregard waste disposal laws.
Education - Other Options	Educating Apartment dwellers on composting
Education - Other Options	Make it more expensive for everyone to produce wasteful material.
Education - Other Options	Get third-party ambassadors, such as community groups within the diverse groups, to partner with you and spread your message. There is no single option...
Education - Other Options	Long overdue
Education - Other Options	There are northern cities that would consider taking the garbage. Not sure London will go for expansion.
Education - Other Options	Provide educational material, signs, posters, etc for multi-residential buildings/apartments/condos. I see people in my apt building just throwing things anywhere. All recycling gets thrown in the garbage bin because we don't have adequate recycling. I'm forced to take mine to the next building because I'm concerned about our earth!
Education - Other Options	Ensuring correct participation in recycling programs. I live in a low rise apt parklawn/berry rd area and in my building there's no recycling. I take mine to the next building. THERE'S ONE FULL BIN IN MY BUILDING THAT HAS NOT BEEN PICKED FOR OVER A YEAR. I WROTE A LETTER TO LANDLORD AND NOTHING WAS DONE. THEN I EMAILED WASTE MANAGEMENT AND THEY SUBMITTED A REQUEST FOR IT TO BE INVESTIGATED. NOTHING CHANGED. I CALLED AND THEY SUBMITTED A 2ND REQUEST. STILL NOTHING'S CHANGED SOMETHING NEEDS TO BE PUT IN PLACE TO ENSURE THAT LANDLORDS ARE PROVIDING PROPER RECYCLING FOR THE BUILDINGS THEY OWN.
Education - Other Options	Donations from big corporations. Public donations.
Education - Other Options	Following up when a tenant makes a complaint that their landlord does not provide adequate recycling and the city has not been picking up the only bin that is provided in a year and half. I live at 10 Hill Heights Rd and have contacted waste management several times over a year ago and was told to submit a letter to my landlord, which I did, and if nothing was done waste management could submit a request to investigate the matter, which was done. Nothing changed so I called waste management again. I was told they were submitting a second request to investigate. It's been over a year and still nothing's changed so I take my recycling to the next building because we have nowhere to put our recycling. If landlords want to own buildings and don't provide adequate resources maybe there should be a fine imposed. I've observed that many garbage bins in this area contain items that should be put in the recycling bins but if landlord and management don't care about recycling how are tenants expected to do it correctly especially when there are many tenants that don't speak English. Landlords and management definitely need better education.
Education - Other Options	Learn from other countries such as Germany who seem to have a very well organized garbage, recycling system, even their collection bins appear very well organized from what I saw on a television program. Look at other countries as well and see if there's anything we could learn and incorporate from other systems of waste management.
Education - Other Options	It should be considered as a last resort.
Education - Other Options	expand existing
Education - Other Options	definitely expand services to regulate and have a bigger environmental impact!
Education - Other Options	Few people have the time or energy to engage in education with respect to trash. Programs must be simple and intuitive.
Education - Other Options	Good idea since emissions can now be controlled. Use energy to create heat or electricity.
Education - Other Options	Over-packaging MUST be addressed to make this work.
Education - Other Options	Over-packaging MUST be addressed to optimize the reduction of waste. Manufacturing items that LAST, rather than cheap, disposable items would also help.
Education - Other Options	Option 3: find more space... My experience in the waste management industry tells me this would be the most cost-effective option.
Education - Other Options	Fund pick-up services by Goodwill and other agencies already taking used materials. Provide outlet for items that go to those agencies that they cannot resell.
Education - Other Options	Encourage manufacturers to produce products that are not disposable but that last and do not need to be thrown out.
Education - Other Options	Charge for trash removal and not for recycling or composting would encourage businesses to reduce their trash.

Identifier	FeedbackText
Education - Other Options	Find more space in existing landfills
Education - Other Options	Expand and gain more control
Education - Other Options	None.
Education - Other Options	Location is key: there are so many things I would recycle but I simply cannot get to them. Commissioners Road? That's far! I ride a bike. It would be really great to have drop off points, pickup services, or something like that to help collect more items.
Education - Other Options	I would like to read more about each option before I weigh in.
Education - Other Options	I really think that packaging producers should have to pay for the cost of their waste. Why should the City be stuck with the bill?
Education - Other Options	I wonder if this is related to
Education - Other Options	I wonder if this is related to what stores are available nearby? An assessment of nearby stores, restaurants, etc?
Education - Other Options	If we're going to keep incinerating material, we need to better protect our existing green spaces, in order to help purify the air we're contaminating.
Education - Other Options	If you have space in active or inactive landfills, why is it not being used already? Why would we consider going elsewhere if we already have the space in place?
Education - Other Options	I think most older buildings would benefit from a hallway recycling program, where maintenance staff (or something like this service) goes through hallways once a week to collect recycling, which residents leave outside their doors - much the same as curbside service for homes.
Education - Other Options	Excellent if clean enough and cost-effective
Education - Other Options	Minimize cost
Education - Other Options	Good, works for me.
Education - Other Options	Why isn't this city pushing for laws that make sure all packaging sold in Ontario is 100% recycleble.
Education - Other Options	Push companies to reduce their waste. Why aren't more food courts like the Eaton Centre for example. And ways to target wasteful companies.
Education - Other Options	We should be a Zero Landfill city. It's absurd that we need to bury anything.
Education - Other Options	Create a good for Toronto symbol. Name and shame companies that carry wasteful, none environmentally sound products.
Education - Other Options	The emphasis needs to focus on the places/products that produce the waste. McDonald's should be mandated (for example) to use re-usable dishes for it's dine-in customers.
Education - Other Options	A push on zero waste.
Education - Other Options	Look at large scale recycling depots that are in neighbourhoods (look at the Netherlands and their underground recycling storage units - that are picked up by large trucks)
Education - Other Options	I know that composting produces heat, and that converting animal fecal waste produces methane gas used for cooking. I think that we need to use these processes to limit landfill mess. Yes.
Education - Other Options	Reduce one-driver in cars downtown. Limit the ability to park downtown - to change how people think about density, air pollution from car exhaust. Increase Park and Ride solutions. Shuttle buses to transport drivers from large parking areas. We have to impose restrictions on Canadian car use to create a more healthful society.
Education - Other Options	Trendy retail clothing and goods stores ("Aberfitch and Crombie"), should not be allowed to hand out wasteful one-use tote bags, which buyers empty right after purchase and leave in the subway!
Education - Other Options	Why do smokers throw their used butts and empty packs at the base of city trees? Why do peopl toss their pop cans and chip bags on green space, rather than in a bin or *gutter*? They have been taught by anti-litter campaigns to not litter public property for fear of a fine, but it's okay to fowl up a private yard. Why do they perch their 'big gulps' on top of fences instead of finding a waste receptacle?
Education - Other Options	Garbage audits at large multi-unit residences. HAVE a one-day oversee of resident misuse of toters and bins.
Education - Other Options	Out of sight out of mind - people need to know that their thoughtless waste ending up in landfill affects us all. Small-scale local waste areas should be incorporated downtown. Short tower scale depots instead of tall condos. Mindfulness vs Mindlessness. The garbage strike taught people nothing.
Education - Other Options	Charge for bags - stores that hand out wasteful bags need to pay a landfill tariff.
Education - Other Options	Love this idea! Capture that energy and start laying an underground heating system under bike lanes and sidewalks and areas that hard to plow in the winter.
Education - Other Options	Fines for recyclables in the garbage.
Education - Other Options	Landfills are disgusting. Avoid these options.
Education - Other Options	Roof top composting on green roofs. Clean incineration.
Education - Other Options	Definitely need to amp up on policies and bylaws that encourage and enforce these sectors to divert waste.

Identifier	FeedbackText
Education - Other Options	roof top composting.
Education - Other Options	Do it now and do it in Toronto, if it is generated there then it must be dealt with there.
Education - Other Options	Do what works, just make sure you do it in Toronto, close Green Lane and leave the rest of Ontario alone, we don't dump our garbage on you so deon't dump yours on us.
Education - Other Options	Do it in Toronto.
Education - Other Options	Any of the above, just make sure the end result is that all of the garbage stays in Toronto.
Education - Other Options	Whatever is chosen, make sure the garbage stays Toronto.
Education - Other Options	adopt WasteNothing.ca as the city's waste sorting tool
Education - Other Options	I'm aware that pyrolysis and plasma-arc gasification technologies are less dirty than "incineration" technologies from the 90s. The city needs to communicate that to the public.
Education - Other Options	i'd prefer gasification over a landfill altogether
Education - Other Options	Ban certain packaging
Education - Other Options	Regulation, by-laws
Education - Other Options	good idea. such as plactics being reduced back to oil to be used for fuel. (kerosene, diesel, gasoline)
Education - Other Options	good
Education - Other Options	Just like in France, have supermarkets donate wasted food items to charities or face fine/incarceration
Education - Other Options	no
Education - Other Options	no
Education - Other Options	Residents should have a clear understanding where objects go. No resident should be unsure of where objects go. The city / province should implement a strict producer responsibility legislation that puts the onus on the producer to make environmentally friendly products (they could consider the science behind biomimicry!)
Education - Other Options	Do not incinerate our garbage. It is toxic and has irreversible effects on our environment i.e. air, land, water. It is destroying resources so they can never be used again.
Education - Other Options	I agree that we should be putting the greatest emphasis on the 3R system and have an eventual goal of a 0 waste society.
Education - Other Options	What does proven technologies that are flexible mean?
Education - Other Options	Promoting a culture of reuse is key. People should feel proud of reusing and move away from obsolescence. Again, this comes down to a good producer responsibility legislation at the provincial level
Education - Other Options	Promoting a culture of reuse is key. People should feel proud of reusing and move away from obsolescence. Again, this comes down to a good producer responsibility legislation at the provincial level that would put the onus on the producer to make products that last thus taking away our lust for new products and renewing our sense of awe and enjoyment of reusing and reducing!
Education - Other Options	Expand the City's Green Lane landfill near London, ON.
Education - Other Options	Ideally reduce the size of the landfill or expand the City's Green Lane landfill near London, ON.
Education - Other Options	No to incineration of our waste!!!
Education - Other Options	You need to clarify to citizens what 'Charge Solid Waste fees that create a fully ...' means. Same with "Secure alternative revenue generation opp
Education - Other Options	You need to clarify to citizens what 'Charge Solid Waste fees that create a fully ...' means. Same with "Secure alternative revenue generation opportunities..."
Education - Other Options	Waste collection should be public! Privatizing it leaves to less accountability from private companies.
Education - Other Options	Better than landfill, but still not great.
Education - Other Options	There are many examples from northern Europe of doing this well.
Education - Other Options	Maintain an email list -- to send update when new recyclable material is added.
Education - Other Options	I prefer an option that is most energy efficient and produce least pollution.
Education - Other Options	A knowledge base: There is always something that is not in the 'yes' and 'no' section of 'What Goes in Recycling?'. It would be good if I can send a picture to inquire, and the info is stored in a knowledge base so that everyone can see.
Education - Other Options	Provide easily accessible lists of locations and operating hours for hazardous/electronic waste depots.
Education - Other Options	As an inner core resident, I am very concerned that the containers (green bin, garbage container, recycling container) are excessively large. The new "raccoon proof" green bin is especially worrisome - it's not clear at all where these bins will be stored on people's properties without being eyesores, as well as stinking in the summer months.
Education - Other Options	Discourage (ie: ban outright) the use of plastic containers for selling bottled water.

Identifier	FeedbackText
Education - Other Options	Energy from waste great potential. However, whatever process that is chosen must be highly efficient to have little impact on the environment and the GTA's future. Such a facility should go above and beyond Canada and Ontario environmental regulations. The GTA has already gained a bad reputation for poor air quality in Canada.
Education - Other Options	Make it a requirement for apartment and condo buildings to sort all waste. I understand this may prove to be a difficult task, and will take time. However, this has the potential to significantly reduce waste in a growing city with increasing numbers of large apartment buildings and condos. Whether this be achieved or supported by employing sorters, tax rebate offers, or funded community programs, something will be better than nothing.
Education - Other Options	Should also be efficient for residents and workers collecting waste. If more sorting of waste is to be done at home, consider requiring residents to use clear plastic bags. This way, unsorted or improperly sorted waste can be easily rejected at the curb. Urging all residents to take a few extra minutes to sort waste.
Education - Other Options	Fundraising through
Education - Other Options	Fundraising through events where selling, swapping
Education - Other Options	Fundraising through the events where selling, swapping and giving away items can occur.
Education - Other Options	Tax credits or rebates for landlords
Education - Other Options	TV, newspapers
Education - Other Options	wary of safety
Education - Other Options	- make recycling bins for high rise buildings more user friendly
Education - Other Options	- still waiting for organic waste collection for high rise buildings
Education - Other Options	need one stop for everything, not different things to different stores
Education - Other Options	see previous suggestions
Education - Other Options	It's wrong! Everything we produce we should be able to recycle or it should bio-degrade. If we can't recover it and use it again we shouldn't produce it. Making single use disposable products and then burning them is backward thinking. Come on, the planet is in big, big trouble.
Education - Other Options	Ban single use packaging especially plastic!
Education - Other Options	I don't know.
Education - Other Options	Make (force) producers take total responsibility for their packaging. Responsibility and costs shouldn't land on taxpayers' shoulders.
Education - Other Options	Not sure. I need more information.
Education - Other Options	Ban disposable plastic containers
Education - Other Options	Need more information to make a comment.
Education - Other Options	Incorporating waste management in school curriculum's.
Education - Other Options	I think that we should not be producing that much waste to begin with and that our priority should be to reduce the volume of waste.
Education - Other Options	option 3 is the best
Education - Other Options	option 2 is best. Possibly consider banning non recyclable/reusable materials such as styrofoam food containers....
Education - Other Options	I think that garburators should remain illegal in Toronto to protect the water infrastructure.
Education - Other Options	I believe it should remain 100% city owned and operated as well as implement bans on non recyclables and hire by-law officers to enforce and investigate.
Education - Other Options	Integrate waste reduction / management information into the process where citizens interact with the system. Identify where systems can be modified to encourage waste reduction practices and be integrated into existing processes. There are too many issues that residents are expected to educate themselves about, too many apps, outreach materials etc. For the greatest impact, it is unrealistic to rely on individuals seeking out this information out of curiosity, etc.
Education - Other Options	This should definitely be explored. The impact on air quality, how the residue will be disposed of safely, equity considerations when siting such a facility should be considered.
Education - Other Options	Engage where possible with manufacturers about "cradle to grave" options. Stewardship should be part of the discussion to produce less waste and most efficiently balance benefits and costs.
Education - Other Options	Agree with initiatives to reduce food waste through making composting available at more public locations, etc. if possible. Advertising campaigns will likely only engage the most interested and are unlikely to lead to significant behaviour change.
Education - Other Options	I do not know what the cost and environmental considerations are for these different options. The landfill option that optimizes cost-effectiveness, transportation emissions, environmental impact and longevity should be considered.

Identifier	FeedbackText
Education - Other Options	Fear of bed bugs seems to be a significant deterrent to individuals acquiring second-hand goods. Could there be a way to address this stigma to encourage reuse? Are there any other models where individuals can easily drop off items in good condition for reuse in bulk and where those who need them can better access them? (A model that is better than the current second-hand store model something like second-hand book stores where there is a standard for those "donating"/ selling and less stigma for those shopping second-hand?)
Education - Other Options	Please allow sites to be accessible by public transit and to accommodate those working.
Education - Other Options	Working with these sectors to collectively identify opportunities for reducing waste and/or making waste diversion more effective given their operational requirements.
Education - Other Options	Mandatory by-law requirements might work but I think this is difficult and/or costly to enforce. While condos seem to be somewhat more vigilant because any waste costs are passed onto residents, this may be lacking in apartment buildings (past experience). A price signal that can bring building managers to encourage recycling and composting could work. Providing easy-to-post charts of what can / cannot be recycled (e.g. in hallways, next to the garbage area) could also help because there are so many materials that can / cannot be diverted and this has changed over time.
Education - Other Options	Consider some cooperation with surrounding communities to avoid waste simply being diverted from Toronto and being "dumped" in other next door jurisdictions.
Education - Other Options	Target members of the population whom do not speak English as their first language. For example, try to tap in social media commonly used by Chinese netizens in Toronto. Facebook is not the main one.
Education - Other Options	Support small local businesses that refurbish items such as furniture or decor.
Education - Other Options	A drop off at libraries or community centres for small scale items such as batteries, cartridges, bulbs.
Education - Other Options	that this is a shitty and not user friendly survey
Education - Other Options	We have no problems with raccoons we use bungy cord to stabilize our bins proving new type of bins will not solve the problems we find this is just an extra financial burden to the City
Education - Other Options	ok
Education - Other Options	no
Education - Other Options	Not sure
Education - Other Options	no
Education - Other Options	All good ideas
Education - Other Options	Other household waste...like paint, cleaning products...etc.
Education - Other Options	no
Education - Other Options	No...
Education - Other Options	Not that I can think of just now
Education - Other Options	Sounds like a good idea, but I would need to know more about the cost and environmental impact.
Education - Other Options	I don't care where the landfills are or who owns them, as long as they are properly maintained, cost-effective, and not near where I live.
Education - Other Options	Take money out of the bloated police budget.
Education - Other Options	I think better communication has to be number one. In the last condo I lived in, it seemed that nobody in the building really understood the waste diversion rules - particularly for things like electronic waste. There was little guidance for residents. There are a lot of rules, and seemingly more all the time, which makes a communication strategy particularly important.
Education - Other Options	One method to further reduce or eliminate waste to landfill
Education - Other Options	Try to find more space in our own backyard and not rely on other communities.
Education - Other Options	more recycling pick ups - 2 weeks is too long, alot of ppl just throw the recycling out on garbage days
Education - Other Options	more frequent recycling pick ups
Education - Other Options	offer free recycling so ppl use it more and won't dispose of it with their garbage thus reducing the cost of garbage disposal
Education - Other Options	Whatever is best and does least harm to the environment
Education - Other Options	Expand the existing one - if necessary
Education - Other Options	Plastic
Education - Other Options	I have tried to suggest this to a large (440 households or units) condominium community that has some land suitable for a community food/organics composting facility, but there seems to be little awareness or interest. Maybe more promotion by the City of Toronto for community composting facilities. An excellent example of a community composting facility is run by the Oak Street Cooperative community near Dundas Street East and River Streets. I very much admire this type of community initiative.
Education - Other Options	I would prefer technologies that do not lead to increased carbon dioxide emissions; i.e. combustion/incineration.
Education - Other Options	I suppose either expanding the Green Lane landfill or buying another one are the best options.
Education - Other Options	Making it mandatory for groceries and other food stores to either donate or sell at a reduced rate their soon-to-expire foodstuffs
Education - Other Options	Charge producers/users of packaging for recycling or disposing of their products.
Education - Other Options	Definitely impose penalties on scofflaws.
Education - Other Options	Combustion/incinerations forever connected to airborne poisons
Education - Other Options	2 & 3

Identifier	FeedbackText
Education - Other Options	extend them to all condo & apartment towers
Education - Other Options	Use double tanked one armed bandits trucks
Education - Other Options	Enforcement to improve waste diversion
Education - Other Options	Private sector's trouble with redirection rates while CUPE 416 has won awards so....
Education - Other Options	Bus shelter ads
Education - Other Options	There are concerns about VOCs but other places seem to be doing it. Worth investigating.
Education - Other Options	Supply -> fees for producers of excess packaging. Demand -> higher costs for large waste producers. Other -> perhaps nudges like a small fee for plastic bags, etc.
Education - Other Options	Ask the experts and run the math on sustainability and cost.
Education - Other Options	Think outside of the box. E.g. home and community food gardens means less packaging and shipping waste for fruits and vegetables.
Education - Other Options	A price that reflects the true cost of waste will help, it is insanely wasteful to subsidize waste.
Education - Other Options	Use more private sector partners and make their locations easy to find.
Education - Other Options	Charge landlords/condo boards fees for low diversion rates.
Education - Other Options	Would be useful to have a quick reference to waste separation policies through an app, but make sure it's useful and designed well. Clunky app with irrelevant content is a waste of money and no one will use it.
Education - Other Options	I'm totally for it. As long as our diversion rate is high, incineration is totally acceptable to me using the most modern technologies address previous air-quality concerns.
Education - Other Options	The city can exercise its power as one of the largest government's in Canada to force change amongst manufacturers. Especially those who use packaging that is excessive and/or not easily recyclable.
Education - Other Options	The Nova Scotia provincial government applies adds deposits to nearly all liquid containers. This includes pop cans, and juice cartons, etc. Toronto is more than 4 times the size of NS so we could definitely do something similar.
Education - Other Options	Not sure. Incineration is key.
Education - Other Options	You've already identified deposit return items but I wanted to emphasize that the Nova Scotia provincial government (representing about 1/3 of the Toronto government) applies a deposit to nearly all liquid containers. This includes pop cans, and juice cartons, etc.
Education - Other Options	If you do enact a deposit system, use automatic machines in partnership with grocery stores. See Sweden, Germany and Denmark for designs.
Education - Other Options	It is a wonderful opportunity, not used enough
Education - Other Options	Option #2
Education - Other Options	burners do not encourage recycling. Burning is an easy way out when recycling costs get high or revenue is low.
Education - Other Options	expand existing
Education - Other Options	make produce make more "recyclable" products and packaging ie can we recycle it after end use
Education - Other Options	ICI must recycle more! they are not accountable. Private waste collectors just want to fill their trucks and don't care if its recycling . garbage loads make them money.
Education - Other Options	apartments need more work and performance in recyding
Education - Other Options	excellent
Education - Other Options	Expand the City's Green Lane landfill near London, ON;
Education - Other Options	Air pollution is a concern
Education - Other Options	Make manufacturer's bear the cost of disposal of excessive packaging.
Education - Other Options	Carrying these items to the basement reduces the likelihood of residents participating. Providing recyling, garbage and composting shutes or drop-off's on each floor would help.
Education - Other Options	find more space in active landfills instead of creating new landfills. Also I feel it would be beneficial to show consumers what the land fills actually look like... It might be a rude awakening
Education - Other Options	no
Education - Other Options	They discourage recycling and composting as those materials are needed to help fuel the energy from waste plant.
Education - Other Options	Expand the current landfills
Education - Other Options	More accessible household hazardous waste drop offs for those that don't have cars
Education - Other Options	Help property managers set up reuse schemes for unwanted items that could be reused by others in the building
Education - Other Options	Other countries/jurisdictions are doing this. We should begin, but with safety of air quality (emissions from incineration) still being a paramount consideration.

Identifier	FeedbackText
Education - Other Options	All citizens need to be educated that when we throw something out, we are just transferring it to someone else's back yard. We all need to take responsibility for creating trash. More education is needed about the huge problems of driving truckloads of our waste to Green Lane landfill or any other landfill. This is industry's/business's problem too. there should be a closed loop for all product packaging and containers. There needs to be legislation to mandate that all packaging/containers are the responsibility of the manufacturer or retailer to take back and recycle. Actually paying citizens to recycle, such as the Beer Store bottle/can return - for cash works really well and actually provides income to street collectors of bottles/cans. This should be expanded to other packaging/containers. There should no longer be any unintended 'external costs' that are paid for by our environment and all of us, ranter than by the manufacturers. Of course we all will pay as these costs are passed on to consumers, but that is what should be done. If there is 100% closed loops there would be little need for landfills.
Education - Other Options	There needs to be strict enforcement on people who dump their waste in the environment instead of in acceptable depots. my apartment backs onto an alley and I am constantly removing illegal dumping to a location where there is city pick-up. People should not be allowed to avoid the costs of their waste removal by illegal dumping. Video-camera monitoring of sites where this is happening should done and stiff fines should follow.
Education - Other Options	Again, enforcement of the rules for removal of industrial waste needs to be stiff. No exceptions!
Education - Other Options	Again, strict enforcement of the rules for removal of industrial waste needs to be done, with painful fines for violators. No exceptions!
Education - Other Options	Its bad
Education - Other Options	How about sharing library (like the Tool Library) but for luggage and camping equipment? These items are equally infrequently used and don't make sense for households to own individually.
Education - Other Options	If you have more partnerships with non-profits you have to fund them to do the work! How about "Create a funding stream through Waste Management for non-profits who support waste reduction, reuse and recycling" i.e: FoodShare does GREAT composting work. For them to expand their operations they would need funding.
Education - Other Options	Get in on it. Have more control.
Education - Other Options	Explore use of bans, levies or fines to ensure proper disposal; and Review regulatory options through City of Toronto Act, new provincial waste legislation or by-law enforcement to encourage diversion.
Education - Other Options	Explore use of bans, levies or fines to ensure proper disposal; and Review regulatory options through City of Toronto Act, new provincial waste legislation or by-law enforcement to encourage diversion.!!!!!!!!
Education - Other Options	Collaborate and synchronise with other educational initiatives, such as those on food security, pollution and disease, harm to wildlife, understanding actual (monetary and social) value of stuff, technological advances, etc. such that promotional/education waste reduction efforts do not stand alone and unrelated to other important issues.
Education - Other Options	I don't know enough to say much. It depends on whether energy from waste has environmental costs higher than the waste reduction environmental costs. It might be a last or second-last resort, as long as everyone is on board that the 3Rs come first.
Education - Other Options	Global, nation-wide, and city-wide initiatives to educate citizens about so-called waste.
Education - Other Options	Almost all of my garbage is packaging. There are not enough manufacturers that provide no-packaging/minimum packaging options other than bulk-food stores, expensive boutique-style outlets for various products and second-hand stores. Manufacturers need to take responsibility for the end-of-life of their packaging, but short of that, I will purchase from places/manufacturers that sell with no or minimal packaging (if not too expensive). Anything the city can do to encourage that? (It seems more like a provincial thing, but....)
Education - Other Options	First, Most of my garbage is packaging. There are not enough manufacturers that provide no-packaging/minimum packaging options other than bulk-food stores, expensive boutique-style outlets for various products and second-hand stores. Manufacturers need to take responsibility for the end-of-life of their packaging.
Education - Other Options	Most of my garbage is packaging. There are not enough manufacturers that provide no-packaging/minimum packaging options other than bulk-food stores, expensive boutique-style outlets for various products and second-hand stores. Manufacturers need to take responsibility for the end-of-life of their packaging, but short of that, I will purchase from places that sell with no or minimal packaging (if not too expensive). Anything the city can do to encourage that? (It seems more like a provincial thing, but....)
Education - Other Options	I don't know all the variables involved in making such a decision. My general thought on landfills are: Increase landfill bans (by product type), toward an eventual long-term objective of closing all landfills.

Identifier	FeedbackText
Education - Other Options	I don't know all the variables involved in making such a decision. My general thought on landfills are: Increase landfill bans, toward an eventual long-term objective of closing all landfills.
Education - Other Options	No, I think you're doing well on that front.
Education - Other Options	While I ticked "Show separate fees", I realise that it may encourage some people to cheat (e.g., put garbage in cheaper-or-no-fee containers), so such an initiative would have to be heavily monitored and implemented.
Education - Other Options	I think there might be examples in other countries or cities of neighbourhood drop-off containers that also add to the beauty/architecture of its surroundings and draw people to them...
Education - Other Options	Don't know enough about the economic impact of each to comment on the above options. However, the choice(s) have to be efficient, have an eye on the long-term, and create imotivation in the said sector to improve on their 3Rs.
Education - Other Options	Don't know enough about the economic impact of each to comment on the above options. The choice(s) might be different depending on the specific section of the sector. However, the choice(s) have to be efficient, have an eye on the long-term, and create imotivation in the said sector to improve on their 3Rs.
Education - Other Options	These are all great ideas, but I think that none of 3, 4, and 5 will be effective enough unless especially tenants are educated about the meaning and importance of waste reduction. Waste reduction seems to be barely on the radar for many apartment dwellers, since they see their garbage even less than single-family households (down to chute, out of sight!).
Education - Other Options	These are all great ideas, but I think that none of the last 3 will work until especially tenants are educated about the meaning and importance of waste reduction. Waste reduction seems to be barely on the radar for apartment dwellers, since they see their garbage even less than single-family households (down to chute, out of sight!).
Education - Other Options	A move toward gradually reducing the late 20th century habit of packaging waste and recycling in plastic bags (by that I specifically mean large black, green, clear etc. plastic bags). In the first stage, opaque bags can be banned so that users cannot avert their gaze from their garbage and recycling. At the next stage, users can learn to put garbage and recycling (ideally even organics) directly into containers, the ways it was done before the invention of plastic bags, with some exceptions, such as materials that might be a health hazard. Studies of waste seem to focus on shopping-bag type plastic bags; are there any studies that look at the environmental impact of garbage bags per se? I think that banning garbage bags will be the next major change in waste reduction. It will take time to make it happen, but it can happen
Education - Other Options	Reach out to community groups and places like colleges and office workers
Education - Other Options	It works in Germany!
Education - Other Options	Deposits on all glass containers and plastic drink bottles
Education - Other Options	Education of business and industry to show how they can save money be better managing their waste
Education - Other Options	use of organics to feed farm animals and encouragement from grocery stores to ship expiring food direct to farms.
Education - Other Options	possibility of using waste to create hills in parks, e.g. -Centennial Hill in Etobicoke.
Education - Other Options	Advocating that stores be responsible to return packaging back to manufacturers upon or just after purchase.
Education - Other Options	Ensure it's treated same as home collection to ensure organics treated separately, etc.
Education - Other Options	No incineration but low temperature aerobic digestion.
Education - Other Options	Please refer to Proposals sent to and RFP 9121-14-7173 & RFP 9121-15-7170 Greedy CTS Inc. a Toronto Heritage Company Established in 1874 Guarantees Performance and will save Toronto Taxpayers \$1 Billion
Education - Other Options	Divert all Organic Waste from Landfill. I sent you a magazine article I wrote which you have on file.
Education - Other Options	Bale and Bag at transfer stations. OME approve storage on any Environmental if not used immediately as WDF
Education - Other Options	Anaerobic Digestion with Fuel Cell
Education - Other Options	Use funding from Canada
Education - Other Options	Use funding from Canada foundatio
Education - Other Options	Use funding from Canada Foundation for Innovation as is being done in Calgary. Involve UofT,
Education - Other Options	All waste can be put in Plastic Bags. Fuel Cell can process plastic and Produce both electricity and Compost
Education - Other Options	Toronto to provide some collection to bring equally to 7 existing transfer stations and none to Green Lane, London.
Education - Other Options	We have all our waste at our 600 unit condominium put in plastic bags and picked up weekly at reasonable. Being doing this for 20 years and have not been effected during strikes
Education - Other Options	Give Toronto Citizens a break and include all charges in Taxes allow as many bins as necessary at no charge.

Identifier	FeedbackText
Education - Other Options	Educational pamphlets on waste sorting, product life-cycle
Education - Other Options	Have an open mind approach with solid science behind it.
Education - Other Options	Always try to get a positive economic impact stressing long term benefits.
Education - Other Options	Do not use private landfill, they are not accountable enough. Purchase another landfill while using
Education - Other Options	Do not use private landfill, they are not accountable enough. Purchase another landfill while using City landfill to be max.
Education - Other Options	Raise tax on corporations, Have federal & Provincial Governments share more of the cost.
Education - Other Options	Gain Total Control of the waste management of this sector they have failed us and are not to be trusted with such an important issue.
Education - Other Options	Increase Fines Dramatically as well Enforcement, their primary concern is profit not community health or environment. Diplomatic Encouragement is not working.
Education - Other Options	Incineration sounds like it would probably cause pollution... changing solid pollution (garbage) to air pollution isn't really accomplishing anything, is it...
Education - Other Options	Legislating how much packaging / waste products can have in the first place..
Education - Other Options	Probably a new, top-of-the line landfill... that can harvest the off-gasses for energy
Education - Other Options	great !!
Education - Other Options	more languages for literature
Education - Other Options	aim to reduce waste. residual waste should go to waste to energy.covanta
Education - Other Options	no more landfills
Education - Other Options	follow the same system as bc. putting the costs on the manufacturers of the products.green by nature
Education - Other Options	provide incentives to tenants
Education - Other Options	Companies should more proactive to come up with more sustainable packaging. Consumers should be able to return waste to companies (incl styrofoam packaging, discarded electronic, empty ink cartridges etc.) Plastic bags should after all be banned in the city.More incentive should be given to those business that make positive change.
Education - Other Options	Companies should more proactive to come up with more sustainable packaging. Consumers should be able to return waste to companies (incl styrofoam packaging, discarded electronic, empty ink cartridges etc.) Plastic bags should after all be banned in the city.More incentive should be given to those business that make positive change. Local products should be favoured and local businesses that are more user friendly should be given priority.
Education - Other Options	Harmful chemicals should be regulated and "transition phases" should be shorter. Why wait until 2017 in Loblaw's to phase out micro beads? Why spray neonics on plants and label them? Bees can't read! We are going to flee this planet soon, that is some of us who can afford it.
Education - Other Options	Harmful chemicals should be regulated and "transition phases" should be shorter. Why wait until 2017 in Loblaw's to phase out micro beads? Why spray neonics on plants and label them? Bees can't read! We are going to flee this planet soon, that is some of us who can afford it. Why import trinkets from China? Needless things that will end up in landfills, even if they are cheap, that is a waste expansion and a sad proof of bad economic policies and poor education of the citizens.
Education - Other Options	Our city is unfortunately built for cars. Bike lanes and cyclist incentives are largely missing(unlike in some European countries). New condos that have risen overlooking the highways are no smarter solutions to commute. It looks like builders and policy makers have no contact with city planners, who in turn should be more environmentally aware.
Education - Other Options	Sustainability
Education - Other Options	Mobile phone app should also support advising people as to what can be recycled or thrown out where they are, e.g. food court, market, allowing them to determine if they can dispose of something properly now or should take it home or back to work. Perhaps municipalities could work together, provide standard data? good idea!
Education - Other Options	Mobile phone app should also support advising people as to what can be recycled or thrown out where they are, e.g. food court, market, allowing them to determine if they can dispose of something properly now or should take it home or back to work. Perhaps municipalities, building manager, private sector could work together, e.g. standardize what they collect provide standard data? good idea!
Education - Other Options	Mobile phone app should support advising people as to what can be recycled or thrown out where they are, e.g. food court, market, allowing them to determine if they can dispose of something properly now or should take it home or back to work.
Education - Other Options	Must be explored.

Identifier	FeedbackText
Education - Other Options	Increase promotions, education for worker: building managers, employers, employees. Too much stuff going in the wrong bins.
Education - Other Options	Increase promotions, education for worker: building managers, employers, employees. Too much stuff going in the wrong bins. Recycled clothing bin? Once every two months? Clothes would go to Sally Ann or Canadian Diabetes
Education - Other Options	Increase promotions, education for worker: building managers, employers, employees. Too much stuff going in the wrong bins. Recycled clothing bin? Once every two months? Clothes would go to Sally Ann or Canadian Diabetes Clothesline®, etc
Education - Other Options	Purchase another landfill nearer Toronto.
Education - Other Options	Bullet 2 - Time to encourage is over. Strengthen bylaws.
Education - Other Options	Ensure consumer fees go to use as intended, e.g. 5 cent plastic bag fee at stores Make costs and fees visible to residents / tax payers on their City of Toronto online account. Give residents / tax payers online accounts.
Education - Other Options	Support collection in each floor? Increase capacity to move compost, recycling from each floor to common area below, e.g larger chutes, current, clear posting of what goes where. Incent building owners / managers / individual residents - fees for garbage removal, no fees for compost and recycling
Education - Other Options	Please make it possible for those who live in apartments to recycle everything right at their building with minimum effort. I mean batteries, hazardous waste and everything else. Then you would have most people on board with recycling. It is always easier for houses to recycle most of their waste, but the apartment buildings should be considered the baseline in any policy making regarding recycling. That's where most people are.
Reduce/Reuse- Other Ideas	Avoid additional landfills; use existing sites;
Reduce/Reuse- Other Ideas	Find a site in a remotely area from urban development for odor and risk mitigation.
Reduce/Reuse- Other Ideas	build a space elevator: ship everything away in the cosmos
Reduce/Reuse- Other Ideas	Manufacturer and industries have their part of the responsibility: designation for recycling should be easier to identify and maybe standardized.
Reduce/Reuse- Other Ideas	Manufacturer and industries have their part of the responsibility: designation for recycling should be easier to identify.
Reduce/Reuse- Other Ideas	Enforce by-law for waste diversion
Reduce/Reuse- Other Ideas	Not sure if it is at all environmentally friendly.
Reduce/Reuse- Other Ideas	Require all new builds (apartments) to have green/blue bins
Reduce/Reuse- Other Ideas	I got my passion for the environment partly from my Mom and her love of nature and conserving and doing the right thing (and her dad), partly from my dad (and his parents) and their efforts to save money and resources at every opportunity but also, largely from my school when I was in grade 6-8, we must have had education about it because my brother and I are both a lot more concerned about the environment than my Dad is, and a little bit more than my mom was (before she passed away). So I suggest that the city continue to educate and inspire young minds about this topic to the best of their ability. Also, find ways to make it cool because I remember as a kid, some of my classmates thought it was more cool to litter. I found this extremely frustrating, but I didn't know what to do about it. I asked my friend's little sister to pick up a bag that she had thrown on the sidewalk. When she wouldn't, I picked it up, then she grabbed it out of my hand, threw it back on the ground and shouted at me "Leave it there!". A bit of a control freak I guess.
Reduce/Reuse- Other Ideas	As long as using the waste for energy isn't creating more air and water pollution than
Reduce/Reuse- Other Ideas	As long as using the waste for energy isn't creating more air, water or soil pollution than shipping it to a landfill site and using another form of energy would.

Identifier	FeedbackText
Reduce/Reuse- Other Ideas	<p>Please! Please! Please! Bring Yerdle to Canada! I really want to use Yerdle! Please Google Yerdle. Thank you. :)</p> <p>Also, please make it easier to recycle running shoes. I hear they grind them up and make them into rubber gym floors.</p> <p>Also freethegirls.org needs to be more accessible I don't want to pay to send my gently used bras that don't fit me to a third world country. There should be a drop off location in the GTA.</p> <p>Most of all, please bring Yerdle to Canada as soon as possible! Thank you Thank you Thank you!</p>
Reduce/Reuse- Other Ideas	I don't know. I'm not an expert. I like the idea of using landfill to make ski hills and peninsulas (as long as the waste used to make the peninsulas won't leech into the water and or cause water pollution).
Reduce/Reuse- Other Ideas	More drop off locations for used batteries and CD's and electronics like the drop off bins that they have at Best Buy.
Reduce/Reuse- Other Ideas	<p>More drop off locations for used batteries and CD's and electronics like the drop off bins that they have at Best Buy.</p> <p>Please bring back the fee for plastic shopping bags. My friend had a Mac's Milk store, and he said it made a huge difference.</p> <p>Also, when people buy electronics, there is a fee they have to pay for disposal, please use that money to help the environment in some way.</p>
Reduce/Reuse- Other Ideas	<p>When the city owned bins came out I heard and read that people with larger bins would be charged more on an ongoing basis (and based on the size of your bin) and people with the smallest bins would get a rebate. I heard that they cancelled that plan. I thought it was a really good plan. I wish they would bring it back. I like the idea of motivating people to do what they should by charging fees for doing what they shouldn't. I was house sitting for my neighbours across the street from me several years ago. I was upset to see that in their various waste receptacles around the house, they had garbage and recycling mixed together. They have a large garbage bin, and it is often overflowing when they put it out. I gather that they don't care about recycling, and I can see why they need the large bin, they're not adequately diverting their recycling. The same goes for my neighbour at the end of the yard, they don't even have a green bin. There wasn't one when they moved in and they never bothered to ask for one.</p>
Reduce/Reuse- Other Ideas	<p>Restaurants and Schools and Doctor's offices and Malls and Stores and other public places should have 3 well labelled and colour coded bins in each location that is clear and consistent about what goes where. At 2200 Yonge Street, there are bins that say "paper/cans and bottles/waste" I think my apple core should go to the green bin, but according to that, it's waste, what about other recycling? Like some cardboard packaging shouldn't it go in recycling? I don't understand that bin. Also, at fast food restaurants, the labelling is confusing. One bin that should say recycling and should take paper cups, just says cans and bottles. One bin that should say biodegradab</p>
Reduce/Reuse- Other Ideas	<p>Restaurants and Schools and Doctor's offices and Malls and Stores and other public places should have 3 well labelled and colour coded bins in each location that is clear and consistent about what goes where. At 2200 Yonge Street, there are bins that say "paper/cans and bottles/waste" I think my apple core should go to the green bin, but according to that, it's waste, what about other recycling? Like some cardboard packaging shouldn't it go in recycling? I don't understand that bin. Also, at fast food restaurants, the labelling is confusing. One bin that should say recycling and should take paper cups, just says cans and bottles. One bin that should say biodegradable says paper I think. So what if someone doesn't want to eat all of their fries, or their burger fell on the floor. It has to go in the garbage? Also, what should we do about people who don't care and throw their waste in whatever bin is most convenient? Also, in dog parks people want to throw out a bag of dog dirt, there should be a green bin, but instead there is only a black one and a blue one. So you have to decide weather to carry the stinky bag of poop all the way back home, or throw it in the black bin.</p>

Identifier	FeedbackText
Reduce/Reuse- Other Ideas	Motivational and educational signs in elevators and in front of elevators so people can read them while they're waiting for the elevator. Give a large rebate to owners and or managers when they retrofit their garbage shoot to have a button a person can press to divert their bag of stuff to recycling or green bin or garbage. Hand out up to date info charts on what goes where. A lot of apartment and condo dwellers have no idea about the updates in the last 15 years of what goes where. A lot of my clients throw containers in the recycling that are 1/4 or even 1/3 full of food still! One of my clients tries to put clothing and cushions in the recycling. There should be more media coverage to educate people more about what goes where. Also, more media coverage to educate people about the recycling process. My dad thinks the city makes a profit from recycling. Please find ways to motivate people and help them see the importance of being good to the Earth. So many people just don't care. Why don't they think of their Grandchildren? Why don't they have the "every penny counts" attitude?
Reduce/Reuse- Other Ideas	Some buildings (mostly condos) have garbage shoots that have a button you can press if you want to send your recycling down the shoot, or your green bin stuff. What if Toronto gave a big rebate to building owners to retrofit their garbage shoot to have this option too? I also like the idea of fines to ensure proper disposal. The one place I visit every week that does have this fancy garbage and recycling shoot has some black tape over the green bin button. Their green bin option is not in use, and hasn't been for years. I was around the back of the building this week, and saw that they only have one green bin dumpster, and it is very small 1/4 of the size of the ones my other client's building has, and other building has 2 of them, and when I put stuff in them, they're is always lots of stuff in there that other people are putting in there. So the efforts of the building managers pay off and their good attitudes rub off onto the residents.
Reduce/Reuse- Other Ideas	•Continue to provide some collection but encourage use of private sector collection;
Reduce/Reuse- Other Ideas	•Stop providing waste management services to this sector.
Reduce/Reuse- Other Ideas	Not everyone is on social media or uses mobile apps. Great place to reach a particular audience, but we need to think about the tremendous diversity in our city. High immigrant population - not necessarily English speaking, may have different perspectives on waste tolerance. Also, education in the schools is vital. Kids bring it home. If kids can also bring tools home, that would help. Reusable bags, links to the product life cycle calculator, etc.
Reduce/Reuse- Other Ideas	Not everyone is on social media or uses mobile apps. Great place to reach a particular audience, but we need to think about the tremendous diversity in our city. High immigrant population - not necessarily English speaking, may have different perspectives on waste tolerance. Also, education in the schools is vital. Kids bring it home. If kids can also bring tools home, that would help. Reusable bags, links to the product life cycle calculator, etc.
Reduce/Reuse- Other Ideas	Look into renewable sources of energy.
Reduce/Reuse- Other Ideas	Look into renewable sources of energy. Geothermal. Heat capture and energy transfer, heat recuperators
Reduce/Reuse- Other Ideas	Look into renewable sources of energy. Geothermal. Heat capture and energy transfer, so that the energy is not simply burning, but also
Reduce/Reuse- Other Ideas	Look into renewable sources of energy. Geothermal? Heat capture and energy transfer, heat recuperators
Reduce/Reuse- Other Ideas	Look into renewable sources of energy. Geothermal? Heat capture and energy transfer, heat recuperators. Loads of new and emerging technologies.
Reduce/Reuse- Other Ideas	Look into renewable sources of energy. Geothermal? Heat capture and energy transfer, heat recuperators. Loads of new and emerging technologies. What do the most efficient steel manufacturers do?
Reduce/Reuse- Other Ideas	A little bit of extra work should never deter us from doing the right thing. People are averse to change, but we need to keep improving. Passing our problem onto another community is not the solution. We need to look at community more broadly: our civilization and our future.
Reduce/Reuse- Other Ideas	Is there a way to create an economic benefit to businesses that use less waste in their packaging and product delivery? This is hard at the municipal level, but can our city have a voice on the national level? The 5¢ per bag levy at least made people think twice. What about promoting a Toronto BYOBag at all levels by delivering a very practical and light reusable grocery bag and a reusable produce bag to each household with order forms for more. Give businesses the ability to brand the same bags. Provide a 2¢ at-the-till HST reduction for every reusable bag that the customer brings/uses.
Reduce/Reuse- Other Ideas	Make sure we look at future risk in this equation. There are models around the world that we should leverage instead of trying to reinvent the wheel.
Reduce/Reuse- Other Ideas	Your site has great information regarding what can be recycled etc, but providing a print-on-demand alternative would help with whole household communication and reference. Not everyone goes to the site to educate themselves, and having a handy printable reference to stick on the fridge or on the recycle bins would help with clarity and keeping up with improvements/additions as they happen.

Identifier	FeedbackText
Reduce/Reuse- Other Ideas	Create greater public awareness of the impact of the waste that everyone produces. Out of sight is out of mind, so people feel once it's gone from view, it's gone. But we all know it isn't. Starting to build greater awareness of the life cycle/waste ecosystem so to speak throughout the school years may help future generations be more waste savvy. Also, education for Toronto's immigrants is important. Different cultures have different attitudes towards waste.
Reduce/Reuse- Other Ideas	Easy ways for us to lobby manufacturers to reduce packaging
Reduce/Reuse- Other Ideas	These all need to be considered. A scorecard or rating system, clarity around the decisions will help people understand better.
Reduce/Reuse- Other Ideas	Easy household recycling of hazardous materials: batteries, toner, electronic. A "purple box" to collect these and put them out once a month. Not everyone has easy access with a car and driving these to the depot etc. is not easy. So, the small things no doubt get dumped in the garbage instead of being recycled properly. Safer simpler medical waste recycling
Reduce/Reuse- Other Ideas	Easy household recycling of hazardous materials: batteries, toner, electronic. A "purple box" to collect these and put them out once a month. Not everyone has easy access with a car and driving these to the depot etc. is not easy. So, the small things no doubt get dumped in the garbage instead of being recycled properly. Safer simpler old medicine recycling. The cattle call days miss most people. Put a city "old medication recyling" bin in an easy-to see and access location at every pharmacy and medical facility. If it's not easy, people will flush these things.
Reduce/Reuse- Other Ideas	Look at the public/private elements: how can businesses benefit from using these same facilities. More efficiencies. What's the economic opportunity in by-products?
Reduce/Reuse- Other Ideas	Logical and relatable dropoffs with retailers: old paint, thinner etc. at the large hardware/Home depot type retailers. Electronics at the electronic retailers. Old meds at the pharmacies. Easy, colour coded bins that are easy to access, in locations where people buy these items in the first place. The association with the "where to get it = where to dispose of it". Give these retailers some kind of incentive to have these bins in an easy-to-access location (drive-up for the larger items, near the front door for the smaller ones). This could be a win-win, getting customers back into the stores simply to drop off stuff. The stores could merchandise sales at the drop-off areas. Every city-run place should have drop-off with clear signage and communication. Locations could be added to the mobile app idea so people can find the closest ones easily.
Reduce/Reuse- Other Ideas	You need to facilitate waste reduction across the board. There's too much at stake to be parcelling it up and farming it out to others. A holistic, efficiently and effectively managed approach is what we need. No doubt it will cost more initially, but in the long run it will cost less.
Reduce/Reuse- Other Ideas	Yes! Reduce reliance on fossil fuels!
Reduce/Reuse- Other Ideas	Standard sizes of food jars, so they can be reused.
Reduce/Reuse- Other Ideas	Most household waste is packaging -
Reduce/Reuse- Other Ideas	Can be useful
Reduce/Reuse- Other Ideas	Enforce apartments and condo recycling.
Reduce/Reuse- Other Ideas	Private sector landfill.
Reduce/Reuse- Other Ideas	Be more realistic.
Reduce/Reuse- Other Ideas	Be more realistic about the costs.
Reduce/Reuse- Other Ideas	Privatize all waste collection.
Reduce/Reuse- Other Ideas	Privatize.
Reduce/Reuse- Other Ideas	Awesome
Reduce/Reuse- Other Ideas	Privatize it
Reduce/Reuse- Other Ideas	recycle coffee cups.
Reduce/Reuse- Other Ideas	Get rid of the yellow bags.
Reduce/Reuse- Other Ideas	Great, if it can be done with little or no impact on the environment.
Reduce/Reuse- Other Ideas	Encourage less food packaging using plastics.
Reduce/Reuse- Other Ideas	Examine what other cities around the world are doing . Surely we can learn from other cities-Purchasing more landfill is not the answer.
Reduce/Reuse- Other Ideas	That's a good start.
Reduce/Reuse- Other Ideas	No
Reduce/Reuse- Other Ideas	Our building has a good record on recycling, of electronics, lightbulbs, etc.
Reduce/Reuse- Other Ideas	That's a start.
Reduce/Reuse- Other Ideas	If it passes third-party certification of compliance with environmental and health regulations, I support it.

Identifier	FeedbackText
Reduce/Reuse- Other Ideas	1) Higher taxes on businesses that produce disposable packaging (such as fast food chains), to cover cost of garbage disposal and litter cleanup. 2) Introducing fees for non-recyclable or non-compostable packaging.
Reduce/Reuse- Other Ideas	1) Higher taxes on businesses that produce disposable packaging (such as fast food chains), to cover cost of garbage disposal and litter cleanup. 2) Introducing fees for non-recyclable or non-compostable packaging. 3) Public garbage & recycling units should have a third slot, for compost. At first in areas with lots of food waste (parks, etc.).
Reduce/Reuse- Other Ideas	Higher taxes on disposable
Reduce/Reuse- Other Ideas	I prefer options wherein waste travels shorter distances before disposal.
Reduce/Reuse- Other Ideas	Preferential purchasing of items with higher recycled content by the city. Lower sales tax for items with recycled content?
Reduce/Reuse- Other Ideas	ad placement on subways (read while commuting); at the public recycle bins showing what goes in which stream; better ongoing coverage/promo of what IS working/recycleable; "this container is recycleable" at fast-food joints/grocery stores that comply.
Reduce/Reuse- Other Ideas	I like the concept. Want to make sure we take a Systems approach and look at the full enviro costs (hidden, opportunity). Lifecycle costing.
Reduce/Reuse- Other Ideas	Tax companies that produce non-recyclable containers/packaging (e.g., fast food places). Support returnable containers. Have City model optimum behaviour (conspicuous use of refillable water bottles, waste calendars on recycled paper...etc.)
Reduce/Reuse- Other Ideas	Tax companies that produce non-recyclable containers/packaging (e.g., fast food places). Support returnable containers. Have City model optimum behaviour (conspicuous use of refillable water bottles, waste calendars on recycled paper...etc.) Move toward Lifecycle costing (it is also a mindset and attitude) when manufacturing and purchasing goods. Should be explicitly part of RFPs for as much business the City does (e.g., catering - what happens to the left-over food? Was the food sourced from Ontario?)
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Reduce/Reuse- Other Ideas	Tax companies that produce non-recyclable containers/packaging (e.g., fast food places). Support returnable containers. Have City model optimum behaviour (conspicuous use of refillable water bottles, waste calendars on recycled paper...etc.) Move toward Lifecycle costing (it is also a mindset and attitude) when manufacturing and purchasing goods. Should be explicitly part of RFPs for as much business the City does (e.g., catering - what happens to the left-over food? Was the food sourced from Ontario?) I like that you can buy tags for excess garbage bags from Cdn Tire; PUBLICIZE THIS
Reduce/Reuse- Other Ideas	Only when we are forced by catastrophic circumstance (no more landfill space) will we really look to the zero left-overs solutions. (remember \$200 oil? we got very efficient cars very quickly). Other countries/municipalities have done it; we can too.
Reduce/Reuse- Other Ideas	Give a tax break to companies that produced containers with higher recycled content. Better fiscal tracking of "plastic bag" taxes toward recycling programs. City leads by example (and publicizes it!) re purchasing higher recycled content items. (see my reduce/reuse comment too)
Reduce/Reuse- Other Ideas	If you have done studies, they need to be well publicized and have public debate - this is a 50-yr decision...it requires restructuring a lot of how we consume.
Reduce/Reuse- Other Ideas	Direct support of Repair Cafe (a local initiative that repairs electronic/electric and may other goods) thus keeping them out of the landfill, providing employment, community building, teaching e the owner of the item how to fix it (renewing lost skills!). People may buy more durable items if they know they can have them easily repaired!!
Reduce/Reuse- Other Ideas	Direct support of Repair Cafe (a local initiative that repairs electronic/electric and may other goods) thus keeping them out of the landfill, providing employment, community building, teaching the owner of the item how to fix it
Reduce/Reuse- Other Ideas	Heard on CBC about apt in east end Toronto that has a 75%+ diversion due to initiative by Super... How about learning from those who are doing and giving incentives to move in the right direction. People in apts want to recycle it is just SOOO inconvenient! Make it easier. City building codes for new builds require separate/designated garbage chutes/purposed garbage rooms. The old design is ARCHAIC and outmoded. Does not reflect enviro mandate going forward.

Identifier	FeedbackText
Reduce/Reuse- Other Ideas	Reward those who comply not just punish those who do not.
Reduce/Reuse- Other Ideas	EFW should be undertaken.
Reduce/Reuse- Other Ideas	All options should be considered. Proceed with most economical option with acceptable impact level.
Reduce/Reuse- Other Ideas	Favourable
Reduce/Reuse- Other Ideas	Ensure the processes used are not increasing carbon output
Reduce/Reuse- Other Ideas	Create a law that forces manufacturers to take back large plastic articles for recycling eg. Child Car seat manufacturers
Reduce/Reuse- Other Ideas	Under the city
Reduce/Reuse- Other Ideas	Avoid having one-time-use
Reduce/Reuse- Other Ideas	Avoid having one-time-use containers
Reduce/Reuse- Other Ideas	Push them to use the services properly
Reduce/Reuse- Other Ideas	Fines
Reduce/Reuse- Other Ideas	Individual fines
Reduce/Reuse- Other Ideas	I think people are educated however manufactures play a large role in over packaging
Reduce/Reuse- Other Ideas	Is there a way to harness that waste energy and transfer it back to the city to reduce costs?
Reduce/Reuse- Other Ideas	If food waste is in green bins, recyclables in blue, what is in the garbage? lets look at that and then determine ways to overt these items.
Reduce/Reuse- Other Ideas	We all know that industries are the largest producers of waste no us consumers. The city should work with those industries to
Reduce/Reuse- Other Ideas	We all know that industries are the largest producers of waste no us consumers. The city should work with those industries to Implement new policies to improve waste diversion without providing additional services
Reduce/Reuse- Other Ideas	If we can expand on the types of collection such as a specific day for large items such as furniture and building materials, perhaps organizations such as habitat for humanity and other non profits could be the first to select from these items. It would also encourage community members to help them selves to the unwanted furniture - kind of like an open community furniture bank if you will. We all have a few items that we dont want but cant seem to find the time to get them to the goodwill.
Reduce/Reuse- Other Ideas	Improve communications/media campaign to increase public awareness and engagement in Toronto's solid waste issues and initiatives - then the efficacy of all of the above suggestions may be significantly enhanced
Reduce/Reuse- Other Ideas	Improve communications/media campaign to increase public awareness and engagement in Toronto's solid waste issues and initiatives - then the efficacy of all of the above suggestions may be significantly enhanced.
Reduce/Reuse- Other Ideas	1. Partnerships with businesses that repurpose/restore/resell/consume unwated goods and materials - beyond just ReStore type materials - electronics (vintage gaming and consolues, bicycles, antique appliances, etc...). Maybe another few warehouses (or electronic classifieds/inventory) that could be picked through by select group of local businesses?
	2. Increse cost for commercial garbage collection to create a business case for not manufacturing / stocking products that neglect to consider lifecycle implications of their products, packaging... we have levies for disposal of electronics that get passed down to consumers at time of purchase... why not other consumables, and why not also shared with manufacturers/resellers.
Reduce/Reuse- Other Ideas	1. Partnerships with businesses that repurpose/restore/resell/consume unwated goods and materials - beyond just ReStore type materials - electronics (vintage gaming and consolues, bicycles, antique appliances, etc...). Maybe another few warehouses (or electronic classifieds/inventory) that could be picked through by select group of local businesses?
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	2. Increse cost of garbage collection from
Reduce/Reuse- Other Ideas	Safety

Identifier	FeedbackText
Reduce/Reuse- Other Ideas	Need to create touch points between businesses and individuals - an electronic repository of hard goods/electronics that are unwanted - to encourage reuse/resale.
Reduce/Reuse- Other Ideas	Incentives (financial)
Reduce/Reuse- Other Ideas	Not everyone has a mobile telephone perhaps TV "ads" would help
Reduce/Reuse- Other Ideas	Good idea especially if environmentally safe
Reduce/Reuse- Other Ideas	Don't know which is best
Reduce/Reuse- Other Ideas	Spot check contents of single bins to verify that they are being used properly & then educate the owner.
Reduce/Reuse- Other Ideas	Waste as a revenue stream; i.e.: biochar initiatives
Reduce/Reuse- Other Ideas	Biochar is a great method of removing all of the bad gases (in an oxygen-free process) that produces biochar as a revenue stream that can dramatically assist food-growing, green roofs, gardening, etc.
Reduce/Reuse- Other Ideas	"City-organized Garage Sales" for free sharing?
Reduce/Reuse- Other Ideas	More "waste to revenue streams" need to be explored first.
Reduce/Reuse- Other Ideas	Biochar initiatives
Reduce/Reuse- Other Ideas	Create new revenue streams from waste.
Reduce/Reuse- Other Ideas	Waste as a revenue stream.
Reduce/Reuse- Other Ideas	- Incorporate waste management and d general environment clean awareness
Reduce/Reuse- Other Ideas	- Incorporate/increase/emphasize waste management and general environment cleanliness and awareness into school curriculum, new immigrant orientation sessions/booklets - work with schools, new immigrant assistance agencies, public transportation (buses, trains, and their stops are particularly dirty at some places)
Reduce/Reuse- Other Ideas	It would be an excellent initiative/way of exploiting our waste and a cleaner source of energy...
Reduce/Reuse- Other Ideas	Put more easy-to-use, working recycling bins though the city, especially at intersections, bus stops, etc.
Reduce/Reuse- Other Ideas	At least for new areas of the city, consider system implemented in the city of Songdo-South Korea...A waste system that sucks rubbish to processing centres through tunnels.
Reduce/Reuse- Other Ideas	Build or expand in a safe and environmentally responsible manner.
Reduce/Reuse- Other Ideas	Build or expand in a safe and environmentally responsible manner. - Preferred option: •Find more space in active and/or closed landfills owned by the City;
Reduce/Reuse- Other Ideas	It is good to continue providing waste management services to this sector or at least monitor/control it. Those institutions can pay higher fees and can be more easily collaborated with for reducing, reusing and recycling as compared to residential waste producers
Reduce/Reuse- Other Ideas	I think it is a great idea
Reduce/Reuse- Other Ideas	I think we should pick the option that allows for the longest-term solution. We don't want to be scrambling again for a solution in a couple years. So pick an economically and environmentally sustainable solution that will last long-term.
Reduce/Reuse- Other Ideas	The calender nend to specify how to sort all the items in 3 bins. Every 6 months there need to be collection of house hold waste like paints, perfume cans, car oils etc and larger items to prevent environmental polution. Then the residents are reminded that they do not have toss those toxins in the environment and learn about the risk from them.
Reduce/Reuse- Other Ideas	use waste oil, lubricants to incinerate to set the burning temperature. I am not an expert in this field but a suggestion.
Reduce/Reuse- Other Ideas	Oil, paints, lubricants can be reused as fuel if properly collected and used
Reduce/Reuse- Other Ideas	There is a maintainance fee charged every month nearly \$400.00 per month or more. The management need to have a plan to dispose all the waste from those condos, specifying a date on such and such dates larger house hold items are collected, on another day paitis, oil, lubrcants, electronis etc are collected. It is a convenient and much effective way of recycling things
Reduce/Reuse- Other Ideas	Any system that recover energy waste without polluting the environment should be seriously considered.
Reduce/Reuse- Other Ideas	Use whatever option produces the least impact on the area where the landfill is located. It must be environmentally stable and sound.
Reduce/Reuse- Other Ideas	Continue to provide service to non-profits.
Reduce/Reuse- Other Ideas	Proper disposal is essential regardless of who does it or who pays for it.
Reduce/Reuse- Other Ideas	great!
Reduce/Reuse- Other Ideas	bylaws to prevent usage - charge businesses for over-packaging products, prevent food waste like in France, etc.
Reduce/Reuse- Other Ideas	city owned expnsion/closed landfills.
Reduce/Reuse- Other Ideas	don't encourage producers..force them through fines/levies.

Identifier	FeedbackText
Reduce/Reuse- Other Ideas	hurry up and get with this technology
Reduce/Reuse- Other Ideas	explore all of them
Reduce/Reuse- Other Ideas	accept wine bottles in blue bin and remove them from refund programme at beer store
Reduce/Reuse- Other Ideas	drop off at new incineration plant.
Reduce/Reuse- Other Ideas	no
Reduce/Reuse- Other Ideas	no. it will be difficult to improve diversion. therefore, do not divert.. build an incinerator.
Reduce/Reuse- Other Ideas	Strongly support energy from waste.
Reduce/Reuse- Other Ideas	Burn our waste
Reduce/Reuse- Other Ideas	Energy from Waste - generate revenue from the energy
Reduce/Reuse- Other Ideas	Burn industrial/commercial/institutional waste
Reduce/Reuse- Other Ideas	Seems like a better idea than letting it sit for thousands of years, as long as the emissions are acceptable.
Reduce/Reuse- Other Ideas	I have no idea.
Reduce/Reuse- Other Ideas	Dirty MRF!
Reduce/Reuse- Other Ideas	I would like to vote for the "advocate producers of packaging..." option several more times!
Reduce/Reuse- Other Ideas	Expand, if it makes fiscal sense.
Reduce/Reuse- Other Ideas	I think you've got it covered. Good stuff!
Reduce/Reuse- Other Ideas	-Information written on paper! Not everyone is into social media.
	-Door-to-door inspection of waste people are putting out, plus written suggestions for how they should do better
	-Options should include ways to reach people without them having to do take extra time to go to a workshop
Reduce/Reuse- Other Ideas	-Information written on paper! Not everyone is into social media.
	-Door-to-door inspection of waste people are putting out, plus written suggestions for how they should do better
Reduce/Reuse- Other Ideas	This is the absolute last choice. Some studies indicate that incineration (whatever you call it) uses more energy than it produces and discourages reuse and recycling. People think that incineration just makes everything disappear, and this is not so.
Reduce/Reuse- Other Ideas	-Pass by-laws that restrict take-out containers that are not recyclable or compostable.
	-Pressure federal government to be involved in setting national and international standards to reduce excess packaging
Reduce/Reuse- Other Ideas	-Pass by-laws that restrict take-out containers that are not recyclable or compostable.
	-Pressure federal government to work with
Reduce/Reuse- Other Ideas	Probably all of these should be considered. Do we need to have only one huge landfill?
Reduce/Reuse- Other Ideas	By-laws, not just encouragement. Encouraging stores to sell things without packaging? Maybe a campaign of store shelf stickers to point out which packaging is/is not recyclable?
Reduce/Reuse- Other Ideas	Look, just raise taxes to provide this necessary service. Everything else is a shell game.
Reduce/Reuse- Other Ideas	All of the above! The current system of having to take things to suburban transfer stations is ridiculous. Also, expanded curbside pickup--maybe special city-wide days, i.e. hazardous waste day, electronics day, furniture day. But anything you do has to take into account the number of people without cars!
Reduce/Reuse- Other Ideas	Charge these sectors what the services actually cost? I'm tired of businesses getting things for cheap while individuals pay more and more. And I do not support anything that reduces the pay and benefits for workers, which, let's face it, is what privatization does.
Reduce/Reuse- Other Ideas	I have learned about new recycling opportunities from the community newspaper adds i.e. increased plastic bags accepted
Reduce/Reuse- Other Ideas	I don't know what the environmental implications are but it seems o.k. as a strategy
Reduce/Reuse- Other Ideas	locally based reuse centres.
Reduce/Reuse- Other Ideas	Expanding or finding space in City landfills seems like the first option to pursue
Reduce/Reuse- Other Ideas	I agree with the above options
Reduce/Reuse- Other Ideas	I use the battery drop off at my office lobby.
Reduce/Reuse- Other Ideas	Expanding collection services to gain more control over waste diversion seems like a good idea in a user pay service
Reduce/Reuse- Other Ideas	trucks are bright green with an ecotype logo what if they were emblazoned with a photo of the landfill sites as a daily reminder to reduce reuse recycle and avoid contributing to this unsustainable future.
Reduce/Reuse- Other Ideas	if there are no impact on the environment it seems like a progressive options, though it may be a disincentive to reduce and reuse

Identifier	FeedbackText
Reduce/Reuse- Other Ideas	This is where the majority of the effort should go Encouraging producers to make their products and packaging more environmentally friendly; As well: getting apartments to compost
Reduce/Reuse- Other Ideas	It's a great idea that has been around a long time. Action is needed now to implement it. Including methods to reduce volume such as shredding and compacting.
Reduce/Reuse- Other Ideas	Purchase a 1000 square mile plot of Crown land near a railway line, or were a rail spur can be built and develop a City owned and operated super waste management site. Why are we wasting agricultural land that's still needed for agricultural purposes in southern Ontario?
Reduce/Reuse- Other Ideas	- shredding and compacting - incineration
Reduce/Reuse- Other Ideas	Yes, show the actual comparative costs for the Blue Bin, Green Bin and remaining garbage, related to the volume/weight or percentage of the waste that each category represents.
Reduce/Reuse- Other Ideas	Basically you are going to continue with education and punishment, how about some rewards for those to put out a Blue Bin and Green Bin? I assume that they are not financial losers? If there is a "profit", how about sharing the profit with those who participate in the program?
Reduce/Reuse- Other Ideas	Do not know enough to comment. Generally it is a good idea.
Reduce/Reuse- Other Ideas	private sector or expansion but only if impact assessment has been done first
Reduce/Reuse- Other Ideas	look at incentives, retrofit old buildings not suited for current recycling (old tower neighbourhoods), educate in direct impacts on community using metrics to help residents understand options and why they are important using stats.
Reduce/Reuse- Other Ideas	include best practices from other countries to inform this
Reduce/Reuse- Other Ideas	I think the waste wizard online is so helpful when unsure about disposing of goods.
Reduce/Reuse- Other Ideas	I think it's great ! If there are zero emissions (which I may add, should be monitored very regularly), I'm for it !
Reduce/Reuse- Other Ideas	Vision, statistics on how much is going and the rate it will be filled up is a major concern. This is why people get paid handsomely for figuring out the best "FOR THE RESIDENTS OF TORONTO". Not for the contracts they can get to get themselves ahead !!!
Reduce/Reuse- Other Ideas	Making it convenient to people will allow for more hazard materials going to landfills. Look how successful the Councillor environment days are. People drop off lots of things that they wait for instead of going to a transfer station(s).
Reduce/Reuse- Other Ideas	If businesses have to pay, they will reconsider how much gets thrown out. Why can't we change how they do business !! I walk along Chinatown and see loads and loads of boxes all directed for recycling...GREAT ! But if they all used reusable bins or something of the sort that would be brilliant. Let's look at Europe and how they deal with it.
Reduce/Reuse- Other Ideas	Condos are a big problem. Many folks will throw things down the chute because there is no accountability to whose trash is it. So, Awareness, education, insistence on helping the environment, pilot project with some buildings, etc... hope this helps ! K.
Reduce/Reuse- Other Ideas	Again, let's look at EUROPE. Some are much farther ahead than we are. So, I am saying let's not reinvent the wheel by spending millions on studies when we can look at other cities and learn from them...
Reduce/Reuse- Other Ideas	Great idea! We should pursue it.
Reduce/Reuse- Other Ideas	All options should be on the table and it may be they need to be used in combination with each other.
Reduce/Reuse- Other Ideas	Not sure
Reduce/Reuse- Other Ideas	Can't think of any
Reduce/Reuse- Other Ideas	Effective Communication: I work at City Hall, and people have no clue that the biodegradable coffee cups don't go in the green bin. There is also confusion about the lids, and the sleeves.
Reduce/Reuse- Other Ideas	sounds like a win win, but what's the environmental impact in terms of emissions?
Reduce/Reuse- Other Ideas	All bad ideas. Land fill should be the last resort
Reduce/Reuse- Other Ideas	Increase fees. Garbage disposal fees don't make sense right now. You guys picked up all my old gross carpet from the basement, at no extra cost! Thanks and all, but seriously, you need to at least charge to recover the FULL cost of the service
Reduce/Reuse- Other Ideas	the current system for household hazardous waste disposal is a pain. Also, who even knows about it, really...

Identifier	FeedbackText
Reduce/Reuse- Other Ideas	This needs to be balanced to ensure the city functions well, as a larger "ecosystem" of inter-related activities. Eg paper shredding trucks create traffic, and make the pedestrian experience unpleasant as a result of noise and fumes. Can garbage be shipped out of the city by trains, late at night?... including on the subway system in specially designed cars
Reduce/Reuse- Other Ideas	incentives for retrofitting the building, such as tri-sorters, to make it easy as possible for residents. Perhaps the property owner gets a property tax rebate.
Reduce/Reuse- Other Ideas	incentives for retrofitting the building, such as tri-sorters, to make it easy as possible for residents. Perhaps the property owner gets a property tax rebate.
Reduce/Reuse- Other Ideas	Personally I loath the alcohol deposit scheme, but that stems more from the experience of going into a Beer Store to get a deposit back. It's repulsive. I feel sorry for the employees who have to handle
Reduce/Reuse- Other Ideas	Personally I loath the alcohol deposit scheme. The experience is frequently repulsive, and always unpleasant. I don't think expanding a deposit system is reflective of where we are at as a society. Surely in 2015 there are more sophisticated ways to reduce landfill.
Reduce/Reuse- Other Ideas	In developing options, need to know target groups i.e. who doesn't recycle. Which options are most fiscally responsible?
Reduce/Reuse- Other Ideas	What is the environmental impact of each of the suggestions above? I had thought that incineration was no longer acceptable due to environmental concerns.
Reduce/Reuse- Other Ideas	Again, try the most fiscally responsible first.
Reduce/Reuse- Other Ideas	I include economic impact only because it is often a reason not to do such things. Unless we deal with these issues we may not have a world to worry about.
Reduce/Reuse- Other Ideas	Purchasing another landfill is admitting defeat, I would explore the third suggestion.
Reduce/Reuse- Other Ideas	I definitely think that manufacturers need to play a greater role. According to Marketplace, large appliances have a planned obsolescence for 10-12 years!
Reduce/Reuse- Other Ideas	I understand that approximately \$30 million was spent to improve the green bin option - stop this kind of ridiculous spending. At least raccoons get rid of some of our waste.
Reduce/Reuse- Other Ideas	I am against the fourth option which would probably result in more waste not less.
Reduce/Reuse- Other Ideas	First and foremost, make people WANT to reduce, re-use, recycle. Make the deniers give a damn. Stop pussy-footing around!
Reduce/Reuse- Other Ideas	Great if practical.
Reduce/Reuse- Other Ideas	Have a mechanism for sharing tips on RR&R.
Reduce/Reuse- Other Ideas	Have a mechanism for sharing tips on RR&R.
Reduce/Reuse- Other Ideas	I don't understand why only 5 of the 6 priorities can be ordered. Also, they are inter-related - all need to be balanced with each other.
Reduce/Reuse- Other Ideas	I hate landfills, as long as people are inclined/permitted to put their toxic waste in the garbage!
Reduce/Reuse- Other Ideas	There was a flurry of news about CFL bulbs being toxic waste and not garbage. Since then, not a word. Do you really think that we take stuff to toxic waste sites unless we have to. Expand and publicize the toxic taxi option.
Reduce/Reuse- Other Ideas	Reduce the need first; expand facilities as a last resort. Facilities could be built in co-operation with other municipalities.
Reduce/Reuse- Other Ideas	Expand the toxic taxi option (i.e. home pickup).
Reduce/Reuse- Other Ideas	Have a home pickup
Reduce/Reuse- Other Ideas	I don't know.
Reduce/Reuse- Other Ideas	Again, you first have to make people care, either about the environment or their wallets.
Reduce/Reuse- Other Ideas	Sorry, this survey is starting to sound like NewSpeak - just do it!
Reduce/Reuse- Other Ideas	labeling on products to identify materials to recycle encouraging manufacturers to use less packaging
Reduce/Reuse- Other Ideas	go for it!!!!
Reduce/Reuse- Other Ideas	more info on composting. Help people feel that they can, not just feed the raccoons. More clarification about green binning....more frequent leaf pick ups
Reduce/Reuse- Other Ideas	do all we can to get stuff out of land fill!!!! No ifs, ands, or buts!
Reduce/Reuse- Other Ideas	I checked all because we have to do something!!!
Reduce/Reuse- Other Ideas	Make it easier, don't make me wait for a certain day, or have to drive somewhere.

Identifier	FeedbackText
Reduce/Reuse- Other Ideas	It's hard work in a high rise. There is a lot of garbage. The super isn't too eager as he's not being paid more. We need to make it a law and help owners find ways to pay their employees...incentives on taxes etc.
Reduce/Reuse- Other Ideas	educate!!! there should be a reminder everywhere there is a garbage can. Tourists don't know our rules...every building has a different collection system, offices etc. Educate and promote!!
Reduce/Reuse- Other Ideas	I think there are lots of waste that could be transformed into useful raw materials, facilitating and accelerating energy production on the provincial and federal levels.
Reduce/Reuse- Other Ideas	I think finding more space in active and closed landfills owned by the City is the best option.
Reduce/Reuse- Other Ideas	Extended promotion and educational access with Toronto Community Housing, in multiple languages.
Reduce/Reuse- Other Ideas	I want to know more on this topic.
Reduce/Reuse- Other Ideas	Potential trial opportunity for Toronto to open and operate a bricks and mortar store where all proceeds go to a specific budget item. I.e. TEA
Reduce/Reuse- Other Ideas	Potential trial opportunity for Toronto to open and operate a bricks and mortar store where all proceeds go to support TEA.
Reduce/Reuse- Other Ideas	Additional community days in wards for convenient drop off of recycling and responsible disposal of hazardous waste
Reduce/Reuse- Other Ideas	Make user fees proportional to waste generation (some how). Charge by container size or no of bags.
Reduce/Reuse- Other Ideas	I think that anaerobic digestion is an excellent idea that should be pursued for obtaining energy from waste.
Reduce/Reuse- Other Ideas	I think that bio
Reduce/Reuse- Other Ideas	We should focus on diverting waste, rather than trying to find more space to put our waste.
Reduce/Reuse- Other Ideas	Privatizing waste management seems like a really bad decision for the City. Instead, the City should pursue partnerships with environmental NGOs to provide education and increased waste diversion.
Reduce/Reuse- Other Ideas	Incentivizing waste diversion seems like a good idea to me. Making waste diversion convenient and economical to citizens should be a priority. Privatization should be avoided.
Reduce/Reuse- Other Ideas	Pollution, reduces the likelihood of plastics being recycled due to the energy content, incineration should only be used for destroying hazardous materials
Reduce/Reuse- Other Ideas	Create policies that force businesses to reduce waste and actually enforce them
Reduce/Reuse- Other Ideas	Develop educational tools to help children understand the importance of waste reduction and management
Reduce/Reuse- Other Ideas	I know very little about these systems, but generating energy from waste sounds like a good idea provided it does not produce dangerous toxins in the process. Also, if the goal is to reduce waste, then presumably, this source of energy will eventually run out!
Reduce/Reuse- Other Ideas	Regulations around reducing packaging of all kinds
Reduce/Reuse- Other Ideas	Concern about siting near neighbourhoods
Reduce/Reuse- Other Ideas	Expand green lane
Reduce/Reuse- Other Ideas	In Canada, we have everything in abundance, we have to educate the public not to waste or have (who cares) attitude.
Reduce/Reuse- Other Ideas	Improve signage at recycling locations and on bins
Reduce/Reuse- Other Ideas	There is a lot of controversy about these technologies -eg. Toxins that are released that affect environment/public health. Suggest explore less risky alternatives
Reduce/Reuse- Other Ideas	Legislation to force grocery businesses to give away surplus food
Reduce/Reuse- Other Ideas	Business Accountability
Reduce/Reuse- Other Ideas	Stick to city owned landfills
Reduce/Reuse- Other Ideas	Offer more swapping programs for appliances and furniture; put electronic id tags in furniture so can be tracked and exchanged when no longer needed; manufacturers should be taking back unwanted electronics
Reduce/Reuse- Other Ideas	Pay to waste/pollute model
Reduce/Reuse- Other Ideas	Get manufacturers directly involved
Reduce/Reuse- Other Ideas	Be involved to managing/guiding waste management to ensure environment protected and practice consistency
Reduce/Reuse- Other Ideas	Simplify the items to be composted and recycled; offer incentives to buildings for compliance -eg tax credit
Reduce/Reuse- Other Ideas	Expand education and use of proper environment friendly bags
Reduce/Reuse- Other Ideas	Yes it should be used to divert waste from landfills.
Reduce/Reuse- Other Ideas	Encourage building relationship between local/retail grocery stores and food banks.
Reduce/Reuse- Other Ideas	purchase another landfill.
Reduce/Reuse- Other Ideas	Expand c
Reduce/Reuse- Other Ideas	Expand collection services to gain more control and influence over waste diversion.
Reduce/Reuse- Other Ideas	Give them some incentive for reducing waste.

Identifier	FeedbackText
Reduce/Reuse- Other Ideas	Review regulatory options through City of Toronto Act, new provincial waste legislation or by-law enforcement to encourage diversion.
Reduce/Reuse- Other Ideas	The relatively small footprint and ability to locate in urban areas make it desirable. Still a long way from having communities accept it and leave behind the stigma on the older, 'dirtier' technologies, but some progress has been made with siting one new facility within the GTA.
Reduce/Reuse- Other Ideas	Expansion of Green Lane may be the least risky option, as it is City owned and the community is already accepting the waste. Landfill mining is usually an option for 'clean up' of sites, but putting in more waste may be a challenge since the city is so urbanized
Reduce/Reuse- Other Ideas	Expansion of Green Lane may be the least risky option, as it is City owned and the community is already accepting the waste. Landfill mining is usually an option for 'clean up' of sites, but putting in more waste may be a challenge since the city is so urbanized.
Reduce/Reuse- Other Ideas	It really should be a bit of charge fees and a bit of borrowing. If higher levels of government do not get involved, then advocacy to packaging producers is difficult. P3s are also an option, but they tend to be a bit like borrowing, since the cost of the facilities have to be paid over time as part of the operating fees.
Reduce/Reuse- Other Ideas	Advocate for an Ontario-wide ICI diversion goal (not sure if there is one, but it surely is not advertised at all if there is)
Reduce/Reuse- Other Ideas	Maybe can work with media companies (such as CBC/CTV etc) and create episodes that talk about waste and waste management
Reduce/Reuse- Other Ideas	This is a very good idea since waste itself is resource. There are many big cities around the world that utilize energy from waste processes. Some European countries and Japan have nice incinerator buildings inside the city core and are not affecting city operation
Reduce/Reuse- Other Ideas	This is a very good idea since waste itself is resource. There are many big cities around the world that utilize energy from waste processes. Western Europe and Japan have nice incinerator buildings
Reduce/Reuse- Other Ideas	I support the idea of having City-owned landfills since it is more likely that more care will be done to the landfills (more focus on environmental impact than to focus on pure profits and doing the bare minimum)
Reduce/Reuse- Other Ideas	If the City stops providing waste management services to this sector, more people will be confused about the diversion programs since private collection companies have different diversion programs and in general they do not really encourage diversion.
Reduce/Reuse- Other Ideas	I think increasing convenience is critical for multi-res homes especially for those who have to make a big effort to divert waste (such as walk out far for recycling/organic bins)
Reduce/Reuse- Other Ideas	Work with other cities within the GTA and create a diversion program that's aligned amongst cities, such as the use of plastic bags/biodegradable bags for green bin, diaper in green bin etc... Many people think diversion programs are universal... e.g. some people who live in Mississauga won't know diapers can be put into green bin in Toronto
Reduce/Reuse- Other Ideas	if it can be safely done, it seems like a good idea. do we have successful models?
Reduce/Reuse- Other Ideas	none of them are appealing and whatever option chosen will be very controversial. Will take more analysis, and more expert analysis than a survey can provide.
Reduce/Reuse- Other Ideas	Newspaper Ads, Billboard Ads, TV ads, Radio Ads
Reduce/Reuse- Other Ideas	Newspaper/Billboard Ads/TV/Radio Ads, Educational Tours / Virtual Tours at recycling plants
Reduce/Reuse- Other Ideas	Minimize air pollution, best to re-use it as fuel or bio electric cells.
Reduce/Reuse- Other Ideas	Minimize tax & taxpayer expenses - use the cheapest option.
Reduce/Reuse- Other Ideas	Educational Tours / Virtual Tours at recycling plants
Reduce/Reuse- Other Ideas	Rebates & Refund for returning empty bottles
Reduce/Reuse- Other Ideas	Continue to provide some collection but encourage use of private sector collection;
Reduce/Reuse- Other Ideas	Online apartment listing database with recycling data, available for all public to see. Recycling non-profit organization partnerships with condo management boards.
Reduce/Reuse- Other Ideas	Evaluate impacts of alternative collection arrangements for apartments and condos, including more collection services being provided by the private sector;
Reduce/Reuse- Other Ideas	City waste management should be present not only in social media but also in the form of signage on the city's streets.
Reduce/Reuse- Other Ideas	Producing energy from waste is a great solution, as long as it doesn't cause pollution in itself.
Reduce/Reuse- Other Ideas	Emphasis on the first option.
Reduce/Reuse- Other Ideas	Residents could be taxed on their waste collection by the size of their bin or by the number of times their waste is collected every month.

Identifier	FeedbackText
Reduce/Reuse- Other Ideas	There should be a (mandatory) program set up for property managers and landlords (also accessible to tenants) to educate them about triage and waste diversion.
Reduce/Reuse- Other Ideas	Charge a tax based on the amount of waste per residence going to landfill, or based on the size of the bin.
Reduce/Reuse- Other Ideas	It is great. We need to as much as possible to capture energy. Incineration technology has greatly advanced to be able to do this.
Reduce/Reuse- Other Ideas	We should not use a landfill. We should use incineration.
Reduce/Reuse- Other Ideas	The problem with continuing to encourage private sector collection is that private companies may not offer the best waste diversion programs.
Reduce/Reuse- Other Ideas	Explore incineration.
Reduce/Reuse- Other Ideas	Incineration and new technologies should be looked at.
Reduce/Reuse- Other Ideas	The City needs to look at options
Reduce/Reuse- Other Ideas	Find more space in active and closed landfills owned by the City or expand the City's Green Lane landfill.
Reduce/Reuse- Other Ideas	Don't know
Reduce/Reuse- Other Ideas	Encourage retailers and manufacturers to use less or more efficient packaging in their materials.
Reduce/Reuse- Other Ideas	Don't know
Reduce/Reuse- Other Ideas	Don't know
Reduce/Reuse- Other Ideas	Don't know
Reduce/Reuse- Other Ideas	Host a regular segment on CP24 or some other news channel.
Reduce/Reuse- Other Ideas	AWESOME! They used this in NYC.
Reduce/Reuse- Other Ideas	A lot of times people want to get rid of things they don't need anymore such as furniture but to donate them (take them for dropoff) is very cumbersome.
Reduce/Reuse- Other Ideas	Currently it's almost impossible to understand what goes in what bin and what gets picked up when. You have to make it simple for people to use.
Reduce/Reuse- Other Ideas	Do a better job of publicizing how people can dispose of paints, batteries, prescription drugs safely.
Reduce/Reuse- Other Ideas	Privatizing collection across the city would help. Unfortunately the CoT employees do a far worse job than the private ones. See if you can schedule earlier (or later) pick up times so garbage trucks don't block streets during am rush hour.
Reduce/Reuse- Other Ideas	This might be the best plan ever but if it doesn't make economic sense it will FAIL.
Reduce/Reuse- Other Ideas	Provide incentives to individuals and companies for adoption/participation.
Reduce/Reuse- Other Ideas	I honestly can't say what is the best option.
Reduce/Reuse- Other Ideas	Definitely expanding the recycling programs would be great! I think yard waste should be picked up weekly and I don't understand why it can't be composted. ???
Reduce/Reuse- Other Ideas	Privatize the system. Work with universities on creating better solutions.
Reduce/Reuse- Other Ideas	Incentives are great, but please don't make it harder on me to recycle/get rid of my waste. If you make people take things for dropoff they will simply throw them in the trash.
Reduce/Reuse- Other Ideas	Partner with this section on creating solutions that make sense.
Reduce/Reuse- Other Ideas	Stop letting them free ride!!!
Reduce/Reuse- Other Ideas	PRIVATIZE. Provide incentives and create programs in partnership with groups/stakeholders so they want to/benefit from participating.
Reduce/Reuse- Other Ideas	Would prefer that the City handle this as private sector cannot be trusted.
Reduce/Reuse- Other Ideas	Encouraging producers to build in environmentally packaging
Reduce/Reuse- Other Ideas	No private sector collection...waste management is too important.
Reduce/Reuse- Other Ideas	Ask Granite Place for their best practices...it is an amazing place.
Reduce/Reuse- Other Ideas	Energy from waste has been achieved. It should not require expensive and slow consultants (even those friendly with government officers) Just use the experience of others as our test. Cheap, valid (better than opinion) and fast.
Reduce/Reuse- Other Ideas	Should not be this issue if the correct options are used.
Reduce/Reuse- Other Ideas	Incineration, successfully used in other jurisdictions for many years, with clean burning technology
Reduce/Reuse- Other Ideas	If the correct technology is selected the annual cost will decrease. The answer to the problems and the best solution is not to be found in new fees/taxes. That is the routine choice selected by those in government unable or unwilling to be creative AND OPENMINDED
Reduce/Reuse- Other Ideas	Your first option is commendable, but the last on the list is a sign of inept management. If this is proposed, those advocating this should resign with honour (after all they are admitting they cannot do the job) and appoint successors who are ready for a challenge.

Identifier	FeedbackText
Recycling Suggestions	Recycling by those in single family dwellings has achieved the initial target performance level several years ago. However the performance against target by multi-unit dwellings has been stubbornly WELL below target, and shows little sign of improvement year on year. Instead of creating a large consulting investigation...expensive, slow and likely to find its place on dusty shelves...a decision should be made NOW to get to grips with the application of recycling in multi-unit homes. Let us focus on the most important and identifiable underperformance. Adopt the concept of focussing on priority
Recycling Suggestions	Tell us about the benefits of our efforts. Number of trees saved from recycling, etc
Recycling Suggestions	We should continue to recycle but there are limits to what technology and people can or will do. The garbage that remains should be used to generate inert instead of being buried in a landfill to pollute for hundreds of years.
Recycling Suggestions	Use a private sector landfill.
Recycling Suggestions	I don't think the city should get more involved in ICI waste
Recycling Suggestions	TARGET ELEMENTARY, HIGH SCHOOL STUDENTS - THEY BRING THE MESSAGE HOME
Recycling Suggestions	CUT DOWN AT SOURCE - RE-INSTATE PLASTIC BAG BAN, LEGISLATE MORE ENVIRONMENTALLY FRIENDLY PACKAGING, HAVE RETAILERS RESPONSIBLE FOR DISPOSAL OF EXCESSIVE PACKAGING MATERIALS.
Recycling Suggestions	EXPLORE WASTE TO ENERGY TECHNOLOGIES.
Recycling Suggestions	None
Recycling Suggestions	Great ideas
Recycling Suggestions	Great suggestions already covered most
Recycling Suggestions	None
Recycling Suggestions	None
Recycling Suggestions	Make is a user friendly system that I don't have to search out answers for. Incorporate info into existing communication methods (e.g., the waste pickup schedule).
Recycling Suggestions	I think it's great as long as it doesn't result in trucking of waste way out of the City another municipality. This is TORONTO's garbage, let's deal with it here.
Recycling Suggestions	Look for efficiencies in the existing system. Are all staff needed? Is all the office space needed? Fleet vehicles, maintenance programs, etc, etc. There are a lot of other ways to trim down a \$350M budget.
Recycling Suggestions	Only if this is more cost effective than curbside pickup.
Recycling Suggestions	Use newspapers, community flyers and public notices (eg. TTC buses) to ensure the info is available to everyone, even those who are not 'on-line'.
Recycling Suggestions	I'm not familiar with many of these, but I hope that research is completed and careful consideration is given to ensure no harmful off-gases or inadvertent concerns (eg air pollution, odours, accidents...)
Recycling Suggestions	If we keep relying on additional landfills, we are adding to the problem, not solving it. Finding more space in existing landfills seems like the only reasonable option for materials needing disposal. Diverting them in the first place is ever so important.
Recycling Suggestions	Not a bad idea as the pollution of the air is controlled
Recycling Suggestions	The waste needs to be treated in a way that does not deteriorates the environment
Recycling Suggestions	We need to reduce dramatically the amount of waste we generate
Recycling Suggestions	expand Green Lane, find more space in existing landfills
Recycling Suggestions	Make the manufacturers responsible for the collection and disposal of the packaging material. Particularly disposable bottles
Recycling Suggestions	The producers that make profit using non recyclable packaging should cover for the disposal of that packaging
Recycling Suggestions	Encourage the reuse of industrial waste, detect what are the main types and work to develop ways to reuse or recycle
Recycling Suggestions	Not that I can think of, except to make the distribution chain to collect the material, if I buy bottled water in a store, store has to accept the empty bottle back to ensure proper recycling.
Recycling Suggestions	Do it.
Recycling Suggestions	Expand existing site.
Recycling Suggestions	Some of us don't have cars, so something that doesn't involve driving would be good.
Recycling Suggestions	Higher fees for commercial customers.
Recycling Suggestions	Fine people who don't comply.
Recycling Suggestions	Good idea as long as it doesn't contribute to pollution or damage the environment. Not as good as reducing our waste to begin with.

Identifier	FeedbackText
Recycling Suggestions	I don't like to think about any of them. Use whichever one is least damaging and least disruptive to the local community and environment.
Recycling Suggestions	Encouraging people to create less waste is preferable to finding bigger, better ways to deal with the waste. Keep the private, profit making sector out of it.
Recycling Suggestions	Stop asking people to sort and separate. Accept all garbage and recycling (separate compost) in one bin. People don't recycle because they can't remember the 25 rules. Other people don't recycle because they seem not to care. If city staff do the separating we could double the amount that is being diverted to a recycling centre.
Recycling Suggestions	All garbage and recycling in one bin. City sorts and separates. Results in more total recycling.
Recycling Suggestions	Recycling collections at major stores.
Recycling Suggestions	Stop asking people to sort. Have one combined garbage and recycling bin that gets sorted at the plant.
Recycling Suggestions	Love it
Recycling Suggestions	Landfills are *very* expensive - the city needs to do much, much more to divert waste
Recycling Suggestions	Apartments and Condos need to be brought into line- they are a huge, inefficiently operated sector
Recycling Suggestions	There should be broader outreach (e.g. social media doesn't reach eve
Recycling Suggestions	There should be broader outreach (e.g. social media doesn't reach everyone) - posters, commercials, videos, etc. to encourage and empower people to reduce waste. Use costs as an argument, e.g. how much it costs to reduce/manage waste.. lets all be part of it to prevent property taxes from increasing. People should be encouraged everywhere not to litter, I see it ALL THE TIME. Papers, cups, cigarettes - how can this happen in TO?
Recycling Suggestions	Excellent idea and more environmentally sound than landfill, however, we need to get people to accept it. For eg. leverage cases of success from Europe (Sweden, Norway, Germany, Netherlands, etc).
Recycling Suggestions	NA
Recycling Suggestions	raise awareness, link this to taxes to encourage people... show scenarios... eg. if people produce x this will cost the city x...money talks!
Recycling Suggestions	Education & awareness is key!!
Recycling Suggestions	Reach out to other ethnic communities through community centres and cultural hubs.
Recycling Suggestions	Research
Recycling Suggestions	I was in switzerland and was astonished by how little plastic is in everyone's daily lives. We've become used to huge boxes around our lettuce and plastic double covering everything. We have to take the reduce message seriously. I suspect that Industry has a big hand in making the laws because they are in bed with the politicians that create policies.
Recycling Suggestions	There has to be better sorting. I think if we had reuse it centres where people could go through junk and find resources for their building or art projects it would divert a surprising amount of waste. Get them to sign a kind of insurance waiver if that's a concern. I hate how Insurance is allowed to rule our lives.
Recycling Suggestions	Let's ban plastic bags and plastic water bottles. We should have water fountains in public places like city halls, libraries, community centres and parks.
Recycling Suggestions	I constantly have people putting junk in my garbage. I don't like it because I am careful about the amount of waste I create. The fees for garbage collection make that happen. I don't like it. Public Private partnerships are a bad idea. The private companies are looking to make a profit and will have that in mind.
Recycling Suggestions	Every community has an MPP or MP or councillor's office. Could we put a little box in each of them and they could call a toxic taxi to pick those items up? It would make the offices (that we already pay for) more used than what they are now. Getting community members to meet policy makers is a good thing.
Recycling Suggestions	No to privatizing. Yes to incentives to encourage recycling in industry. Have you ever walked past a McDonald's on Garbage day? So much waste generated. Waste management is part of city infrastructure.
Recycling Suggestions	Make it mandatory.
Recycling Suggestions	If there could be a sorting spot that would take usable furniture and donate it away from landfill and give the stuff or materials to the Furniture Bank or Habitat For Humanity or the TDSB's Art Junktion, it would divert more waste. I know someone is profiting from the amount of waste we create but I really think we are filling too many land fills and could redirect much more than we do.
Recycling Suggestions	Depending on environmental impact, great.

Identifier	FeedbackText
Recycling Suggestions	Apply a cost to waste - e.g. the charge for plastic bags. People are primarily motivated by personal financial incentives and penalties.
Recycling Suggestions	Address excessive packaging
Recycling Suggestions	We should move away from energy produced through combustion. Ultimately everything should be reused/recycled; non-recyclable materials should be phased out.
Recycling Suggestions	Make waste production much more expensive.
Recycling Suggestions	Properly price waste services so that all costs are covered both present and future.
Recycling Suggestions	Price waste services accurately, including to cover the costs of all future handling; end any form of subsidization.
Recycling Suggestions	We should make zero-waste a goal.
Recycling Suggestions	Fine with it if it is done safely.
Recycling Suggestions	We should Expand our landfill. Stop letting others use it.
Recycling Suggestions	Do a better job of ensuring there are charges for all products. Allowing Bins to overflow and setting out unlimited amounts of oversized garbage and still picking everything up sends the wrong message.
Recycling Suggestions	Stop Collection from this sector is the best approach. As long as you enforce their need to participate in some way without hurting business opportunity in the City.
Recycling Suggestions	I don't know enough about it, but if other countries are using it, we should investigate.
Recycling Suggestions	I think it is easy enough to have clothes picked up - i.e., diabetes and cerebral palsy pick stuff up. However, no one picks up small items of furniture that are still in good condition. If someone does not have a truck and no way of taking it somewhere - it will be put at the curb.
Recycling Suggestions	Review energy from waste options as stated on the previous page.
Recycling Suggestions	we have quite a bit of wood waste in our stream - according to audits - what about some beneficial use for that (maybe it is not clean enough for recycling - but could it be used as fuel instead of going to Green Lane?
Recycling Suggestions	we did pilots with reverse vending machines years ago - does not work - hard to get business to participate to provide incentives and machines get vandalized - not worth it. If you need the studies - I can provide - R. Dello
Recycling Suggestions	We know that the commercial sector that we service does participate in our diversion programs. We have no such confidence for other privately collected commercial locations. Judging by the calls we get from individuals who want to make sure business is recycling - I would guess that it is not really happening to the extent it does if the City provides collection. Perhaps the City should consider expanding services as a revenue generating opportunity?
Recycling Suggestions	It is hard to get message to residents and have them care, thus we need to target building managers in such a way that will make them care - they have a lot of competing interests and waste management is low on list - maybe do a charette to get input from a variety of property management companies to find out how waste management can be brought up to a higher level of importance. I don't believe the underground vacuum based collection will improve diversion. First of all it would be a huge capital expense and we would have the same problems with contamination. How does stuff get sorted after it has been vacuumed away? Does it rely on residents using special bags? Will we supply those bags for infinity? Past research has shown that multi res residents do not want to pay for bags - this leads to overstuffing of bags and then things get stuck in chutes or vacuum tubes?!
Recycling Suggestions	bans must be enforced - so requires adequate staffing levels
Recycling Suggestions	Consult experts that can not make a profit from it. Like don't allow engineering companies to lobby about Gardiner expressway there is no way they can be objective :(
Recycling Suggestions	Mandate that each person has a limit so they are more mindful and careful of what they take on so less to manage.
Recycling Suggestions	Require producers to cover all costs related to manage all waste they produce. This will be inspire creative and responsible solutions from those creating/ making profit from waste and reduce onus on individuals and city.
Recycling Suggestions	Make it a law that producers may only sell items that are universal - like all phone chargers must work for all phones. Require manufacturer and distributors to collect and manage all products they sell and create non profit oversight. Why should I pay to recycle a product I don't use or make profit from? They will be healthier organizations the public can trust.
Recycling Suggestions	I strongly urge Toronto to begin using waste for energy.
Recycling Suggestions	Stop using landfill at all! Divert the waste as burn it as a source of energy.
Recycling Suggestions	I think we should think about using our garbage as a source of energy - they do it in Europe - Denmark, Norway for example.
Recycling Suggestions	Put incentives in place for packaging to be reduced by manufacturers.
Recycling Suggestions	Incentives for businesses and the commercial sector to make less waste.
Recycling Suggestions	begin the process of using waste to make energy.

Identifier	FeedbackText
Recycling Suggestions	Condominium recycling is not a problem but food waste green bin program is - especially for seniors who find it unacceptable to walk a distance outside for disposal in inclement weather (hot or cold).
Recycling Suggestions	unsure of the cost/benefit ratio, since incinerators would need to be developed, not likely a good option
Recycling Suggestions	private sector favoured
Recycling Suggestions	provide bins in community where people can drop scrap metal not accepted in blue bin (e.g., metal lids from glass jars)
Recycling Suggestions	Sounds great - Put some money into new technologies
Recycling Suggestions	I'm not sure which is best
Recycling Suggestions	Charge producers a fee if they are not creating environmentally friendly packaging
Recycling Suggestions	limit or tax non recyclable packaging. Make "recycle in Toronto stickers" retailers must use
Recycling Suggestions	Greenhouse gases are produced. How about collecting methane from greenbin collection?
Recycling Suggestions	actively promote gardening so people grow more of their own food. e.g. community gardens
Recycling Suggestions	expand
Recycling Suggestions	increase property tax
Recycling Suggestions	toronto cannot escape its duty to deal with the trash its bussiness produce. Fees
Recycling Suggestions	Offer incentives and penalties. I live in a building and some people just won't sort wastse
Recycling Suggestions	Have a main location where materials are accessible to staff & residents, re: calendars, information material
Recycling Suggestions	Anything to keep the environment clean, I am fine with this initiative.
Recycling Suggestions	The SWMS website is too busy and it is very hard to find a specific topic. It usually takes about 30 minutes or so to look for a simple information you are looking for. I suggest to revamp the SWMS website.
Recycling Suggestions	Expand the City's Green Landfill site since it's already there, why not use the space if there is any.
Recycling Suggestions	Have the property managers meet with tenants on a bi-weekly meetings to ensure tenants are properly recycling, etc.
Recycling Suggestions	Pass by-law or promote more recyclable packaging in grocery stores. Seek cooperation from manufacturers and producers, as well as retailers, in environmental packaging.
Recycling Suggestions	More recycle options. Detailed information and education materials for recycle and separation of wastes are easily accessed by people. Set up recycle terms and standards that people can easily understand like what number of plastic can be recycled. It seems we have to try to dig such info from city's web site and still didn't get any good result. Many plastic materials are recyclable, but the city doesn't take them. If it is financially impractical, the city should teams up with and support other organizations that are already doing the job. For example, Terracycle in USA and Canada does recycle items that are normally go into the garbage. However, with the scale it is going, not many people know about it. The City should support those initiatives and help them grow.
Recycling Suggestions	Make those options known and convenient to drop them off.
Recycling Suggestions	fine so long as they have little impact on the health of the environment and all life
Recycling Suggestions	The more user friendly the better chance of proper and thorough use
Recycling Suggestions	don't know
Recycling Suggestions	expand services
Recycling Suggestions	a way that unwanted packaging can be left at the place of purchase so the manufacturer of the packaging can dispose of it at their own cost
Recycling Suggestions	We first got our compost bins 5 YEARS AGO. They have only now started collecting the compost. 25 The Esplanade. I see on social media that you are accepting soft plastics, why was I the one to inform my property manager?
Recycling Suggestions	onsite education with samples especially for seniors
Recycling Suggestions	Use that safely
Recycling Suggestions	Reduce odour and collect within a 3 hours window especially for those buildings with no live-in superintendent. City did not care whether the occupants are frail seniors or just families.
Recycling Suggestions	Yes easy and safe for seniors and disabled
Recycling Suggestions	Safety to the users and the limited area of collection
Recycling Suggestions	Can you burnt them?
Recycling Suggestions	educate seniors especially English is not their language, bring samples, talk in their language at the condo, hold 2 sessions a year for those qualified with 70% occupancy of a particular ethnic group so they understand.

Identifier	FeedbackText
Recycling Suggestions	In our condo for seniors, they cannot go out to drop off. Collection must be same day and not stay overnite due to pest issue and hygiene and odour issue. If building is with 75% occupancy of seniors, City should deal with that carefully and considerately.
Recycling Suggestions	The City should still serve for those building that has small # of units e.g 150 units and average unit size should be less than 1,200 sq feet. Then usually these buildings are not rich people and they will not be able to hire private sector.
Recycling Suggestions	Approach must be different and cannot be harsh on those condo who have limited space or occupants are frail seniors and immobile , City should be considerate to those special buildings with 75% are frail seniors versus across the board to enforce and mandatory on goals that they cannot reach due to safety concerns and physical limitation.
Recycling Suggestions	Again, City can have by-laws but it has to consider there are buildings, not a long term care, not a hospital, but a condo for seniors and seniors living alone with no live-in maintenance staff nor security guard since they cannot afford to hire.
Recycling Suggestions	Develop a recognition program for those properties that successfully divert their waste.
Recycling Suggestions	As long as it doesn't hurt the environment, then incinerate and remove the footprint.
Recycling Suggestions	Purchase another landfill.
Recycling Suggestions	some sort of economic initiative to participate, and I'm not talking condo fees staying steady.
Recycling Suggestions	Support finding solutions to managing waste within our own backyard instead of sending it to a neighbouring city.
Recycling Suggestions	Maximize the life of Green Lane.
Recycling Suggestions	An excellent way to reduce energy use and costs.
Recycling Suggestions	How to give away home furnishings in good condition without it costing the donor. How to get rid of any furnishings easily !
Recycling Suggestions	Minimize use of landfills that are out of the province. Trucking just adds to the carbon footprint and can be expensive
Recycling Suggestions	Sources for recycling cork and any other limited resource
Recycling Suggestions	Green bins that stay closed. The current model is not secure and raccoons and other vermin are a constant problem. Provide smaller green bins that hold odours for apartments. In winter months it is a problem and makes snow removal more difficult
Recycling Suggestions	We are Chinese seniors and language should be in Chinese since 90% in my building do not understand English
Recycling Suggestions	Education
Recycling Suggestions	Provide seminar onsite and in our language say Cantonese when average age here is 82 years old and Cantonese speaking
Recycling Suggestions	WE do not have space and seniors are frail here that 60% do not even go downstairs. This is a condo but for last stage of life .
Recycling Suggestions	We hear about enforcement and scary things on more \$\$\$, but we cannot go downstairs ourself and there is no way trisorter can be made, so City has to consider that there are exception to their by-law or enforcement that a building with more than 3/4 are seniors that we cannot comply in expense of our safety.
Recycling Suggestions	It's an idea that could be spun as positive or negative depending on the pollution caused vs. space saved. I really don't know enough about it to comment intelligently, but it sounds like an innovative idea that should at least be explored.
Recycling Suggestions	Reducing the costs to tax payers will be important when deciding between those options, but also they should take into the economic impact of moving garbage long distances. More trucks on the road = more pollution, but also slower drives thus reducing economic efficiency for many Ontarians.
Recycling Suggestions	Provide economic incentives for companies to reduce the amount of packaging they use, i.e. making plastic to package air instead of a product is an inefficient use of material.
Recycling Suggestions	Making it easier for residents to recycle LARGE items as garbage chutes are typically small and taking an elevator down to the basement is very inconvenient compared to throwing something down the chute on your floor.
Recycling Suggestions	Seems effective, and used extensively in Europe where the environment and crowding are highly considered
Recycling Suggestions	Maximize the current landfill
Recycling Suggestions	reduce packaging
Recycling Suggestions	Energy from waste

Identifier	FeedbackText
Recycling Suggestions	Private sector collection focuses on cheap and easy and recycling or reduction are contrary to their revenue stream
Recycling Suggestions	work with other levels of government to improve the reduction, re-use and recycling of garbage
Recycling Suggestions	I don't see myself downloading a whole new app for waste management, but I could see myself going to a very mobile friendly website to deal with issues like where to send e-waste, if something recyclable, the day of the week for garbage vs recycling, etc.
Recycling Suggestions	Go for it and generate revenue!
Recycling Suggestions	Need to be more creative as I already do several of above options
Recycling Suggestions	Burn what is left then no extra space required
Recycling Suggestions	Look at ideas that generate revenue (burn and sell the energy)
Recycling Suggestions	none of above
Recycling Suggestions	I would support the third option
Recycling Suggestions	Can't think of any-
Recycling Suggestions	Let's use our knowledge to be creative in finding NEW ways to care for our planet.
Recycling Suggestions	We are ONE in all of this creation which is "our home" as Pope Francis says.
Recycling Suggestions	Reduce use of plastic e.g bags etc.
Recycling Suggestions	Do NOT use our precious farmland for OUR garbage anywhere in Ontario. STOP!
Recycling Suggestions	Do NOT use our precious farmland for OUR garbage wnywhere in Ontario.
Recycling Suggestions	Charge much less for Green Bin & Blue Box and more for Garbage.
Recycling Suggestions	Does private sector collection help us? Can we control these private collection companies in what they do with the waste? We citizens are responsible for our own waste in this city and must know how and where it is done.
Recycling Suggestions	Education of condo boards so that we take on "shared responsibility". Importance of each citizen understanding that he/she is very important in cutting waste and knowing HOW to recycle.
Recycling Suggestions	In the last few decades we have shunned people who smoke in public and those who drink and drive. let's do the same for our own waste etc.
Recycling Suggestions	be as creative as possible. Study what Sweden & other leaders are doing if you haven't already. GOOD IDEA
Recycling Suggestions	use city owned land - the city can then control future uses as ideas expand
Recycling Suggestions	convert as much waste to energy as possible
Recycling Suggestions	add 'electronics pick-up days & add them to the recycle calendar
Recycling Suggestions	continue to assess the private collection service to date & make your mind. keep control if at all possible & pragmatic
Recycling Suggestions	not my area of expertise, but we don't seem to be developing our own technologies (that I am aware of) so if R & D is not within our means then scour the earth for good prtices.
Recycling Suggestions	Brilliant idea if it can be done without creating more toxins.
Recycling Suggestions	I feel a private sector landfill would only worry about the money, not the environment. I think London has paid a tall price and has done enough. If there is more space in our landfills this is the best idea. Can we purchase another landfill without harming the area, affecting the water table, smells for residents, etc.?
Recycling Suggestions	Deliver plastic bags and wrap back to their creators.
Recycling Suggestions	I don't feel producers of non biodegradable products should just be 'encouraged' I think they should suffer a consequence, such as a fine.
Recycling Suggestions	Provide the services to maintain control, but charge them more.
Recycling Suggestions	Have a generous awards program where the best apartment building wins something, i.e. a stint on the Rick Mercer Show, or Maple Leaf tickets for the entire population of the building.
Recycling Suggestions	there are many ways that pet waste can be recycled Toronto has show no interest in even looking at the idea where in Europe it is already being practiced to fuel vehicles
Recycling Suggestions	Expand existing
Recycling Suggestions	raccoons are an ongoing problem straps and cords can keep the bin shut but now solid wast workers won't remove them..instead the city is spending millions re-designing a bin...All contracts for new green bins should be local not out of the country
Recycling Suggestions	Look to Germany. They are environmentally conscious and have developed non polluting waste management facilities
Recycling Suggestions	Apply pressure to all
Recycling Suggestions	Apply pressure to all organizations to stop using those types of products
Recycling Suggestions	What are we waiting for? Get on with it.

Identifier	FeedbackText
Recycling Suggestions	Petition the Federal and Provincial Governments to outlaw the use of excessive packaging of food and other products. Force retailers to accept the return of product packaging that they sell.
Recycling Suggestions	Heated pipes under the building floors. Thermo-electric centrals in which the combustible is waste.
Recycling Suggestions	Heated pipes under the building floors. Thermo-electric centrals in which the combustible is waste. Build Toronto has an industrial site
Recycling Suggestions	Heated pipes under the building floors. Thermo-electric centrals in which the combustible is waste. Build Toronto has an industrial site at Rockcliffe Blvd which would be perfect if there is access to a water stream nearby for such a plant.
Recycling Suggestions	All of the above
Recycling Suggestions	All of the above.
Recycling Suggestions	Good idea
Recycling Suggestions	Landfill should be managed by the city
Recycling Suggestions	I think it is a very good idea which we should have seriously considered long ago.
Recycling Suggestions	Find the least expensive option and do it.
Recycling Suggestions	Idiots like the commies on city council will want to deny business any waste collection and make it more difficult for them to exist. If anything, expand collection services.
Recycling Suggestions	Steer clear of the bans, levies and fines or you will encounter hostility and push back from angry citizens; I know, because I am one of them.
Recycling Suggestions	If it can be done without significantly affecting the land, air and water in the City of Toronto then I support it.
Recycling Suggestions	If it can be done without significantly affecting the land, air and water quality in the City of Toronto then I support it.
Recycling Suggestions	We should stick with landfills which we already have and see if we can reduce the volume of waste there.
Recycling Suggestions	There will be a waste stream from this. As long as the wast
Recycling Suggestions	There will be a waste stream from this. As long as the waste stream doesn't end up being toxic I'm fine with this option. The waste heat from steam/gases produced can be reused too, so hopefully we can come up with more innovations for this option
Recycling Suggestions	Honestly I don't like landfills. They take up a lot of room. If there's a way to reduce the amount of waste currently in landfills owned by the City, I would support doing that
Recycling Suggestions	Please add more options for recycling/disposing of batteries (AAA, AA, etc.) I don't know where to throw them, but I know they don't go in the garbage
Recycling Suggestions	Maybe introduce rules into the way these sectors must separate their wastes?
Recycling Suggestions	more comprehensive list of recyclables
Recycling Suggestions	more comprehensive list of recyclables
Recycling Suggestions	Waste bins that have more recycling separation options to help process recycling faster
Recycling Suggestions	I believe we should be doing this, if it's safe for the environment. Put some smart university kids without preconceived ideas to work on a project for a school term and see what they come up with. If it's really good, then find some way to reward them and their school financially.
Recycling Suggestions	Increase taxes to pay for what needs to be done. We live in a wonderful place in this world and we should pay to keep it that way.
Recycling Suggestions	Condo boards will not tackle the issue without good incentives.
Recycling Suggestions	when there are changes to the programme every possible method needs to be used to publisise this. Give apartment residents the calendar those in the community receive.
Recycling Suggestions	Does everyone know of existing opportunities: toxic taxi, arranging for a agency clothes collection box in your building etc.
Recycling Suggestions	I am thinking perhpas recurrent radio presentations might be helpful
Recycling Suggestions	I am up for anything as long as it is safe for environemnt and people.
Recycling Suggestions	- Mandate buring waste under future development lands, i.e.under factories, or big parking or future development parks. - It's actually good to have waste sites close to where people live so that people don't become disconnected with the amount of waste they produce. That of course excludes dangerous waste such as medical or batteries or explosive/correosive, etc. - purchase another landfill.
Recycling Suggestions	Though not fully related to recycling, creating gargbase, recycling and compost bins that are truly racoon proof would be very helpful, or perhaps having a comprehensive program to get rid of these pests. I compost, but racoons manage to open even twist compost bins and it's a nuisance.

Identifier	FeedbackText
Recycling Suggestions	Charging a mandatory extra fee to have a person on staff that would sort the waste in the building that are notorious with not recycling. If you don't care, you pay. And there should be a program to try for people to recycle well for a month or two, if they show they can do it, the fee is waived.
Recycling Suggestions	When the City adds new items to recycling stream, promotion needs to be clearer and more available. The newest soft plastic additions that started on June 1, 2015 were poorly promoted.
Recycling Suggestions	Energy from waste could be an option, but combustion/incineration will leave a toxic sludge - where will that go? Also, emerging technologies all sound interesting but until someone has used them in the volume we need in Toronto, I am not convinced. If you go the incineration/combustion route, you need to convince me that it is genuinely clean and will continue to be clean as it is used (e.g. the scrubbers etc. are correctly maintained). I also need to be sure that it will not become the most convenient disposal method where everything is burned rather than recycled, reused etc.
Recycling Suggestions	Promote & encourage packaging reduction and a switch to genuinely recyclable packaging among business and producers. Look at companies like North Face for clothes recycling approaches (see their Clothes the Loop campaign). Go after the residual metals items in the garbage stream (jar lids, beer caps, aluminium foil etc.) - in many jurisdictions these are already recycled. Get your food producers involved - sustainable food is also about reducing waste.
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Recycling Suggestions	Purchase another landfill. Also look at the possibility of mining your full landfills especially if combustion/incineration for energy is going to be on the table.
Recycling Suggestions	Deposit returns do not help me - I don't need the money and I don't have a car so transport to a recycling/return facility is difficult. In my neighbourhood rats are an issue and yards are tiny so backyard composting/community composting is not a great option, plus most people will not do it or not do it correctly. Expand recycling and encouraging producers to reduce/make their packaging more recyclable are better options. Montreal used to have a mattress recycling facility (for a fee) - worth looking at if upholstered furniture and mattresses could be recycled. Also look at developing other lines of revenue from the garbage stream - e.g. could you re-purpose furniture through a youth work program and then use the furniture at the furniture bank, shelters, or sell it. Need to look at porcelain (toilets and sinks etc.) recycling- can be ground up and put into plasters.
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Recycling Suggestions	A divided fee system could work, but would probably be quickly abused - very tempting to put fees up once they are in place. Solid Waste fees are never going to be fully independent because of the labour and disposal costs.
Recycling Suggestions	A divided fee system could work, but would probably be quickly abused so
Recycling Suggestions	Any electronic waste left in my neighbourhood (mid-town) is always scooped up by private guys looking for items to sell - same with any liquor bottles or metals. These items are not ending up where they should be going.
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Recycling Suggestions	Why can't waste mgt. eventually generate revenue - expand collection to gain more control and influence, use tactics used in other cities in the world, award prices/awards for innovative practises that work, & inspect more carefully and strategically to ensure compliance.
Recycling Suggestions	Better promotion of the savings to property managers and landlords, combined with inspections, and a reward/award system - "Best Apartment of the Year" type awards (like the "Loo of the Year" awards in the UK) for buildings that exceed/promote/ and implement the best approaches. Give ROM or AGO or Toronto Zoo passes as rewards etc. Promote it as a community endeavour, cost savings, and follow up with inspections and fines for non-compliance.
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Recycling Suggestions	Establish some sort of award system to ensure compliance, participation, and best practises among multi-unit residential landlords, businesses, BIAs, and companies etc.
Recycling Suggestions	The educational programs should bring awareness among communities that they begin to understand waste management as important as cleaning a part of their body
Recycling Suggestions	encouraging onsite bio-gas plants
Recycling Suggestions	Promoting repairing of old stuff through various programs
Recycling Suggestions	Promoting repairing of old stuff through various programs. The government may offer small grants for establishing a repair shop for furniture or electronics
Recycling Suggestions	Expand the current landfill with up-to date technologies
Recycling Suggestions	Life Cycle Assessment Report of each product should be available to customers, so that they are aware of the after-use story of a product
Recycling Suggestions	The technical supervision or monitoring of the type of waste produced by those industries is the first and most important step. Then economics will decide who is going to manage this waste?
Recycling Suggestions	These "make work" projects look like unproductive ways to spend a lot of money. Notices work fine at minimal cost.
Recycling Suggestions	I am concerned about our air and water quality.
Recycling Suggestions	Stop unnecessary packaging in our stores. ELIMINATE SMALL WATER BOTTLES FROM TORONTO.
Recycling Suggestions	I would like more information about this.
Recycling Suggestions	Organic waste (vegetable waste) could be composted for soil.
Recycling Suggestions	PROHIBIT PLASTIC WATER BOTTLES - stop them being sold in our stores.. Have water fountains working in our parks.
Recycling Suggestions	Don't charge them for creating the waste! They need to STOP creating it. Our stores are full of junk that ends up in landfill. BIG BUSINESS needs to get ethical and environmental. Toronto needs to take a stand for being green. Get the city on board. It is the only way.

Identifier	FeedbackText
Recycling Suggestions	I don't know where to put this comment so I'll put it here. I would like to hear the results of this survey and the noise survey. Please post on TO and councillors website. Litter is an issue - cigarette butts on our streets, and gum on our sidewalks. How about some notices and some action on these items.
Recycling Suggestions	Create stronger environmental policies and enforce them.
Recycling Suggestions	Yes, landscapers can pick up green waste for composting as part of contract. Diabetes (charity) bins available in buildings.
Recycling Suggestions	STOP the production of toxic waste. Factories/companies need to adhere to strong environmental policies. Ban certain materials from use.
Recycling Suggestions	stop studying new methods - just do it!
Recycling Suggestions	force retailers to provide recycling for packaging
Recycling Suggestions	landfill should be a last resort
Recycling Suggestions	less packaging in stores ban plastic bags
Recycling Suggestions	higher fees
Recycling Suggestions	Incineration is a concern that it may create another problem ie smoke, fumes. I don't know what is created with the other processes or what the bi-products are.
Recycling Suggestions	Can existing landfill be dug up, re
Recycling Suggestions	Number 3 only. And, can existing landfill be dug up and reprocessed using newer technologies?
Recycling Suggestions	If we find ways that will be meaningful to those who currently don't care/participate, and consider the other priorities listed, the Environmental Impact, which is the most important, will be looked after.
Recycling Suggestions	Packaging has to be only from material that can be reclaimed and cost and responsibility put to the producers. It will increase user costs, but is necessary.
Recycling Suggestions	I don't agree with the first and last choices as that will mean the City is not involved and the cheapest way will be the way for many in those sectors. Expansion/more control is important. Many industries have quality standards for their products and suppliers because their customers demand it. The customers could incorporate waste management into their standards.
Recycling Suggestions	Have a handout asking the language of choice in every language. Management survey residents and Toronto can provide appropriate info.
Recycling Suggestions	Have a handout asking the language of choice in every language. residents and Toronto can provide appropriate info.
Recycling Suggestions	Survey bldg. residents for language of choice then provide info in that language to specific units.
Recycling Suggestions	Option 1 - yes Option 2 - Possibly, but I don't know what "alternative collection arrangements" might include. Option 3 & 4 - If the intent is to actually beef-up regulatory options and actually be committed to use of bans etc., then do explore and review. Otherwise, don't even start that process.
Recycling Suggestions	Mini incinerator that runs street lights in parks. Organic (dog poop, food waste) material goes in one end and produces energy on the other end. See link:
Recycling Suggestions	Re: Develop and educational mobile phone app.... Great idea, but this option excludes people who don't have a phone (for whatever reasons - mine is that I can't afford it). This would need to be done in conjunction with other "accessible" options.
Recycling Suggestions	This is something I would need to know more about to make an informed opinion. A general rule would be that the processes should create the smallest impact (more pollution, waste) as possible, even if it isn't as convenient.
Recycling Suggestions	Re: initiatives to reduce food waste... hopefully campaigns would target food packaging as well as food waste. Other countries (Sweden?) are doing innovative things with food packaging - penalizing companies (e.g. McDonalds) that create such vast amounts of food packaging.
Recycling Suggestions	Again, I would need to know more to make an informed opinion. This is probably one of the most concerning consequences regarding the waste we are creating.... where will it all go as time goes on?
Recycling Suggestions	See comments in "reuse and recycle". We have to go to more extreme measures to really make a difference... companies must be penalized - not just encouraged - for creating unnecessary packaging. With regard to individuals... people should have to pay extra for buying products with unnecessary packaging (this needs to be made more evident on the price tag, or at the cash register), and encouraged to bring their own packaging (containers, bags, etc.). This requires great will and courage on the part of politicians and policy makers.

Identifier	FeedbackText
Recycling Suggestions	Re: new devices, like reverse vending machines... interesting idea. May be something needed in the beginning to help provide incentive. Of course, it would be important that the incentive not create more waste ... machines would! Perhaps a person, rather than a machine, could give out the incentive.
Recycling Suggestions	People in apartments need to make the same effort as those in single family homes. Mandatory requirements would work the best.
Recycling Suggestions	I am comfortable with this option as long as the impact to the environment is minimized.
Recycling Suggestions	I am comfortable with this option as long as
Recycling Suggestions	I think the City should try to avoid purchasing another landfill
Recycling Suggestions	Make companies reduce packaging
Recycling Suggestions	has process been improved to produce less pollution? Recover energy part is positive, but might lead to letting people off the hook for the best of all, reduction.
Recycling Suggestions	need to keep Toronto's waste in Toronto landfill. No off-loading to Michigan or London
Recycling Suggestions	encourage people to compost garden waste, not food waste. Latter attracts rats which is why we stopped. Anaerobic composting is sealed and fast. I've heard it mentioned lately in municipal news. Large scale possible?
Recycling Suggestions	It's not clear to me what the increased promotion and education is ABOUT.
Recycling Suggestions	I don't like combustion/incineration but am not sure about how well the newer technologies work or their environmental impact.
Recycling Suggestions	Is food waste an issue for residential users? Or restaurants/businesses? Definitely better collection options. Those who don't drive find it difficult to donate/get rid of old electronics, for example. Community Environment Days don't help, I can't carry the thing (TV, monitor, hard drive, etc.)
Recycling Suggestions	I'm afraid that charging more will mean more illegal dumping. (We see it a lot already at the garbages near our home where large packaging is dumped by a garbage can so residents don't pay the 'overage' fees for pickup. So wrong and frustrating.
Recycling Suggestions	from, not form:
Recycling Suggestions	from, not form: "The Waste Strategy will consider options for the management of waste form the Industrial, Commercial, and Institutional sector."
Recycling Suggestions	Our condo (in North York) finally got green bins after owners requested it for YEARS. It seems buildings are VERY slow on the uptake of this option.
Recycling Suggestions	Sounds great!
Recycling Suggestions	I think the best way to encourage waste diversion in this sector is through policies and mandatory targets.
Recycling Suggestions	I am a supporting as long as the negative impacts to the surrounding community are acceptable.
Recycling Suggestions	Monitor and enforce Blue, Green, and Gray bin rules. Too many people are abusing the already complex rules leading to increased processing costs and unnecessary landfill.
Recycling Suggestions	Send it to the U.S.
Recycling Suggestions	Enforcement/fines for households not following the rules. Make this self-sustaining like parking and unlike the bureaucratic nightmare of food trucks.
Recycling Suggestions	Enforcement/fines for households not following the rules. Make this self-sustaining like parking and unlike the bureaucratic nightmare of food trucks. Outsource collection to reduce costs and improve service.
Recycling Suggestions	great idea
Recycling Suggestions	encourage local web based bulletin boards for posting such items
Recycling Suggestions	Advocacy with packaging producers is not enough. Requirements are needed. What is wrong with our current system of fees for bins?
Recycling Suggestions	Find more space in active and/or closed landfills owned by the City.
Recycling Suggestions	No
Recycling Suggestions	Just do the adjustments to decrease waste and pollution, citizens will comply.
Recycling Suggestions	Shut down mega facilities, and go back to clean farming and use as you need mentality. Too much waste is made right in the production stage, not the citizens. Back to basics campaign.
Recycling Suggestions	No more landfills! Figure out ways to ensure that every waste product can be manufactured to be recycled by same industry, or decomposition. Food waste s/b collected and refined, like compost, dry pellets for recycling into fibres, and the sludge dredged through green composting systems, to purify back into water. But, this can't be done if manufacturing is allowed to carry on with their "profit margins mentality"

Identifier	FeedbackText
Recycling Suggestions	Return kiosks. Citizens collect, clean and return bundles to a kiosk for cash return. - Like pop bottles and milk -bottles in the sixties. -Plastic bottles, glass return, metals, etc.
Recycling Suggestions	Waste refund programs. Return depositing Kiosks. Corporate tax on wasteful practices
Recycling Suggestions	Stop manufacturing non-recyclable products, or make it a law to be illegal to sell these products.
Recycling Suggestions	Reduce the waste from production. "Take what you need", no waste. Curb the "buy it now!" Insanity.
Recycling Suggestions	This sector should be decreed by laws to provide their own waste management, with set acts, and procedures made by the government that manufacturing must follow with huge legal charges if they are not met.
Recycling Suggestions	Return deposit kiosks nearby. - return of cleaned recyclables. - return of old cotton to recycle (sheets, pillowcases). - reduce manufacturing of plastics and most petrol based waste producers.
Recycling Suggestions	Make everything as simple as possible, both to do and to understand. Easier the better, people are lazy and busy.
Recycling Suggestions	sounds great, let's get the nimby people on board.
Recycling Suggestions	I need better ways to recycle lightly used things. I already minimize my incoming flow, but I need help optimizing my personal 'thing' reduction programme.
Recycling Suggestions	dealing with it closer to home would be better
Recycling Suggestions	Sounds great!
Recycling Suggestions	I need more education in these options before I can make an informed judgment.
Recycling Suggestions	permanent drop-off depots can promote dumping..
Recycling Suggestions	typo 'form-from' in your intro. Do we trust the private operation to not dump illegally? Don't we get an income stream from them for picking up their garbage? Money coming in sounds good, and then we can help them reduce their waste by increasing the fees? (but not so much that they'll dump..)
Recycling Suggestions	No garburators! Terrible for our expensive equipment downstream!
Recycling Suggestions	Keeping as much public as possible, until private starts treating their low-skill employees better. Make things as simple and straightforward as possible.
Recycling Suggestions	go for it
Recycling Suggestions	go into schools!
Recycling Suggestions	If you can get the incinerators to be at the highest environmental standard possible (whatever is ok in Denmark or Sweden would be a good measure), then by all means, incineration is the way to go!
Recycling Suggestions	Have you heard of the Really Really Free Market? A small, volunteer-run group that
Recycling Suggestions	Have you heard of the Really Really Free Market? A small, volunteer-run group that should get city support and be replicated!!
Recycling Suggestions	Private sector=bad idea. All efforts should be made to look for clean incineration options
Recycling Suggestions	create incentives for local businesses to sell in bulk or use a deposit system, to encourage zero waste consumerism
Recycling Suggestions	emphasis on DEPOSITS! glass bottles for pop! why are these long gone?
Recycling Suggestions	Definitely make incentives for people who do backyard composting and indoor worm bins! We shouldn't be paying for green bin pick up. But anyone with a backyard should be. (People with no backyard can't really be blamed for not having a worm bin, it's not for everyone but it should still be encouraged)
Recycling Suggestions	Yes please, make the big waste-creators pay for private collection! Taxpayers should not be subsidizing this...
Recycling Suggestions	Waste analysis: where does most of it come from, anyway? Tim Horton's debris is at least the most obvious, visually... But it would be interesting to know what garbage trucks are really full of and that would inform decision-making around this... That info would have been useful here
Recycling Suggestions	I think it's a great source of energy and we can learn from other cities how to capture and use this energy.
Recycling Suggestions	There's no point in exporting our wastes to Michigan when we have so much space in Canada. Local options are better.
Recycling Suggestions	Make sure that all condos, apartment buildings, hospitals, schools and other populated buildings are recycling and composting. This seems to be missing and causing a great deal of waste.

Identifier	FeedbackText
Recycling Suggestions	This sector should be monitored very closely as they create a lot of waste products. They should be forced to reduce, reuse and recycle. There's a lot of waste that could easily be recycled and that should be mandatory for this large sector.
Recycling Suggestions	The evaluation needs to be done by sector and the plans developed based on the results. Private homes will need a different system then the industrial sector. It's important to target each sector depending on the evaluation results.
Recycling Suggestions	Utilize abandoned gravel pits after soils testing
Recycling Suggestions	Estimate the costs of litter pick up , not recycling etc and make comparisons. Public poster in all languages, enforce the by laws. Fine people.
Recycling Suggestions	As long as it is clean. Much study is required.
Recycling Suggestions	Regulate excessive packaging. Massive campaigns in the school system so that all children are aware of the impacts. Why are some large building and restaurants not participating?? Note I recently retired from Socail Services City of Toronto. Very little recycling went on on our building with Managers attending meetings to be the worst. All recycling went into the regular garbage. How can you expect the public to abide by rules if your own staff don't. Which building 111 Wellesley Street East.
Recycling Suggestions	No private sector. Find more space.
Recycling Suggestions	More education on sanitary wipes [clog the sewer]. Ban plastic bags. More composting. Restaurants should participate more.
Recycling Suggestions	In my opinion the City mismanages much of the funds they have. Nobody is ever held accountable. That is why the City is short of Money. Oh yes, Stop hiring more and more Managers. The ration of management to staff is too high. Put some of those funds towards the Waste Management.
Recycling Suggestions	What about asking Churches, worship places to help to educate and have small drop offs.
Recycling Suggestions	No Private Sector. You get what you pay for.
Recycling Suggestions	Enforce Bylaws. This goes for home that have multiple families living in them and then they drop garbage in community bins. By law does nothing about it even when reported. Start fining people and word will get around. Cameras on dumping hot spots. Toronto housing building must be included. They should not be allowed to dump garbage all over and they do I have witnessed it many times over the years when I lived near a housing project. Loof at the hills along the subway line from Vic Park to Kennedy all kinds of garbage dumped near TCHC projects.
Recycling Suggestions	incineration, esp if done responsibly. Filters would eliminate most of the harmful particles. The heat produced could be used in a 1000 different ways.
Recycling Suggestions	educate esp. tenants how to dispose of garbage
Recycling Suggestions	none. Learn to recycle, incinerate.
Recycling Suggestions	my landlord does not care much about recycling, I have repeatedly talked about them about recycling and composting. But that issue is
Recycling Suggestions	How can people drop off if they don't have a vehicle. Condo owners pay their taxes and yet don't seem to have the same rights in terms of waste pick up as single homes
Recycling Suggestions	Don't waste money on an app
Recycling Suggestions	use
Recycling Suggestions	close
Recycling Suggestions	I would love that the city of Toronto could make use of this approach. There is so much we are not doing in this regard.
Recycling Suggestions	find more space in active or closed landfills. Use all we can that we have now before going elsewhere
Recycling Suggestions	Private sector landfill
Recycling Suggestions	None that I can think of. I believe that if people see hands on how to reduce, recycle etc they will get a better idea of what to do. This education needs to be delved out to all communities, apartment's, schools etc. Show how waste can affect us all. Health wise, environment wise. Show the impacts of waste.
Recycling Suggestions	I think it's the greatest thing. We have energy from water (electricity), we have energy from wind & solar. So why not energy from waste. The less that goes into the ground and water the better.

Identifier	FeedbackText
Recycling Suggestions	Did no one think about apartments? In my building not many people especially seniors and the disabled want to walk to the back of their apartment building to toss out their recyclables. Because of this many just toss them down the garbage chute. If there is no way to retrofit all apartment buildings with recyclable pull down doors in all garbage chutes on all floors then there has to be made Mixed Waste factories in all areas of the City. One in the west, one in the east, north and south which can take all the mixed garbage and sort it out for the recycling and for the disposal of garbage that isn't going to a landfill. Which I hope is all of it.
Recycling Suggestions	No way on Landfill sites. I'm sorry but it all leaches into the ground and then into the water system. There has to be a way to make no waste go to landfills.
Recycling Suggestions	Remember we in Toronto all drink the lake water. One day there may be a chance that the lake water is so polluted that no amount of chemicals will be able to treat it. Remember the day we could canoe down a clean Don Valley. Remember the day we could eat lake fish. That's all gone now because of polluted water.
Recycling Suggestions	Not that I can think of at this time. Most of what you have above is what I have said in the other sections.
Recycling Suggestions	Nope. I think if you can nip the waste at the beginning which is the producers of packaging etc that will be a great start then hopefully there will be next to nothing dwindling down to the landfill.
Recycling Suggestions	Not that I can think of at this time. I like the small scale neighbourhood drop-off depots as I have been having a hard time getting to the Hazardous Waste one site in my area as it is far for me. I'd like to be able to put Electronic waste too closer to home. *I truly like the reverse vending machines and vouchers for managing waste. Those may help people too.
Recycling Suggestions	I personally believe that the Industry, Commercial and Institutional sector should be responsible for their waste and the cost of the disposal of their waste. Their waste should be disposed of in the most careful way and under the watch of government policies. Hefty fines should be given to all of them if they dispose of their waste in a way that hurts the environment. Hopefully someone can come up with an environmentally friendly way so that none of their waste goes to landfills or into the environment in any way.
Recycling Suggestions	Besides what I wrote in one of the previous sections regarding Mixed Waste factories. I didn't even think there was such a thin as g as
Recycling Suggestions	Besides what I wrote in one of the previous sections regarding Mixed Waste factories. I didn't even think there was such a thing as an Underground vacuum based collection system. Is it like a chute that you would put your garbage or recycling down and it would suck it like a vacuum into what ever bin is in the buildings basement?
Recycling Suggestions	Can't think of any at the time. As long as you can get everyone to dispose of their waste in an environmentally friendly way that would be great. My thing is get it started at the production stage. Have manufacturers use only environmentally friendly materials. Watch what comes into Canada from other countries. I hear China has the worst glue that is in everything that comes to Canada from it. Just look at the waste water runoff from the dyes from Bangledash clothing that Canadian clothing companies bring back into Canada. If it's polluting the country of origin where it is made it will also pollute our country when it's done it's time and is tossed into the garbage.
Recycling Suggestions	Please do it ... soon.
Recycling Suggestions	I am not a genius and cant figure out how to make less garbage but I certainly think we are falling short on our efforts to recycle!
Recycling Suggestions	I don't know what the female version is of man-bashing but only a man would have designed the hideous garbage cans that most of us are stuck with at the front of our house. This is the last thing from curb appeal and has turned Toronto into an even less attractive place than it used to be. What I see when I drive around now are not the houses -- good or bad -- or the gardens, but these brutally ugly bins. Shame on the people who designed them. They obviously live in neighbourhoods where they can be hidden.
Recycling Suggestions	Yes. Please get rid of all those ugly bins.
Recycling Suggestions	All for it!
Recycling Suggestions	All of the above
Recycling Suggestions	Top point. Yes.
Recycling Suggestions	great idea
Recycling Suggestions	give it to london
Recycling Suggestions	new revenue sources.
Recycling Suggestions	all of these sound good to me
Recycling Suggestions	Reuse classes free to all at community centres or one or more creative reuse centres. Art, revisioning the purpose of objects, way more free restoring, repairing classes.

Identifier	FeedbackText
Recycling Suggestions	This should only happen after all reduction and reuse/repurposing and recycling options have been considered and put in place. It is a last resort with what remains - such as biohazard waste after a hoarder has been cleared.
Recycling Suggestions	Creative Reuse Centres. Combine teaching, workroom and shop/gallery space with a warehouse style store for reusable/repurposable objects - including everything from industrial offcuts to pop can tabs, art materials to scrap lumber, clean rags, yarn and way more. Make it fun, make it "cool" while educating. Most people still see repurposing as for poor people, whereas it should cross all economic and skill and language and age barriers. Ask me.
Recycling Suggestions	These are last resorts only. And never a private landfill - too risky because of corners being cut - we already deal with too many places where there are old illegal dumpsites because someone decided that it was ok to get a farmer to let them dump. Way too tempting for the private sector whose focus is bottom line, not community or safety, or worker safety unless it is strictly monitored and enforced. Some things are part of the commons and should stay that way.
Recycling Suggestions	I would add that additional funding should be available for solutions to waste that are creative and support other aspects of the community such as the arts and education. As well - Business should be required to reduce packaging and to take packaging to recycle. More local purchasing would help this.
Recycling Suggestions	Create and maintain reuse depots and creative reuse centres to remove some things from the waste stream that otherwise cannot be recycled. Contact me about this. I want to start a social enterprise that is a creative reuse centre open to the public and to charities. Would take some industrial offcuts, scrap, tools, art and craft things no longer wanted by makers. All in one centre. Space is the most expensive part of the proposal. If the city were to provide space in a storefront or easily accessible downtown location such as Parkdale it would do very well. helenmelbourne@sympatico.ca
Recycling Suggestions	Sharing. More groups like the Tool Library. A centre where you can go to borrow tools for more than just carpentry and house building - how about sewing things, art things. I envision a large centre for repurposing/reuse. Most people either hoard because they do not want to throw it in the trash and cannot find or physically get things to a location for reuse/repurposing. And it has to be transit friendly as a location. Or multiple community locations. Do not leave out those who have no access to cars.
Recycling Suggestions	1.Pickup of hazardous waste from apartments and offices. I cannot believe how much goes in the trash that should not! Such as CFL bulbs. 2. A red bin for hazardous waste maybe? On a monthly basis with a call in? The toxic taxi will not come to my small building. And none of us drive. Make it easy for everyone and they will start doing it more. 3. A reuse pickup - including creative reuse. Most people would give things away or donate rather than trashing if it were part of the city program. Relying on private waste pickup companies is a mistake - people who don't have money cannot afford these companies, people who don't want to spend the money don't use them but use the trash instead. And the private companies do not necessarily have the same worker standards as the city, nor the same incentive to repurpose since they pass the tipping fee costs to their clients. 4. Put easily accessible programs/pickups in place and then have large fines for those who do not comply. 5. Have a separate pickup or require privatized specialist pick-ups for biohazard or pest laden waste (bedbugs or fesces or dead animal etc. contaminated waste.) 6.And very large fines if contaminated material is put in the waste or recycling.
Recycling Suggestions	Private waste collection should not be encouraged unless Federal and Provincial regulations for safety and environmental protection are really much more of a focus for the upper levels of government. The passed buck will just get dumped somewhere else. Companies that make profits for their investors have absolutely no incentive to do the right thing for the environment unless they are forced by consumers - and government at all levels - including the City/municipality to do so. There are a few exceptions - but it takes public and buying pressure. Somebody in government has to take a stand on this.
Recycling Suggestions	I have mentioned a few previously in my responses. The only way to change the behaviour is to make it necessary for the building owners to comply. Fines need to be high enough to make recycling and waste reduction a financially necessary option. Education of tenants helps, but many have become cynical because of the lack of systems that make it easy at their buildings. And the lack of encouragement from landlords. Also - appropriate translation

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Recycling Suggestions	n/a
Recycling Suggestions	Great idea. More money should be dedicated to research. More incentives for researchers.
Recycling Suggestions	Great idea.More money should be dedica
Recycling Suggestions	Publicise the community wide benefits from reducing and re-using
Recycling Suggestions	Inevitably another landfill will be needed in the future but existing landfills should be expanded as much as possible in the meantime.
Recycling Suggestions	Options one and two seem reasonable.
Recycling Suggestions	Find more space
Recycling Suggestions	implement new policies
Recycling Suggestions	We should explore it. Lots of countries do it. Durham Region has one too.
Recycling Suggestions	Purchase another or expand Green Lane.
Recycling Suggestions	Incineration
Recycling Suggestions	New policies and continue to monitor
Recycling Suggestions	I am in favour of this approach. Many European countries already do this.
Recycling Suggestions	Expand Green Lane, but definitely take steps to reduce its usage.
Recycling Suggestions	Collaborate with other cities to put pressure on producers of packaging: Toronto is not unique; many cities are facing the same challenges.
Recycling Suggestions	Yes, we need to educate the public about pest control and the impact of garbage disposal methods as it affects attracting pests.
Recycling Suggestions	I would need to be more educated on these options of which I've never heard of.
Recycling Suggestions	More opportunities for collection of construction waste small items, ie. wood fences, screens, etc.
Recycling Suggestions	The less waste we have, the less this will be the problem. So, reducing unnecessary packaging especially on home appliances, electrics, computers, toys, etc. Looking for more space only solves a symptom and not the cause.
Recycling Suggestions	easy disposal of hazardous waste more accessible locations, easy disposal of small construction materials, ie. wood, metal, wire, etc.
Recycling Suggestions	More regulations that govern waste disposal for renters-more control for tenants to order size of bin needed, without charge to the landlord. More incentives to landlords ie. reduce fees or bin costs
Recycling Suggestions	More control from pests, and easy access of pests getting into garbage and compost bins. i.e., design bins higher off ground, and more racoon proof.
Recycling Suggestions	Reduce packaging on home and electric appliances, encourage community to recycle more-still too much recycling is being thrown out as garbage. Need more public recycling bins especially in cafes like Starbuck and Second Cup.
Recycling Suggestions	City services that access raccoon nests on private property which is drastically affecting waste control as well as threatening the ecosystem and health and wellbeing of residents.
Recycling Suggestions	More incentives to landlords to order larger and more quantity of waste bins
Recycling Suggestions	More need for public drop off spots for hazardous waste ie. Canadian Tire
Recycling Suggestions	more options for hazardous waste disposal-without having to travel to a facility, especially for handicapped and seniors.
Recycling Suggestions	Pest Control
Other Collection Ideas	Waste bin accessibility New bylaws that govern distribution of waste and recycling bins to tenants-so far, inadequate, due to landlords not wanting to pay fees.

Identifier	FeedbackText
Other Collection Ideas	Waste bin design: we need a racoon proof design for green bins..
Other Collection Ideas	It seems that the fees already incurred to homeowners for waste bins and removal don't seem to be helping.....garbage still builds up, because usually, the bins are poorly designed against pests, and size and quantity are inadequate. Landlords need more protection against tenants who fail to clean up, and tenants need more protection against landlords who fail to set up and maintain a proper garbage system for their tenants. Incentives could be offered to landlords who do this, i.e.. after paying for a certain number of bins, additional garbage bins can be ordered directly by the tenant free of charge.
Other Collection Ideas	Garbage disposal should remain public, so that regulations remain under the jurisdiction of the city-I'm concerned that private disposal would make it even easier for homeowners and landlords to fail to maintain proper waste removal standards-we need a governing body to intervene.
Other Collection Ideas	VERY IMPORTANT: As a renter of over 25 years who has lived in 3 cities, Downtown Toronto is by far the worse for apartment garbage control, especially for renters in houses, whereby no central shared garbage disposal system exists. Landlords usually want the smallest size and least number of bins on property in order to save money. This should be regulated by the city as a requirement, that one small bin per unit (which is usually the norm) is inadequate-bins should be distributed on a PER PERSON basis, not per unit, since most bins are serving overcrowded units, and too small in size. Also, more regulations regarding pest control-ie. landlords should be required to have adequate screens on windows and doors to protect from pests. Also, smallest size garbage bins should be prevented in rentals, since they are easy for pests to get into as they are so near to the ground.
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Other Collection Ideas	Landlords in houses rarely live on the property. Tenants need to be given more options and choices to protect and maintain proper garbage disposal without incurring charge on the landlord. Also, you need more involvement of the Landlord and Tenant Act, to protect tenants, hence, I worry that a private waste solution would not provide proper legal protection.
Other Collection Ideas	involve industry in their instore and ICI programs to have better penetration and reach to citizens at home, in public and at places of work.
Other Collection Ideas	Helps get city closer to zero waste to landfill. Recovers resources and energy that is not divertable through other mechanical means. Waste resources going to landfill is a big mistake that should not be happening. The life cycle performance of fully integrated 4R's waste recovery systems is much higher than your basic 3R's systems. Adding energy recovery and using LCA tools to assess the benefits is encouraged.
Other Collection Ideas	Non-profit or for profit - all options need to be promoted and incorporated in the plans
Other Collection Ideas	Always need a landfill but let's minimize what goes in it - having EFW may extyend current landfill capacity - strudy that option so we do not have to buy more landfill space.
Other Collection Ideas	All options need to be studied using LCA Tools and within a holistic apoproach that addresses economic, env. and social sustainability.
Other Collection Ideas	very important as negative impacts on economy will affect our ability to address the priorities below economic
Other Collection Ideas	Should be advocating for producer responsibility (EPR programs) and then let industry manage and decide how to meet diversion goals. Advocating deposits not the best use of city resources and ultimately industry will be tasked and responsible for getting EOL materials and products back for recycling/reuse etc and disposal or changing the nature of their products and packaging to meet diversion and waste reduction goals.
Other Collection Ideas	All options should be explored by the city and yes producers have a role in managing their products.
Other Collection Ideas	Non-profit and for profit - all have to be explored and the key principle is easy and convenient access to depots and drop-offs
Other Collection Ideas	Assess proper fees and the province and city should work together with industry to encourage the use of 4R's to manage this waste stream more effectively. It is 2/3rd's of waste stream so it needs to be dealt with.
Other Collection Ideas	On - site composting may be challenging - look at collection and processing off - site

Identifier	FeedbackText
Other Collection Ideas	Yes all of the above and financial tools and incentives
Other Collection Ideas	more frequent pick ups in order to discourage pests and neighbourhoods cleaner
Other Collection Ideas	As long as the carbon offset
Other Collection Ideas	As long as the carbon offset is balanced.
Other Collection Ideas	Purchase another landfill
Other Collection Ideas	eWaste recycling.
Other Collection Ideas	eWaste recycling/
Other Collection Ideas	Definitely encourage private sector collection.
Other Collection Ideas	Look at sweden
Other Collection Ideas	Make more things recycleable
Other Collection Ideas	Make packaging mandatory to be recycleable
Other Collection Ideas	good idea
Other Collection Ideas	incineration
Other Collection Ideas	incineration
Other Collection Ideas	incineration
Other Collection Ideas	incineration
Other Collection Ideas	This is a great and clean way to recover. Less pollutants will also get in to the air.
Other Collection Ideas	Make bins look more colorful and attractive to people. Different colors, shapes and sizes. Bins should also be more user friendly.
Other Collection Ideas	Plant more trees and expand the renewable energy sector
Other Collection Ideas	Incentives to help citizen recycle
Other Collection Ideas	I think we should explore every option that's feasible to harness energy from our waste (e.g. you can capture methane from landfills - and maybe even farms - and use it as natural gas for cars/buses)
Other Collection Ideas	Packaging laws for manufacturers - they must package their goods in recyclable/reusable packaging. Also, educate consumers to think in those terms - e.g. I reuse my store-bought salsa and sauce jars to store beans, lentils, rice, etc. I re-use store bought dressing bottles to store my own home-made sauces/dressings. (Less waste, less energy consumption rather than tossing those valuable glass jars/bottles in recycling, and buying additional bottles for storage needs)
Other Collection Ideas	Go with the cheapest, most feasible option - "Find more space in active and/or closed landfills owned by the city" intuitively seems most viable
Other Collection Ideas	Most important to reduce waste - don't create it in the first place - then you don't have to worry about disposing it (packaging changes, educating consumers to shop with waste reduction in mind)
Other Collection Ideas	none that I can think of...
Other Collection Ideas	People need to clearly see how much waste they're generating and what it costs to dispose of it - the wallet drives a lot of behaviour - definitely show the fees for garbage, blue bin and green bin (and charge accordingly)
Other Collection Ideas	Charge them based on usage, so they're motivated to generate less waste
Other Collection Ideas	Fines for people not cooperating (similar to getting speeding tickets - if it becomes expensive to be lazy, behaviour will change)
Other Collection Ideas	This one is a must: Explore use of bans, levies or fines to ensure proper disposal
Other Collection Ideas	GO
Other Collection Ideas	I think it is a good idea if it is done in an effective and beneficial way that is as environmentally friendly as possible considering the harmful effects of incineration.
Other Collection Ideas	I'm not sure.
Other Collection Ideas	Encourage online deliveries and shippers to make environmentally friendly packaging.
Other Collection Ideas	Keep waste management a public good.
Other Collection Ideas	Educational programming in elementary schools that go over the reduce, recycle and reuse classifications.
Other Collection Ideas	Good idea...
Other Collection Ideas	Yes...
Other Collection Ideas	Not that come to mind.
Other Collection Ideas	Not that I can see...
Other Collection Ideas	Not that com to mind.
Other Collection Ideas	Simple, clear lists of all recyclables in print media.
Other Collection Ideas	Allow grocery stores to give away old food.
Other Collection Ideas	Landfill sites should be owned by the city, not a business.

Identifier	FeedbackText
Other Collection Ideas	Expand collection services to gain more control and implement new policies to improve diversion.
Other Collection Ideas	Do not use polluting fossil fuels and inceneration techniques. All forms of reducing landfill waste and processing must not create another form of pollutant equivalent or greater than the waste considered to be reduced.
Other Collection Ideas	Do not use polluting fossil fuels and inceneration techniques. All forms of reducing landfill waste and processing must not create another form of pollutant equivalent to or greater than the waste considered to be reduced.
Other Collection Ideas	Use government landfills and expand where necessary
Other Collection Ideas	Invest in waste management technology enabling the creation of recycled matererial for construction and furniture that is cheaper than non recycled products.
Other Collection Ideas	Consider partnering with manufacturers to encourage the use of environmentally friendly packaging while providing tax incentives for them.
Other Collection Ideas	Maintain
Other Collection Ideas	Maintain control of core waste management public services. Partner with private sector to encourage operational optimization and efficiencies.
Other Collection Ideas	Educate
Other Collection Ideas	look at what is being done in the homelands of the diverse community which should provide a better understanding at why certain ideas will/will not work
Other Collection Ideas	look at what is being done in the homelands of the diverse community.
Other Collection Ideas	great idea, works well in other places
Other Collection Ideas	Make recycling available at stores similar to Quebec or Europe - one has to go shopping anyway, it would be easy to bring back empties of plastic bottles, etc.
Other Collection Ideas	Make recycling available at stores similar to Quebec or Europe - one has to go shopping anyway, it would be easy to bring back recyclable material.
Other Collection Ideas	don't know enough about this, however my primary issue is with environmental impact - any solution has to have minimal impact
Other Collection Ideas	charge for garbage bags or charge more for garbage collection; when people are hurt in their wallets they are more likely to change attitudes
Other Collection Ideas	insist producers reduce packaging (do we really need every tube of tooth paste to be in its own box; why not sell it similar to candy where one box contains a number of candy bars and the consumer takes as many as he/she wants
Other Collection Ideas	don't have any other ideas
Other Collection Ideas	can't think of any
Other Collection Ideas	use of less plastic packaging
Other Collection Ideas	coffee cups that are recyclable
Other Collection Ideas	no
Other Collection Ideas	Present experiences/practices/solutions from other metropolitan areas and cities, world wide, and highlight these results/benefits to ALL public.
Other Collection Ideas	We should have been doing it years ago - get into the 20th and 21 st centuries.
Other Collection Ideas	Make it easier for home owners to get rid of their own regular weekly volumes of waste, such as easier, speedier, no charge delivery to transfer stations - its a pain now when i want to deliver my waste because I'm going away on vacation before my pickup day.
Other Collection Ideas	Incinerate and capture the energy - reduce land fill and trucking.
Other Collection Ideas	Ban plastic wrappings for paper products delivered by mail or courier.
Other Collection Ideas	Ban mixed materials for packaging - e.g. paper and plastic - do all one or the other - e.g. milk and juice cartons.
Other Collection Ideas	Provide neighborhood drop off depots.
Other Collection Ideas	Make battery recycling more accessible
Other Collection Ideas	Borrowing money should not be entertained as an option.
Other Collection Ideas	Locate drop off locations with other services / places that people frequently visit (e.g., a drop-off location at every post-office location should also have a drop off depot?
Other Collection Ideas	Locate drop off-locations with other services / places that people frequently use / visit (e.g., a drop-off location at every post-office).
Other Collection Ideas	Locate drop off-locations with other services / places that people frequently visit (e.g., a drop-off location at every post-office).
Other Collection Ideas	Perhaps every post-office location should also have a drop off depot?
Other Collection Ideas	Charge fines or taxes to residents of buildings to encourage appropriate disposal.

Identifier	FeedbackText
Other Collection Ideas	I think it would be essential to have any or all Promotional and Educational tools such as the ones indicated offered with a multi language option. This would be to ensure that all residents understand the criteria.
Other Collection Ideas	Energy from waste is as good as it gets, the ultimate recycling strategy. I'm
Other Collection Ideas	Energy from waste is as good as it gets, the ultimate recycling strategy. I'm not educated enough on which process is most efficient or environmentally friendly to say which would be the best.
Other Collection Ideas	More options for At Home pick up of unused items and advertising to publicize this service. Whether it be through the City or Non Profit organizations that offer this as a free service it can only be beneficial considering the many people who don't have transportation or whom are unsure of what to do with unused items in their homes.
Other Collection Ideas	Can this left over waste be diverted and utilized in the Energy From waste program, this would seem to be the best option if its possible
Other Collection Ideas	Again I believe Education and Advertising is key in any strategies being implemented and that this is done so that there are no language barriers
Other Collection Ideas	I think that fees for Recycling and Green Bin should be minimal compared to Garbage Fees and the pricing system should be balanced out in a way that gives people more incentive to turn to recycling or composting.
Other Collection Ideas	I think any program that makes it easier or offers incentives such as the vending machine idea and more access to drop off depots would be a success. Maybe the Vending Machine Idea would work well for Recycling also. Instead of having to return bottles and cans for money a person could use this option instead.
Other Collection Ideas	Its a definite that the Industrial and Commercial sector be held more accountable for the waste they produce. Targeting their packaging, and disposal practices is the root. There should be mandatory guidelines set in place as to how they operate in these ways.
Other Collection Ideas	I truly believe that some type of recycling system along side the existing garbage disposal in apt building would change these numbers. Convenience is key
Other Collection Ideas	All of the above would be beneficial
Other Collection Ideas	Do it.
Other Collection Ideas	The food thrown away by supermarkets and restaurants, which is often perfectly good, needs to be harvested and directed for the use of the needy (or whoever would use it).
Other Collection Ideas	Organize home pickup of materials that now have to be taken to the dump, particularly building supplies such as stone products, lumber, etc. I did a home reno and threw out so much surplus material because I live downtown, don't have a car and there was no home recycling option open to me (that I know about).
Other Collection Ideas	Make it mandatory for apartment buildings to have at least two garbage chutes—one for garbage and one for recycling.
Other Collection Ideas	I think every effort should be made to use material to create energy instead of landfilling.
Other Collection Ideas	I think every effort should be made to use material to create energy instead of landfilling. Every material should be look at to determine the long term impact on the environment.
Other Collection Ideas	Set up independant stations around the City for Reuse and Recycling.
Other Collection Ideas	Set up independant stations around the City for Reuse and Recycling. These sites would be an extension of the Transfer Stations, but totally independant. By-Level depots for recycling goods, and drop-off areas for reusable items.
Other Collection Ideas	I think we have to consider these options, however finding landfills is getting more difficult as the days go on. We need to find alternatives to lessen the needs for landfills.
Other Collection Ideas	Putting more pressure on the manuufactures to reduce or find alternatives for packaging etc.
Other Collection Ideas	Expand blue box to include other items such as small scrap metal items
Other Collection Ideas	Encouraging private sector does not change the net outcome to the environment. We need stronger by-laws and load investigations to discourage bad habits. Make individuals accoutable. Create a incremental fine system. By-law officers should be checking City and non-City collected loads to ensure that all commercial customers comply.
Other Collection Ideas	The last point is the most important point in the list!
Other Collection Ideas	Proven successful in Europe. Strongly in favour of doing in TO. Can be done in conjunction with reduce/recycle efforts.
Other Collection Ideas	Minimizing carbon emissions to transport waste should be considered in addition to all-in costs to acquire and operate potential additional landfill sites. Don't know projected capacity for Green Lane nor details on legitimate alternatives so hard to comment further
Other Collection Ideas	These are all excellent options. Consider also supporting stores that do not use packaging. Bulk food as well as soaps (body, hair,clothes,dish,) dispensaries,

Identifier	FeedbackText
Other Collection Ideas	These are all excellent options. Consider also supporting stores that do not use packaging. Bulk foods, eggs, as well as soaps (body, hair,clothes,dish,) dispensaries, that allow you to bring your own containers. So much of our household waste is unnecessary packaging again and again
Other Collection Ideas	I don't know enough about these options to respond
Other Collection Ideas	Give people reusable containers for common household products and advocate to get brands to ship large containers to retailers. You can still get the brands you like, (pay for) but the packaging issue is over
Other Collection Ideas	It's a convenience problem
Other Collection Ideas	Work with schools to promote this initiative by coming in as presenters to students; by maintaining the relationship through follow up visits; by providing resources/materials to schools, pre-schools, other child-based facilities.
Other Collection Ideas	Can the energy be used to heat greenhouses and join the grow local movement?
Other Collection Ideas	Use city owned spaces with on- going environmental assessments and culminating with beautification and naturalization.
Other Collection Ideas	Encourage composting by making available vermin-safe containers.
Other Collection Ideas	Encourage residents to greens cape. Also City should plant and maintain more trees. Hydro fields should be considered as possible sites as well as perimeter of school yards...
Other Collection Ideas	Encourage the use of less chemicals (phosphates, etc) in our laundry products and then use the gray water for lawns, gardens, etc...
Other Collection Ideas	Take care of reducing waste, environmental impact by making it easy for people to contribute responsibly and community impact will be achieved.
Other Collection Ideas	If it can be used and created with limited carbon emissions then I'm all for it
Other Collection Ideas	I would worry about private sector landfills not being cost efficient
Other Collection Ideas	I don't believe that this will help as burning is never a good thing.
Other Collection Ideas	I don't like any of these options and would like to get landfills closed down. I know in the short-term that is not possible but need to do more.
Other Collection Ideas	Ban the Single use Plastic Bag which would reduce waste massively.
Other Collection Ideas	Educate more in schools, libraries, and community centres. Have reuse and more recycling curb side pickup (many people don't like to take things to furniture banks themselves). Bring carpet to Toronto's textile recycling facility. Have more hazardous waste curb side pickup, in secure bins. (Work to reduce hazardous waste.) Educate people on animal proofing through a humane education program.
Other Collection Ideas	Incineration is a terrible idea. It creates toxic ash, and contributes to climate change, and respiratory problems. Energy from waste, if produced by composting organic garbage, pet waste, and sewage, can be an excellent green source of energy.
Other Collection Ideas	The goal should be 0% of Toronto's "waste" in landfill. Most people prefer curb side pickup, so all reuse of furniture, clothes, toys, and other items could be curb side pickup in green vehicles. This would create a lot of employment, through more pickup, and by creating cleaning and repair businesses for broken/torn items.
Other Collection Ideas	Toronto should aim to have NO landfill "waste". This could be achieved.
Other Collection Ideas	All materials should be reused, repaired, or recycled. Mattresses and couches are one of the biggest problems, usually left curb side. Food waste should also be greatly reduced, by having the city partner with Not Far From The Tree, and Second Harvest.
Other Collection Ideas	Human-animal conflicts will be reduced greatly. So will pollution.
Other Collection Ideas	I am thrilled that Toronto is animal proofing its green bins. All bins should be animal proofed. City properties should have green bins, as well as all multiple dwellings, commercial buildings, and businesses.
Other Collection Ideas	Put animal proof green bins in all public places, including parks. Create a curb side pickup program for reusable items, bringing them to furniture banks, shelters, etc. Work with Second Harvest, and Not Far From The Tree, to pick up and distribute extra food, thus reducing food waste. Have all restaurants and grocery stores develop a food waste reduction strategy.
Other Collection Ideas	Working to recycle or reuse all items will create jobs, and will save on manufacturing costs.
Other Collection Ideas	0 Garbage going to landfill should be the ultimate goal.
Other Collection Ideas	Partner with furniture banks, thrift shops, item repair companies, Not Far From The Tree, Second Harvest, food banks, soup kitchens, etc.
Other Collection Ideas	Most people prefer to leave big items at the curb, instead of bringing them to a drop off location. (Some people do not have a vehicle, or have physical challenges.) Curb side pickup for large items, in a reuse and recycle program , would prevent landfill.

Identifier	FeedbackText
Other Collection Ideas	<p>Industrial, Commercial, and Institutional sectors absolutely need to be part of public waste management. Far too many commercial and industrial facilities use private waste companies, usually with flimsy bins that attract animals. These places usually handle animal conflicts inhumanely by putting out poison filled rodent boxes. The city could instead provide these facilities with animal proof bins, as part of a composting and recycling program.</p> <p>Waste reduction and diversion from food production needs to be a priority.</p> <p>Privatizing means that the amount of waste put out is not monitored by the city.</p> <p>Institutions often produce bio-hazardous waste, that needs to be handled separately.</p>
Other Collection Ideas	Garburators are not the best idea, as they create waste. Animal proofing is essential to prevent conflicts humanely. A large item pickup, and separation program for different types of "waste" are needed.
Other Collection Ideas	<p>Bans, levies, and fines make sense. A reward system could also be implemented.</p> <p>Privatizing is not the best idea for multiple dwellings, as waste is not usually separated. Most private bins are not animal proof, creating conflicts. If privatization occurs, the City will not have an accurate picture of how much waste is being generated. The only privatization that makes sense is through furniture banks, recycling companies, and food saving groups.</p> <p>New regulation absolutely makes sense.</p> <p>Continue to collaborate with various organizations to reduce waste, and create change.</p>
Other Collection Ideas	I think you should have a connection to the schools as well. Educating children who can then go home and explain things to their parents is a great way to help spread the word, especially in homes where English is not spoken.
Other Collection Ideas	I think we need to consider emerging technologies that are better for the future. I think when we make any decisions in this city we have to think of the environmental impact and improving for the future.
Other Collection Ideas	I would think expanding or finding more space in presently owned landfills would be best but I don't know enough about this topic to really comment.
Other Collection Ideas	Pressure on companies to take responsibility for their own packaging.
Other Collection Ideas	I think advocating for
Other Collection Ideas	I think advocating for producers of packaging to become more responsible is a huge thing that every municipality should be doing
Other Collection Ideas	I think advocating for producers of packaging to become more responsible is a huge thing that every municipality should be doing.
Other Collection Ideas	I don't trust the private sector to handle things like waste management responsibly. Sadly, we have created a system where profit matters more than anything and in that system, private companies will cut corners, cheat, lie and undermine any real solutions in the name of profits.
Other Collection Ideas	Positive. Toronto should follow Durham's lead.
Other Collection Ideas	leverage private sector and focus city efforts on collection and diversion
Other Collection Ideas	banning plastic packagaing
Other Collection Ideas	I believe you need to get to schools and teach kids about recycling flexible packaging. This is a behaviour that needs to be taught at an early age.
Other Collection Ideas	I think this is a good stop gap but repurposing I believe is better then energy for waste because the overall impact woould be less and more closed loop.
Other Collection Ideas	Don't spend any more money on landfill, that's a band aid solution. spend the money and effort on better recycling programs and more encompassing products in the blue bin.
Other Collection Ideas	Bag in Bag programs for plastics. people don't really know what recycling number a plastic is but they know plastic when they see it. divert all of it from landfill and with organics already getting sorted there shouldn't be too much left in the waste stream.
Other Collection Ideas	I make an effort to use less bulky packaging. light weight bags and wraps need to be more blue bin friendly as I see more and more products on the store shelves going in those type of packages.
Other Collection Ideas	the producers of packaging are just going to pass the cost along to the consumers. if you create markets for recycled packaging the economics will grow and make worthless "garbage" into a saleable commodity.

Identifier	FeedbackText
Other Collection Ideas	All good ideas. Since we purchase things from retailers I believe we should be able to return things to locations and depots in or near retailers.
Other Collection Ideas	these facilities are the employment back bone of our economy. the trickle effect from implementing these costs will effect everyone. Incentive programs with city employed consultants would be a better idea for diversion.
Other Collection Ideas	Bans are harsh and often not done for the right reasons. Collaboration is key as this is everyone's problem, not just one of the stakeholders mentioned.
Other Collection Ideas	Bans are harsh and often not done for the right reasons. Collaboration is key as this is everyone's problem, not just one of the stakeholders mentioned. This is a great start and kudos to the committee that is looking at this seriously. if you are looking for a 30-50 year plan you need to have an answer for flexible packaging because in 30-50 years from now there will not be glass jars and heavy aluminum cans. look how other parts of the world are handling packaging. Im happy to offer whatever help I can from the perspective of a 32 year old business owner and packaging producer that is privy to the packaging trends, has the ear of many packaging professionals and associations, and is personally an advocate for better recycling. We in Ontario are a leader in North America for recycling. These decisions made will effect the rest of the country and continent. Great job again with the educational campaign city of Toronto.
Other Collection Ideas	should be utilized immediately
Other Collection Ideas	I'm for it. The incinerators need to be carefully built and maintained so toxins don't go out the stack. Different types of processes for different conditions
Other Collection Ideas	Expand the Green Line and find more space in city owned fills. Would not recommend private.
Other Collection Ideas	Push compliance for apartment buildings
Other Collection Ideas	more advertisement to teach people, sent home. maybe a book collection or stickers to put on the bins
Other Collection Ideas	i dont know.
Other Collection Ideas	I dont know
Other Collection Ideas	No more fees for taxpayers!! its already expensive to live in this city with all property tax, garbage fee and other tax
Other Collection Ideas	I dont know
Other Collection Ideas	tenants dont want to go to main floor to drop off organics or recycle. if there was a way that people could do it from their floor. such as new conducts besides the garbage one. one for each, I know that a lot of buildings only have a conduct for garbage. People will participate more if they have easy access to recycling bins and organics.
Other Collection Ideas	I dont know
Other Collection Ideas	Which technologies has the lowest environmental & health impacts?
Other Collection Ideas	Which technologies have the lowest environmental & health impacts?
Other Collection Ideas	Which technologies have zero environmental & health impacts? Which have the lowest environmental & health impacts? How do we ensure such plants are sited equitably (i.e., that they do not end up in locations near low-income or marginalized populations)?
Other Collection Ideas	- Fees, such as the plastic bag fee that had been in place - Support events/organizations/business/classes that promote repair and DIY (e.g., Repair Café, Toronto Tool Library, DIY bike repair)
Other Collection Ideas	Support events/organizations/business that promote repair (e.g., Repair Cafe
Other Collection Ideas	Support events/organizations/business/classes that promote repair and DIY (e.g., Repair Café, Toronto Tool Library, DIY bike repair)
Other Collection Ideas	I'd like us to explore landfills within City of Toronto boundaries. This would reduce fuel consumption and GHG emissions generated by trucks hauling waste away to distant locations; it would also force us to be far more aggressive in reducing waste, as nobody wants waste in their own backyard. Let us also get Torontonians to think about what they would do if waste were required to be landfilled within each ward boundary where it was generated.
Multi Family Ideas	I'd like us to explore landfills within City of Toronto boundaries. This would save us reduce fuel consumption and GHG emissions generated by trucks to haul waste away; it would also force us to be far more aggressive in reducing waste. Let us also get Torontonians to think about what they would do if waste were required to be landfilled within each ward boundary where it was generated.

Identifier	FeedbackText
Multi Family Ideas	<p>- Banning packaging that is unnecessary and cannot be recycled/upcycled.</p> <p>- Working with industry/producers/recyclers to come up with a new system to help consumers more easily identify what is recyclable - a system that can operate in different jurisdictions. Many people still believe they can go by the numbering system for plastic/PET, and, certainly, it was a much easier system than trying to remember paper coffee cups are recyclable but coated paper cups are not; or clear plastic food take-out containers are recyclable, but black ones are not. Even as someone who is dedicated to recycling, I find the distinctions impossible to remember, and running every item through a Waste Wizard check is impractical. Also, citizens may live in one municipality where household waste is sorted in one fashion, but work in another municipality where waste is handled differently.</p>
Multi Family Ideas	<p>- Banning packaging that is unnecessary and cannot be upcycled/recycled.</p> <p>- Working with industry/producers/recyclers to come up with a new system to help consumers more easily identify what is recyclable - a system that can operate in different jurisdictions. Many people still believe they can go by the numbering system for plastic/PET, and, certainly, it was a much easier system than trying to remember paper coffee cups are recyclable but coated paper cups are not; or clear plastic food take-out containers are recyclable, but black ones are not. Even as someone who is dedicated to recycling, I find the distinctions impossible to remember, and running every item through a Waste Wizard check is impractical. Also, citizens may live in one municipality where household waste is sorted in one fashion, but work in another municipality where waste is handled differently.</p>
Multi Family Ideas	- Mandatory recycling in private office buildings, shopping malls, institutions, etc., that is consistent (e.g., right now, one cultural institution may have containers that collect "cans," whatever that means; what about glass bottles, plastic drink bottles, paper, etc.)
Multi Family Ideas	Suite pricing for garbage, if possible.
Multi Family Ideas	hard questions to understand or answer keep it simple and save your money simple messages to get your message across is all you need the rest is expensive and not effective
Multi Family Ideas	I hope that your pellet program actually makes money or at least break even otherwise it is a total waste of money let us make certain it does not all go up[in smoke this time
Multi Family Ideas	all of the above are great ideas but keep it simple do not spend huge sums of money on it but get your message across simple messages
Multi Family Ideas	I noticed the phot of the street garbage bins was rectangular and not rounded and did not have the foot pedal two very good changes increase capacity and reduce broken parts and downtime expensive repairs
Multi Family Ideas	Toronto downtown row housing or semis that do not or cannot put bins away off the street or line of sight from street should be given an alternative . Toronto old neighbourhoods look like garbage day everyday with bins always visible from the street not a very pretty sight. bags or multiple smaller bins maybe and a rule that they must be out of sight on non garbge days
Multi Family Ideas	limit the number of homes/residences in my city!
Multi Family Ideas	Enforce bylaws and charge monies ... make it stick. The city needs monies .. this would help generate monies.
Multi Family Ideas	Why am I expected to pay for my large bins when I read that you could increase the size of your bin with NO extra cost to you? Also I have complained re over stuffed bins that supposedly should not be collected but are with no extra charge to the homeowner .. I have those who brag about this issue .. why do I pay more? Also I have complained that neighbours have added to my bins, but to no avail! Why?
Multi Family Ideas	Energy from waste is not necessarily a viable solution as it always requires a certain amount of waste for it to be viable. in essence, incinerators need to be fed in order to be viable and reduces the need to produce less waste to begin with.
Multi Family Ideas	expanding the city's green lane landfill would most likely be the best option with a very strong and determined effort to continually reduce the amount of waste we send there on a year over year basis. Our waste diversion rates should already be much higher than it currently is and education and enforcement plays a big role in achieving that goal.
Multi Family Ideas	no. these suggestions would certainly go a long way in increasing the ICI's waste diversion rates.
Multi Family Ideas	Not really. But the first step should be education and enforcement.
Multi Family Ideas	provide more feedback on the impact of recycling e.g., participation rates over time, funds generated from recyclables for the city, etc.
Multi Family Ideas	Find landfill sites that are closer than London to dispose of our waste.
Multi Family Ideas	Keep the Blue and Green Bins free of charge for pickup; charge only for garbage.

Identifier	FeedbackText
Multi Family Ideas	Continue to service the ICI, ensuring cost recovery/profit from sale of their recyclables. Toronto's trucks are in the neighbourhoods for schools and hospitals already--we don't need another series of trucks on the roads duplicating routes. Ensure harmony between the ICI recyclable stream and the local residential stream.
Multi Family Ideas	Incentives for people dropping off their recyclables similar to mentioned in the prior group of suggestions.
Multi Family Ideas	Pressure manufacturers to use less packaging material, and less plastic.
Multi Family Ideas	Ensure restaurants all have recycling bins
Multi Family Ideas	Proper signage. Living in an apartment there is no signage for what is accepted and where it goes.
Multi Family Ideas	I personally don't know the pros and cons so don't feel comfortable answering.
Multi Family Ideas	More Environment Days! Or a regular location, with regular hours.
Multi Family Ideas	Again, don't know enough to offer an opinion.
Multi Family Ideas	Promoting private companies which allow for recyclables. ie. Best Buy, H&M
Multi Family Ideas	Compliance
Multi Family Ideas	People respond to fees associated with amounts, produce less = pay less. Just knowing HOW MUCH one produces can help modify behaviour.
Multi Family Ideas	People respond to fees associated with amounts, produce less trash = pay less. Just knowing HOW MUCH one produces can help modify behaviour.
Multi Family Ideas	Closing all garbage chutes and organizing one central location for all trash, recyclables, and organics!!!!!! Better signage. Better education. Forced compliance in a way that management companies can't pass the blame to residents.
Multi Family Ideas	The various waste bins should have pictures of what goes in them on their covers and sides.
Multi Family Ideas	Brilliant, many places in Europe have already been doing this. As long as it stays as carbon emission neutral as possible.
Multi Family Ideas	Legislation, like banning plastic bags, the city should have stuck with that. No more time for coddling voters, it's time to get tough on producers and consumers, make it against the law to create unnecessary waste.
Multi Family Ideas	It's unavoidable, do whatever has the least environmental impact.
Multi Family Ideas	Do not "encourage", enshrine it in law, make it illegal to do otherwise.
Multi Family Ideas	Better enforcement, accountability, and fines for improper residential waste disposal
Multi Family Ideas	Higher levels of government need to pony up, we are the largest city in Canada and its economic center. Money is just imaginary, the province and feds give all kinds of subsidies to the private sector, time to fund some real change.
Multi Family Ideas	Commercial buildings are terrible at recycling because it costs extra on top of trash disposal. Higher levels of government should be fully subsidizing waste disposal so no one pays but the government.
Multi Family Ideas	Enforcement, start fining buildings that do not comply.
Multi Family Ideas	You give out parking tickets left right and center, it's time to have people inspecting garbage bins handing out tickets as well.
Multi Family Ideas	More direct-to-home marketing materials and public advertisements
Multi Family Ideas	It should be looked at as a more serious option, using cleaner European technologies
Multi Family Ideas	landfills should be limited as much as possible
Multi Family Ideas	search for additional ways to sell waste and recovered materials
Multi Family Ideas	step up fees and penalties that would encourage these sectors to recycle more
Multi Family Ideas	Product life cycle calculator should be available via City's website
Multi Family Ideas	Should look more closely at the costs and benefits of passive energy recovery from long-term waste decomposition in disposal sites versus combustion/gassification/pyrolysis. Should only be sited where waste heat can be used (i.e. high density commercial/residential areas).
Multi Family Ideas	Look at using closed landfills for disposal in conjunction with remediating these sites.
Multi Family Ideas	Advocate to provincial and federal levels of government to regulate packaging content and reduction and lifecycle impact information on consumer goods. Renovation waste recycling.
Multi Family Ideas	Rather than "advocate" the City should regulate, or advocate to the Provincial and Federal governments to regulate packaging and reuse and recyclability on industry. Public/private partnerships for facilities should not be pursued, as this has a higher net cost to the City to cover higher costs of capital and business risk.
Multi Family Ideas	Provide and expand services for smaller ICI sector organizations for whom economies of scale make public collection services less costly than private collection. Implement policies to improve waste diversion based on net environmental impacts rather than diversion rates.

Identifier	FeedbackText
Multi Family Ideas	Develop policy based life cycle analysis and net environmental impacts instead of diversion rates. Look at waste taxes/fees to offset costs of environmental impacts -- consistent with carbon cap and trade system being implement by the Province.
Multi Family Ideas	all options should be investigated, including gases from organic wastes
Multi Family Ideas	work with businesses to reduce product packaging or provide in-store packaging recycling
Multi Family Ideas	oversight is important and incorporating all sectors could surely ensure some efficiencies? Support either generation and enforcement of new policies or expanded services provided by the city
Multi Family Ideas	more options - our building doesn't have organic pick-up - give us that option and we'll use it!! Garbage goes down the chute, recycling has to be carried to the basement. Can building codes include the need for dedicated recycling chutes?
Multi Family Ideas	terrific idea as long as it does not increase pollution
Multi Family Ideas	Find more space in existing city owned landfills
Multi Family Ideas	Stop providing to this sector.
Multi Family Ideas	The city must get beyond its blind objection to energy from waste. Until we see "waste" as a resource, we will always be behind other jurisdictions in environmental sustainability.
Multi Family Ideas	Whatever option should remain public, since this is a public concern, and the oversight of private initiatives to ensure accountability are as onerous as doing it publicly.
Multi Family Ideas	Billboard & transit ads - eg: humorous, exhorting, promoting social acceptability...
Multi Family Ideas	I support the concept with provisos. 1. No hazardous materials - solid, liquid, gas - may escape the facility. 2. No recyclables that can be diverted may be included; only waste destined for landfill. 3. The fossil fuel consumption of the process must not greatly exceed the fossil fuel consumption of the landfilling process for the same waste.
Multi Family Ideas	More vigorous promotion of organics (green bin) adoption in Condo and Apt. bldgs. Perhaps phase in compulsory adoption?
Multi Family Ideas	Landfills should not be owned nor administered by the private sector. Profit consideration can lead to cutting corners and other distortions where a whole community's safety or good service is compromised for one person's or one corporation's advantage only.
Multi Family Ideas	More vigorous promotion of organics (green bin) adoption in Condo and Apt. bldgs. Perhaps phase in compulsory adoption by bldgs? Require retailers to provide clearly labelled collection bins for product packaging.
Multi Family Ideas	Require retailers to provide clearly labelled collection bins for product packaging.
Multi Family Ideas	Require retailers to provide clearly labelled collection bins for product packaging. More vigorous promotion of organics (green bin) adoption in Condo and Apt. bldgs. Perhaps phase in compulsory adoption by bldgs?
Multi Family Ideas	Do businesses/condos/etc. with Toronto garbage service pay an amount proportionately equivalent to the weight of their garbage vis a vis average weight for Toronto single family dwellings?
Multi Family Ideas	Required participation of retailers. Eg: Electronic retailers MUST accept drop off of like items such as TVs and Computers; Auto parts retailers, such items as auto parts, batteries; paint stores, used cans of paint, etc.,and ship to appropriate recycling facilities.
Multi Family Ideas	Required participation of retailers. Eg: Electronic retailers MUST accept drop off of like items such as TVs and Computers; Auto parts retailers, such items as auto parts, batteries; paint stores, used cans of paint, etc.,and ship to appropriate recycling facilities. This would be in addition to the network of drop off depots that would accept all forms of hazardous waste.
Multi Family Ideas	If the ultimate end of privately collected waste is Toronto's landfill site(s) then Toronto should keep as much control as possible on diversion, and so, on providing the collection service itself. Otherwise, our landfill(s) get(s) overfilled "through the back door".
Multi Family Ideas	More vigorous promotion of organics (green bin) adoption in Condo and Apt. bldgs. Perhaps phase in compulsory adoption by bldgs?
Multi Family Ideas	More vigorous promotion of organics (green bin) adoption in Condo and Apt. bldgs. Perhaps phase in compulsory adoption by bldgs? Monitor (spot check) indoor waste dumpster loads of bldgs. for diversion targets, with incentives and penalties for improving vs poor diversion.
Multi Family Ideas	Worth s serious look.
Multi Family Ideas	Use incineration instead of landfill.

Identifier	FeedbackText
Multi Family Ideas	Create a multi-media public relations campaign to make waste management "sexy" and the thing to do. Involve community leaders to find out what would work best for diverse communities within Toronto.
Multi Family Ideas	Sounds like a great idea as long as the emissions can be captured.
Multi Family Ideas	You need to provide the cost of each approach in order for these options to be assessed.
Multi Family Ideas	The new card we just received today about additional materials that can be put in the Blue Box is great. Keep expanding the list. Also, there needs to be a new approach to backyard composting in a dense city or we are going to have a huge rat problem let alone an even greater raccoon problem than we have. It would be better to collect waste and compost centrally in a facility that can be made rat proof.
Multi Family Ideas	Cost Effective
Multi Family Ideas	Add it to the property tax.
Multi Family Ideas	There needs to be more collection at the home. Over the next 20 or more years, there will be many seniors downsizing. They may not be readily able to take waste to drop-off depots.
Multi Family Ideas	Reduce packaging
Multi Family Ideas	Opportunity for condos to compost their green materials which then can be reused to augment their gardens.
Multi Family Ideas	Drop off locations within condos and apartments
Multi Family Ideas	Item 1. Make it easy for people to put their waste out
Multi Family Ideas	I believe this number is very low for the condo building I live in.
Multi Family Ideas	I would support this provided it can be demonstrated that emissions/pollution from the process doesn't worsen air pollution
Multi Family Ideas	Explore all of these options and make an expert recommendation to Coincil
Multi Family Ideas	Leave no options for community beyond reuse, recycle or incinerate
Multi Family Ideas	excellent ideas and develop options that IMPROVE air quality
Multi Family Ideas	why any landfill if strive to eliminate
Multi Family Ideas	incinerate to improve all air quality
Multi Family Ideas	zero landfill should be target. All products must be produced to be reused, recycled or incinerated that improves global air quality
Multi Family Ideas	create no need for collection of any material not recycle, reuse or incinerate
Multi Family Ideas	Incineration is expensive and not a sustainable solution. Newer technologies like mechanical biological treatment and refused derived fuel should be investigated
Multi Family Ideas	Mine landfill to create space or expand existing land fill.
Multi Family Ideas	Process the entire waste stream to extract recyclables and food waste for recycling.
Multi Family Ideas	I am concerned about the environmental effects of incineration
Multi Family Ideas	?
Multi Family Ideas	P
Multi Family Ideas	Provide educational events near the places where products are purchased. Educate people to buy the product, not the packaging.
Multi Family Ideas	I would want the cleanest solution
Multi Family Ideas	Can machinery go through current landfills to mechanically remove items that can be recycled?
Multi Family Ideas	more donation bins or convenient drop off areas for toys, clothes, household goods
Multi Family Ideas	Producers should be encouraged to mark their products with "fully recyclable"... then get a discount on waste costs involved... imported items should be taxed (to the producer) if they are fully recyclable.
Multi Family Ideas	Expand the collection service to gain more control... but charge for the service (as the private sector does)... or continue with private sector collection but mandate the
Multi Family Ideas	Expand the collection service to gain more control... but charge for the service (as the private sector does)... or continue with private sector collection but mandate their waste diversion (maybe this is done already?)
Multi Family Ideas	Perhaps incentive programs to set up viable programs within the building.
Multi Family Ideas	There should be levies on the producers of the garbage - there are recyclable alternatives and if their competition has prettier packaging that isn't recyclable, the extra fees would make the cost prohibitive... thus people will buy the cheaper packaging, right? Charging the end-users of products will be difficult to manage.
Multi Family Ideas	i would need to know more about these technologies before passing an opinion. However I believe that it costs more to recycle glass than it does to send it to the landfill and glass is inert and just makes broken glass.. Why do we recycle glass into other stuff. Please not that reusing the same glass bottle after sanitizing is different.

Identifier	FeedbackText
Multi Family Ideas	<p>1. Producers should really be penalized for excessive packaging.</p> <p>2. We have composted for about 40 years using only vegetable</p> <p>Yes, the smelly messiness of fruit and veg. material along with the fruit flies puts people off. The lidded containers are often too small and too expensive. For many years we have stored our veg./fruit waste in 2- 2 litre ice cream containers in the freezer of the fridge and then we take it to the compost about every couple of days. We now do the same thing with meat, fish and dairy and put it in the green bin on the morning of garbage collection that avoids the racoon problem.</p> <p>matter. We have always avoided the smell, fruit flies and negative</p> <p>aspects of fruit and vegetable matter collection by collecting and storing the days veg. and fruit food prep. waste in 2litre ice cream containers</p>
Multi Family Ideas	I am not in favour of private sector collection but I am in favour of expanded education of households and building owners as to their responsibilities and providing them with helpful, persistent educators to help them solve individual disposal issues.
Multi Family Ideas	What is underground vacuum based collection
Multi Family Ideas	no
Multi Family Ideas	no
Multi Family Ideas	I'm in favour of combustion/incineration.
Multi Family Ideas	Keep and even increase media presence besides social media
Multi Family Ideas	Energy from waste or high energy use to reduce the volume of waste? My concern would be whether the energy created is enough to justify or balance out the energy required in the process.
Multi Family Ideas	The city may need to use all of these options. Just one (or even two) may not be enough.
Multi Family Ideas	Setting up bottle depots as in other provinces/cities so that people actually get their bottle and can deposits back from the pop and water they purchase. Money is always a good incentive for getting people to make sure that items like drink bottles and cans get recycled.
Multi Family Ideas	The city should keep providing waste management services to this sector so as to have control/oversight. Best not to simply let this sector be responsible for itself; otherwise, the city will have to implement and pay for monitoring of the waste disposal. The city should introduce some incentives but also penalties for high waste production, high waste volume. Oversight is important so as to ensure high standards of waste disposal and to prevent dumping and/or poor handling.
Multi Family Ideas	The city also needs to work with other levels of government (as well as industry itself) to ensure that laws and regulations are created that make producers/stores/packagegers more responsible for the waste created by packaging, whether that's through recycling of the packaging or less packaging or both.
Multi Family Ideas	I love it! I've heard about a facility north of Toronto that may have to shut down because they are running out of garbage! Let's give them our garbage!
Multi Family Ideas	Tax insentives for companies who package more green
Multi Family Ideas	Construction sites aren't proactive enough in sorting their garbage. Impose fines to help supplement the cost of their waste when it is not disposed properly
Multi Family Ideas	I would hate to see small businesses suffer under these rules. As long as the people affected can afford the procedure I am all for companies paying for garbage removal. You will see the garbage amount go down if that is the case.
Multi Family Ideas	<p>Making three garbage shutes mandatory in all new construction buildings.</p> <p>requiring all buildings to have a compost bin</p>
Multi Family Ideas	If people didn't have to clean their recyclables I think you would see a lot more people recycling.

Identifier	FeedbackText
Multi Family Ideas	We should not increase airborne pollutants
Multi Family Ideas	We should not increase airborne pollutants
Multi Family Ideas	sad sad sad
Multi Family Ideas	Include more financial incentive for people to participate. No matter how much we hear about the benefits to our earth and society, some folks won't bother to change till it hits their pocketbook.
Multi Family Ideas	Why not stop it where it comes from and require manufacturers, distributors and stores to cut their packaging by 50 or 75%? And fine the ones that don't! Haven't you ever noticed how much waste is just the packaging alone? Takeout containers are endless, and also from the grocery store. Then there is display packaging from department stores and boutiques. So much crap that goes in the garbage can soon after it is opened.
Multi Family Ideas	Why not stop it where it comes from and require manufacturers, distributors and stores to cut their packaging by 50 or 75%? Haven't you ever noticed how much waste is just the packaging alone? Takeout containers are endless, and so from the grocery store
Multi Family Ideas	purchase a new city controlled landfill
Multi Family Ideas	More education for children, ethnic communities and newcomers
Multi Family Ideas	I take issue with the idea of burning potentially hazardous waste. There has to be a better way. We shouldn't be solving one issue (waste) by contributing to another issue (air pollution) and impacting human health. Gasification or waste pelletization could make sense for organics, where the environmental impact is low.
Multi Family Ideas	Focus on extended producer responsibility for less waste/packaging in the first place and for returning of spent items. Also, bring back the backyard composting program and promotion - it's low impact and has a smaller carbon footprint. It will also ease the impact on the organics processor in terms of capacity.
Multi Family Ideas	Focus on extended producer responsibility for waste/packaging and for returning of spent items.
Multi Family Ideas	Focus on extended producer responsibility for waste/packaging and for returning of spent items. Also, bring back the backyard composting program and promotion - it's low impact and has a smaller carbon footprint. It will also ease the impact on the organics processor in terms of capacity.
Multi Family Ideas	Expand green lane.
Multi Family Ideas	Expand green lane. It's very hard to accurately monitor what happens in the private sector for landfilling. You could end up with waste being disposed of inappropriately, essentially handing off your responsibility to someone else.
Multi Family Ideas	Nope.
Multi Family Ideas	More frequent hhw pick-up and wider publication of this.
Multi Family Ideas	Implement new policies and enforcement/penalties for lack of diversion.
Multi Family Ideas	No
Multi Family Ideas	<p>More exposure, awareness, and training for City and SWMS staff so they can become more empowered, better ambassadors, and create more reliable touch points through engagement within their own social circles, become subject experts and opinion leaders in their own domains, and throughout their interaction with the public at large... THEN ensure online/mobile/in-person resources are available to support interest derived through the awareness they create.</p> <p>Create a better program for testing SWMS initiatives with members of the public (the end users), engage their feedback, and report on it to the public at large to generate more interest as well as to empower the public</p> <p>Can the Commissioners Stack (400 foot tall landmark) be used similar to CN tower as an information tool/beacon to convey success of City's SWMS targets - for example, could the stack display a dynamic diversion target or simply whether the target has been reached or not on a given day by lighting up the stack a different colour.</p>
Multi Family Ideas	Great initiative as long as it is not done purely to maintain appearances and is in fact the most feasible utilization of the resource, supported by full cradle to grave analysis of the process relative to alternative processes.

Identifier	FeedbackText
Multi Family Ideas	<p>If there was a feasible mechanism for caraloguing more significant items - ie: bicycles, electronics, vintage/antique items, sporting equipment and then providing a publically accessible database of "Free" items available at the transfer stations - there may be great opportunities for the public to reclaim these items for use in servicing existing items, repurposing, or completely reprocessing them... I've witnessed non-profits dumping at the transfer stations, and although I do enjoy repurposing used items and sometimes go to great efforts to collect them (vintage audio equipment and original trim / artifacts for the home), I find places like ReStore to be prohibitively expensive and poorly stocked.</p> <p>There have been recent successful start-ups built on vintage video gaming arcades, vintage bicycles are more in demand than off-the-shelf Canadian Tire bikes, original light fixtures and hardware from Victorian homes are in high demand, and maybe if a person new that they could simply repair an older appliance with a part from one that has been thrown away then we may be able to not only reduce existing waste but also help prevent more waste being created because people cannot find replacement parts for their broken stuff.</p>
Multi Family Ideas	<p>If there was a feasible mechanism for caraloguing more significant items - ie: bicycles, electronics, vintage/antique items, sporting equipment and then providing a publically accessible database of "Free" items available at the transfer stations - there may be great opportunities for the public to reclaim these items for use in servicing existing items, repurposing, or completely reprocessing them... I've witnessed non-profits dumping at the transfer stations, and although I do enjoy repurposing used items and sometimes go to great efforts to collect them (vintage audio equipment and original trim / artifacts for the home), I find places like ReStore to be prohibitively expensive and poorly stocked.</p> <p>There have been recent successful start-ups built on vintage video gaming arcades, vintage bicycles are more in demand than off-the-shelf Canadian Tire bikes, original light fixtures and hardware from Victorian homes are in high demand, and maybe if a person new that they could simply repair an older appliance with a part from one that has been thrown away then we may be able to not only reduce existing waste but also help prevent more waste being created because people cannot find replacement parts for their broken stuff.</p> <p>Create opportunities for challanges/demos/competitions where individuals could repurpose salvage quality unwated items into works of art or functional systems etc...</p>
Multi Family Ideas	Whatever option best responds to established criteria over a long-term horizon.
Multi Family Ideas	More incentives for environmentally friendly packaging at the producer/distributor level (and penalties for the opposite) should ultimately discourage wasteful business models (by forcing lifecycle considerations to impact the bottom line) or, by passing this cost to the consumer, provide more opportunities for consciencous business to comete with chinese imports.
Multi Family Ideas	Personally I would think that private interests would create conflicts as well as limit the control that the City retains over their waste management initiatives.
Multi Family Ideas	Allow free dumping of items that could be reused, provided the customer fill out necessary information about item so it can be catalogued (for posting on public database of free items)
Multi Family Ideas	I don't think stopping is an option - maybe collecting recycling and SSOs more frequently than garbage and allowing the sector to make arrangements above and beyond that schedule through private collection (which would be more expensive than the City's, and maybe charged higher tiping fees that would be passed on to customers that choose to create more waste)
Multi Family Ideas	RFID or similar unique tokens that open the garbage chute room on each floor - then on a monthly basis, a list is published in the building (without names, just unit numbers) about how often the garbage room was accessed by each unique tenant. (Assuming all SSO and recycling has to be brought down separately). Fundamentally, transparency is missing from multi-res units and while all home-owners are accountable to their neighbours and there is a level of transparenc that can't be avoided curbside, this has never been established in multi-res and I think this psychological community oversight will make residnets more cognizant of their roles and responsibilities to reduce their waste output.
Multi Family Ideas	Whatever system-wide changes are most appropriate to deliver the mandated program changes.
Multi Family Ideas	As it stands Top priority
Multi Family Ideas	From what little I've read, it sounds as if - with new existing and technologies to come, energy from waste should be a no-brainer. Too bad so many seem more concerned with pollution, etc..which I am led to understand is minimal.
Multi Family Ideas	No to Green Lane expansion & increased trucking. Prefer to try to find more space in city-owned landfills or private sector landfills.
Multi Family Ideas	I agree with charging the public for the real cost - NOT borrowing,

Identifier	FeedbackText
Multi Family Ideas	I agree with charging the public for the real cost - NOT borrowing, and to keep costs to a minimum (e.g.: Do not create a new bureaucracy, p/p partnerships if we can create win/win scenarios at reasonable cost)
Multi Family Ideas	Just make sure that, whatever the option(s) chosen, the waste diversion is done and the full cost burden is upon these industry sectors.
Multi Family Ideas	I prefer incentives over rigidly-enforced bans, levies, etc...but perhaps this is naive of me. Maybe a combination?
Multi Family Ideas	since Toronto contracted garbage out west of younge st. The contractors have destroyed 7 green bins, 2 large recycling and 2 garbage bins. In the previous the previous 5 years not one bin of any kind was damaged by the city... and thats only my property... Where is the cost to that. It should be recovered by the contractor .. not the tax payer.
Multi Family Ideas	What is the cost of building incineration facilities? Costs, benefit analysis etc.
Multi Family Ideas	Expand the City's Green Lane landfill near London, ON;
Multi Family Ideas	Consider the re-cycle or re-use of discarded construction/renovation materials
Multi Family Ideas	Stop providing waste management services to this sector.
Multi Family Ideas	Continue collaboration with industry and municipal organizations to advocate for change and reduced waste;
Multi Family Ideas	Companies are the largest waste producers. Give incentives to recycle by charging more for garbage pickup, less for recycling.
Multi Family Ideas	Need FAR more information about the impacts to the environment and human health.
Multi Family Ideas	I have nothing to contribute here. All of those are terrible options, but I have no other solutions
Multi Family Ideas	Condominium properties do not do a good job with foods recycling. Find out what the barriers are and develop solutions from condos that DO make the effort! For example there is a residential apt building in City TV news not long ago who is bragging that they had only 4 or 5 regular sized garbage bags a MONTH by having everyone in the building fully participate in recycling and they have workers who sift through the remaining garbage. This not only could benefit by less waste but may be cost effective to condo boards to do hire people to do this if they pay too much for garbage removal. Educating condo boards by showing incentives could be a win-win for everyone. Not to mention new job opportunities and growth.
Multi Family Ideas	Deposits... Give money back to the person who drops off.. By the pound.
Multi Family Ideas	Start charging for garbage vs recycling.
Multi Family Ideas	My previous suggestion in task 3 refers to my suggestion. Get in and talk to the condo boards who are in charge of spending the maintenance fees from owners. They will listen to you if you find good solutions that will ultimately save them money. Not to mention, property mgmt have no real say in how money is spent... Condo boards are the ones who have the ultimate decisions to make changes in a building. And they meet monthly... They are volunteers who are also owners in the building so they need easy to understand information why's and how's.
Multi Family Ideas	Make the directions for what is recyclable more clear, people I know don't understand them. Plastic yogurt containers? All plastic or some plastic? They want simpler, they don't read the whole calendar so more info is less likely to be paid attention to and they would NEVER go to a meeting or app for more info. Keep it simple.
Multi Family Ideas	I have a store in a plaza with private pick up, everything is put into one garbage truck. I could divert 99%, it's mostly compostable and fill throw out an oversized garbage bag every day, about 100X what my staff and I generate at home. Also stop yhe sale of cheap bottled water. I see 100s of plastic water bottles in grocery carts every day. Make the companies who generate this garbage pay for it's disposal.
Multi Family Ideas	"encourage" producers to pay for the cost of disposal of their packaging.
Multi Family Ideas	I drop off electronics and computer recycling at my local Salvation army, no one I know knows you can do this. I have taken other peoples items there, it's quite easy but the message needs to be clear and simple.
Multi Family Ideas	A good idea provided it is cost effective.
Multi Family Ideas	Use all the above.
Multi Family Ideas	Require property managers to provide green bins to residents. I would love to compost, but there are no compost bins available at my building.
Multi Family Ideas	I'm for it, but only if the pollution is not too much more than normal energy generation + disposal.
Multi Family Ideas	I'm for it, but only if the pollution is not too much more than normal energy generation.
Multi Family Ideas	Expansion in the short term makes sense and should be done, but is not sustainable. Prioritize environmental protection followed by cost to find a new private landfill or buy one.
Multi Family Ideas	Prioritize environmental protection followed by cost.
Multi Family Ideas	It is a smart way of reducing the amount of waste that needs to be buried or transported.
Multi Family Ideas	recycle more and burn for energy

Identifier	FeedbackText
Multi Family Ideas	build buildings that can incinerate
Multi Family Ideas	need better enforcement of waste. Toronto's organic program is extremely contaminated by residence and commercial with no repercussion for putting garbage in it.
Multi Family Ideas	better enforcement of non- recycling and contamination of products.
Multi Family Ideas	Increase charges for waste as economic incentive to reduce
Multi Family Ideas	use incentives for manufacturers to use green options. ie. charge them for using non-recyclable materials
Multi Family Ideas	I am all for it, as long as we ensure that we are not creating a secondary problem such as air pollution.
Multi Family Ideas	Your second bullet is the most important strategy. Stop over packaging from being produced in the first place.
Multi Family Ideas	All sound good to me
Multi Family Ideas	All sound good
Multi Family Ideas	Get ideas and motivation into schools either via curriculum, extracurricular activities, visiting presenters, displays, field trips, etc. In other words, promote to kids as well as adults. Especially in homes where English is not the first language or parents have little time or interest to read about changes in waste management, have kids bring home the message.
Multi Family Ideas	Promote to kids as well as adults. Get the school boards involved and motivate kids either via curriculum, extracurricular activities, visiting presenters, displays, field trips, etc. Especially in homes where English is not the first language or parents have little time or interest in reading about changes in waste management, encourage kids to bring home the message.
Multi Family Ideas	Sounds like a great idea as long as the creation of new or unknown pollutants is not the result.
Multi Family Ideas	Start in the schools. There needs to be a societal change in behaviour. Teach children that consumption and over consumption of goods is unhealthy for humans and the planet.
Multi Family Ideas	There needs to be a societal change in behaviour. Start in the schools. Teach children that consumption and over consumption of goods is unhealthy for humans and the planet.
Multi Family Ideas	No one wants landfill in their backyards. This is a difficult call without a lot of research and environmental assessments.
Multi Family Ideas	Where safe and feasible, encourage consumers and food retailers to promote using customer's own containers for prepared food and beverage.
Multi Family Ideas	Where safe and possible, encourage consumers and food retailers, to promote using customer's own containers for takeout food and beverage.
Multi Family Ideas	We're all lazy and look for the path of least resistance. We may be well intentioned to drop items off, but often forget or just don't get around to it. Incentives are generally needed, e.g. offer pickup instead of drop off. Rather than offering vouchers or discounts on new products (thus creating more waste), offer discounts (or develop an app for a credit point system) on services (e.g. snow shovelling, lawn cutting, haircut) or necessities (e.g. groceries).
Multi Family Ideas	Dioxin emissions from incineration is not acceptable. I am unaware if the other methods are less toxic, but if so, great.
Multi Family Ideas	Dioxin emissions from incineration is not ideal.
Multi Family Ideas	Dioxins from incineration of plastics are not acceptable.
Multi Family Ideas	Ideally, the 3rd option, but eventually they will fill.
Multi Family Ideas	I especially like the first point. Producers should take back their packaging for re-use or recycling. The onus should be on them, not the city, not the consumer. https://en.wikipedia.org/wiki/Extended_producer_responsibility
Multi Family Ideas	Producers should take back their packaging for re-use or recycling. The onus should be on them, not the city, not the consumer. https://en.wikipedia.org/wiki/Extended_producer_responsibility
Multi Family Ideas	Producers should take back their packaging for re-use or recycling. The onus should be on them, not the city.
Multi Family Ideas	There are community centres in every neighbourhood - how about there? How about the vendors? You buy a new phone? Recycle your old ones with the producer. Again, the onus should be on the companies making money from these products to find a way to deal with the waste responsibly.
Multi Family Ideas	I don't think so.
Multi Family Ideas	learn from other jurisdictions and best practices; if deemed safe and environmentally appropriate, it should be used and promoted
Multi Family Ideas	should use land fills close to the city (or expand current land fills) to minimize the environmental footprint of transporting all of the city's waste to landfill
Multi Family Ideas	finer on producers for excess packaging
Multi Family Ideas	full cost pricing for ICI sector waste, and additional incentives/enforcement to incent diversion in the sector

Identifier	FeedbackText
Multi Family Ideas	•Review regulatory options through City of Toronto Act, new provincial waste legislation or by-law enforcement to encourage diversion.
Multi Family Ideas	Add more items to the Waste Wizard
Multi Family Ideas	I'm in favour, if the technology passes unbiased scientific testing for environmental safety.
Multi Family Ideas	Toronto should use its own land for future landfills, to take full responsibility for our own waste. (That requirement would encourage people to use all other options first!)
Multi Family Ideas	Provide a box for collecting small things that don't go in the blue bin (electronics, hazardous waste, scrap metal).
Multi Family Ideas	Sell energy produced from the waste, as well as from solar & wind energy generation at your facilities.
Multi Family Ideas	pick up hazardous waste at the curb, in a special box, on regular collection days
Multi Family Ideas	use financial incentives as well as policies to encourage waste diversion. For example, offer collection services at a lower cost than private sector services.
Multi Family Ideas	provide school educational material on how to eliminate waste generation, and move away from recycling (recycling eventually creates waste, we need to create a system where the end life of a product is the start of a new one - think composting)
Multi Family Ideas	should only be used in limited circumstances, if at all. should only be used as an interim measure as the city moves to zero waste generation
Multi Family Ideas	use private sector landfill
Multi Family Ideas	advocate politically to have companies take on full producer responsibility for the complete lifecycle of their products
Multi Family Ideas	look to reduce waste generation to reduce the cost of having to manage it
Multi Family Ideas	zero waste vision
Multi Family Ideas	stop providing services to this sector
Multi Family Ideas	support landlords that have space limited sites by allowing the use of city property for collection, focus all on sizes of residential unit, reduce fees for collection of multi-residences, promote city collection services versus private pick-up
Multi Family Ideas	combustion is not good environmentally research other tech.
Multi Family Ideas	Some promotional campaigns do work (the 2 City of Toronto waste guys who wanted our hazardous waste was good). However, the glacial pace of education to make the necessary impact is something we cannot wait for -- we need concrete by-laws and legislation immediately.
Multi Family Ideas	Air pollution, heavy metals, carbon emissions. And where does the ash go?
Multi Family Ideas	YES -- mandatory packaging reduction laws. You CANNOT wait for companies to voluntarily reduce packaging. They haven't done much in the past 20 years and they likely won't do much in the future. We cannot afford to wait for the necessary critical mass of companies reducing packaging. Legislation is REQUIRED.
Multi Family Ideas	I just think that the concept of burying materials you can't use anymore is sort of medieval. I know I must sound like I live in fairy world, but we need legislation and new economic markets to use virtually every bit of "waste" to be turned back into something useful again. Gradually, landfills should be made smaller and smaller.
Multi Family Ideas	Encouraging producers to make their products and packaging more environmentally friendly is NOT enough. Legislation is necessary. You can't afford to wait for them to
Multi Family Ideas	Encouraging producers to make their products and packaging more environmentally friendly is NOT enough. Legislation is necessary. You can't afford to wait for them to "wake up". There is no incentive for them to do so.
Multi Family Ideas	We pay money for the City to pick up recyclables -- many of which should be returned to a depot by the consumer IF we had an extensive deposit system.
Multi Family Ideas	Depots have to be closer and have more convenient hours. Waiting in line at Commissioners or Bermondsey is not a practical choice for most people looking to dispose of haz waste. They just won't do it -- they will throw it in the regular garbage stream unless it is very convenient for them to put it in a depot near them.
Multi Family Ideas	Mandatory recycling, mandatory packaging recycling (I know so many commercial enterprises that take no efforts to reduce packaging in either incoming or outgoing goods. And charge 10 times more for plastic -- it is virtually free and that's why so much of it is wasted.
Multi Family Ideas	Deposits on containers. Stop treating waste like garbage. If there is a value attached to containers, many more of them will be returned. They were used as a container once, and they can be again. People have to stop thinking of everything as garbage OR recycling. Deposits can change our mindset toward "garbage"
Multi Family Ideas	Bans, levies and fines are necessary, not optional.
Multi Family Ideas	my 11 year old niece did not know what the three Rs stood for. An educational program in the school would be helpful.

Identifier	FeedbackText
Multi Family Ideas	combustion/incineration is used in the Netherlands and the facilities seem great. I process suffered a image problem here in North America. I am unfamiliar with the emerging Technologies.
Multi Family Ideas	NOT private sector. No control - no good
Multi Family Ideas	I love the vending idea! the perfect incentive for me would be extra garbage tags for "just in case" at christmas - most of the time they would never be used.
Multi Family Ideas	I think the garbage shutes should only be used for recycling. The garbage should be handled differently, but not sure how.
Multi Family Ideas	If incineration is safe, zero toxic emissions, I will support it.
Multi Family Ideas	Corporate initiative that reduce packaging.
Multi Family Ideas	Make all packaging biodegradable and we can use as a growing medium.
Multi Family Ideas	Stop commercial collection but monitor waste diversion and offers incentives to companys that are green.
Multi Family Ideas	Waste reduction is the key, encourage retailers to offer discounts for products without packaging or reduced/green packaging.
Multi Family Ideas	It is a good idea. Look at European City's and new technologies.
Multi Family Ideas	What about language issues for communication?
Multi Family Ideas	It works well in Scandinavian countries. How about biogas digestion as a means of generating electricity? Can the energy in the "water" in the sewer system be used to heat greenhouses - as a "geothermal" source of energy?
Multi Family Ideas	Reduce - what about efforts to reduce packaging?
Multi Family Ideas	Keep the landfill under the City's control.
Multi Family Ideas	I like option #3 above - use a policy-driven approach.
Multi Family Ideas	What about incentives for apartment / condo owners to retrofit their buildings to accommodate additional waste streams?
Multi Family Ideas	radio ads
Multi Family Ideas	Great idea if pollution risks are considered and managed
Multi Family Ideas	Don't know enough to comment
Multi Family Ideas	Advocate that produces be required to take back packaging, as is done in some European countries
Multi Family Ideas	More integration is needed between City divisions on promoting and communicating on this issue e.g. with Parks
Multi Family Ideas	New legislation to maximize mandatory re-use and recycling
Multi Family Ideas	Mandatory installation of waste receptacles with multiple compartments in new or renovated apartments coupled with user-friendly dispoal options
Multi Family Ideas	Don't know
Energy From Waste	YES YES YES!! Such an excellent idea.
Energy From Waste	Encourage household composting! Better composting bins at cheap costs would help (e.g. self-turning ones)
Energy From Waste	Charge people more! Landfills are a nightmare, ugh. Private sector partnerships are a disaster, though.
Energy From Waste	Making sure our recycling gets recycled. People get demoralized and stop recycling when they hear stories of stuff going to landfill.
Energy From Waste	Making sure our recycling gets recycled. People get demoralized and stop recycling when they hear stories of stuff going to landfill. Better composting bins at cheap costs would help (e.g. self-turning ones)
Energy From Waste	Do NOT change for waste diversion, eg green bin and recycling. charge way more for garbage.
Energy From Waste	Don't let public pressure sway you from solutions such as incineration, which are much better than decades ago. Let the experts make the decisions, not the politicians.
Energy From Waste	Small business get hosed enough already by the garbage system. Make the large industrial waste producers pay for a deal with their garbage on their own, but regulate it's disposal carefully.
Energy From Waste	Item 3 -xtra space in active/closed landfills already owned by city.
Energy From Waste	must have scrubbers to clean discharge should not demand additional waste segregation by homeowner
Energy From Waste	Toronto either needs another landfill or joint ownership with other municipalities. Main thrust should be to expand collection to apartments
Energy From Waste	Share responsibility for waste management by working through local neighbourhood associations to reduce waste heading for landfill and other solutions that concentrate everyone's waste in single locations.
Energy From Waste	Ok for some waste, but should consider scale -- may work better at neighbourhood rather than city-wide scale. Smoke and contaminants are a major issue.

Identifier	FeedbackText
Energy From Waste	Charge companies for managing waste from their packaging. It is insane the amount of garbage they produce -- and that we are forced to buy it!
Energy From Waste	Set targets to reduce this kind of waste to zero by 2020. There are many solutions -- often they start at the PRODUCTION end.
Energy From Waste	Return to glass bottles, for drinks, wine, oil and other liquid products. Make this legally necessary. Volunteer measures for companies are not enough.
Energy From Waste	This scale of spending is unacceptable and unsustainable, particularly in the face of social and sustainability needs. We are subsidizing large companies who produce the garbage and make us buy it. Attack the problem at the source and focus on generating "waste" that can be reused, as compost, in building materials, clothes, etc. Reward households and neighbourhoods that reduce their waste with new public amenities -- gardens, parks, car-free streets, lower fees, etc. Encourage -- and fund-- local solutions to reduce the amount accumulating at the city-region level.
Energy From Waste	People should return wasteful goods to those who produced and sold them. Recycling should begin with producers. This way, they have incentives to both reduce and recycle.
Energy From Waste	Set standards, provide resources (knowledge, some funding) and require that building residents form commissions to resolve how best to meet them according to local contexts. This would also build sociability and ties.
Energy From Waste	See previous sections.
Energy From Waste	To i
Energy From Waste	Once the best effort is made with current technology to reduce and reuse waste, the purchase of another landfill might be considered. The hope is that future technology will keep reducing landfill waste volume to eventually generate very little waste.
Energy From Waste	In favour if economically feasible and if it has a net positive environmental impact
Energy From Waste	Determine based on economic feasibility and long-term sustainability
Energy From Waste	More opportunities for recycling e-waste
Energy From Waste	More opportunities for recycling e-waste
Energy From Waste	More frequent community environment days
Energy From Waste	Raise property taxes with inflation (at least) instead of starving the City long-term
Energy From Waste	Green bin pick-up for apartment buildings
Energy From Waste	We over-cool in the summer. Too much air conditioning.
Energy From Waste	Need better recycling of plastics in Toronto
Energy From Waste	This should include Community Health and ensure that it works towards Social Equity
Energy From Waste	Let's get on with it.
Energy From Waste	last resort
Energy From Waste	1. Plastic bag fee with \$\$ going to city NOT the stores 2 This option is very important Lots of usable things are wasted that some else could use Support events that allow residents to sell, swap, and/or give away materials. 3. Work with other levels of govt to ban items that are not economically recycled and an alternative is available Eg black plastic flower pots are common but not recycled Legislation is the only way eg egg cartons Which is best for recycling? plastic or cardboard
Energy From Waste	?
Energy From Waste	Try encouraging producers When this fails legislate Companies only look at \$\$
Energy From Waste	?
Energy From Waste	a very large problem as long as these people can chute it and forget it
Energy From Waste	Craft a waste handling system that is so simple and intuitive that promotion and education are not necessary.
Energy From Waste	I am concerned that systems that recover energy from waste might destroy materials that could be recycled, now or at some future point. The "applying high temperatures" bit suggests that we might need to put in more energy than we recover - that might be a silly investment. If pelletized waste can be used as a construction material that is itself reuseable, then that could be valuable.
Energy From Waste	more involvement of retailers and manufacturers to collect/manage materials for reuse
Energy From Waste	I prefer using a private sector landfill provided the operator is actively regulated and operates locally (does not export waste).
Energy From Waste	move recycling into backroom operations of waste collection to capture 100% of the stream of useable materials without explicit public participation

Identifier	FeedbackText
Energy From Waste	Move funding of waste management services onto manufacturers and retailers. The costs will be passed back to the consumer in proportion to consumption, and the smartest business operators will create a competitive advantage to lower the pass back.
Energy From Waste	partnerships with retail/manufacturing organizations to collect/manage these materials
Energy From Waste	Continuously monitor best practices around the world, import the good ideas, and avoid repeating mistakes found by other cities.
Energy From Waste	Offer a grade 6, 8, 10 science field trip to teachers, to help educate our citizens of tomorrow. There is a climate change unit in their curriculum.
Energy From Waste	Biomass energy, if done properly is a safe way to produce renewable energy, while decreasing our carbon emissions, and have a limited negative impact of ecosystems. I think it's important that we look towards these uses of converting biomass into bioenergy.
Energy From Waste	Why don't we look at biomass energy?
Energy From Waste	Commercials about the working conditions of clothing makers in other countries, and the impact of commercialism and capitalism. SHOCKING ADS, might be a good way to go. Also in Paris, France they made it mandatory for grocery stores to donate unsold produce to shelters and not for profit organizations to use. We waste a lot of food that is still good, just not "pretty" or "perfect". Implementing a program like that for large grocery companies could go a long way.
Energy From Waste	I guess see if we can find more space in our existing landfills. Ideally with education and implementation of compost and the use of biomass-bioenergy, land fill amounts will decrease. But we should limit the shipment of materials requiring disposal, in order to reduce carbon emissions of transportation.
Energy From Waste	If possible it would be great to implement new policies to improve waste diversion. Require industrial, commercial and institutional sectors to have onsite composting, or to separate garbage from recycled or reusable goods (ESPECIALLY IN THE COMMERCIAL AND INSTITUTIONAL SECTOR). It is important to maintain control in where the waste goes, in order to reduce carbon footprint in transportation and the affect that dumps are having on ecosystems.
Energy From Waste	Make Green Bins accessible on the streets bins. Recycle, Compost and Garbage should be the options in all new city garbage bins on street corners. We need to push and advocate for separating garbage and home, work, in institutions, and while you are out running errands. A consistent message needs to be sent EVERYWHERE!!!
Energy From Waste	Targeted promotional material that focuses on reducing contamination in the three streams. Examples: get fine paper or clam out of waste stream
Energy From Waste	good idea, for non-recyclables
Energy From Waste	I don't like private sector landfills as I feel they are more likely to cut corners and risk the surrounding areas
Energy From Waste	I like the idea very much , but I am concerned about air pollution.
Energy From Waste	Regulating takeout food providers and the PATH
Energy From Waste	Make producers of the waste take their empty packages back.
Energy From Waste	Recycling chutes for those not mobile enough to go downstairs or to the basement.
Energy From Waste	None of those - just clear instructions
Energy From Waste	I am pleased to see this under discussion.
Energy From Waste	Not sure.
Energy From Waste	I am very concerned about the use of Kcup pods. They are here to stay but cannot be disposed of in a responsible manner.
Energy From Waste	Education, education education.
Energy From Waste	Go for it. Out on the lake where Nimby's can't see it.
Energy From Waste	Buy old mines up north. It will work.
Energy From Waste	Encouraging
Energy From Waste	Encouraging producer responsibility and industrial composting from resturants
Energy From Waste	Encouraging producer responsibility,
Energy From Waste	Education should be embedded within school curricula. Also make the waste wizard more easy to access and use - right now it's a bit buried and you have to be specifically looking for it in order to
Energy From Waste	So long as this process can be done safely and in a way that does not harm the environment then it should be supported.
Energy From Waste	Create innovative partnerships with NGOs, charities, etc. who could make use of reused items. For example partner with Goodwill, Cdn Diabetes Association, or Women's Shelters - and enable residents to specify where reusable items go.

Identifier	FeedbackText
Energy From Waste	Whatever landfills we use, they should be selected through a procurement process that requires cost efficiency while minimizing environmental impact. There will be some recyclable/reusable material that ends up in landfill and there should be a safe way to identify those materials and divert them to the appropriate recycling channels.
Energy From Waste	Make it as simple as possible for people to learn about and embrace new technologies or ways of working. If it seems to complicated or onerous, people won't engage.
Energy From Waste	Create incentives for manufacturers to produce goods and packaging that are recyclable or compostable wherever possible. Include consumer education in school curricula on selecting products based on, among other criteria, responsible packaging.
Energy From Waste	To my knowledge there are no compost programmes for the commercial sector. Work with businesses to implement composting programmes in addition to recycling.
Energy From Waste	It is not always clear that waste disposal mechanisms in garbage chutes work properly. Ensure the technology works properly and enforce non-compliance through fines, etc.
Energy From Waste	Make it easier to return empty bottles to collect deposits. The current system encourages blue bin scavenging and is potentially dangerous for residents and the individuals rummaging through recycling bins. Also, consider a system that links volume of non-recyclable waste with property taxes to encourage waste diversion. Do something similar with commercial business taxes related to responsible packaging (may require partnerships with Federal and Provincial govts)
Energy From Waste	Develop educational packages for use in schools.
Energy From Waste	Hmm. ...
Energy From Waste	Not sure
Energy From Waste	So much garbage is not garbage. Provide a way for furniture, toys, clothes to be sterilized and made available for reuse through goodwill and value village etc...
Energy From Waste	Garbage refineries. Should have nothing go to landfill. Nothing.
Energy From Waste	Incinerate and generate electricity from it. Sell it back to OPG.
Energy From Waste	Sell the rights to pick it up. They sell the recycle to converters, the combustibles to co generators, the metallics etc to recyclers... subsidize the shortfall if necessary.
Energy From Waste	Bigger blue boxes. For everybody everywhere.
Energy From Waste	Legislate packaging guidelines. Packaging is too voluminous.
Energy From Waste	EDUCATION CAN BE PROVIDED
Energy From Waste	EDUCATION CAN BE PROVIDED WITH THE WORK-SHOPS OR MEETINGS. SOCIAL MEDIA WOULD WORK AND OTHER CITIES' EXPERIENCES WOULD BENEFIT US AS WELL.
Energy From Waste	ACCESSIBILITY FOR
Energy From Waste	ACCESSIBILITY FOR CITI
Energy From Waste	ACCESSIBILITY FOR CITIZENS WHO DON'T HAVE TRANSPORTATION TO HAVE THE DATES FOR SOIL AND ORGANIC WASTE TO BE PICKED UP.(GARDENING AND OTHER)
Energy From Waste	IF THE ABOVE 5 ARE SEEN TO THE COMMUNITY IMPACT WILL BE POSITIVE, I THINK.
Energy From Waste	NEEDS MORE COLLECTION
Energy From Waste	NEEDS MORE COLLECTION SERVICES. PEOPLE CANNOT ALWAYS GET TO A DEPOT.
Energy From Waste	THE APT AND CONDO DWELLERS LIVING IN THE CITY W
Energy From Waste	IT'S A GREAT IDEA AND WOULD LIKE TO SEE IT EXPLORED AND COST-EFFECTIVE AS WELL. BUT MAIN PRIORITY IS DEFINITELY THE ENVIRONMENTAL IMPACT. SOMETIMES WE JUST HAVE TO TRY THESE TECHNOLOGIES OUT. AFTER ALL THE PLANET IS OF THE MOST IMPORTANCE.
Energy From Waste	MOST PEOPLE WILL NOT DRAG THEIR WASTE TO A DEPOT. A LOT DO NOT HAVE VEHICLES AND PICK-UPS THAT ARE SCHEDULED ON THE STREET FOR THAT WOULD BE IDEAL.
Energy From Waste	FIND MORE SPACE IN AN ACTIVE OR CLOSED LANDFILL, OWNED BY TORONTO.
Energy From Waste	.KEEP IN COMMUNICATION WITH THE PUBLIC SO THEY KNOW WHAT IS AVAILABLE AND THAT THERE IS SERVICE FOR IT.
Energy From Waste	No comments on Energy From Waste technologies aside from avoiding air pollution generation if applicable.
Energy From Waste	Do we compact garbage into smaller cubes? If so, that I'm not sure how much more space the city could find.
	At this time, no comments. Need to do more research first.
Energy From Waste	Not that I can think of. All points covered here.

Identifier	FeedbackText
Energy From Waste	Food Waste reduction from the commercial sector should be more tightly enforced. France has recently taken drastic steps forward in this regard with fines against stores that generate high food waste. By having tighter restrictions and fines, stores should be encouraged to purchased less of certain products that are later disposed of.
Energy From Waste	Food Waste reduction from the commercial sector should be more tightly enforced. France has recently taken drastic steps forward in this regard with fines against stores that generate high food waste. By having tighter restrictions, stores should be encouraged to purchased less of certain products that are later disposed of.
Energy From Waste	I made my points in the previous slide about fines.
Energy From Waste	As long as it doesn't cause air pollution, it could work
Energy From Waste	You co
Energy From Waste	You could
Energy From Waste	As long as the impact to the environment is minimal at best - I am ok with it.
Energy From Waste	I would say expand the existing landfill site before exploring other options.
Energy From Waste	No
Energy From Waste	No
Energy From Waste	better be environmentally friendly/not contribute to pollution
Energy From Waste	Education outreach to schools, and especially to apartments and condos - need to develop programs for these large population centres
Energy From Waste	This seems like it should be doable!
Energy From Waste	Focus on apartments and condos
Energy From Waste	Need to maintain control over commercial waste to protect environment and community - if City does not run the collection then need investment in control and enforcement
Energy From Waste	I support incineration provided the burn is as complete as currently technically possible; e.g. rotary kiln.
Energy From Waste	My preferences in descending order: 3, 2, 4. I do not support 1.
Energy From Waste	Provide homeowners with places to take home construction (diy) waste; e.g. lumber. You used to, bring it back.
Energy From Waste	Expand the list of eligible materials per my previous note.
Energy From Waste	I would really like a "what goes in the Blue Box, Green Bin, Garbage" App.
Energy From Waste	I would really like a "what goes in the Blue Box, Green Bin, Garbage" App. Programs to educate kids from grade school to high school on how to reduce, reuse and recycle.
Energy From Waste	Only if this can be done in an environmentally sustainable fashion.
Energy From Waste	Bring back the 5 cent bag tax and make it mandatory with the revenue going to the City for waste management.
Energy From Waste	Expand the Green Lane.
Energy From Waste	The city should institute a program where large retailers need to take back the packaging from products they sell with a plan/program to divert minimum 90% from the landfill.
Energy From Waste	Producers of packaging should be held financially responsible for diverting waste from the City's waste cycle.
Energy From Waste	I would like to see small neighbourhood drop off centers where I can take household hazardous waste and also return beer and liquor bottles.
Energy From Waste	Continue to control and implement new policies while requiring private sector to manage its own services in line with policies. Ensure adequate City oversight and enforcement exists.
Energy From Waste	All of the above
Energy From Waste	many older residents do not use apps and social media. don't leave them out
Energy From Waste	Great!
Energy From Waste	i like reconsidering closed landfills
Energy From Waste	swamp meets and free drop offs are good as well.
Energy From Waste	tax incentives for industries that come up with innovative ways to reduce their waste
Energy From Waste	Wonderful innovative idea!
Energy From Waste	We should all encourage the manufactures not to use so much plastic in their packaging, especially moulded plastic. It is just out of hand and not at all necessary. It should be made by laws to restrict packaging to paper of such products so it is recyclable of if it ends in the land fill it will decompose quickly.
Energy From Waste	The term, "not in my back yard" is used very often when it comes to landfill. I prefer to find more space in active and or close la drill signs
Energy From Waste	The term, "not in my back yard" is used very often when it comes to landfill. I prefer to find more space in active and or close land fill sights presently owned by the city as long as it isn't interfering with the Aqua table.

Identifier	FeedbackText
Energy From Waste	Back yard composting should be a great idea BUT we do have to consider maybe re would be attracting the raccoons and rats. We have experience rats lately with my neighbours composter and or feeding the squirrels peanuts.. NOT GOOD!
Energy From Waste	Back yard composting should be a great idea BUT we do have to consider the raccoons and rats. We have experience rats lately with my neighbours composter and or feeding the squirrels peanuts.. NOT GOOD!
Energy From Waste	Great idea Gineva has been using this for years!
Energy From Waste	Don't like it we need to make it a priority to eliminate the senseless overuse of plastics e.g water bottles!!!!
Energy From Waste	Adding more or sep. fees encourages people ro cheat and become careless on how they dispose. There should be a charge for people who trash.... Walk in any neighbourhood and it is strewn with empty fast food bags , coffee cups etc
Energy From Waste	I think that these are good technologies to consider, especially since they can produce energy for different purposes. If we deal with our waste here in Toronto instead of shipping it elsewhere, it is also better for the environment and I believe it would be more cost effective over time. Obviously building a facility or facilities to get rid of the waste would cost a lot on the front end but we would then not have to pay to have our waste shipped to another country. Many people do not want this type of facility built in their immediate community. Perhaps some of the energy produced could be funnelled to people in the immediate community (so they can save on their other energy costs) in order to get buy in from the local community where this kind of facility might be built.
Energy From Waste	Think about the impact of something before purchasing it.
Energy From Waste	We need to have strong laws that require companies to produce things that are completely recyclable.
Energy From Waste	Having more deposit returns on more items would also cut down on littering as many people pick up items that can be returned for deposit even when another person has thrown it away as litter.
Energy From Waste	I think the private sector should be more responsible for the waste that comes from their products as they are profiting from the initial sale.
Energy From Waste	I think the private sector should be more responsible for the waste that comes from their products as they are profiting from the initial sale. Currently there is not responsibility on the part of companies to be responsible for waste that they are responsible for.
Energy From Waste	I think the private sector should be more responsible for the waste that comes from their products as they are profiting from the initial sale.
Energy From Waste	Being able to put it out at my house is most convenient for me. It is often inconvenient to have to take items to a different location, especially since I have small children now.
Energy From Waste	Require companies to sell items that can be recycled in some way.
Energy From Waste	For any of these options, I think you need to work with the private sector since if you introduce a policy that they feel is too drastic, they will take their business to another community if possible. Also, perhaps working with other Municipal governments so that everyone has a similar strategy would ensure that no one lost business because of their policy.
Energy From Waste	I think there need to be laws at the provincial and possibly national level to ensure that the private sector is obliged to participate in waste management. Such laws could limit how much unrecyclable material is allowed to be produced to begin with.
Energy From Waste	I'm concerned about pollutants and byproducts. Also, if energy is utilized from waste, then reduction of waste becomes a lower policy priority.
Energy From Waste	I'm concerned about pollutants.
Energy From Waste	Is it possible to tax excessive waste?
Energy From Waste	Not providing waste management to this sector may lead to less responsible waste management. Could benchmarks be established and fees be charged for excessive waste above a certain threshold?
Energy From Waste	Go to schools and teach kids about not littering
Energy From Waste	why not
Energy From Waste	•Purchase another landfill.
Energy From Waste	•Stop providing waste management services to this sector. Continue waste removal in parks etc.
Energy From Waste	Although mandatory recycling would be ideal, the City never has enough officers to enforce bylaws
Energy From Waste	•Explore use of bans, levies or fines to ensure proper disposal; hire enough bylaw officers to enforce
Energy From Waste	If pollutants are kept to an absolute minimum, I'm OK with it.
Energy From Waste	Go with whichever option is the cheapest and has the lowest environmental impact
Energy From Waste	•Expand collection services to gain more control and influence over waste diversion

Identifier	FeedbackText
Energy From Waste	•Review regulatory options through City of Toronto Act, new provincial waste legislation or by-law enforcement to encourage diversion.
Energy From Waste	•Review regulatory options through City of Toronto Act, new provincial waste legislation or by-law enforcement to encourage diversion. •Continue collaboration with industry and municipal organizations to advocate for change and reduced waste
Energy From Waste	I support this - I lived near an incinerator in Germany and had no idea it was a block away. We need better public education on incineration and biomass
Energy From Waste	I support this strongly - I lived near an incinerator in Germany and had no idea it was a block away. We need better public education on incineration and biogas options that doesn't propagate scientifically disproven fearmongering. Show that other "clean" countries like Japan, northern Europe, and Scandinavia are already using these technologies safely.
Energy From Waste	create a means for composting of dog waste in parks
Energy From Waste	expand recycle programs to handle dog waste
Energy From Waste	Cost effectiveness to customer. Example: no charge for larger bins
Energy From Waste	Good idea with proper environmental controls.
Energy From Waste	Expand the existing landfill.
Energy From Waste	Look at Toronto's streets, parks, subway, buses and you will see garbage every where. We need a campaign to educate people about waste and to develop a pride in this city.
Energy From Waste	investigate and instigate a non-recyclable penalty through the life cycle of products or materials that can not be recycled or reused. Start with supplier of the materials, then to users of those materials, then sellers of those materials and then to the buyers of those materials.
Energy From Waste	As long as the proper pollution control technologies are used, I am not against incineration.
Energy From Waste	Initiatives to reduce packaging -- a large amount of my waste.
Energy From Waste	Seems like expanding what you have -- Green Lane -- would make most sense.
Energy From Waste	I worry that if you charge solid waste fees, people will try to dispose of waste illegally.
Energy From Waste	Improve waste diversion -- no additional services.
Energy From Waste	Create biodigesters for poop and food waste. For example, the Zooshare Project at Toronto Zoo.
Energy From Waste	Require manufacturers to reduce packaging. Require the use of recyclable packaging.
Energy From Waste	Find more space in active and/or closed landfills owned by the City. Do not create landfills in pristine wilderness areas.
Energy From Waste	Monitor this sector to ensure that illegal dumping is not happening.
Energy From Waste	Should be a high priority
Energy From Waste	Purchase or lease nearby; don't add pollution from long distance trucking.
Energy From Waste	Make commercial operations and government (e.g., TTC) pay extra for not separating. I've seen cleaners dump blue bins and garbage bins into green garbage bags! Find incentives for people to walk six extra inches to recycle. And have more street recycling. I walk 20 minutes from Finch subway and there is not one place to recycle anything as I go west on Finch. So if I finish a drink I need to carry it extra blocks until I get home. I do; others don't.
Energy From Waste	Should not stop providing unless private options are MORE environmentally friendly than public ones. Should find incentives such as discounted property taxes for zero waste
Energy From Waste	Smart bins that communicate when they are full.
Energy From Waste	High tech innovations. Challenges to CleanTech sector with rewards for best programs. Do not move to private sector without commitment to reduce waste and be more environmentally friendly.
Energy From Waste	education in schools
Energy From Waste	gasification, pyrolysis and waste pelletization are GREAT ideas
Energy From Waste	GREAT idea
Energy From Waste	GREAT idea.
Energy From Waste	garage sale festival
Energy From Waste	I don't know
Energy From Waste	Encourage large-scale system to facilitate bulk sale of common household products, e.g. Dish/laundry detergent dispensing machines in grocery stores, people bring their own containers and reuse these containers.
Energy From Waste	Expanding recycling programs to handle new materials should include fabric
Energy From Waste	Generate revenue from Energy from Waste
Energy From Waste	Stick to the schedule - yard waste can sit on the curb for up to two weeks collecting others dog waste

Identifier	FeedbackText
Energy From Waste	Why are residential taxpayers sacrificed for condos when they are the worse offenders? Get them to reduce
Energy From Waste	Packaging companies should be legislated to use less plastic i.e. detergents, as they do in Europe, with smaller packaging
Energy From Waste	Backyard composting attracts rats - do we really want more disease in the City?????
Energy From Waste	Again - make condos more accountable - The City allowed all of development to happen without any foresight on waste management. You don't even mention the extra water demands on the systems from these condos.
Energy From Waste	Tax on non-residential workers who come into Toronto - They leave their paper and waste in the City while profiting by working in the City.
Energy From Waste	Charge them more for pick up. Composting is difficult due to cockroaches and others - REDUCE CONSTRUCTION OF CONDOS!
Energy From Waste	Increase fines - Condos and apartment should be forced to go to private collection
Energy From Waste	should look into these systems, more public education
Energy From Waste	try to get more space in existing landfills, what about digging into existing lanfills for recyclable products that were thrown out before recycling became popular
Energy From Waste	NO BURNING. Burning releases toxins into the air we breathe. Any solution has to keep the toxins out of the air.
Energy From Waste	Outlaw non-recyclable take-out food containers in Toronto. (That will REDUCE waste in waste stream)
Energy From Waste	Any sound fine, as long as there is METHANE RECOVERY at whatever option you choose.
Energy From Waste	Get the green bin program into the downtown core and condos. Backyard composting attracts animals and is inefficient. We have a great green bin program. Get it to more households.
Energy From Waste	Put a fee on non-recyclable take-out containers. Any fees raised go to waste management.
Energy From Waste	Get green bin into the downtown core/condo land
Energy From Waste	NO BURNING of trash. Burning puts toxins in the air we all breathe. Recover methane from all dumps.
Energy From Waste	NO BURNING of trash. Burning releases toxins we all end up breathing.
Energy From Waste	Projects like Zoo Poo and other programs to reduce waste and help environment create jobs. More of those!
Energy From Waste	Get green bin program to condo land!
Energy From Waste	Give scientists grants to further technical research.
Energy From Waste	Option 3
Energy From Waste	We all should be responsible for the waste we produce
Energy From Waste	two words...ZOO SHARE... let's examine these other technologies (not sure what any of them involve) and proceed with one that makes sense...
Energy From Waste	Have manufacturers produce less waste... more returnable bottles...with deposit at time of purchase...pickle jars, peanut butter jars, etc. ALL grocery stores charge for bags...5 cents. this money goes directly to environmental groups or garbage pick up. Tax stores who use too much packaging...
Energy From Waste	hmmmm...not sure...too bad we are such pigs! more rewards for not making garbage. Get all Ontario municipalities on board...for example, my friend in Aurora puts 15 bags of garbage out weekly, and it all disappears... (sure she was moving, but even when she stayed put, as many bags as she could produce were taken! SHAME Aurora.) Also, some penalty for recyclable object in the garbage...
Energy From Waste	STOP EXAMINING OPTIONS AND GET GOING...ACTION NEEDED
Energy From Waste	Also, require anyone selling these products to take back and recycle these items...for example, Canadian Tire (a Canadian Company) recycles fluorescent lights, but HOME DEPOT (an American Company) does not...SHAME! This should be made public knowledge.
Energy From Waste	have recycle bins in all garbage rooms...make it as easy as possible for these lazy and busy people...set up a system and people usually/sometimes follow it.
Energy From Waste	More than collaboration with industry...fees, fines, collection by industry etc.
Energy From Waste	Too much pollution, focus on reducing waste instead.
Energy From Waste	favourable but not top priority for me
Energy From Waste	we don't do nearly enough to divert

Identifier	FeedbackText
Energy From Waste	more support for diversion for those like me who are highly motivated to recycle but options are so limited, especially if you don't have a car
Energy From Waste	don't know
Energy From Waste	work towards diversion being the norm over automatically tossing stuff in the garbage
Energy From Waste	Small scale digesters like the one used at the ACC.
Energy From Waste	I want more education on it
Energy From Waste	Reduce more than just food waste. Make it harder to buy products that have too much packaging and aren't recyclable
Energy From Waste	Landfills will be mined for resources in the future. We should start doing it now so we can make more space
Energy From Waste	Allow goats in city limits for Composting Provide raccoon proof composting bins
Energy From Waste	There is no incentive for corporations to really reduce.
Energy From Waste	Getting condos to compost and use the compost for roof gardens
Energy From Waste	Options that allow people to walk in or bring in waste vs having to drive or truck in garbage.
Energy From Waste	I am not sure incineration would be good for environmental health reasons. The technologies need to be thoroughly tested first. In theory, however, I think generating energy from waste is a great idea.
Energy From Waste	force manufacturers to take end-of-life product responsibility
Energy From Waste	Find more space in active and/or closed landfills owned by the City of Toronto first before considering other options like buying another landfill.
Energy From Waste	encourage producers to use only recyclable materials and keep packaging to the barest minimum possible
Energy From Waste	Either expand collection services or implement new policies to improve waste diversion without providing additional services.
Energy From Waste	I am not sure enforcing bans or issuing fines for disposal violations would be an effective deterrent. You would need evidence that the individual(s) responsible did, in fact, commit the infraction; in some cases, getting them to pay their fine may be a hassle.
Energy From Waste	It has its important place, but there are many more efficient means before this stage.
Energy From Waste	Campaigns to change the perspective of waste. We are 'wasting' valuable resources that have great value - nutrients, energy, materials
Energy From Waste	We need to move away from "burying" our "waste". The system needs to be changed because landfill is simply unsustainable. Keep incorporating more Circular Economy philosophy and advocate for a healthy earth.
Energy From Waste	Steps to putting materials in recycling bins - please put through your dishwasher first to reduce organic residuals. Advocate for decomposable containers for fast food that would reduce mixing of organic residues and take-out containers
Energy From Waste	Landfill cannot be viewed as a 'less expensive option', perhaps a ban on burying waste. Externalizing waste costs is unacceptable and unsustainable.
Energy From Waste	The solutions need to address the low cost of burying waste. When we are set up with infrastructure to circulate materials and energy through the system, we will wonder why we ever allowed our resources to be buried in landfills. We need to pursue this!
Energy From Waste	Sounds good. It will divert waste from landfill
Energy From Waste	Reduce as much waste as possible. Incineration may help with that. Investigate into using old landfills for remaining waste rather than using new land.
Energy From Waste	However you do it, PLEASE address apartment buildings where there is no one individual responsible for separating the waste appropriately before putting it out.
Energy From Waste	Reduce it as much as you can in whatever safe manner you deem appropriate.
Energy From Waste	Get the apartment type buildings under better control...
Energy From Waste	Any responsibility producers take will be passed on as a result in an increase in the product cost to the consumer. If the taxpayer paid for their actual household output (rather than the current fee setup), those of us who do separate and produce less waste would pay less... The bins are bar-coded aren't they. It makes me angry very week to see two small multiplexes across the street with the large recycle bins over flowing with black garbage bags and usually no compost bins. I've reported them; I don't know if the by-law was enforced or not because it continues to happen. And therefore, rates overall go up. Grrrr...
Energy From Waste	Don't know

Identifier	FeedbackText
Energy From Waste	Tenants in buildings have nothing personally invested in the waste diversion and can be somewhat 'anonymous' when it comes to taking out the waste. Homeowners have a specific utility bill for waste collection and are (perhaps) more incentivized to produce less garbage/so-far-non-divertable-waste from their grey bins. Like other usages, perhaps a billing system for individual tenants would help - like a data fee. If it's just rolled into the monthly rent, it becomes hidden.
Energy From Waste	Please consider my earlier comments. Also, if you could actually track output and somehow reward/award/make a shout-out to those who produce little. For example, I often only need to put out my (too big now, medium sized) grey bin every couple of months (yes months), my large recycling container every 6 to 8 weeks, and my green bin weekly. Surely, the reduction in the number of actual collection stops the truck has to make, saves the City money. There are lots of households like that in my neighborhood
Energy From Waste	If the emissions are low enough (or similar to natural gas fired power plants) then it might be a good idea.
Energy From Waste	I think we should move away from using landfills and look at other ways to dispose of our waste.
Energy From Waste	Great! I think combustion/incineration produces air pollution but if this can be minimized then it is definitely a great technology.
Energy From Waste	The less landfills the better. If you can use private sector landfill that will be ideal. The higher the cost of landfills encourages alternatives such as recycling and reusing.
Energy From Waste	Work with recycling companies to provide support or collection.
Energy From Waste	I would recommend stop providing waste management services to this sector and let them use private sector collection.
Energy From Waste	Provide source separation alternatives for tenants, instead of just having one garbage chute for all garbage.
Energy From Waste	Good idea
Energy From Waste	All of the above
Energy From Waste	Stop providing waste management services to this sector.
Energy From Waste	Evaluate impacts of alternative collection arrangements for apartments and condos, including more collection services being provided by the private sector;
Energy From Waste	Efw is a part of the solution. Needs to be proven technology and cannot be used as a substitute for other options
Energy From Waste	Work with business and industry to reduce. Need to take leadership for a country wide effort.
Energy From Waste	Use whatever option is available that considers landfill cost and transfer cost. Using non-city owned landfills will encourage other options. A city owned landfill will require more waste volume at the landfill to pay for the costs of the landfill, and may not encourage diversion.
Energy From Waste	Waste reduction by business and industry
Energy From Waste	Regarding bin pickup and recycling pickup. On a lot of the smaller streets is there a way of setting it up that bins get placed on one side of the street for pickup. The effort that is made when cars parked on one side for the bins to be picked up is so time consuming by the waste company and ties up traffic on these streets.
Energy From Waste	It would be better to try to research how we could capture this "energy waste" and turn it into something more productive. Just how steam is used to turn generators. Besides that if high temps and pressure is required to remove or destroy waste, it is what it is.
Energy From Waste	A reverse vending machine would be a great idea because i feel and know of alot of people who have thing to recycle and normally just junk it. If there was more of an incentive there would be a higher chance of these people being more active in recycling.
Energy From Waste	As a recent owner of a condo and i can tell you first hand there is nothing that forces owners/tenants to recycle or compost. Nor was there anywhere to compost and to recycle you had to go down to the basement with all your empties and cardboard to do it. If there were bylaws and/ or more fees to the condo board i feel they would be more aware of trying to compost and recycle.
Energy From Waste	Education/ promotion initiatives need to be tailored for different sectors, ie. actions related to commercial services/ retail will be different than for those aimed at residents.
Energy From Waste	There is much potential for this area; worth looking further into, with consideration of any
Energy From Waste	There is much potential for this area; worth looking further into, with consideration of any possible harmful side effects to the environment.
Energy From Waste	Food waste reduction initiatives should include encouraging local grocery stores to sell or otherwise make use of food before disposal.
Energy From Waste	Food waste reduction initiatives should include encouraging local grocery stores to sell or otherwise make use of food before disposal. Food packaging reduction should also be enabled at commercial level.

Identifier	FeedbackText
Energy From Waste	Seems finding more space in active and/ or closed landfills owned by the city would be the better option among these.
Energy From Waste	In seeking revenue streams for the waste management system, options considered should be those that encourage waste reduction.
Energy From Waste	This should be considered as the highest priority - prevention.. including composting.
Energy From Waste	Tax or other types of incentives for property managers, landlords, tenants to reduce and divert waste.
Energy From Waste	Look at other countries, such as Germany to learn about clean, effective and easy recycling habits. Educate people to by goods with no or minimal packaging (bulk food where even one's own plastic containers could be used to re-fill products); what about educating the food industry to minimize packaging and to be creative; legislate the usage of non-recyclable packaging.
Energy From Waste	I understand that Germany has the most sophisticated and clean incineration system in the world. Canada may not have the population base to finance such a system, but it is worth to check it out!
Energy From Waste	Look at the food and health/beauty aid industries to reduce packaging and to find a way to refill the containers that have a life way beyond the one-time use before they get tossed into the Blue Box; one example that has irritated me for years that dental floss manufacturers stopped making refillable floss spools that could repeatedly be inserted into the plastic container and cutting blade. I am sure there are dozens of other examples if we'd think creatively.
Energy From Waste	Just burying waste doesn't make sense, as we are polluting out water supply by doing so. What efforts are being made to keep chemicals, drugs, plastics and other offensive garbage out of landfills? Incineration may be the solution if we can afford it.
Energy From Waste	On a recent visit to Munich I was surprised that they no longer sort waste (except paper packaging), as they now have technology to sort much more effectively and prevents the wrong items placed into one or the other waste stream. This invention came after years of rumours that a lot of the sorted waste ended up in landfill because it was contaminated, wrongly sorted, etc. Transparency what real success stories the City of Toronto has had would go a long way rather than turning well-meaning citizens into cynical and reluctant participants in your waste strategies.
Energy From Waste	The options I checked off would have to be thoroughly researched to ensure success. Companies and consumers should be charged for making/buying packaged products. There has to be a complete shift in consumer purchasing behaviour which would only be accepted if people had to pay for all the packaging they purchased just to throw it out after arriving at home. The incentive would be not to pay any fees by buying only products that do not produce waste at the end-consumer.
Energy From Waste	Why not consider the sellers' locations of electronics and hazardous waste as drop-offs? Staples already has in-store bins for empty ink cartridges, etc. What ever happened to industry stewardship beyond its blue box contributions?
Energy From Waste	see comments made before re industry involvement and incineration.
Energy From Waste	You have to find a way to measure the success of waste diversion efforts in condos. Initially we were told that the City had a 70% waste reduction target. This was 5 years ago, and nobody has been able to tell us how much we have diverted in our very pro-active building. I am careful in choosing above mentioned options, as results have to be measured against the cost of setting up these programs/enforcement of by-laws, etc.
Energy From Waste	Think creatively, check what other countries/cities are doing successfully. Work with other cities to create critical mass of collection for aftermarkets.
Energy From Waste	dont quite understand this
Energy From Waste	Don't waste money on it. All waste that can't be reecycled at a profit to the city (i.e. taxpayers) should be incinerated in the waste to poer facility I suggested. Have any city officials e looked at Durham's incinerator? Please let me know.
Energy From Waste	Fantastic! This should be priority #1. Europe has been using incinerators for 40+ years. Waste to power creates jobs and will, I done properly, provide cheap electricity for a city in a province with among the most expensive (i.e. job killing) electricity rates on the continent! Again, look at Durham instead of wasting time and money on excessive studies.
Energy From Waste	Incinerate everything! If there's anything left that must go in landfill use a private sector landfill as government is ineffective at so many things such as waste management (good at never ending studies though!).
Energy From Waste	I have heard a lot of so called recycling ends up in land fill. No deposits on return items-liquor and beer containers are enough.

Identifier	FeedbackText
Energy From Waste	Yes, call Prime Minister Harper and ask him to stop letting so many people move to Toronto. Don't you think we're already packed in like sardines? Also, ask the OMB to say "no" for once to a new residential development! Enough gawd awful condominiums!
Energy From Waste	Charge industrial, commercial and institutional waste generators "tipping fees" that are profitable to the city when they drop waste at the aforementioned waste-to-power incinerator.
Energy From Waste	Build a waste -to-power incinerator as Durham Region did and then sell the resulting electricity cheap (8cents/kwh)to 416 businesses and residences
Energy From Waste	Penalize manufacturers with bulky packaging on goods
Energy From Waste	Packagers and people who sell packaged goods need to be incented to reduce waste. This may be a national not a city issue, but the city could reward/punish companies where people walk out of the store with less/more packaging that they then have to deal with. In Germany, you can leave your packaging at the store.
Energy From Waste	This is a real problem. Contamination of recycling in apartments and condos only takes one bad neighbour. I think the education has to happe
Energy From Waste	Think it's better than landfill. But must not displace reduce, reuse, recycle and compost. Siting will be difficult.
Energy From Waste	use private sector capacity or expand Green Lane
Energy From Waste	return items back to retail stores where purchased
Energy From Waste	advocate for legislation to have same environmental goals for ICI as there is for residential waste stream.
Energy From Waste	Table legislation which requires manufacturers to reduce packaging.
Energy From Waste	Periodic reminders of reducing and recycling help those who are not sure what to do with their waste. These can be emails, tv commercials, radio ads, other media promotions, like on games.
Energy From Waste	I think this is a viable options for Toronto. Care must be taken to properly dispose of heavy metals left behind and not adding to air pollution.
Energy From Waste	Opening of closed landfills will anger many people. Private sector landfills may be and option worth exploring, but government regulations must apply.
Energy From Waste	Backyard composting in the city only encourages rats and vermin to populate where people are.
Energy From Waste	Following garbage trucks is one of the most unpleasant aspects of driving. NO ONE wants to live in their or other people's garbage. We must be willing to pay for these services to make them work for us.
Energy From Waste	I find it encouraging to have more items that are recyclable.
Energy From Waste	If it's not user friendly, people won't use it. The easier it is to use, more will use it.
Energy From Waste	Sustainable systems must be put into place for the people to use them, have confidence in them and to know they are making it work.
Energy From Waste	Taxes reduction incentives is the most beneficial way to encourage recycling.
Energy From Waste	Great! We used energy to make it, get energy back when done with it!
Energy From Waste	A necessary evil - do what needs to be done (along with all the reduction work)
Energy From Waste	No
Energy From Waste	Keep people up-dated thru media with all of the above.
Energy From Waste	I think it's a great thing to do.
Energy From Waste	Not sure which is best.
Energy From Waste	If you want to deter people from participating charge fees. Something like that should be in the tax structure for everyone to pay for. Environmental concern is everyone's responsibility.
Energy From Waste	I think the
Energy From Waste	I think the residents come first if you want voluntary involvement. Business outputs are far greater than residential and need to be addressed separately.
Energy From Waste	If it costs too much it will deter people from getting involved.
Energy From Waste	If it takes too much time people will not bother.
Energy From Waste	If people see it working they will contribute more effort to it.
Energy From Waste	This is the answer to the goal. How we do it is the question.
Energy From Waste	This is the ultimate goal, the most important thing.
Energy From Waste	Unsure
Energy From Waste	Unsure
Energy From Waste	Less packaging on fruits, vegetables, meat products. Less foam, more paper packaging
Energy From Waste	Unsure

Identifier	FeedbackText
Energy From Waste	Don't know enough to address this
Energy From Waste	All sound good
Energy From Waste	A good way to deal with the waste in the GTA, just keep the facilities required to do this in the GTA including the disposal of bottom ash and fly ash.
Energy From Waste	Enact laws that force reuse and reduction by high fines to those with extra waste going to landfill
Energy From Waste	Absolute no to the first and second and fourth bullets, yes to the third bullet and all future disposal must be done in the GTA.
Energy From Waste	Enact laws that charge large fines for those who do not recycle
Energy From Waste	Quit dancing around the issue, charge what it costs to handle the waste, when people have to pay the real cost will they do anything about recycling, reusing, reduction etc., this must by legislation include all IC&I generated in the GTA.
Energy From Waste	Enact laws to punish with high fines those who send electronics and other hazardous waste to landfill
Energy From Waste	Bring it 100% under municipal control and charge what it actually costs to handle it.
Energy From Waste	1. keep your waste in the GTA, don't send it out to those of us who live elsewhere in Ontario.
Energy From Waste	Keep it in the GTA
Energy From Waste	No to the first two bullets and yes to the last two, particularly the third.
Energy From Waste	How long will the waste supply last.
Energy From Waste	Total removal is best vs storing in landfills. Incinerate cleanly vs storage.
Energy From Waste	Improve diversion and contamination of waste streams also using robotics.
Energy From Waste	Improve diversion and contamination of waste streams, use robotics in plants
Energy From Waste	Improve diversion and contamination of water streams, use robotics more plants
Energy From Waste	Agree
Energy From Waste	Agree
Energy From Waste	Agree
Energy From Waste	Aree with comment.
Energy From Waste	Not at this time
Energy From Waste	Not at this time. Plenty identified.
Energy From Waste	I do not know : (
Energy From Waste	Make the plastics companies get rid of their own plastic wrap. Have a place at the grocery store to return wrap, and anything that cannot be recycled. Have other options when at point of sale, for packaging in a green way.
Energy From Waste	I believe that private sector business will only be interested in the bottom line and will be irresponsible. A landfill in a remote area would be best, I think, where there is no run-off, perhaps on top of the Canadian Shield in a depression.
Energy From Waste	Make the producers get rid of their products.
Energy From Waste	Encourage electronics producers to find an alternative for hard plastics
Energy From Waste	Provide incentives for each company to handle itself so there is no waste.
Energy From Waste	How about more separation at the home owner's location. Plastic bags separate from other items, eg, so that the citizens become more aware of what they are throwing away.
Energy From Waste	From the little I know, I don't think it's a good idea. I think we should be focusing on reduction. If we burn it, it doesn't encourage people to reduce.
Energy From Waste	I like 2 and 3
Energy From Waste	Extended producer responsibility is very important
Energy From Waste	Lower Cost
Energy From Waste	Make use of the city website to show where the existing waste is going and how you can improve this by diverting in a more efficient way
Energy From Waste	study what others are doing such as scandinavian countries, all materials should not be sent to landfill, identify materials and create solutions
Energy From Waste	We never know where the waste is going, rather than advertising reduce food waste improve the distance food travels to get here, local versus 100 miles, materials should have a specific place to be recycled, collection agencies do not necessarily recycle
Energy From Waste	We should not be using landfill PERIOD we should say let's make our city and province sustainable and reuse at least 80%
Energy From Waste	A study must have been done where the waste goes, expand based on on knowledge ...no garbage bags allowed, packaging too wasteful, learn what others have done in this area

Identifier	FeedbackText
Energy From Waste	Create new economies for waste as it is done elsewhere and people who waste should pay high fines including construction materials, set up deposits for all waste to be recycled and reused
Energy From Waste	we should create our own waste industries that convert waste to new blue economy
Energy From Waste	first come up with creative solutions for waste that are easy to understand, educate and then fine those who continue to waste, like the apartment in Scarborough that reduced it's garbage from many bins to one
Energy From Waste	all good ideas
Energy From Waste	create tax incentives and opportunities for companies that do it correctly and make others recycle reuse materials or charge outrageous fees
Energy From Waste	I don't know enough about this to make an informed comment.
Energy From Waste	I don't know enough about this to make an informed comment. I do feel we in apartments should start to pay for landfill items, like the environmental fee. Something to discourage garbage classification and increase recycling ideas.
Energy From Waste	A few years back, I contacted "Diaper Genie" to consider making a similar product for an organic bin to help with the smell. They replied they have nothing in the works but I'm passing on this idea to you. Good Luck :)
Energy From Waste	I think there should be a HIGHER benchmark/standard/bylaw for ALL of us, residential, industrial, commercial and institutional sectors, and it be streamlined with all organizations for efficiency.
Energy From Waste	I'd like a recycling shoot in addition to our garbage shoot..... Or perhaps get a rotational SYSTEM in place, like 3 days it's used as recycling, 2 days as garbage and 2 days as organic waste.
Energy From Waste	utilize Second Harvest's services
Energy From Waste	The city needs to get onboard and support food rescue programs like Second Harvest. REUSE!
Energy From Waste	We should explore using these tools more.
Energy From Waste	More support of food rescue programs like Second Harvest.
Energy From Waste	I don't know enough to properly answer this.
Energy From Waste	Work with non-profits that are already contributing.
Energy From Waste	Yes, explore how the city can support food rescue. Last year alone Second Harvest prevented over 7 million pounds of perfectly good food from ending up in landfill!
Energy From Waste	Providing it is done in a safe manner and make an impact I would stand behind this
Energy From Waste	Purchase an existing landfill
Energy From Waste	Policy written -Do not allow mattresses to be sent to landfill. Mattress and Boxsprings are 98% recyclable and Furniture Bank is planning to provide these services
Energy From Waste	Not aware enough of which I'd better to advise
Energy From Waste	Expand green lane
Energy From Waste	More recycling bins in parks and plazas clearly identified
Energy From Waste	Nope
Energy From Waste	Not sure
Energy From Waste	Not missing - but in connection with outreach, programs with schools and businesses would be productive.
Energy From Waste	I think it's great as long as it is efficient and doesn't increase the amount of energy needed to manage waste. My understanding is that this is very common in Europe, but does not fair well in North America for some reason.
Energy From Waste	I think it's great as long as it is efficient and doesn't increase the amount of energy needed to manage waste. My understanding is that this is very common in Europe, but does not fair well in North America.
Energy From Waste	I am not sure. I trust that a comprehensive evaluation would objectively identify the best solution.
Energy From Waste	not that I can think of.
Energy From Waste	While I don't think the costs of waste management should be hidden, I would be cautious about dis-incentivizing composting/recycling depending on how the fees are structured for garbage/blue bin / green bin. I don't understand the "Charge Solid Waste fees" option.
Energy From Waste	While I don't think the costs of waste management should be hidden, I would be cautious about potentially dis-incentivizing composting/recycling depending on how the fees are structured for garbage / blue bin / green bin. I don't understand the "Charge Solid Waste fees" option.
Energy From Waste	My apartment building has a garbage chute. I do not know how it works at the end of it, but I strongly believe that it would make way more sense as a "compost chute" if possible as a way to increase convenience, and also helps address the common complaint of compost smell.

Identifier	FeedbackText
Energy From Waste	Advertising in TTC, radio, television, papers, etc.
Energy From Waste	I am not fully informed about these options, but believe that some cities are burning garbage in a relatively environmentally-friendly way, I would suggest we not close our ears to this if it is effective.
Energy From Waste	Packaging laws
Energy From Waste	I don't live anywhere near landfill, so it would be easy for me to pick one or more of these without really thinking about impact of communities nearby. I think whatever option has the least impact on nearby communities is best.
Energy From Waste	Continue to seek ways to encourage and support composting. Almost nobody I know has a backyard composter anymore, since the city started green bins, and that just doesn't make sense.
Energy From Waste	Great id
Energy From Waste	Great idea as long as it does not produce co2 emissions.
Energy From Waste	Whatever is most Cost efficient
Energy From Waste	Expand collection services to gain more control and influence over waste diversion
Energy From Waste	I know some cities have systems in place from their waste processes where the energy/heat created is used towards fueling other uses (electricity, etc).
Energy From Waste	The city really needs to put money towards educating public on how to divert waste properly. After that, I think finding more space in active and/or closed landfills is the best out of these terrible alternatives (wish there was a way we could encourage a no-waste lifestyle... perhaps enforcing saleable items to be in recyclable or waste-minimum packaging?)
Energy From Waste	Charge commercial sectors as incentive for creating less wasteful items (in terms of packaging, etc), and doing their part to educate the public as part of their "fee"?
Energy From Waste	It is an energy resource so why not tap it.
Energy From Waste	Store it inside Onatrio- rather than exporting to US at high cost
Energy From Waste	I would strongly urge not wasting money on smartphone applications, since the underlying platforms change quite quickly. Rather--since an application to help people sort their waste into the right waste stream *is* important--put our money into a "responsive" website that works on all computing devices via the web browsers.
Energy From Waste	The pollution from incineration is only really mitigated when input waste streams have already been substantially cleansed of undesirable by-products (e.g. heavy metals). I don't think that's the case yet in Toronto.
Energy From Waste	There needs to be a framework for involving other organizations in the waste stream, so that opportunities for reuse are not missed.
Energy From Waste	What's important is that the end-user price of landfill fully reflect the system costs (environmental, energy use, etc.), and that the City be able to charge part of that cost to businesses that manufacture and sell products that may end in the landfill.
Energy From Waste	I'm concerned about potential air quality impacts and also concerned it might detract attention and resources from diversion - proceed with caution if at all.
Energy From Waste	Expanding the green lane landfill would make most sense
Energy From Waste	lobby province to strengthen waste diversion requirements for ICI sector
Energy From Waste	Businesses need to be targeted: the homeowner is on board
Energy From Waste	Industrial waste energy should be harnessed!
Energy From Waste	Landfills in a community keep the problem visible so city owned landfills are good. The thought of recycling waste not being able to be processed and shipped to a landfill in the US is sickening.
Energy From Waste	Being over 65, I do not favour the mobile app approach but this may be the most practical for younger folks. I find the calendar to be an invaluable source of information.
Energy From Waste	I think it's a great idea. The Ajax Energy Corporation used the heat from burning wood waste to heat many homes in that area. If we could use waste as fuel we would have a resource. The caveat, of course, is managing the gases produced in the process but last I heard, great strides had been made in that area.
Energy From Waste	Encourage the manufacturing of goods that have lifetime warranties and that do not wear out (eg: telephones, televisions, etc).
Energy From Waste	I hate to see such large tracts of land used for this purpose. I suppose I would favour the lowest cost option out of those proposed and I don't know which one that is.
Energy From Waste	We have a number of scavengers in our neighborhood. What about setting up some sort of community depot that would allow them to get things they could use?
Energy From Waste	Business Improvement Associations around the city would be good organizations to consult on this.

Identifier	FeedbackText
Energy From Waste	I used to design waste diversion programs and found that this was critical in achieving the goal of diversion. Toronto's current programs are complex and confusing and could use restructuring.
Energy From Waste	Seems the most obvious first step and the area that comes to mind is product packaging.
Energy From Waste	Encourage production of materials that can be reused or recycled. For example: black takeout containers cannot be included in the municipal blue bin loads. Why not encourage the makers of takeout food containers to produce containers that could be recycled rather than thrown out? This could be done for most materials that are not acceptable in our recycling programs.
Energy From Waste	use ONLY if it is SAFE for our air, land and water!!!!
Energy From Waste	I don't think our best effort is reached at all yet! We need many more enforcers checking bins and checking high rises. Via Rail does NOT recycle. Why?
Energy From Waste	batteries and fluorescent light pick up!
Energy From Waste	Producers MUST pay for the landfill they use. It is gross and disgusting. Walk into any supermarket and look at the future landfill!
Energy From Waste	Bring back the plastic bag fee!!!!
Energy From Waste	policies to stop grocery stores & industry from creating wasteful packaging. Why should the city have to dispose of their ridiculously wasteful packaging?
Energy From Waste	Educate businesses, and make recycling mandatory.
Energy From Waste	I'm all for it as long as it doesn't add to pollution or harm the environment.
Energy From Waste	Find more space &/or closed landfills owned by the city. Find a way to reuse landfill which the city already owned. We shouldn't take our problem elsewhere.
Energy From Waste	There is a business park in Thorncliffe which does not reuse or recycle-why not? Because they don't want to pay for it! How do they get away with it, when residents are expected and encouraged to recycle
Energy From Waste	There is a business park in Thorncliffe which does not reuse or recycle-why not? Because they don't want to pay for it! How do they get away with it, when residents are expected and encouraged to recycle etc.?
Energy From Waste	You are missing revenue from businesses that aren't made to recycle- like those previously mentioned in Thorncliffe park.
Energy From Waste	It seems if they have to pay privately for collection- they won't spend the money, so there will be NO collection for these businesses.
Energy From Waste	Our condo building has a good recycling/compost system, and most people comply.
Energy From Waste	I approve of the options above.
Energy From Waste	It makes more sense to collect the gas from organic waste. I know that this is already being done on some farms as part of the Green Energy Plan of the Ontario Liberals. With the huge amount of biomass from greenbins there must be a huge amount of methane currently going up into the atmosphere that could be used to produce heat or electricity.
Energy From Waste	lower taxes for people in low waste neighbourhoods or give them better pick-up services raise taxes in neighbourhoods with high volumes of trash. For instance I know that some people simply don't bother with green bins. make neighbourhoods with lower volumes of green bin and recycling to garbage pay more
Energy From Waste	The end of the line for garden waste and green bins should be generating electricity via bio gas or that gas should be being collected and sold for heating
Energy From Waste	If you offered even a small financial reward like the deposit on bottles someone would collect these items and take them to depots
Energy From Waste	Implement new policies to improve waste diversion without providing additional services. But you have to policies that make sense and that allow people to make a living. Homeowners and consumers have to know that there is a cost to making stuff disappear
Energy From Waste	Offer rewards to building that recycle and penalize the ones that don't
Energy From Waste	We need laws that will give credit to companies that reduce waste in packaging. I am thinking of fast food, so city based.
Energy From Waste	Incineration seems to be the best way to go. Check out Sweden and Switzerland.
Energy From Waste	Build an Incinerator and forget the landfill.
Energy From Waste	Build a very large incinerator and sell some of it's capacity to other cities.
Energy From Waste	Yes!!! INCINERATION.

Identifier	FeedbackText
Energy From Waste	latest technology needs to be thoroughly researched. issue is that incinerators once operational require feed to maintain minimum amount of fire. this promotes garbage. to use it effectively, with strict guidelines still encouraging minimization of waste would require joint ventures with other municipalities
Energy From Waste	Revise regulations that minimize product waste, ie. packaging
Energy From Waste	find more space in active and/or closed landfills
Energy From Waste	Provide sufficient information on how to recycle, where to recycle and why recycling of these items matters. promoting longer life cycles of these items.
Energy From Waste	Providing compost bins, promoting composting on site, promoting condo gardens, etc. often issue is apartment is too small for all these containers (garbage, recycling and greenbin). if it was already installed, if it was easy to dispose of, would make it better
Energy From Waste	We should seriously consider this.
Energy From Waste	There are many initiatives that already work around the world why not get inspired rather than reinvent the wheel and waste time and money in studies. Workshops and social medias are just vehicles to communicate on these.
Energy From Waste	It should be a community project and involving local non profit that have already connections in the community will be a more effective way to engage individuals.
Energy From Waste	Why not use old mining sites, industrial sites that cannot be used to build or possible to return to natural state? But I have no idea if it is possible and no knowledge on how to do it.
Energy From Waste	Encourage reuse and fix what could be through workshops like some that already exist to encourage chagement of mentality to buy and thow away. Try to encourage factories that produce electronics and other mechanics to make them more durable and avoid
Energy From Waste	Encourage reuse and fix what could be through workshops like some that already exist to encourage chagement of mentality to buy and thow away. Try to encourage factories that produce electronics and other mechanics to make them more durable and avoid the planned obsolescence.
Energy From Waste	Encourage reuse and fix what could be through workshops like some that already exist to encourage chagement of mentality to buy and thow away. Try to encourage manufacturers that produce electronics and other mechanics to make them more durable and avoid the planned obsolescence.
Energy From Waste	Leaving in a condo I don't see a lot of communication just when there is a new bin and the bins are almost always full. The location to drop the garbage directly in dirty bins is not very attractive. I think improving the dropping and making new clear signs on the way should help.
Energy From Waste	Yes yes yes. We are way behind Europe on this!
Energy From Waste	Incinerate and make electricity and then there is little for landfill
Energy From Waste	Always incent people to do what you want
Energy From Waste	The city needs to get on top of the private waste management firms to ensure they are doing it right
Energy From Waste	Bylaws for the owners and incentives for the tenants
Energy From Waste	Do not privatize waste management only the mob will benefit
Energy From Waste	Local separation is declining - people don't understand what goes where - phone app is a good idea - like the paper calendar. Reasons for declining buy-in by residents might be lack of an effective public information campaign in a changing media landscape; might be that packaging technology is evolving. We need to standardize packaging so that it dove-tails with our ability to re-use and recycle it. Industries that don't buy-in should pay big for the privilege. Glass packaging should be encouraged as it can be re-used, and recycled.
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Identifier	FeedbackText
Energy From Waste	Local separation is declining - people don't understand what goes where. New packaging
Energy From Waste	Outlaw synthetics unless they can be re-used and/or recycled at least once. Taking apart garbage and dividing it into it's constituents is the only way to avoid throwing out re-useable, recyclable components. This should be required - and the producer must pay for this diss-assembly process - pursued in conjunction with Research and Development funding to generate innovative 'click and lock' - and click and unlock, assembly technology). Pelletization to micro-spheres (for example) should only be developed in conjunction with demand - basic research should be funded to develop this demand in the market place.
Energy From Waste	Very inefficient. Outlaw synthetics unless they can be re-used and/or recycled at least once. Pelletization sounds like that micro-ball food additive - could get into the food chain.
Energy From Waste	Supply is the big problem - production of sustainable commodities is key.
Energy From Waste	Local as possible. Research bio-machine technology that reduces land fill to re-useable, non-toxic elements. Recover and Re-use those elements that cannot be reduced (ie toxic, heavy elements).
Energy From Waste	Good list.
Energy From Waste	Invest in a sustainable economy. Tax industries that do not use sustainable practices in order to pay for R & D and innovation. Give Tax credits to companies that do have sustainable practices in each sector - to encourage innovation.
Energy From Waste	Less movement of garbage - keep it local.
Energy From Waste	Prefer 'Expand collection services to gain more control and influence over waste diversion' - in conjunction with tax and credit to propel sustainable production of commodities in each sector.
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Energy From Waste	Trucking waste increases impact - Instead - Local bio-waste bio-machines (a composter) managed by experts. Pilot Projects to engineer out smell, solve racoon issue. Consider bike-truck pick-up and transfare to local bio-machine site..
Energy From Waste	Most buildings have 1 garbage chute on each floor - this encourages zero separation; new buildings should be required to build in separate chutes for all garbage forms.
Energy From Waste	Against private sector garbage management - profit adds to the cost of waste management. Research and Development towards sustainable practices in industry (commodity production) and in public waste management practice.
Energy From Waste	Research and Development of sustainable practices.
Energy From Waste	Good idea if it can be done without producing green house gases
Energy From Waste	One stop collection depots for all household reusable or recyclable or hazardous items such as expired medications, batteries, electronic items, common chemicals such as paints...etc
Energy From Waste	Parlee
Energy From Waste	To parley the cost of waste directly to the individuals who produce them just like our water and gas bills and employ the most efficient competitive and responsible best practice that exists out there of landfill management one that is really gentle and kind to our mother earth.
Energy From Waste	Ensuring that industry takes care of managing to dispose of their own goods in a responsible manner from cradle to grave lifecycle of their products and not off load the costs of their waste on to the community.
Energy From Waste	Private companies should hire private sector collection but the collection should have strict community oversight and enforcement so that the process remains clean and green and not necessarily all profit driven and greed motivated. The best operators who have a green conscious and concerned about future generations should be given incentive and recognition in a meaningful way that gives them further impetus to do better time after time.
Energy From Waste	Private companies should hire private sector collection but the collection should have strict community oversight and enforcement that the process remains clean and green and not necessarily all profit driven and greed.
Energy From Waste	Reaching diverse communities is critical. Direct human contact can be far more effective to overcome barriers than apps and social presence when language and cultural norms are barriers.
Energy From Waste	Do it. We must get past knee-jerk 1980s opposition to incineration, since it has changes so fundamentally.
Energy From Waste	This is not a great fit for private-sector operators. The city should lead a life-cycle cost optimized search.
Energy From Waste	Low-tech will be best to capture low-hanging fruit
Energy From Waste	Just get on with it. Stop talking.
Energy From Waste	Outlaw wasteful packaging.
Energy From Waste	All should be assessed and considered
Energy From Waste	Don't purchase any more; use the other options

Identifier	FeedbackText
Energy From Waste	There needs to be much stricter control and enforcement
Energy From Waste	Federal government should provide funding to cities
Energy From Waste	In French "le tri sélectif"
Energy From Waste	Aspect économique du recyclage de la motivation économique. Acheter les matières recyclables.
Energy From Waste	we do not need any more landfills or expansions of landfills
Energy From Waste	Figure out how to educate people that do not speak english or french.
Energy From Waste	Use waste to produce energy
Energy From Waste	Purchase more landfill sites that are not at great distances from the source of the waste.
Energy From Waste	Change the laws to reduce packaging.
Energy From Waste	A printout of organizations that accept electronics or printer cartridges.
Energy From Waste	Expand collection services to make an even playing field
Energy From Waste	Less Trucking
Energy From Waste	Clean Incineration.
Energy From Waste	Expand Green Lane or use private sector landfills
Energy From Waste	yes sure. why not? use successful technology from other countries.
Energy From Waste	find more space in city owned landfills
Energy From Waste	Make the industrial/commercial/institutional sector waste management clear and easy for them even if it costs them money. Keep the industry in the City of Toronto. We can't keep losing employers here.
Energy From Waste	not sure we want combustion in a city
Energy From Waste	People need to be more careful about what they purchase. Not sure how to explain that in an ad campaign though.
Energy From Waste	the city should maintain its own services if at all possible - avoid private services
Energy From Waste	Small businesses need city pickup. Their volume can be very small - not suitable for private contracts.
Energy From Waste	Convert into what? Electricity?
Energy From Waste	How close/far from plant to be cost effective?
	How deep can a landfill be?
	Can we partner with other jurisdictions?
Energy From Waste	Where can we get money back for recycle items
Energy From Waste	Are we able to leave the packaging at the point of purchase?
Energy From Waste	Civic centres as drop off depots for electronics [lightbulbs]. Advertise in advance in monday morning news [book sale notice was for next day]
Energy From Waste	Prefer the public expansion of collection services over private sector, for profit , diversion.
Energy From Waste	in french " le tri sélectif"
Energy From Waste	waste oil from cooking, cars, waste from parks and green spaces
Energy From Waste	Find more space in active and/or closed landfills owned by the City
Energy From Waste	Impliquer le c
Energy From Waste	Impliquer un volet financier, montrer la valeur économique du recyclage. "Vos déchets ont de la valeur"
Energy From Waste	Impliquer un volet financier, montrer la valeur économique du recyclage. Vos
Energy From Waste	La RSE Responsabilité Sociétale
Energy From Waste	La RSE Responsabilité Sociétale des Entreprises
Energy From Waste	Don't discard a hard copy information source that people can keep handy in their homes (like the calendar), and a straightforward website. Not everyone is tech savvy.
Energy From Waste	Essentially an industrial process like any other and can be "turned off", unlike a leaking landfill. At the same there is a perceived stigma attached, and this should be considered in siting. Should go beyond "compliance", using this as a minimum but select the "best" siting option and emission control technologies wherever possible (unfortunately changes to the EA regulations now place less emphasis on alternatives). Maximizing electricity or other energy production is also an important factor.
Energy From Waste	Hold potentially useful items and materials in reserve and allow for picking opportunities at transfer stations.
Energy From Waste	Volume for disposal and risk from leachate would be minimized with incineration (except for disposal of hazardous air emission control waste)- this would help.
Energy From Waste	Partnerships with businesses for return of batteries, ink cartridges, etc.
Energy From Waste	Should try to encourage diversion
Energy From Waste	Impose space requirements in building code
Energy From Waste	Warnings should come before enforcement
Energy From Waste	Expensive

Identifier	FeedbackText
Energy From Waste	Find more space
Energy From Waste	ENFORCED Extended Producer Responsibility for all types of waste
Energy From Waste	Consider workshops in elementary and secondary schools. Children care about the environment and would be a good influence in the home. The current use of subway advertising seems to be good. Keep that up.
Energy From Waste	We should do our best to utilize energy produced from eliminating waste. Co-locating industry near waste processing sites has been successful in Europe, I think. Give property tax reductions or other such incentives to businesses / industries that can use the energy. Look at emerging technologies and how consumers / businesses can easily use new energy sources from waste stream.
Energy From Waste	Work with manufacturers to continue to reduce the amount of materials used in packaging. Sell items such as vitamins in bulk delivered in cheap, minimal disposable or ideally recyclable packaging that can fill a permanent jar that is bought once. Work with retailers to create innovative re-fill options for things like shampoos, cosmetics, cleaning products.
Energy From Waste	If private sector has space - use their landfills. Try to find more space before expanding or purchasing new landfill sites.
Energy From Waste	As mentioned in previous question look at establishing more 're-fill' products. Bring back 4L milk containers with a deposit.
Energy From Waste	Charging fees seems to be one the best incentive to reduce waste.
Energy From Waste	Policies without incentives / penalties have little power. Encouraging use of the private sector makes sense if the City is able to exert control by setting level of waste diversion.
Energy From Waste	Ensure there is sufficient resource to enforce any bans, levies or fines and that system makes it easy and cost-effective for all system users to comply rather than try to circumvent policies / laws.
Energy From Waste	combustion/incineration has its own environmental impact
Energy From Waste	finding more space in existing city owned landfill seems like it will be the most accountable (for our garbage) option.
Energy From Waste	the solid waste fee seems logical but am unsure how practical as i and friends have personally dealt with neighbours putting their waste in our bins. also i live in a house were the downstairs tenants produce far more garbage then i do. these considerations would need to be addressed to make it work.
Energy From Waste	accountability
Energy From Waste	make the public aware of our garbage as OUR issue, simply diverting it makes it an invisible problem
Energy From Waste	I am concerned about the pollution that recycling causes and I am glad to know that they are working on changing this.
Energy From Waste	I don't know the best ethical solution for this issue.
Energy From Waste	I can't think of any. The options suggested are excellent.
Energy From Waste	I don't know enough about this issue.
Energy From Waste	I live in a town house complex and it really is frustrating to not have wet waste disposal.
Energy From Waste	These are good options.
Energy From Waste	I would want to see whatever is the most environmentally friendly and least expensive option used.
Energy From Waste	•Find more space in active and/or closed landfills owned by the City;
Energy From Waste	Expand the space that is already there!
Energy From Waste	Have more information on Waste Wizard of how or where to dispose of items such as light bulbs. Many items that I know there is a place to take them to say that there is no option and to put them in your garbage. This is wrong. If the city does not offer the service they should refer people to who does.
Energy From Waste	Ensure that all City of Toronto Housing building are able to handle the collection of recycling and COMPOSTING.
Energy From Waste	great
Energy From Waste	great idea as long as it is cost affective and environmentally friendly.
Energy From Waste	great idea as long as it is done in an environmet
Energy From Waste	There needs to be incentives and fines for compliance. Most people do not participate until they are forced to. Apartments and condos are the biggest culprits but leveraging fines to the building managers would incentivize them to ensure their tenants are separating and disposing of waste properly.

Identifier	FeedbackText
Energy From Waste	There are a lot of new technologies and orgnaizations that are doing some great things in this area. For example the Toronto Zoo with their zoo poo program. Solar is also a great way to generate a lot of energy. I think a lot of research needs to be done in this area to find the right fit for our city both financially and for the long term.
Energy From Waste	I think landfills should be our last resort. We should be looking at ways to bring down consumerism and have waste managed on a smaller scale in communities. More home composting, vermicomposting, community composting etc will lower our need for land fills. There also needs to be more regulations around harmful chemicals that companies are allowed to put into products. By cracking down at the source and reduce the amount of dangerous toxins at our landfills
Energy From Waste	Support organizations and artists that are repurposing materials to give them a second life.
Energy From Waste	I feel the producers should be taking on this expense. This will give them incentive to cut down on packaging and to produce products that last longer.
Energy From Waste	I feel that producers should also have to pay for the amount of waste they are creating. Right now it is all on the consumer and although consumers need to consume less the producer should be taking on some of these infrastructure costs and collection fees for the end of the life of their product.
Energy From Waste	I think that property managers and landlords want to do the minimal amount of work they are required to so unless there are strict policies that are enforced we are going to continue to see low results in high rises.
Energy From Waste	good!
Energy From Waste	very good!
Energy From Waste	Workshops that teach people how to build or design things from "garbage". They could be art objects such as purses made out of plastic, etc.
Energy From Waste	Find more space in active and/or closed landfills or expand the City's Green Lane landfill
Energy From Waste	Continue
Energy From Waste	Continue to provide some collection but encourage use of private sector collection and
Energy From Waste	Continue to provide some collection but encourage use of private sector collection and expand collection services to gain more control and influence over waste diversion
Energy From Waste	I really like the Waste Wizard - not sure if this is available as an app for mobile phones too?
Energy From Waste	Why not use energy from waste? We just need to be careful that if we burn it what is going into the air? What are the best options for the environment and people's health?
Energy From Waste	Reduce should be done at the source by manufacturers - they need to produce products with less packaging and produce products that are repairable instead of disposable. I am sure one of your offices deals with this. Please consider this as one of the most important ways to reduce waste. Manufacturers should be responsible for their own waste and pay for it. e.g. bottle water producers should be responsible for the whole life cycle of the bottle. This may increase prices and then people may buy less bottled water (win win for the environment and less waste).
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Energy From Waste	With increasing populations all over the world we will run out of suitable (if there is such a thing) places for landfills. We have to reduce consumerism and enforce full life cycle (cradle to cradle) responsibility by producers. If we must get landfills then we need to consider long term costs - it is more cost effective to buy another landfill and manage it yourselves or pay a private sector landfill owner? What is more environmentally responsible?
Energy From Waste	With increasing populations all over the world we will run out of suitable (if there is such a thing) places for landfills. We have to reduce consumerism and enforce full life cycle (cradle to cradle) responsibility.

Identifier	FeedbackText
Energy From Waste	<p>You have mentioned good options!</p> <p>In addition, manufactureres/producers should NOT be allowed to produce packaging and products that are not able to be recycled or processed. You should not have to adapt to changes in the waste stream if materials are controlled in the manufacturing.</p> <p>Backyard composting is tricky in the city with small lots and can sometimes attract rodents and may smell. Perhaps there is a way to do it that I do not know about. Apartments and businesses in Toronto should have composting and be forced to comply.</p>
Energy From Waste	<p>Must focus on produers. This will make them be more innovative and they will find solutions if they are paying for waste. Or their prices will increase slightly for the consumer and the consumer will be more careful about how much they purchase.</p>
Energy From Waste	<p>I completely agree we need more ways to divert electronics and hazardous waste. People don't even know not to flush their medications down the toilet but who is going to drive to a depot at odd hours to drop off expired Advil? CFL lightbulbs are a big concern too. Must be very convenient or people won't do it.</p> <p>I think people would really enjoy the reverse vending machines. They used to have those at Ontario Place. They could be expensive though and unless they are in many convenient locations, people still may not use them. And they would need to be emptied regularly.</p> <p>Mobile Drop offs could work if people are expecting a truck to come by. Then they can get their materials ready. Otherwise they won't be prepared.</p>
Energy From Waste	<p>I completely agree we need more ways to divert electronics and hazardous waste. People don't even know not to flush their medications down the toilet but who is going to drive to a depot at odd hours to drop off expired Advil? CFL lightbulbs are a big concern too. Must be very convenient or people won't do it. I think people would really enjoy the reverse vending machines. They used to have those at Ontario Place. They could be expensive though and unless they are in many convenient locations, people still may not use them. And they would need to be emptied regularly. Mobile Drop offs could work if people are expecting a truck to come by. Then they can get their materials ready. Otherwise they won't be prepared.</p>
Energy From Waste	<p>Yes, please gain more control over waste diversion in these sectors. Either expand collection to manage it yourselves or put in place bi-laws to force these sectors to recycle and compost. And force private companies providing services to be accountable (e.g. some say they will recycle and compost but do not).</p>
Energy From Waste	<p>I get info from your calendar, flyer, media ads</p>
Energy From Waste	<p>Definitely work on something from batteries and electronics due so many out there</p>
Energy From Waste	<p>Try to use our own spaces and landfills. Educate educate educate</p>
Energy From Waste	<p>Try to use our own spaces and landfills. Educate educate educate. Unless the human is convinced nothing happens.</p>
Energy From Waste	<p>Drop off depots could be like mailboxes near TTC bus stops or subway stops</p>
Energy From Waste	<p>Agree to points 2 & 3 only. You can't desert the tax payers</p>
Energy From Waste	<p>Reusing and donating items seems to reduce my garbage. More recycling stations the better especially for batteries, ie Best Buy has boxes in the entrance of stores</p>
Energy From Waste	<p>Try and focus on not buying many many items of things such as clothes or bedding or furniture or electronics. Better quality items . Things don't last and cannot be repaired such as a TV. Reduce and reuse</p>
Energy From Waste	<p>Very important</p>
Energy From Waste	<p>Very importantant but must be easy to use and follow</p>
Energy From Waste	<p>Apartments and condos must do their share as condos are biggest developments by far. Homeowners are overwhelmed.</p>
Energy From Waste	<p>Multi-Residential: Have workshops and education events once per year onsite. Once per year because there is a high turn around in residents each year. Many newer residents (both to Toronto and to apartment/condo living) are not familiar with Toronto's waste reduction programs and find it confusing.</p>
Energy From Waste	<p>Very little knowledge on this topic.</p>
Energy From Waste	<p>Multi-residential: More large containers. Our recycling containers and organic material containers are typically full 1/2 way through the week and residents throw it in the garbage bins to get rid of it.</p>
Energy From Waste	<p>Alll should be considered and used.</p>
Energy From Waste	<p>The privilege of owning or renting a home should require knowledge of how to deal with household waste as a Canadian.</p>
Energy From Waste	<p>What about biological treatment of organics to produce energy? That sounds more environmentally friendly than incineration</p>

Identifier	FeedbackText
Energy From Waste	The City should pioneer a best practices resource recovery centre that potentially could reduce waste destined for landfill to 90%+
Energy From Waste	All waste should be diverted to a "centre of excellence" for resource recovery from waste
Energy From Waste	All waste should be diverted to a "centre of excellence" for resource recovery from waste
Energy From Waste	Only if a 'win' situation =not just change in pollution
Energy From Waste	More refuse should be processed locally. Modern incinerators should be built in Toronto.
Energy From Waste	Not all packaging can be recycled. Non-recyclable packaging should be surcharged in order to discourage it's use. The surcharge should cover the cost of removing it from the recycling stream as
Energy From Waste	We need to standardize what can go in the recycling containers, hopefully Canada wide but at a minimum in Ontario. packaging that cannot be recycled should be clearly marked, not the stuff that
Energy From Waste	Missing is a way for DIY homeowners to get rid of small amounts of repair materials such as dry wall, excess cement and old plumbing.
Energy From Waste	New buildings should have mandatory recycling facilities. Good luck getting this past the Ontario Municipal Board. Again, province wide standards are required.
Energy From Waste	None of the above. Stop promotions until there is something of substance to promote.
Energy From Waste	Nothing in this list to help me. I need better packaging guidelines so that I know what not to bring home.
Energy From Waste	This looks like the best way to start.
Energy From Waste	I'm very much in favour of energy from waste. I'd also like to see the ash from incinerators used as land fill.
Energy From Waste	Incinerate what cannot be economically
Energy From Waste	Incinerate what cannot be economically recycled and use the ash to extend the lake shore in the docklands area or build new ski slopes in our parks.
Energy From Waste	Pursue national or provincial standards. In our globalized world we need a global standard for waste reclamation. Much of my waste is truly international.
Energy From Waste	Surcharge all non-recyclable packaging at a rate that will recover the disposal costs.
Energy From Waste	This sector should be made to cover all costs.
Energy From Waste	no
Energy From Waste	Cradle to Cradle source loop
Energy From Waste	I support waste management on site. i.e. I don't support shipping our waste to other jurisdictions.
Energy From Waste	I would prefer a cradle to cradle source to sink material network
Energy From Waste	More on-site composting and organics education. Also dog-waste & organics composting bins, in-ground with worms.
Energy From Waste	Another land fill, but old mines should be considered
Energy From Waste	Think the city must maintain and enforce management with penalties for non compliance.
Energy From Waste	I don't like "economic growth" and "jobs" being in the same category. Jobs are important to me, economic growth isn't.
Energy From Waste	Once organic waste collection is introduced, buildings with single-stream garbage chutes should use the chute for organics, and have to take "regular" garbage to a dumpster outside. Many buildings
Energy From Waste	There should be a service that collects donatable goods at people's homes and takes them to suitable charities. Many Torontonians don't have cars, so it's difficult to donate large goods appropriately.
Energy From Waste	There should be a service that collects donatable goods at people's homes and takes them to suitable charities. Many Torontonians don't have cars, so it's difficult to donate large goods appropriately.
Energy From Waste	Fund it by taxes instead of user fees.
Energy From Waste	Good idea!
Energy From Waste	Hire more waste collection workers and have the city do it properly itself rather than fobbing it off to the private sector.
Energy From Waste	No idea
Energy From Waste	Mobile apps are expensive
Energy From Waste	Mobile apps are expensive to build and maintain and usually not doen right.
Energy From Waste	Enforce the bylaws and seriously fine those not in compliance and publically shame them
Energy From Waste	Encourage private sector use . Give me a break. Profit instead of environmental progress. Yeesh. Sounds like another P3 fiasco
Energy From Waste	publically owned Green Lane or purchase a back up
Energy From Waste	So long as it is passes cost benefit analysis including carbon emissions and global warming issues and problems.
Energy From Waste	Start with enforcing the laws on the books. Period.
Energy From Waste	Going to a transfer station to drop off old computers is scary. Big trucks, not user friendly, hard to know where to go when you get there. Better drop off stations with better hours is needed.
Energy From Waste	I find that booths at the Home Show or Cottage Life show where you can have one on one discussion with someone and get info is best.
Energy From Waste	I find that booths at the Home Show or Cottage Life show where you can have one on one discussion with someone and get info is best. All school children should have visits to garbage and
Energy From Waste	Need to have good examples of buildings that are handling their waste/recycling well and have open houses to show landlords how it is done. Presentations don't always sink in.
Energy From Waste	Need to have good examples of buildings that are handling their waste/recycling well and have open houses to show landlords how it is done. Presentations don't always sink in. Banging big bins is
Energy From Waste	Why don't 4 litre milk bags have handles so they don't have to be put into another bag that has handles. Simple initiative on the part of food packagers are what is needed.
Energy From Waste	Why don't 4 litre milk bags have handles so they don't have to be put into another bag that has handles. Simple initiative on the part of food packagers are what is needed.
Energy From Waste	Why don't 4 litre plastic milk bags have handles so they don't have to be put into another plastic bag that has handles. Simple initiative on the part of food packagers are what is needed.
Energy From Waste	Big problem. Garbage should be disposed of in your own backyard. It would make people more aware of their waste.
Energy From Waste	Doesn't the city get money for the recycling material they collect?
Energy From Waste	Doesn't the city get money for the recycling material they collect? You should not be charging waste fees for pick up, you should be paying property owners for their waste.
Energy From Waste	Encourage Industrial/Commercial/Institutional employers to employ waste management specialists to reduce their waste.
Energy From Waste	Get school aged children thinking about waste and the impact of waste They are very inovative thinkers and may come up with good ideas of how they can reduce their waste.
Energy From Waste	Is it safe for the environment? Disposal of rubber tires by crushing them up and putting them on artificial turfed areas is not a safe way to dispose of tires. Rubber crumb dust being inhaled by school
Energy From Waste	1. Easier access/service to get rid of hazardous wastes (paint, batteries, light bulbs etc.) for people who don't have a car to drive to city drop off spots

Identifier	FeedbackText
Energy From Waste	1. Would like to see better communication and site-specific audits that are also communication. Audits could be positive (diversion) plus negative (so improvement occurs - eg. contamination with
Energy From Waste	I favour manned, mobile depots. Would meet the need. Am worried that permanent, unsupervised sites will become huge unsightly garbage dumps.
Energy From Waste	More info about new plastic bag program -- do you have to separate types of bags? Do they just go in regular waste stream - no separating? More explanations about the benefits (e.g. amount of
Energy From Waste	Best option is always to produce less packaging at source. Also, would like incentive/educational/research programs for manufacturers to produce less waste, find use for waste.
Energy From Waste	Don't know enough about risks/benefits to have an informed opinion. If deemed substantially more benefits than risks, would favour
Energy From Waste	If there is any new evidence to tweak policies for existing services -could improve waste at small cost.
Energy From Waste	Not private - any public option is okay
Energy From Waste	Want apts/condos to fall under city services. These high density housing options are good for the city. Why should single-family dwellings be the only supported type of residence for city waste
Energy From Waste	Justice for our City workers
Energy From Waste	CLEAR info to everyone
Energy From Waste	CLEAR instructions to every household.
Energy From Waste	enforcement
Energy From Waste	If I have to return things, please make it easy for us old folks
Energy From Waste	Most of us do not have cars and cannot carry heavy stuff.
Energy From Waste	How about outlawing sale of anything which has to go in landfill?
Energy From Waste	Keep all waste-management services PUBLIC - no private or PPP involvement.
Energy From Waste	Need to ensure no pollution at all
Energy From Waste	NO PPP!!!!
Energy From Waste	PLEASE - NO MORE PRIVATIZATION.
Energy From Waste	Incineration
Energy From Waste	Great. Build that new island!
Energy From Waste	If it is clean and is useful, it sounds great to me.
Energy From Waste	Instead of encouraging perhaps Mandating certain programs might produce better results product packaging
Energy From Waste	longer hours at existing facilities
Energy From Waste	put images of what goes in each bin on the bin
Energy From Waste	I don't know enough about this - but no one wants landfill near them. Finding more space in existing sites sounds good but may not be the most cost effective solution. Protecting groundwater and
Energy From Waste	I know it is politically charged but incineration or other new processes make sense to me.
Energy From Waste	Important to ensure oversight of industrial, commercial & institutional sector to ensure safe disposal of waste.
Energy From Waste	Important to ensure oversight of industrial, commercial & institutional sector to ensure safe disposal of waste. No dumping, etc.
Energy From Waste	People should pay for what they dispose of and companies who use packaging which is expensive to dispose of should pay (or consumers buying it should pay at point of purchase - which would
Energy From Waste	Advertising everywhere - social media, signs/billboards/radio, TV etc. Constant reinforcement in schools, public gatherings, no littering signs. How about fines for not doing the right thing in terms of
Energy From Waste	Emphasis on proper recycling methods for the blue bins. Much of it is contaminated because households just throw anything in. Or maybe better monitoring at curbside.
Energy From Waste	Encourage less packaging by rewarding companies that minimize packaging. make compostable packaging.
Energy From Waste	Reward system to landlords/superintendents to monitor and make sure that items/compostables are being properly disposed of.
Energy From Waste	All are good and viable. These considerations, once decided upon must be monitored, must be realized and must be followed regularly and not forgotten about. Good on paper but not in reality like
Energy From Waste	All are good ideas.
Energy From Waste	Good idea, but is it eco-friendly?
Energy From Waste	Hard to say. I has to be where it can do the least damage. It's not fair to inflict our waste on other cities/towns either. Can landfills be built on top of if it's safe and non-toxic? How do you determine
Energy From Waste	I think making producers of packaging responsible is brilliant. It will force to come up with more eco-friendly ideas perhaps.
Energy From Waste	community-wide: garage sales or " put it on your curb" day
Energy From Waste	I don't know but there is a building in Toronto that has been successful. Ask them!!
Energy From Waste	I use the waste wizard all the time but photos of what goes where would help me and those who speak other languages.
Energy From Waste	Teach the kids and let them teach their parents and the community.
Energy From Waste	We need a convenient solution for batteries and light bulbs. Everyone I know throws them in the garbage. If a company sells batteries/bulbs they should be obliged to accept old ones.
Energy From Waste	go for it!
Energy From Waste	I don't know enough to offer an opinion.
Energy From Waste	I am not qualified to comment, but I suppose finding creative ways to use existing or closed landfills make the most sense to me. Or find a way to use waste to create something like the Leslie Street
Energy From Waste	I don't know much about this but I think it is a great idea to use the energy instead of letting it go to waste, as it were. I think there are already places that use some of its "waste"
Energy From Waste	I don't know much about this but I think it is a great idea to use the energy instead of letting it go to waste, as it were. I think there are already places that use some of its "waste" energy to heat other
Energy From Waste	More deposit returns, and higher deposits. Alcohol container deposits haven't changed in many years!
Energy From Waste	Economic incentives for minimizing waste
Energy From Waste	For waste that can't be used any other way, it's a good option.
Energy From Waste	The only way we will get significant, lasting change is for producers to be responsible for waste.
Energy From Waste	go with least expensive and least bad for the environment option
Energy From Waste	good as long as pollution is low
Energy From Waste	I live in a less-than-five-year-old condo building and there is no "green bin" infrastructure built into the building, only one chute for garbage and another for recycling. Conversely, my in-laws also live
Energy From Waste	It would have been nice to have seen at least one example of an innovative practice from another city to better understand the scale required to successfully pull off something innovative.

Identifier	FeedbackText
Energy From Waste	It's not clear to me how "reducing food waste" fits into Reduce or Reuse. I think that if we could try to "reduce food packaging" (e.g. superfluous plastic wraps, etc.) then we'd be off to a better start
Energy From Waste	Again, more education on the topic would make for a more informed opinion. At a high level, I feel that the city has the purchasing power to influence corporations to adhere to new and minimal
Landfill Concerns	I don't know enough about these options to comment properly, which is unfortunate because I feel that I would speak eloquently and representatively about what my demographic (25-34, young
Landfill Concerns	In addition to using bans, levies, or fines (i.e. the "stick"), why don't we also reward individuals, buildings, and companies who've reduced their footprint on our environment (i.e. the "carrot")?
Landfill Concerns	My initial concern is that there would be a strong, negative environmental impact because of the burning of waste. I also don't know enough about the pros vs. cons on the issue, so education on the
Landfill Concerns	There should be an incentive program built in to reward companies that have gone paperless and have significantly reduced their footprint on the environment.
Landfill Concerns	There should be an incentive program built in to reward companies that have gone paperless.
Landfill Concerns	Take a serious look at charging for plastic bags in stores. There does not appear to be a clear policy/bylaw on this right now
Landfill Concerns	Apartments, condos are a huge problem because it is much more inconvenient for people to recycle. A lot more effort has to be put into changing that. Management do not have the time, interest or
Landfill Concerns	I love the idea of energy from waste - as long as it does not pollute more than it helps.
Landfill Concerns	Whatever is best for the environment
Landfill Concerns	Avoid purchasing another landfill. Find more space first.
Landfill Concerns	I think reducing and re-using should be the priority. If there is the technology to harness energy from waste without further damaging the environment (ie. increasing greenhouse gases through
Landfill Concerns	Condos are a big source of waste - education sessions would be helpful with a small in condo group coordinating
Landfill Concerns	How about a large space operated by the city for swapping stuff
Landfill Concerns	More local community composting bins with good signage about what is acceptable. Knowledge that the results of those bins feed trees shrubs flowers in local parks!
Landfill Concerns	Now live in a condo and have much less control over my recycle solutions - very frustrating. Trying to do better!
Landfill Concerns	Yes, community composting for condos
Landfill Concerns	Anything that forces reduction in garbage
Landfill Concerns	I don't know the economics so cant comment - anything and everything that reduces need for landfill is a better solution.
Landfill Concerns	Look for best practices elsewhere and institute here on trial
Landfill Concerns	Privatizing isn't a good thing - they are much less responsible for reductions in recycling - they'll just increase fees - don't often care about the long term effects of too much garbage. We need to be
Landfill Concerns	Encourage manufacturers to use less packaging!
Landfill Concerns	3Rs in the right order
Landfill Concerns	Access is important especially good education in all languages
Landfill Concerns	I like this but i Don't like recovery
Landfill Concerns	I think this should include community health and local jobs - not just litter
Landfill Concerns	Its a waste of resources, It's not efficient. I hate incineration and all energy from waste.
Landfill Concerns	Landfills are bad - let's recycle add much as we can
Landfill Concerns	This is a great idea, however I do not agree with burning garbage
Landfill Concerns	I like this but I don't want you to burn garbage
Landfill Concerns	I think community health and local green jobs, social equity is more important than picking up litter
Landfill Concerns	It's a waste of resources, it's very toxic and it's not an efficient source of energy. What needs to be emphasized is reducing and reusing all that we can
Landfill Concerns	It's a waste of resources, it's very toxic and it's not an efficient source of energy. What needs to be emphasized is reducing and reusing all that we can. Anaerobic digestion should be something that
Landfill Concerns	We should not need more landfills if we dispose and disperse of our waste properly.
Landfill Concerns	Community health, and jobs!
Landfill Concerns	Especially for high rise buildings where diversion could be a lot better! Think green, engineers!
Landfill Concerns	I like this, but no incineration!
Landfill Concerns	Education in more than just English that's not translated by Google, also your underground vacuum is not a solution for the thousands of buildings already existing
Landfill Concerns	Education in schools, having accessible "what goes here" posters that kids can understand
Landfill Concerns	A waste of resources that almost always releases greenhouse gases into the atmosphere that isn't even efficient. Engineers, you can do better than this.
Landfill Concerns	Landfills are still better than incineration
Landfill Concerns	Stores that sell food or drink should have to put it in a comparable container
Landfill Concerns	Community health and green jobs should be considered as a priority over just focussing on litter
Landfill Concerns	I like this but would prefer that garbage shouldnt be burnt
Landfill Concerns	I would like to see more education initiatives towards these issues
Landfill Concerns	City wide education is important.
Landfill Concerns	Do not burn garbage please.
Landfill Concerns	More recycling is needed so less waste goes to landfill. Landfills are better than incineration though.
Landfill Concerns	No matter how you destroy it, you are still wasting resources. Also, not efficient source of energy and TOXIC.
Landfill Concerns	I like this but I don't like recovery.
Landfill Concerns	Accessibility is vital to waste diversion and reduction
Landfill Concerns	More concerned about health than litter
Landfill Concerns	Reducing waste is vital but I don't agree with incineration
Landfill Concerns	Don't agree with garburator system
Landfill Concerns	Options for new immigrant Canadians and non-English speaking communities
Landfill Concerns	City shouldn't cut back on providing waste services to businesses

Identifier	FeedbackText
Landfill Concerns	Landfills are a horrible option, we shouldn't need more landfills if we recycled more
Landfill Concerns	Waste of resources and completely unsustainable. This is a toxic hazard to the city and it is not an efficient source of energy
Landfill Concerns	I like this but I don't like incineration I.e recovery
Landfill Concerns	I think the health and well being of the community is more important than litter
Landfill Concerns	All of these technologies are inefficient and are harmful to our environment and health.
Landfill Concerns	Landfills
Landfill Concerns	Landfills are terrible but are better than incineration let's recycle as much as we can
Landfill Concerns	Looking at ways city could use fines on waste and bans I.e on plastic bags
Landfill Concerns	I want to reduce waste but not burn garbage. Waste needs to be diverted first.
Landfill Concerns	Older people are not as inclined to use social media and mobile apps, so there should be an increased support in communities and outreach, being in the face of the neighborhoods to bring
Landfill Concerns	Speaking out to large businesses e.g. Corporations that produce the most waste to help them to reduce waste to begin with. Enforce laws that would ensure consumer packaged goods produce
Landfill Concerns	I don't believe in creating more landfills..we need to create less waste first, then focus on recycling and communicating better with the community that we live in.
Landfill Concerns	Incineration and waste pelletization are still creating forms of waste..we still need to reduce waste first at the top level of the pyramid
Landfill Concerns	Incineration and waste pelletization are still creating forms of waste..we still need to reduce waste first at the top level of the pyramid. By the time we produce waste, it's already produced..
Landfill Concerns	Long term vision
Landfill Concerns	Initialize more reuse centres where people can donate and pick up stuff to reuse (and divert from landfill). Now the charity shops are being replaced by for-profit ones (Value Village and Kind
Landfill Concerns	More free reuse centres (or some) for art supplies and other stuff. Like a food bank for stuff.
Landfill Concerns	Simple consistent messages like "every piece of plastic you've ever touched is still on this planet".
Landfill Concerns	Abolish the boxes lettuce comes in and plastic bags too. Styrofoam and other unnecessary pack
Landfill Concerns	New landfills aren't required because recycling can help us lower the need for them
Landfill Concerns	We don't support pelletization, gasification and pyrolysis as we are destroying valuable resources which we are wasting. It's toxic as well and is inefficient
Landfill Concerns	We feel more green bin disposal plants so municipalities from around here can get their waste here too
Landfill Concerns	None are great. We need to encourage even more reduce, reuse.
Landfill Concerns	As before, encourage using less (and therefore disposing of less) stuff!
Landfill Concerns	Environmental safety needs to be the primary concern here.
Landfill Concerns	Use less. Buy less. Make less... hopefully resulting in making less to dispose.
Landfill Concerns	Rodent control. Most green bins end up toppled over and a disgusting mess
Landfill Concerns	Fine, the poop out of them :-)
Landfill Concerns	Stop....let them deal with their own waste.
Landfill Concerns	all sound good, especially backyard and community composting.
Landfill Concerns	any advertising campaign must not be printed material.
Landfill Concerns	choose Expand collection over either 1 or 4
Landfill Concerns	do not purchase another one, find ways to use what exists in a more efficient manner.
Landfill Concerns	gasification and pyrolysis plus the existing combustion/incineration, but looking for one with a nontoxic odor.
Landfill Concerns	Why not charge the producers of the packaging a fee for the cost of the waste.
Landfill Concerns	tax plastic bottles
Landfill Concerns	expanding makes the most sense
Landfill Concerns	invest in research and development of new technologies
Landfill Concerns	tax plastic bottles
Landfill Concerns	tax this sector
Landfill Concerns	Educate manufacturers and stores so they don't sell non recyclable goods.
Landfill Concerns	Go to the source. \$\$ Fine manufacturer/stores who do not provide recyclable goods. Why should users pay the price?
Landfill Concerns	I find it next to impossible to know what goes into hazardous waste. Even the Waste Wizard has not been much help--not enough items on it
Landfill Concerns	See previous comments. Manufacturers and sellers MUST get on board. Why is everything wrapped in plastic boxes? Why do appliances only last a few years when my current appliances are 30
Landfill Concerns	I have been in European countries where products have almost no packaging.
Landfill Concerns	As long as the air quality is not affected. Reduce is still the best option.
Landfill Concerns	These items need to be identified and an effort to divert them must take place. Find the top 5 offenders and concentrate on them.
Landfill Concerns	Alternative collection arrangements for apartments and condos, including services provided by private sector.
Landfill Concerns	Find more space in active and/or closed landfills owned by the City.
Landfill Concerns	Breakfast television - that sort of thing... It's cheap!
Landfill Concerns	I don't know but suspect this is a property management issue - tenants would like to but the building doesn't implement decent means. Enforcement of recycling feels a bit heavy handed, but maybe
Landfill Concerns	Some retail outlets take electronics (best buy) for instance but people don't know about this. Partnering with them and promoting the service could be a win/win. Wish Home Depot could be cash jokes
Landfill Concerns	Street fairs are great venues for education (also applicable to previous question) and collection of items, or connecting people who want to reuse stuff
Landfill Concerns	I don't suppose we could pay per pound...
Landfill Concerns	I don't think the private sector is particularly well positioned to deal with waste ethically. Prefer greater public involvement to the private management
Landfill Concerns	No idea
Landfill Concerns	Smaller pilot projects. Wait for the technology to mature before any big investments...

Identifier	FeedbackText
Landfill Concerns	Pay for disposal at source...manufacturers, producers
Landfill Concerns	Don't know
Landfill Concerns	Let's use it when possible
Landfill Concerns	As long as pollution from these processes is eliminated, it's a good idea
Landfill Concerns	I like the 3rd bullet
Landfill Concerns	Use the one(s) which have less risk, both environmentally and financially
Landfill Concerns	With the rat and raccoon population I can't believe you would continue to encourage backyard composting/community composting -- there has to be another way -- my backyard has rats from
Landfill Concerns	Ensure packagers lessen the packaging!
Landfill Concerns	This is a tough decision -- I would support any of the above.
Landfill Concerns	I don't think by-law enforcement is helpful because we already have limited staff to manage this.
Landfill Concerns	I don't think by-law enforcement is helpful because we already have limited staff to manage this. I don't know what underground vacuum based collection is. Convenience - it must be easy to use or
Landfill Concerns	I read advertisements in the subway trains.
Landfill Concerns	No one in this city wants used furniture because of bed bugs. If you handle that problem first, there should be more of a market for donations of used furniture. Deposit returns will perhaps result in
Landfill Concerns	Yes. Many times we would happily donate. However, many places that accept donations do not pick up. I am willing to donate. I am not willing to take a day off work and to spend 2-4 hours traveling
Landfill Concerns	Yes. Many times we would happily donate. However, many places that accept donations do not pick up. I am willing to donate. I am not willing to take a day off work and to spend 2-4 hours traveling
Landfill Concerns	Again, I don't have much knowledge around this topic. As long as you are building condos and significantly increasing the city's population, you can expect waste to grow and should buy another
Landfill Concerns	I don't have any information about this topic.
Landfill Concerns	I don't know anything about this.
Landfill Concerns	People are living on very limited incomes. They cannot afford for every city service to be in need of funding at the same time. They city must learn to work within the budget it has set.
Landfill Concerns	Yes, positive reward. Bans/levies/fines only punish those who are already uncooperative and perhaps don't care. If they need some incentive to begin cooperating, provide one.
Landfill Concerns	Promote reusable packaging
Landfill Concerns	Reduce consumerism
Landfill Concerns	It is a good thing as long as the technology is clean
Landfill Concerns	having a separate utility fee for garbage, etc is only going to make an already expensive city for living more expensive. There has to be something better.
Landfill Concerns	If it's environmentally friendly (specifically By-products) and it can help in the long run, I'm for it. But I don't know enough to say for sure
Landfill Concerns	We should definitely try to use all the space we currently have before expanding or buying new land. If there's even the possibility of more space at existing or closed fills, why would we even
Landfill Concerns	charge people for what they dispose. Money hurts people when they have to pay out. They will be more conscious as has been with the garbage bins.
Landfill Concerns	Prohibit companies from using the plastic containers for food and for miscellaneous products
Landfill Concerns	The environment is already a factor that you see with all the illness and hospital patients. Better transportation is a start. Time for politicians to stop wasting time and money and be proactive.
Landfill Concerns	We already have a user friendly system. People are selfish and ignore what has been done for them. There is plenty of provided containers available and people are wasteful. they don't care. This
Landfill Concerns	Backyard composting brings rats and mice into people's property so forget that one. That is why people have stopped composting in the city.
Landfill Concerns	Take into consideration that 54% of the people are over 50 years of age in this city. Don't make life too tough for them or you will lose.
Landfill Concerns	This makes sense and is cost effective. Many other municipalities do this and have great success. It is up to us to do the same.
Landfill Concerns	use what we have and put it to better use. Most things can be re-used. Look to young people to come up with a system. They will given time.
Landfill Concerns	Retrofit apt buildings to accommodate green waste.
Landfill Concerns	Expand existing landfill
Landfill Concerns	Good as long as we are not adding to global warming
Landfill Concerns	Manufacturers should be charged for excess packaging. Nothing is being done to force them to do this. Charging the consumer for paint cans, etc by the province is not the answer. We can't do
Landfill Concerns	Provide staff to creat community initiatives
Landfill Concerns	Recycle the materials currently collected
Landfill Concerns	Keep landfill public
Landfill Concerns	Make waste pick up public
Landfill Concerns	Partner with innovative programs in other jurisdictions - we aren't the only ones struggling with these issues
Landfill Concerns	Require producers of waste to pay for it - bylaw and taxation
Landfill Concerns	- Look into the effect of tri-sorters vs 3 separate chutes, do they really work all that well?
Landfill Concerns	For recycling clothing a better and more consistent network is needed. Perhaps on the website
Landfill Concerns	For recycling clothing, a better and more consistent network is needed. Perhaps on the website show locations for this and make it easy for residents to know where these are and which are
Landfill Concerns	Advocating producers to be more responsible should look into capping how much they can charge this back to consumer.
Landfill Concerns	I think that these services should be reduced. I understand that businesses on streets receiving night collection may need this service provided through the City but others probably don't. Why not
Landfill Concerns	If it uses the most advanced technology to reduce harmful emissions I'm alright with this.
Landfill Concerns	Perhaps mining old landfills may provide some space for this however most of these serve other purposes in the community. I think the City should use a landfill as close as possible whether that be
Landfill Concerns	I try very hard to produce less waste as do many of my neighbours. I didn't include it because I believe that there is enough education out there and people will do it if they are concerned otherwise it
Landfill Concerns	I live in a Condo and was on the Board for 10 years we managed to change the culture to over 50%. Helping Boards and giving them incentives they can use to cajole others. Mandatory by-laws
Landfill Concerns	Is the City looking at and adopting Best Practices from other similar Cities? There are some very exciting innovations happening in Europe.
Landfill Concerns	Please remember especially in the core many of us don't have cars.
Landfill Concerns	I think that "whomever gets the profits should be the most responsible" so go after the packagers.
Landfill Concerns	I would support find more space in existing landfills.

Identifier	FeedbackText
Landfill Concerns	Sorry, I don't know enough about this sector to have an informed opinion.
Landfill Concerns	The City should look to the Vienna example to sell energy waste. It is a great idea.
Landfill Concerns	eliminate all plastic packaging
Landfill Concerns	not appropriate in this day and age
Landfill Concerns	the only way to solve our problem using newest technology available ti scrub the toxics produced from this method
Landfill Concerns	All packaging should be recyclable. All.
Landfill Concerns	Perhaps apartment buildings could have compost systems on their rooftops and make their own soil to be used in the apartment building's landscape. Could the city hire a compost engineer to
Landfill Concerns	Perhaps apartment buildings could have compost systems on their rooftops and make their own soil to be used in the apartment building's landscape. Could the city hire a compost engineer to
Landfill Concerns	Set guidelines for stores (grocery stores, etc.) to use less packaging. Also, when I weigh my veggies, how will they be weighed if I use my own reusable bags? Stores need better systems for being
Landfill Concerns	Develop better policies/laws where if a product's waste cannot be recycled or reused, the product should be reengineered.
Landfill Concerns	It's amazing that the technology has not progressed more. Our methods are archaic. What are other countries/cities doing? Rather than reinvent the wheel, let's adopt a system that works.
Landfill Concerns	Packagers should use less packaging and should use packaging that can be recycled.
Landfill Concerns	Alter NRG's gasification plant would eliminate the need for landfills and in fact could in theory dig up old land fills' uncompostable waste for
Landfill Concerns	Alter NRG's gasification plant would eliminate the need for landfills and in fact could in theory dig up old land fills' uncompostable waste for feedstock to power and produce more energy, fuel, and
Landfill Concerns	gasification, specifically
Landfill Concerns	gasification, specifically alt
Landfill Concerns	gasification, specifically ALTER NRG
Landfill Concerns	gasification, specifically ALTER NRG's Westinghouse Plasma Corp. gasifier equipment and technology, seems to be the most complete and beneficial solution addressing all three of the triple P
Landfill Concerns	Good gasification
Landfill Concerns	with Alter NRG'S gasification technology you could turn a problem/ expense into a solution/ profit.
Landfill Concerns	With Alter NRG's technology you'll want to collect all the waste you can for feedstock to produce more beneficial by-products of their gasification process, resulting in more profits. This process even
Landfill Concerns	Bring it on!
Landfill Concerns	A network of dropoff depots would be wonderful. We don't have a car, and getting to the existing drop off locations with a heavy load is a real problem. (The "toxic taxi" program is great - but few
Landfill Concerns	I seriously doubt that promotion and education will work. Those who are interested already recycle/compost. Those who aren't interested probably won't read/listen to anything that is said.
Landfill Concerns	In well run apartment buildings and condos, on site composting would probably work well. In poorly run ones (which is probably most apartment buildings), on-site composting is a recipe for smells
Landfill Concerns	No point in wasting money on advertising campaigns.
Landfill Concerns	Absolutely wonderful idea. Makes total sense. Stop listening to the NIMBYs and start to implement some innovative ideas.
Landfill Concerns	Can consider compacting the waste.
Landfill Concerns	There should be more repair events. Also people should be taught creative reuse of potential waste.
Landfill Concerns	Maybe some of the waste can be used like the rock garden in Chandigarh and inspire people to do the same. Creative use of waste.
Landfill Concerns	Fining residents for non compliance with recycling
Landfill Concerns	Asking manufacturers to reduce unnecessary packaging
Landfill Concerns	Requiring manufacturers to reclaim and reuse packaging
Landfill Concerns	Tracking and penalizing people who don't participate in recycling
Landfill Concerns	Great idea as long as process for extracting / generating does not pollute the environment.
Landfill Concerns	Make waste management services more efficient from public sector to avoid increased costs to provide profits for private sector.
Landfill Concerns	More landfill sites
Landfill Concerns	More landfill sites like Leslie Stret Spit/Tommy Thompson Park that can be reused as recreation and park areas
Landfill Concerns	Isn't using private sector landfill more expensive than have a City owned landfill? Finding more space in active and/or closed landfills owned by the City sounds feasible.
Landfill Concerns	No. I think expanding collection services to gain ore contril and influence over waste diversion is a good option.
Landfill Concerns	That seems to be a good idea. Anything that we can reuse for energy would be very beneficial.
Landfill Concerns	Educate new immigrants on how Toronto's recycling and waste programs work when they arrive, maybe in a welcome package in their native language. Also, better advertise community environment
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Landfill Concerns	Educate new immigrants on how Toronto's recycling and waste programs work. Also, better advertise community environment days, they are
Landfill Concerns	Educate new immigrants on how Toronto's recycling and waste programs work. Maybe include it ina
Landfill Concerns	I don't think you need to offer incentives like reverse vending machines for people to drop off waste. You just need to make it convenient and educate people on where they can conveniently drop
Landfill Concerns	In these buildings everyone is a captive audience in the elevator. Encourage landlords to communicate building recycling/diversion initiatives in elevators
Landfill Concerns	In these buildings everyone is a captive audience in the elevator. Encourage landlords to communicate building recycling/diversion initiatives in elevators. Offer landlords better incentives to
Landfill Concerns	Terracycle
Landfill Concerns	Terracycle is a company that is finding ways to recycle some new things - like ballpoint pens,
Landfill Concerns	Terracycle is a company that is finding ways to recycle some new things - like ballpoint pens, nespresso capsules,
Landfill Concerns	Terracycle is a company that is finding ways to recycle some new things - like ballpoint pens, nespresso capsules, drink pouch packaging and more.
Landfill Concerns	Terracycle is a company that is finding ways to recycle some new things - like ballpoint pens, nespresso capsules, drink pouch packaging and more. Would be great to see
Landfill Concerns	Terracycle is a company that is finding ways to recycle some new things - like ballpoint pens, nespresso capsules, drink pouch packaging and more. Would be great to see Toronto start either

Identifier	FeedbackText
Landfill Concerns	Expand collection to gain more control and make sure waste is disposed of properly, but also charge for it. Offer lower fees/ incentives for diversion.
Landfill Concerns	Find more space in active and/or closed landfills owned by the city.
Landfill Concerns	I am not familiar with the newest technologies, but if you can make garbage into power (without polluting the environment in the process) I support this.
Landfill Concerns	I think showing separate fees for garbage/blue bin/green bin would just motivate certain people to illegally dump waste.
Landfill Concerns	In Vancouver there is deposit on all bottles, not just beer/wine bottles. The street garbage cans have a little caddy on the side for bottles. Homeless people wander around and collect bottles and take
Landfill Concerns	Use private sector landfills.
Landfill Concerns	Can the waste be made 'clean'? If so then possibly a large hill created nearby. A proper search should be made now for space.
Landfill Concerns	Concern about emissions but latest technology might make this viable. Learn from other cities and countries.
Landfill Concerns	We really need to get touch on polluters of all kinds. Yet why didn't we create a Swedish system of waste disposal via underground tubes? Why are we locked into an outdated system of trucks,
Landfill Concerns	Avoid any more private sector involvement. It devolves to lowest common denominator price for least number of services.
Landfill Concerns	charge big producers of waste big fees, reward small producers of waste with small fees.
Landfill Concerns	If there are proven technologies for combustion/incineration which produce power with available resources that are low-impact when it comes to producing particulate pollutants, we should seriously
Landfill Concerns	We as a city need to take responsibility for our own waste and deal with it as close to home as possible.
Landfill Concerns	Concerend about the fact that bins on the street s are segregated for different uses. However garbage collectors have been seen to put all contents into one section of the truck.
Landfill Concerns	By stopping management , there is no oversight thus no recourse
Landfill Concerns	Certainly worth investigating the new technologies and employing those that do not further contaminate our air, soil & water.
Landfill Concerns	Ensure that all retailers who have good shipped in cardboard containers, encourage patrons to reuse them instead of putting them out for pick up.
Landfill Concerns	The least expensive but best use of current availability should be investigated before any purchase
Landfill Concerns	I don't like the idea that the places that process the waste-to-energy stream will have to be outside the city due to their pollution. I would prefer to see an attempt at collecting methane gas from
Landfill Concerns	Develop newsworthy content for various print, broadcast and web-based media. Use paid advertising where appropriate. Develop educational materials for use in schools.
Landfill Concerns	Programs to reduce & reuse commercial & construction waste, also multi-unit buildings, with mandated participation.
Landfill Concerns	Reducing the volume of product packaging offers huge potential, but it's beyond municipal scope. Push provincial & federal govts for action on this; communicate with other major cities to build
Landfill Concerns	Shopping mall parking lots could provide convenient locations.
Landfill Concerns	Don't know.
Landfill Concerns	Isn't waste management largely funded by property taxes?
Landfill Concerns	It's going to be essential! Let's make sure to take advantage of worldwide knowledge & experience with various approaches. Get other big cities on side & push provincial & federal govts for support,
Landfill Concerns	Push senior levels of govt for support - this is not just a Toronto issue.
Landfill Concerns	Use waste-related taxes and fees to influence activity in the desired direction.
Landfill Concerns	Create strong sanctions/fines for private firms that do not dispose of waste properly and use the revenue to improve programs.
Landfill Concerns	definitely use property owned by the province or municipal government... stay away from private sector options.
Landfill Concerns	I like the idea
Landfill Concerns	Evaluate whatever landfill - public or private, from a least environmental impact option. Whichever has the least impact is the right option
Landfill Concerns	It should definitely be considered as a way to reduce landfill
Landfill Concerns	Present value of the cost of managing waste (in a way that is meets environmental standards and is acceptable to Torontonians) should be the overriding criterion. I expect that this will involve
Landfill Concerns	Ok if competitive with alternatives.
Landfill Concerns	expand recycling for packing such as glass, it's ridiculous to place the limited returnable glass upon the beer store. Extend it to grocery stores they're almost as ubiquitous as beer stores. Or better
Landfill Concerns	Expand recycling for packing such as glass, it's ridiculous to place the limited returnable glass upon the beer store. Extend it to grocery stores they're almost as ubiquitous as beer stores. Or better
Landfill Concerns	Follow Germany's lead from 20 years ago and FORCE manufactures to produce less packaging and/or more environmentally friendly packaging. Social pressure played a huge roll, penalizing at the
Landfill Concerns	Strong penalties are the key to changing this target group behaviour
Landfill Concerns	Yes, follow Germany's lead from 20 years ago and FORCE manufactures to produce less packaging and or more environmentally friendly packaging.
Landfill Concerns	Yes, follow Germany's lead from 20 years ago and FORCE manufactures to produce less packaging and or more environmentally friendly packaging. Social pressure played a huge roll, penalizing at
Landfill Concerns	Living in the beach we have the unfortunate experience of inhaling incinerated waste, it's nauseatingly smelly& pollutes the air and certainly causes health problems short & long term. Only useful in
Landfill Concerns	Tell me what kind of plastics I can recycle - everything else is easy
Landfill Concerns	Have to ensure that it doesn't impact negatively on the environment. Or at least less than current waste disposal methods like landfill.
Landfill Concerns	There will likely always be a need for landfill options and we need to ensure that the option always exists as getting to 100% diversion is likely unaffordable.
Landfill Concerns	There will likely always be a need for landfill options and we need to ensure that the option always exists as getting to 100% diversion is likely unaffordable.
Landfill Concerns	This website is very poorly designed.
Landfill Concerns	Don't forget to have well designed print material available.
Landfill Concerns	We need a system in place in Toronto that utilizes reusable containers for take-out food.
Landfill Concerns	Avoid landfill use combustion/incineration.
Landfill Concerns	Combustion/incineration is good.
Landfill Concerns	Backyard composting is considered by many to be a problem because of racoons and skunks. We must find a way to address this.
Landfill Concerns	We must put pressure on manufacturers to reduce packaging and ensure that most of the packaging used is recyclable or compostable.
Landfill Concerns	I like the third point best. I believe that this service should not be expanded nor privatized. It must have rigorous city oversight.
Landfill Concerns	In theory it sounds great but it must not create new problems via smoke stack and other emissions.
Landfill Concerns	We must stress to all that burying our garbage is a very last resort. As there will still be some waste, I believe it would be best to expand Green Lane if feasible.
Landfill Concerns	one way to reduce waste is to produce less unnecessry packaging

Identifier	FeedbackText
Landfill Concerns	require companies to produce less packaging
Landfill Concerns	instructions on packaging as to how to reuse or recycle would help
Landfill Concerns	more attention needs to be paid to educate people about disposing of
Landfill Concerns	Landfill should be on lands that are not near cities and should be on unusable land.
Landfill Concerns	Waste management should not be a for profit activity.
Landfill Concerns	we have to explore ways to produce energy from garbage.
Landfill Concerns	I firmly believe that some sort of INCERATION should be considered, the technoligy is available, benefits would be great, the heat and power generated can be used to reduce and or assist other
Landfill Concerns	INCINERATION !
Landfill Concerns	not every home owner has a computer, some have Rotary dial telephones, they have been forgotten in the speed of the modern day
Landfill Concerns	not every home owner has a computer, some have Rotary dial telephones, they have been forgotten in the speed of the modern day
Landfill Concerns	slow down pre-packaging, or have a program where by all packaging material can & will be returned to the source. not the land fill, Incinerate !
Landfill Concerns	why can not make the manufactures of large appliances , pick up and dispose of worn out appliances,or make a better long lasting product.
Landfill Concerns	why can not make the manufactures of large appliances , pick up and dispose of worn out appliances,or make a better long lasting product.
Landfill Concerns	I am against any more increase in money being paid by me, I can not afford your hands in my pocket all the time.
Landfill Concerns	INCINERATED MATERIAL would provide heat & power to a very large section of the City and reduce HYDRO costs
Landfill Concerns	INCINERATION !!
Landfill Concerns	Land fill sites Private or not are a blight on the land also harmful to its neighbours, we should be INCINERATING, . everything that
Landfill Concerns	SURE GO AFTER PEOPLE WHO OFFEND THE SYSTEM BUT LEAVE THE LITTLE MAN ALONE.
Landfill Concerns	SURE GO AFTER PEOPLE WHO OFFEND THE SYSTEM BUT LEAVE THE LITTLE MAN ALONE. we are getting to regulated.
Landfill Concerns	Love the idea since it is proven to work!
Landfill Concerns	No
Landfill Concerns	Not sure.
Landfill Concerns	Private Sector is perfect.
Landfill Concerns	I think we should do it as much as possible.
Landfill Concerns	Using landfills we already own is the best option.
Landfill Concerns	Incineration
Landfill Concerns	It's a great idea - no sense in wasting all of that potential energy by mindlessly burying it. Much better than pulling more crude out of the ground.
Landfill Concerns	Just work it into property taxes. Waste disposal is something all tax payers need.
Landfill Concerns	Whichever costs the least.
Landfill Concerns	Encourage more community gardens in school grounds, parks, church/temple/mosque grounds, public libraries and community centres.
Landfill Concerns	Remove or close off garbage chutes and have residents in apartments and condos separate their compostables/recyclables and garbage and take it to a common room as is done in town homes.
Landfill Concerns	Any Waste Strategy has to begin with a firm commitment to reducing the amount of waste produced. If need be, this may have to be done by legislation.
Landfill Concerns	Do not privatize this because there will be little thought given to the environment and most thought given to maximizing profits.
Landfill Concerns	We need legislation to cut down on packaging of goods. We have to stop using plastic bags and water bottles.
Landfill Concerns	We should try not to add to climate change through this process.
Landfill Concerns	Favour all which are shown to be safe.
Landfill Concerns	Not enough information to rank options. Safety and longevity should be key decision points.
Landfill Concerns	Reduce the number of non reusable cans and bottles, ie go back to the 1950's model of bottle returns,
Landfill Concerns	Reduce and reuse and compost more to reduce the need for more landfill.
Landfill Concerns	Under utilized option to date for the average householder?
Landfill Concerns	Continue to provide some collection
Landfill Concerns	Expand Green Lane landfill
Landfill Concerns	Fines for condo and apartment who don't recycle.
Landfill Concerns	This might be good as long as there are little or no bad emisions or side-effects.
Landfill Concerns	encourage further reduction of packaging by manufacturers, retailers.
Landfill Concerns	less plastic, more glass
Landfill Concerns	I protested years ago when a new waste incinerator was going to be built in my end of town.
Landfill Concerns	If you go with the last option, there will be a lot of illegal dumping, I think. Study other cities dealings with private collection services.
Landfill Concerns	need to keep the garbage close to home. A constant reminder to us to reduce (or that's the idea anyway)
Landfill Concerns	Find Financial incentives to produce less waste
Landfill Concerns	Contract out on the East side of Younge. John Tory promised to do that because it saves \$11 million a year and better customer satisfaction
Landfill Concerns	Garbage collection used to be part of my property tax bill. Now I still have high property taxes, but a separate "utility bill". No more taxes. I'd like to opt out and take my trash to the dump by myself
Landfill Concerns	If it can be done safely and economically, yes!
Landfill Concerns	not sure
Landfill Concerns	Necessary to reach diversion goals and provides for the benefit of producing energy / fuels
Landfill Concerns	The mobile app would be helpful. It's hard to keep track of what is/isn't recyclable for instance, so often people throw things in garbage to be "safe".
Landfill Concerns	Full recovery of garbage makes sense as an incentive to reduce production, but not so much for recycling/green bins (which should be encouraged). Is there a way to monetize some waste

Identifier	FeedbackText
Landfill Concerns	I don't think I have enough information to provide thoughts on these options. Balancing cost/environmental factors must be difficult.
Landfill Concerns	I like the idea of levies - cost per unit of waste production - to encourage businesses to reduce their waste while recovering the cost of removal. Fines are harder to apply consistently.
Landfill Concerns	None of these are good options, but obviously necessary. Most residents simply don't have enough information to prefer one over the other.
Landfill Concerns	The benefits need to be weighed against environmental costs (air pollution). The pelletization of plastics seems promising, depending on how efficient it can be done (in energy consumption terms).
Landfill Concerns	altogether, not completely adequate
Landfill Concerns	it's inevitable
Landfill Concerns	#2 make it a requirement that the developers of all new condos have to include systems which facilitate recycling and composting which would also mean the developement of new collection
Landfill Concerns	i think with all these choices we should be able to rank them as well. the one i checked would be #1. "More involvement....." #2; more opportunities.....#3; initiatives.....#4
Landfill Concerns	more partnerships #2; a new network #3; #4 an advertising campaign that helps the buyer put pressure on mobile and computer manufacturers to create a way to upgrade within the device rather
Landfill Concerns	more partnerships #2; a new network #3; #4 an advertising campaign that puts pressure on mobile and computer manufacturers where
Landfill Concerns	no tax for reused items and a higher tax for new
Landfill Concerns	whatever in implemented needs to become part of the educational curriculum
Landfill Concerns	and support more returnable and refundable containers. and Show separate fees for garbage, Blue Bin and Green Bin.
Landfill Concerns	i don't know enough about each of those things mentioned above but that said i believe the technology exists that would allow the energy used to reduce the volum of waste can be captured and
Landfill Concerns	implement what is working i other places and don't leave out the so called third world or developing nations. invite a broad spectrum of thinkers including children to participate and a think tank for
Landfill Concerns	support more returnable and refundable containers. and
Landfill Concerns	this is a very broad spectrum you are addressiing and cannot be painted with one brush. industry which could mean toxic waste is a whole other matter than commercial which could mean the corner
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Landfill Concerns	we need to expand our thinking to include that maybe we don't need to land fill anything because everything can be used for something else. what if no more resources were available? then we
Landfill Concerns	I think that any alternative use for waste makes sense. The new technologies listed here are the way to go.
Landfill Concerns	I'd like to see help with collection for those of us who do not have cars to transport our hazardous waste to the appropriate depots.
Landfill Concerns	Excellent idea that has been successful in other cities.
Landfill Concerns	It's a no brainer - Toronto should be doing this
Landfill Concerns	We need more garbage containers is popular area like Yonge and Eglinton
Landfill Concerns	A reminder to people the advantages of recycling. Regular update of recycling use in each apartment and condo by management of
Landfill Concerns	Exchange ideas from other Countries how they deal with the waste and how to manage the recycling at an affordable cost.
Landfill Concerns	We can learn from other Cities how they deal with waste.
Landfill Concerns	We need a win/win attitude.
Landfill Concerns	Charge the people who are abusing the system.
Landfill Concerns	Explore fines to ensure proper disposal.
Landfill Concerns	I would need more information before I gave my opinion.
Landfill Concerns	Start charging Industrial, Commercial and Institutional sector.
Landfill Concerns	Use a private
Landfill Concerns	Use a private sector landfill.
Landfill Concerns	Environment days used to be so important because it was the only place you could save up your items and then have them used properly
Landfill Concerns	Environment days used to be so important because it was the only place you could save up your items. Now so much goes into the blue box that I use it only for hazardous materials. I don't like
Landfill Concerns	Expanding recycling with packaging that is not currently recyclable like toothpaste tubes and deoderant containers for example.
Landfill Concerns	Expanding recycling with packaging that is not currently recyclable like toothpaste tubes and deoderant containers for example.
Landfill Concerns	New condos are built with better facilities so concentrating on older apartments is necessary and collaboration to try to improve is necessary.
Landfill Concerns	Reducing waste across the board is so important considering the volume of industry. Waste handled by the private sector is still piling up somewhere. New policies are better to improve waste
Landfill Concerns	There are still too many people who are not on board to reduce waste but they probably don't have the programs in their apartments.
Landfill Concerns	You can't pollute the air in order to reduce the waste. New technologies are expensive but should be considered for the future.
Landfill Concerns	Be visible in places where you get a lot of people traffic - grocery stores, community events, banks
Landfill Concerns	costs to people who create excess waste - a deterrent
Landfill Concerns	You need to make it mandatory but also support the challenges faced in apartments and condos
Landfill Concerns	Have it city controlled
Landfill Concerns	Include incentives for people who manage waste well
Landfill Concerns	Provide waste management services with incentives for good use and fees for over use
Landfill Concerns	should have the smallest amount of environmental impact
Landfill Concerns	The stench and leaks from green bins and their pick-up has to be taken care of. It is abominable to have such a beautiful city as TO stink so horribly!
Landfill Concerns	Education on hy
Landfill Concerns	Education on proper and hygienic use of green bins
Landfill Concerns	excellent!
Landfill Concerns	great ideas can be developed here

Identifier	FeedbackText
Landfill Concerns	making use of point 2 and 3
Landfill Concerns	point 2
Landfill Concerns	Have a blog that provides information related to every kind of reduce and reuse, and invite guest bloggers from the GTA as well as other cities around the world.
Landfill Concerns	Record webinars/seminars of workshop and educational events so people who can't attend are able to watch online via your website or blog.
Landfill Concerns	Consider all options and find the most efficient and economically appropriate option available.
Landfill Concerns	Consider implementing new property tax strategies for the Industrial, Commercial and Institutional sector based on their adoption and use of independent energy creation from waste initiatives by
Landfill Concerns	We should attempt to create energy from waste in as efficient and economically appropriate manner as possible.
Landfill Concerns	Not an additional option, but should consider that messaging needs to be accessible and targeted to different users (language, multi-res vs. houses etc.)
Landfill Concerns	Regulations for producers must be harmonized across jurisdictions - otherwise too challenging to implement. Be careful of deposit systems (e.g. aluminum cans) that remove high value materials
Landfill Concerns	Support of buy-less programs (e.g. Buy Nothing Day)?
Landfill Concerns	GTA wide systems for end markets for waste to benefit from economies of scale
Landfill Concerns	If you pursue further EPR, work WITH producers to understand their unique challenges.
Landfill Concerns	LAST RESORT only. Installation of new Waste-to-Energy facility locks you into that model. We want more flexibility. Not a good investment. If must do, focus on newer, higher value tech such as
Landfill Concerns	I like the hybrid process gwpt.com is testing now. Check it out.
Landfill Concerns	IDK
Landfill Concerns	Make it easier to recycle scrap metal and hazardous waste.
Landfill Concerns	Any or all of the above. But the main goal is to reduce and divert waste so that we do not need as much landfill.
Landfill Concerns	Look at recycling programs and energy from waste programs that will result in a net cost reduction.
Landfill Concerns	Provide stiff penalties for not separating the waste stream properly.
Landfill Concerns	Publicize good actors and bad actors. Use public pressure to move the world in the right direction.
Landfill Concerns	Smart idea. Reduce the use of fossil fuel and net greenhouse gas emissions. Less waste going to landfill.
Landfill Concerns	Do this in schools
Landfill Concerns	I can't think of any at the moment, but you do need more power to make packages more environmentally friendly.
Landfill Concerns	I understand garburators are not allowed in certain jurisdictions. However if they work properly I would gladly replace by green bin with one. I see what tenants put down the garbage chute, and it
Landfill Concerns	I would like to have a chance to buy some of the electronics being thrown away. This could be done by employing someone to sort out the dross from earlier amplifiers and receivers. & putting the
Landfill Concerns	I'm very annoyed at Home Depot and others who will not accept fluorescent tubes back. Legislate for this.
Landfill Concerns	Consider the economics and NIMBY
Landfill Concerns	I grew up in a town in England which at one time had the cheapest electricity in the world. However it was because the garbage consisted of partially burnt coal, some food scraps and paper. The
Landfill Concerns	Not that I can think of
Landfill Concerns	Not that I can think of
Landfill Concerns	Expanding collection services and trying to influence this sector to produce less waste is the best option. The private sector has no incentive to reduce waste and we're going to be out of landfill sites
Landfill Concerns	I don't trust the private sector when it comes to operating landfill sites as there always seems to be a lack of oversight. Sites change hands and new owners try to cut costs by accepting things they
Landfill Concerns	The biggest worry is pollution.
Landfill Concerns	I would think that if we try to keep landfill sites more local, people would become more aware of the problem. This, this would help the enforcement of the "reduce, reuse, recycle" habit to generate
Landfill Concerns	I'm not sure if the technology is here yet, but is it possible to harness the heat from the incinerator and reuse it? Also, is emission from the incinerator monitored for release of toxic substances?
Landfill Concerns	Impose a limit, based on production capacity, and a monetary penalty if exceed more than once.
Landfill Concerns	Edmonton seems to have a great system for waste disposal and converts non recyclable into biofuel. Why doesn't Toronto do the same????
Landfill Concerns	collect clothing, linen and other fibers that cannot be re-used. Currently, the only organisation I know that does it is the Salvation Army.
Landfill Concerns	encourage store to sell 'seconds' fruits, vegetables, etc. and encourage the public to buy them by reducing the price
Landfill Concerns	follow Edmonton's example
Landfill Concerns	DO NOT USE LANDFILL! it is not a solution. Paris France burns all
Landfill Concerns	DO NOT USE LANDFILL! it is not a solution. Sweden has been doing it for years. The technology must exist to scrub the exhaust gases.
Landfill Concerns	get manufacturers to pay to disposal of packaging and product if none of it is recyclable or reusable
Landfill Concerns	it is a good idea and there are existing technologies in the world that allow to do it safely.
Landfill Concerns	same policies should apply to industry and commercial outfits with hefty fines if they are not applied
Landfill Concerns	German Packaging Ordinance
Landfill Concerns	German Packaging Ordinance
Landfill Concerns	Ways to reduce and reuse non clothes items (that material seems to be already well covered)
Landfill Concerns	Only if it has a small capacity relative to volume of waste currently generated. Experience in several eu countries shows too much EFW capacity can result in competition for recyclables.
Landfill Concerns	I would add used fabrics and textiles to the option regarding reusing and recycling clothing. That way clothing that is not longer fit to be worn can still be diverted from the landfill. For example, H&M
Landfill Concerns	Much better organization is needed in this area, and also some more convenient and easy approaches. Education too, of course.
Landfill Concerns	Reverse vending machines...very cool idea!
Landfill Concerns	These options are great!
Landfill Concerns	Hmmm, I haven't researched this much. Definitely do not want to see any of the Green Belt used though. I also do not want to see any public land being sold to private entities or other countries for
Landfill Concerns	Let's research all of these properly and do it!
Landfill Concerns	Increase fees for removal of garbage. Give incentives when certain targets are met.
Landfill Concerns	We definitely need reverse vending machines and receive incentives. This is being used elsewhere and it really encourages recycling.

Identifier	FeedbackText
Landfill Concerns	We need more deposit return in place to include pop cans and plastic water bottles. See what other cities are doing and start their successful programs here.
Landfill Concerns	Charge a fee for or excessive garbage. Limit the amount of garbage per household.
Landfill Concerns	Charge for garbage collection.
Landfill Concerns	It should be the last option after reuse and recycling.
Landfill Concerns	education to consumers - I live in an affluent area, my neighbours have outdoor kitchens, entertaining pool and patios with no grass left.
Landfill Concerns	Any of these must be highly secured as to not attract thief or trashing.
Landfill Concerns	opportunities to make diversion more convenient, but not costly.
Landfill Concerns	With the growing trend of condo development in the city, create composting opportunities specifically for these residences, eg, on roof-top gardens/or greening spaces in their gardens.
Landfill Concerns	my thought is to convert waste into usable products, however doing so must not come at more damage to the environment. I recently saw a program on Smart Cities-San Diego, which seems to
Landfill Concerns	my thoughts are to expand the space we have and where available
Landfill Concerns	my thoughts are to use or expand the spaces we have. However, the best suggestion is where available, convince business & industry to minimize package that requires landfill dumping!
Landfill Concerns	Offer incentives to those who reduce, reuse or recycle!!!
Landfill Concerns	provide incentives to those who minimize waste and focus on reusing.
Landfill Concerns	Avoid shipping to Michigan. Don't use private sector -- need public accountability to ensure safety of water supply etc.
Landfill Concerns	Try to have companies take back their product packaging for reuse, or eliminate unnessesary packaging. 3D glasses are used then sent back to the supplier to be repackaged for reuse. It's a good
Landfill Concerns	helpful charts are useful as well as promoting updates or any changes (such as including st
Landfill Concerns	helpful charts are useful as well as promoting updates or any changes (such as including styrofoam in recycle bin)
Landfill Concerns	incineration just puts more carbon into our atmosphere, we are able to reduce and recycle a lot more than we are now at a personal level. Use less plastic, packaging and turn to containers instead of
Landfill Concerns	Encourage the retail and hospitality sector to use packaging that the city can recycle.
Landfill Concerns	There needs to strict controls on emissions.
Landfill Concerns	I live in a condo. Split garbage/organic waste chutes are a disaster. Garburators would probably be misused as well.
Landfill Concerns	Reduce packaging.
Landfill Concerns	Our waste is our problem. Try to find more space in active...
Landfill Concerns	This is a useful idea to explore.
Landfill Concerns	Education is key - most people do not know what they can recycle, that they need to remove food residue from recyclable products, etc. This all leads to more waste than necessary and a less
Landfill Concerns	Encouraging communities to share, swap and give away products they do not need (or do not need individually, such as tools) would have a great impact.
Landfill Concerns	Great ideas!
Landfill Concerns	I live in a condo, and there is very little education for res
Landfill Concerns	I live in a condo, and there is very little education for residents on what can be recycled, composted, etc. Even though we have all three options (garbage, recycling and organics) there should be
Landfill Concerns	If people could access a quick source of information on what to do with a certain type of waste, I believe it would help people make informed decisions and change behaviour. Whether that is putting
Landfill Concerns	I would need to learn more about the landfill options to make an informed comment. That said, waste has to go somewhere and all options should be considered.
Landfill Concerns	I would simply recommend providing incentives for waste collection reflecting the priorities of recycling and waste reduction, or possibly consequences to those in the sector that fail to meet certain
Landfill Concerns	If done efficiently and properly, where air quality is monitored and ensured safe in nearby communities, and a location can be agreed on, I think this should be considered as a waste disposal option
Landfill Concerns	Refer to my added priority
Landfill Concerns	Turn ALL waste to resource and look to Malmo Sweden as precedent. STOP considering privatization of any portion of waste stream to ensure greater control for implementing change and
Landfill Concerns	Depots could be tied to a reuse organizations to reduce waste
Landfill Concerns	Promote composting or green bin waste separation in existing Multi Residential Buildings. Mandate it in and new MURB projects. Have a way of ensuring this is actually done in reality. Tenants,
Landfill Concerns	Promote composting or organic waste separation in existing Multi Residential Buildings. Mandate it in and new projects mandated
Landfill Concerns	Public workshops to showcase innovative practices from around the world to increase public awareness of the opportunity and solicit grassroots support
Landfill Concerns	Some households already put out their unwanted but still useful items on the curb for the community to pick up. It would be great if there was a pervasive system to bring these products to centres in
Landfill Concerns	I am STRONGLY against private sector collection. We need to start seeing waste as a resource that will make the city significant money in the longrun and
Landfill Concerns	I whole heartedly support this strategy as per my previous comments re Malmo Sweden precedent
Landfill Concerns	Malmo Sweden claims to have virtually NO waste remaining from black water, grey water or solid waste streams. I would hope that we would aspire to the same.
Landfill Concerns	Malmo Sweden claims to have virtually NO waste remaining from black water, grey water or solid waste streams. I would hope that we would aspire to the same.
Landfill Concerns	Private sector collection should be partnerships that give City ultimate control and ability to implement visionary waste reuse without years of infighting. Waste is a resource that can make the city
Landfill Concerns	Reducing upstream waste would have huge impact. I am strongly against any privatization of waste facilities.
Landfill Concerns	Most people in apartments don't care about recycling. You need to make it really easy for them to recycle.
Landfill Concerns	See previous comments. I didn't know this question was coming up!
Landfill Concerns	You need more Environment days in each area to dispose of things like batteries and paint. If you are away on the one day of the year your Councillor has one, you have to wait until next year or
Landfill Concerns	I don't think the city should stop providing services to this sector if it is being responsible in recycling, reducing, etc.
Landfill Concerns	I think all of them should be considered. Driving to London though seems to be a waste of fuel and increases the carbon footprint for the city.
Landfill Concerns	I think it's a good idea.
Landfill Concerns	Make garbage fees so high that people actively look for ways to recycle more.
Landfill Concerns	You need to focus on condos and apartments.
Landfill Concerns	Put a 20 cent deposit on EVERY plastic water bottle.
Landfill Concerns	Get the high tech incinerator. It should have been built years ago
Landfill Concerns	REDUCE the excessive plastic/paper packaging. Have a closer check on the amount of packaging each product uses.

Identifier	FeedbackText
Landfill Concerns	Maybe the city could set up thrift shops/depots where items in good condition can be donated instead of thrown away (even better if the city could pick them up in the first place) and then sold for
Landfill Concerns	Recycling chutes or drop off spots on every floor--not just one on the main floor. Make building owners/developers take some responsibility and initiative.
Landfill Concerns	Teach city waste workers some phone manners and customer service skills.
Landfill Concerns	Whatever it takes to make it more convenient. Right now I have to store items (which I HATE and don't really have space for) until enough accumulates to make a trip to a waste depot/environment
Landfill Concerns	Expand collection services to gain more control but charge accordingly.
Landfill Concerns	Find more space in active and/or closed landfills! Landfills are overflowing with recyclables--can nothing be done to recover some of them and make space that way?
Landfill Concerns	Go to the province and feds for funding! They've been ignoring cities for too long and getting away with offloading way too many costs onto municipalities (especially the feds). DO NOT charge fees
Landfill Concerns	It's a good idea as long as it can be done without polluting.
Landfill Concerns	People in condos/apartments have limited options and not much convenience. They need expanded options that are convenient for them. Levies and fines should be directed to businesses and
Landfill Concerns	More and bigger signage around the city would be helpful in public spaces so that people are more aware of what they can recycle/compost, etc. at the multi-waste trash cans.
Landfill Concerns	Perhaps providing some kind of incentive for more stores to carry options such as bulk bins and re-usable/returnable containers.
Landfill Concerns	Charge high fees for exceeding garbage pick up, much less for recycling, and nothing for green bin.
Landfill Concerns	I don't know enough about it to comment much, but I would want to consider the environmental cost of such procedures. Using energy to make energy makes me wonder how much is gained from
Landfill Concerns	I think being involved in waste management for these sectors is important, because they produce a huge amount of waste and they need to be accountable to something. If the city is involved, it has
Landfill Concerns	Please do not use a private sector landfill. The private sector can be good for a lot of things, but is simple not accountable to the public whatsoever, and certainly not to the environment.
Landfill Concerns	Heavily pressure and if needed fine manufacturers who do not reduce waste/ packing/ energy/ carbon footprint; more emphasis on the front end of the waste pipeline so there is so much less to deal
Landfill Concerns	don't be so wishy-washy and add some teeth to the legal system where if the producers vastly reduce or eliminate their waste/ pollution, they will fined by amounts that will cut into their profits.
Landfill Concerns	not sure any of them of perfect, it is a very difficult problem to solve given the ever increasing rate of waste production
Landfill Concerns	only if there is a net production of energy and other useful products from the waste and only if there is no pollution, in any way, produced by those recovery technologies
Landfill Concerns	Put the money where it is needed, waste management in our city at the condominium level is archaic, it is embarrassing.
Landfill Concerns	Recycled materials for garbage is the way to go.
Landfill Concerns	The wheels on bins that carry our waste are metal, when they are dragged into position by a tractor the noise is unhealthy. Recycled rubbers tires on bins for garbage in condominiums would reduce
Landfill Concerns	This box is for passersby. In a condominium, the waste is a collective. The bins are not efficient. Management and staff need to make waste a priority as it spreads disease and younger, older, and
Landfill Concerns	Improve containers that hold waste at the condominium level. We are open to new ideas that help our environment.
Landfill Concerns	Improve containers that hold waste.
Landfill Concerns	Great ideas there is a lot of people without transportation.
Landfill Concerns	I do not agree with onsite composting of food waste in condo buildings. It is a health risk, not all staff are loyal enough to ensure health risks remain at minimal exposure.
Landfill Concerns	Involve participants, volunteers, out of work university students. Create jobs to keep the environment clean.
Landfill Concerns	Use recycled tires in playgrounds to keep children safe, at a reduced cost or offer it free. There are tires sitting in waste dumps doing nothing.
Landfill Concerns	Accountability. Management needs to answer for sloppy work.
Landfill Concerns	Accountability. Management needs to answer to shaudy work
Landfill Concerns	Accountability. Management needs to answer to sloppy work.
Landfill Concerns	How does Europe handle their waste? How does Sweden collect their waste? Do we explore other cities, countries and copy?
Landfill Concerns	If it does not increase health risks I am all for it.
Landfill Concerns	People need to be accountable for their waste.
Landfill Concerns	Private sector collection is not efficient. It is a pick-up, pay me and see you next week. The spot where the garbage is picked up is filthy. There is no follow-up. If your job is to collect garbage,
Landfill Concerns	Expand program for recycling to all areas of city, condos etc.
Landfill Concerns	better information about how to recycle used tires
Landfill Concerns	make sure organic food waste bins are in all parks
Landfill Concerns	great idea as long as it doesn't have an environmental impact, produce air pollutants
Landfill Concerns	Implement green bin in the parks (i.e. for dog waste)
Landfill Concerns	not sure
Landfill Concerns	Provide a listing of the plastics codes that are recyclable in the city.
Landfill Concerns	If we can go it economically, then I am all for it
Landfill Concerns	Need to have this sector pay for the waste they produce
Landfill Concerns	Ecouragement to reduce packaging
Landfill Concerns	Extend landfill life as long as possible by reduction of waste. Otherwise I don't have an opinion on the best option.
Landfill Concerns	Mandate opportunity for consumers to leave packaging at point of purchase.
Landfill Concerns	Sounds like a good idea if it is practicable
Landfill Concerns	increase advertising on radio and TV
Landfill Concerns	increase the capture rate of the recyclable items by improving the signage of the waste collection bins
Landfill Concerns	provide collection bins for e-waste in the neighbourhood locations, such as Home Depot, Canadian Tire, Ikea, etc.
Landfill Concerns	Need to make sure that air quality is not degraded.
Landfill Concerns	org
Landfill Concerns	Some organizations have branches located in different municipalities, would they request using the same waste sorting system across the offices?
Landfill Concerns	They all seems to make sense.
Landfill Concerns	Burn the garbage with high-efficiency scrubbers on stacks

Identifier	FeedbackText
Landfill Concerns	Not that I can think of.
Landfill Concerns	find more space in active and/or closed landfills owned by the city.
Landfill Concerns	if people had to pay more for garbage, then only a little for recycling, and nothing for compost, it might encourage people who don't sort to do so...
Landfill Concerns	Implement new policies to improve waste diversion without providing additional services.
Landfill Concerns	Not that I can think of. But as the city continues to grow, and more and more condos are built, something needs to be done NOW to fix the broken collection system for those buildings. I have so
Landfill Concerns	The more we can do, the better. And if we can find a way to use it as an alternative energy source, even better.
Landfill Concerns	user cost
Landfill Concerns	Backyard composting isn't really an option for most Toronto residents.
Landfill Concerns	Backyard composting isn't really an option for most Toronto residents.
Landfill Concerns	No private sector collection.
Landfill Concerns	No private sector landfill options should be considered.
Landfill Concerns	If you're going to encourage people to compost more, then you have to do something about the racoon, squirrel and skunk population in the city. We have tried every composter possible (wood /
Landfill Concerns	It's time for apartment and condo dwellers and the management of those buildings to start pulling their load. The city has been too easy on them. Everybody has to participate equally if this plan is
Landfill Concerns	Find more space near the city. Stop pushing our problems onto other communities. Stop wasting gas and causing air pollution carting the garbage to far away places. Let's deal with our waste right
Landfill Concerns	Make sure that businesses are, at a minimum, following the same strict rules as residential customers. More recycling! More composting!
Landfill Concerns	Reducing the amount of waste we generate by polluting the air is certainly not the answer! You're just trying to sweep the problem under the carpet. Burning waste is no different than dumping it in
Landfill Concerns	Encourage people to save water run-off from eaves troughs (eg. water barrels(?))
Landfill Concerns	I live in a complex of townhouse condominiums. There is no composting where I live. Composting should be made mandatory.
Landfill Concerns	Can producers of packaging be charged more for producing bulky packaging?
Landfill Concerns	Do what is most economical. All else being equal, I prefer purchasing a landfill vs paying the private sector to supply the landfill. I also prefer keeping Toronto's waste in Toronto rather than sending
Landfill Concerns	Not sure what is being said here. Applying high temperatures means energy is being used to reduce waste, but the commentary implies energy can be recovered. Regardless of what the
Landfill Concerns	I think by-laws for apartment buildings make sense (with an appropriate grace period) but if there isn't the enforcement then this is just window dressing.
Landfill Concerns	Can materials in closed landfills be recycled/
Landfill Concerns	Can materials in closed landfills be recycled/incinerated to free up space for anything that remains? Would be a shame to leave a landfill as a legacy to future generations.
Landfill Concerns	Fantastic idea. Why would we let a potential fuel source sit in a disgusting landfill instead of getting value out of it?
Landfill Concerns	It's important that the lifecycle costs of waste be charged to the user. We create the wrong incentives when future generations bear the full cost of waste disposal in their user fees (e.g. methane
Landfill Concerns	Let them pay the full costs of their waste. I think the balance is trying not to overburden the small business sector, where possible.
Landfill Concerns	great
Landfill Concerns	I believe e should use the landfill we have and find more space along with an educational push to reduce waste, and encourage manufacturers and food sellers to reduce the amount of packaging
Landfill Concerns	This is an important sector to service. I believe it should stay in the hands of the public not go to private sectors so it can be managed and monitored.
Landfill Concerns	Initiating shared-resource projects for condo/apartment residents to reduce the need for new items.
Landfill Concerns	Legislation to enforce or at least apply a fee to manufacturers/retailers who sell products that produce waste (are not cradle to cradle)
Landfill Concerns	Better than nothing but not an ideal solution as materials then pollute the air. Products ultimately need to be manufactured so they can be biodegraded or put back into recycling processes rather than
Landfill Concerns	Would rather see the city own the landfill and offer incentives to organizations to seek solutions.
Landfill Concerns	People are coming from all over the world. The process has to be dead simple.
Landfill Concerns	better option than landfill if it can be done safely
Landfill Concerns	Make for-profit companies pay for their own waste disposal.
Landfill Concerns	The less energy wasted on taking waste to landfill the better.
Landfill Concerns	encourage the sale of food "seconds", such as blemished produce
Landfill Concerns	monitor this sector and make it public if companies are not recycling/reusing everything that can be, possibly public/employee pressure will encourage them to divert more of their waste
Landfill Concerns	possibly hire "pickers", people who can sort through the garbage to reduce what goes into the landfill; encourage using these materials in some creative or practical manner
Landfill Concerns	sounds good as long as it doesn't pollute or harm anything
Landfill Concerns	would like to not
Landfill Concerns	I'd like to see a bit of reassessment of what is cost and environmentally effective to actually reuse/recycle. For example, glass. It is benign, we spend too much money trying to recycle it and it should
Landfill Concerns	Public "shaming" or even bylaws aimed at corporations that use too much packaging on their products. Some assistance from the municipality to force corporations to take on the cost of properly
Landfill Concerns	Advocating for deposit return on more items, great idea.
Landfill Concerns	Excellent idea.
Landfill Concerns	Expand City's Green Lane landfill.
Landfill Concerns	Higher fees, externalizations that make waste need to be eliminated
Landfill Concerns	Great plan but politically challenge idea
Landfill Concerns	Purchase Landfill and turn that area to produce energy plant
Landfill Concerns	Technology Advancemnt
Landfill Concerns	Impossible to find a convenient way to dispose of used batteries, fire alarms, those TERRIBLE new CFC lightbulbs, etc at the moment
Landfill Concerns	Printed instructions sent to households, translated into most popular languages for each Ward
Landfill Concerns	The byproducts (gas, chemicals, etc) of incineration need to be scientifically studied
Landfill Concerns	They're all sad
Landfill Concerns	distribute in house letters/flyers for all households, people don't usually go out of their way (ex. download an app/go to meetings, etc) to learn about city programs. but if it gets delivered to their

Identifier	FeedbackText
Landfill Concerns	incentives are always welcomed to folks who feel they have no
Landfill Concerns	incentives will drive folks who normally feel indifferent about recycling their electronics
Landfill Concerns	incentives will drive folks who normally feel indifferent about recycling to have a reason to do it, like if they drop off, they get some swag/coupon about being a good citizen for recycling, partner up
Landfill Concerns	lack of responsibility for condo dwellers
Landfill Concerns	maybe a program that run once a month/quarter that picks up any donations door to door like garbage collection
Landfill Concerns	need to provide some form of incentive for individual condo dwellers about recycling, cuz normally they throw garbage down the chute with no accountability like home owners.
Landfill Concerns	need to provide some form of incentive for individual condo dwellers about recycling, cuz normally they throw garbage down the chute with no accountability like home owners. Needs to work with
Landfill Concerns	the ability to recycle more material is key. i want to recycle everything but i am limited to the city's ability to actually take the material to recycle, so they end up in the garbage instead.
Landfill Concerns	extend the city's less developed waterfront with landfill
Landfill Concerns	the more the better, not a scientist or engineer so don't know what's involved
Landfill Concerns	It's better than getting nothing in return from the waste.
Landfill Concerns	Mandate manufacturers to reduce or eliminate packaging.
Landfill Concerns	Expand collection - private sector is useless at policing itself.
Landfill Concerns	Find more space in active or closed landfills first.
Landfill Concerns	Raise property taxes.
Landfill Concerns	Worth examining.
Landfill Concerns	Here is my personal opinion: Provide educational material / notes for children and youth to take home to their parents from school for educational field trips for today's children and youth. Especially
Landfill Concerns	I want these vending machines available in schools and university campuses all over. I certainly would love a mobile / a truck / a recycle truck in the high traffic area of Yonge
Landfill Concerns	I want these vending machines available in schools and university campuses all over. I certainly would love a mobile / a truck / a recycle truck in the high traffic area of Yonge and Dundas, Queen
Landfill Concerns	I've been condo hunting myself, and one specific condo I viewed had a lovely three in one garbage shoot. Make this a requirement for every condo and apartment with more than 3 stories. Residents
Landfill Concerns	Provide educational material / notes for children and youth to take home to their parents from school for educational field trips for today's children and youth. Especially for "visual learners" such as
Landfill Concerns	Provide educational material / notes for children and youth to take home to their parents from school for educational field trips for today's children and youth. Especially for "visual learners" such as
Landfill Concerns	Provide educational material / notes for children to take home to their parents from school for educational field trips for children and today's youth.
Landfill Concerns	Provide educational material / notes for children to take home to their parents from school for educational field trips for children and today's youth. Especially for "visual learners" such as myself, "We
Landfill Concerns	Provide educational material / notes for children to take home to their parents from school for educational field trips for children and today's youth. Especially for "visual learners" such as myself, "We
Landfill Concerns	Provide educational material / notes for children to take home to their parents from school for educational field trips for children and today's youth. Especially for "visual learners" such as myself, "We
Finance	Value Village is awesome for that.
Finance	"sigh" I feel sad when I think of landfills. I recall watching little children in third world countries picking through them on TV as a child. I don't want landfills here. What about cleaning out our existing
Finance	First of all... I do not understand what the words: gasification, pyolysis and waste pelletization. I'm going to google these... and will write my opinion.
Finance	Hmmm. I'm pretty sure we should
Finance	Hmmm. I'm pretty sure we should "Expand collection services to gain more control and influence over waste diversion;
Finance	Let's see ...McDonalds is a plague across Toronoto... Starbucks is an even BIGGER plague across Toronoto with thier coffee cups everywhere... How about we ask people to bring their own cups?
Finance	Let's see ...McDonalds is a plague across Toronoto... Starbucks is an even BIGGER plague across Toronoto with thier coffee cups everywhere... How about we ask people to bring their own cups?
Finance	As long as it reduces waste without introducing any of it into our air, it's a good thing.
Finance	Good if low environmental impact
Finance	do this: Expand the City's Green Lane landfill near London, ON
Finance	yes please!
Finance	Encourage processors to reduce packaging altogether and provide options for different sizes of containers (i.e. smaller containers instead of large bulk purchasing options)
Finance	Put more responsibility on the companies that provide packaging to provide more size options and to reduce the amount of packaging.
Finance	Actively support mid-scale composting and creating green waste that can actually be reused by residents.
Finance	Greater enforcement of disposal practices at commercial facilities (i.e. actually using recycling and green bins)
Finance	Not done enough. This isn't the only solution though. Incineration also produces lots of pollution.
Finance	The City should be responsible for these resources. We should try to find more space in existing landfills and better utilize that space.
Finance	A program to reduce raccoon populations (such as trap-neuter-return) so that we can sort our waste properly (and be able to compost) without having raccoons break into it and scatter it all over the
Finance	Any renewable energy source that reduces our reliance on fossil fuels should be considered.
Finance	They should all be considered as long as they meet defined criteria.
Finance	Initiatives so that businesses, large and small, use less waste at all areas of the waste stream including but not limited to packaging. Procurement policies favouring sustainable supply chains.
Finance	Love the idea of reverse vending machines!
Finance	More recycling bins in public areas.
Finance	There is less stigma about recycling in condos because they don't have the "put out your trash in front of everyone" like homes do.
Finance	I don't feel I have enough info or understanding to select which of these are appropriate to Toronto
Finance	I think there are so many pros and cons, it can be done well and not-so-well. I don't have enough information on the circumstances. I do know that in some scandinavian countries they did such a
Finance	My research on this a few years ago showed must ICI waste is not disposed of well...I think making sure they do a better job of this could be an opportunity. Increase enforcement, and then large
Finance	Whatever is good for the environment, communities, and a reasonable price.
Finance	Yes to all!
Finance	As a former condo dweller, I think people just put it down the chute and forget about it. The lack of accountability and the fact that no one sees that you aren't sorting your waste means people don't
Finance	Back yard composting often leads to vermin in the city - tips on how to handle that, or maybe a community composting depot?

Identifier	FeedbackText
Finance	I don't know much about this. I'd be concerned about the environmental/air quality impact of incineration on a large scale in the city.
Finance	Private sector will always be more expensive in the long run...
Finance	Use green lane, but put priority on diversion
Finance	We should do it
Finance	more drop off spots for items that can't go into recycling that is walking distance for items like batteries, paint cans etc. Also provide people with Red Wiggler worms for inside compost and support
Finance	again more information is needed to have an informed opinion
Finance	not enough info to make a decision
Finance	This is not enough information to make an informed decision about whether this would be a good option for the city.
Finance	Make education about long-term waste management mandatory both in school (primary, middle school, highschool - teaching age appropriate material about waste management and reduction all the
Finance	100% availability of recycling and composting facilities in all condos and apartment buildings.
Finance	Dramatically increase the number and locations of "community days" and offer recycling depots there (for electronics, batteries, cellphones, but also building supplies, furniture, paints/oils/toxic
Finance	Encouraging sellers to accept used items (ie. cellphone and electronic stores to accept used cellphones and electronics for recycling).
Finance	Much waste is from packaging. Encourage the public to buy unpackaged foods (through advertising, social media, as part of apps, etc). Packaging comes from the manufacturers, restaurants, stores,
Finance	Any energy-from-waste systems must be zero polluting.
Finance	Charge producers and consumers for packaging, such as for grocery bags, take-out containers, furniture and appliance styrofoam and boxes, etc.
Finance	Expand collection services to gain more control, implement penalty fees, charge extra fees to non-recyclable non-compostable waste, offer incentives or rewards for waste reduction.
Finance	No aspect of Toronto's waste management should be privatized, new landfills should be owned by the city.
Finance	I don't know, but if there are many more new methods out there seem to be working for other communities, I'd be supportive of trying it out!
Finance	I like in an apartment building that has diverted most of our waste to green and blue bin (plus our compost bins) rather than the black bins, because we have a savvy property manager. I think it
Finance	I saw the film "Just Eat It: A Food Waste Story"
Finance	I saw the film "Just Eat It: A Food Waste Story," and a lot of waste is caused by things like mislabelling. Can the city somehow make it easier for grocery stores to sell still-good food?
Finance	I saw the film "Just Eat It: A Food Waste Story," and a lot of waste is caused by things like mislabelling. Can the city somehow make it easier for grocery stores to sell still-good food? Also, maybe
Finance	Promote recycling to small businesses. I've worked for a couple that are just not willing to pay for the extra bin for recycling - but as offices, most of the waste is paper and other recyclables! I don't
Finance	I don't trust a private landfill to dispose waste safely. I think if we could find more space in our landfills (make the most of them), that would be a good start.
Finance	One day it may be necessary to charge for solid waste or all the three types of waste separately!
Finance	We really do need to reduce landfill. If there are some processes that can reduce landfill and at the same time recover energy, but do not cause environmental issues, I think we need to consider.
Finance	Have a storage area where residents can deposit items they no longer want and other residents can peruse. These can be donated to charities periodically or thrown out. An online directory can be
Finance	Portland Maine has bins outside restaurants labelled 'animal feed'. A pig farmer in Las Vegas takes table scraps from buffets to feed pigs. Animal feed is a higher value than compost. Quality might
Finance	Portland Maine has bins outside restaurants labelled 'animal feed'. A pig farmer in Las Vegas takes table scraps from buffets to feed pigs. Animal feed is a higher value than compost. Quality might
Finance	Portland Maine has bins outside restaurants labelled 'animal feed'. A pig farmer in Las Vegas takes table scraps from buffets to feed pigs. Animal feed is a higher value than compost. Quality might
Finance	propose initiatives to encourage standards for example interoperable battery chargers for electronic devices so that different brands use same device.
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Finance	re-institute the \$.05 charge for plastic grocery bags.
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Finance	re-institute the \$.05 charge for plastic grocery bags.
Finance	Whenever people leave used articles out for garbage collection, leave information about alternative disposal methods -- for example, a story like my daughter's when she listed a damaged dresser for
Finance	Choices need to be based on evidence not hype. Everything should be on the table.
Finance	I wonder if there are opportunities to reuse some construction waste, either from demolitions or from buildings. I know that some of the obstacles to do more include liability and risk of theft and if
Finance	I wonder if there are opportunities to reuse some construction waste, either from demolitions or from buildings. I know that some of the obstacles to do more include liability and risk of theft and if
Finance	I'm reminded of the way that the charity Second Harvest picks up unsaleable but still edible food from grocers for distribution to social service agencies. Might there be an opportunity to provide an
Finance	promote technologies that provide product information through alternative methods (e.g. online, triggered by store signs, etc) so that packaging can be reduced
Finance	Laws that prohibit certain types of packaging, e.g. disposable plastic shopping bags, coffee cups, etc. would be better than trying to "encourage"
Finance	My landlord should be required to provide compost/food waste options, at their expense.
Finance	Why can't the city collect & manage materials for reuse, instead of independent non-profits?
Finance	I have no idea.
Finance	I think for large/chain businesses, they should pay much more to the city, whether or not they have some private collection. The AMOUNT of garbage and recycling created by these places should be
Finance	Sounds great!
Finance	Have people take more of a responsibility in depositing their garbage and then maybe they will produce less.
Finance	Recovering energy from waste seems good, but what about the environmental impacts of these
Finance	Reducing waste is the best strategy, tougher restrictions. Make maps to let people actually know the ramifications of the waste they produce. How it affects waterways and people and land. Make it
Finance	Condo boards (and older residents) are impediments to recycling. There should be a requirement for boards to be compliant -- and that the directors are financially responsible for not adhering to
Finance	Need to solve the rodent (s) problem at the same time -- re composting.
Finance	Yes, I believe that at source -- Loblaws, Walmart, Costco etc. -- we need to ensure that products are minimally wrapped -- we do not need packaging with glossy packages, using sophisticated
Finance	Don't know enough about it. But we do need to plan now.
Finance	I believe that there will be widespread non-compliance if the City does not bear responsibility for waste collection -- hoarding is already extremely prevalent.
Finance	Not sure. Do not know anything about it. Nor do I know what the impacts are on public health. If you are suggesting that these activities be instituted in North Toronto! then I am in support :))
Finance	Adapt building codes to require easier recycling options for residents of apartments and condos - for example in my building the garbage chute is indoors and accessible on every floor, but to recycle

Identifier	FeedbackText
Finance	Tax breaks or other benefits for companies using recycled materials.
Finance	Create energy from waste in order to save money, and possibly make money by selling the energy.
Finance	Enforce legislation and collect fines from any industrial, commercial or industrial parties in breach of waste management law.
Finance	First, every effort must be made to ensure that existing landfills are being used as efficiently as possible and by prioritizing them in any projects to create energy from waste. Landfills should also be
Finance	Make sure that legislation is enforced and fines collected.
Finance	Turning waste into energy is the best possible solution, so long as the environmental from the process is minimal.
Finance	
Finance	Private sector collection needs to adhere to a standard or some sort of quality control needs to be implemented. So often their efforts are lacking.
Finance	Quality control/fines for private sector
Finance	The option with least availing to contaminate bodies of water
Finance	Sounds good
Finance	Property tax incentives for waste reduction (including household solid waste as well as waste water)
Finance	Excavate existing closed landfills and reclaim materials that otherwise should have been diverted.
Finance	Good idea.
Finance	This is a technology that can reduce waste and save energy
Finance	This is a technology that can reduce waste and save energy...the more we know about the viability of these strategies, the better
Finance	What is going to be the cost both to the taxpayer and to our organization?
Finance	Incineration just moves the problem into the air. Let's look at anerobic solutions first.
Finance	Can this be scaled down for use in individual households?
Finance	I recycle and compost at home and 90% of the items that goes into my garbage bin is plastic packaging material. This is a product design and manufacturing problem which consumers are left to deal
Finance	Recycle small appliances to reuse all metals eg. Vacuums, toasters, bbq's. Provide tax break to businesses that use less packaging
Finance	Collect renovation materials, Windows, replaced light fixtures, garden furniture, counter tops, bath tubs, etc. for Habitat for Humanity
Finance	Have public provide stories and post them on the web on what things they have repurposed or recycled. Provide a prize for the most innovative ideas.
Finance	Offer cash for recycling like returning wine bottles but for other recyclable products at the transfer stations, on environment day.
Finance	Post a list of companies to drop things off and what they accept for recycling on Toronto.
Finance	Post a list of companies to drop things off at and what they will accept for recycling on Toronto.ca
Finance	Set up an area in the building where tenants can drop off household items or pick up an item if they can use it otherwise it will
Finance	Set up an area in the building where tenants can drop off household items or pick up an item if they can use it otherwise it will be picked up for recycling at the end of the week
Finance	I don't support the use of landfills but again having the option of a landfill promotes wastefulness. I would have to support find more space in active or closed landfills.
Finance	I like the idea of gaining more control and influence over waste diversion, government is better at protecting the environment and serving public interest not leaving this to other institutions and
Finance	If the producer is responsible, the cost will be passed to the consumer which is fair. If you can't afford the additional expense, you are less likely to buy and create more waste.
Finance	These processes are a last resort. If packaging were built to be reused we could eliminate alit of waste.
Finance	Work with other municipalities in Canada and/or other countries to see if joint efforts can provide a better waste management system.
Finance	"Encouraging producers to make their products and packaging more environmentally friendly" could be improved to "Monetarily incentivizing producers to make their products and packaging more
Finance	Collection at libraries
Finance	Monetarily incentivize waste reduction strategies in apartments and condos. E.g., reduced taxes if the building has garburators in each unit that go to an underground vacuum-based collection
Finance	Campaign to normalize waste reduction in public opinion. Make it hip and sexy to not waste food + other resources.
Finance	Continue to penalize overproducers of waste.
Finance	Don't stop providing waste management services to this sector, as this will make business less attractive in the city. Perhaps privatize half of the waste management service as was done for the
Finance	Don't stop providing waste management services to this sector, as this will make business less attractive in the city. Perhaps privatize half of the waste management service as was done for the
Finance	Don't stop providing waste management services to this sector, as this will make business less attractive in the city. Perhaps privatize half of the waste management service as was done for the
Finance	Find ways to help speed up the process of decomposition in landfills, by funding research to help create the right conditions for quicker decomposition by biological and/or microbiological methods.
Finance	Find ways to help speed up the process of decomposition in landfills, by funding research to help create the right conditions in landfills for quicker decomposition by biological and/or microbiological
Finance	It is a good idea to collect energy from waste, but not if the amount of energy used to extract energy from the waste stream is too great. I favour researching and harnessing biological methods such
Finance	As electronics have been added to garbage pick ups, so too should other items be considered.
Finance	More convenient ways to dispose of toxic waste and construction materials, environment days not sufficient for things like leftover paint, batteries, boards, tires that may end up hidden in garbage
Finance	Unnecessary and wasteful packaging needs to be addressed at by manufacturers, restaurants and stores at the purchasing stage; need to change mindset from consumer to conserver society, less
Finance	Unnecessary and wasteful packaging needs to be addressed at the
Finance	About the separate fees, if someone never (or hardly ever) uses the garbage bin, why should they have to pay the same as someone who uses it every pick-up?
Finance	I don't know enough about it, but it should be considered if other jurisdictions don't have problems with it.
Finance	I don't know enough to comment
Finance	Private trash pick up companies should be connected with recycling
Finance	an ongoing extensive radio marketing plan directing to an easy website where items can be checked for recycling availability
Finance	increase the prices, for example, if I paid a \$1 deposit on a wine bottle, I would be more likely to return it. likewise with shopping bags, if I paid \$1 each, I would remember my bags more often.
Finance	all seem viable, we need to find places to store the waste
Finance	many businesses in the different sectors can do a much better job with re-cycling and organic waste.
Finance	ramp up efforts in condos and apartments.

Identifier	FeedbackText
Finance	we should look to use whatever we can
Finance	Don't know the answer, but think the city is responsible for it's waste, so any landfills used should be in province, and not too far from the city itself.
Finance	Very interested in learning more, and have heard stories of other cities uses this technology to great success and also heard that "not in my backyard" fear is the reason this has not been
Finance	drop-off location needs video monitoring in case people start dumping everything
Finance	help standardize location of recycling symbol on packaging, including paper and cardboard products
Finance	Increase the paltry 10 cent deposit on beer bottles to 25 cents. The countryside is littered with broken glass that is a hazard for kids and pets. The deposit has not been adjusted for inflation. Cans
Finance	standardize glass jar sizes to improve re-fillability at the factory and reusability by individuals
Finance	Bin fees create bad bahaviour. Households should be given large bins at no extra cost with instruction to only put the bin out when it is full. This will decrease cost of collection and decrease noise
Finance	NEVER. The UFP and PM2.5 fraction of incinerator exhaust is too expensive to remove by filtration yet has the worst health impacts. Export it to Sweden if you really want someone burn it.
Finance	NO. The UFP and PM2.5 fraction of incinerator exhaust is too expensive to remove by filtration yet has the worst health impacts. CO2 emissions increase the global greenhouse effect, and soot
Finance	NO. The UFP and PM2.5 fraction of incinerator exhaust is too expensive to remove by filtration yet has the worst health impacts. Export it to Sweden if you really want someone burn it.
Finance	re-open closed landfill, extract recyclables, and re-use that landfill
Finance	Study the automated bin system used in Guelph. It is very quiet and efficient. My family lives in Toronto and they have to live with the loud bang and shake system they use there. Bins in Guelph all
Finance	Incineration is scary word for most people so other technologies might be a better approach.
Finance	The most important thing for waste management is making sure we reduce as much as possible! The second issue is compliance - I have noticed that a lot of the people who are not recycling or
Finance	Advertising campaigns could be used toward other things than food waste and could be used toward reducing waste more generally, or for how to properly dispose of waste - I know there are fairs for
Finance	Advertising campaigns could be used toward other things than food waste and could be used toward reducing waste more generally, or for how to properly dispose of waste - I know there are fairs for
Finance	Clear display of information including graphics alongside text to help English language learners on all containers (perhaps with reminders that recycling and composting reduces pests like raccoons or
Finance	More advertising and opportunities for recycling e-waste!
Finance	1,3,4 sound great. Again, I am really worried about private sector involvement.
Finance	expanding collection or implementing policies to improve diversion rather than encouraging private is the best plan for ensuring that waste is actually diverted. Using the private sector is not just
Finance	Private seems like a terrible option because profiting off our failures never works out well.
Finance	Private seems like a terrible option because profiting off our failures never works out well.
Finance	Turning waste into energy the way it is done these days is both wasteful of waste and quite polluting. Until there are better technologies I don't think we should be going that route. It encourages
Finance	Make it easy
Finance	Make it easy or people wont bother
Finance	Raise the deposit and make more items returnable
Finance	I'm all for it Incineration, thatpollution is no worse that land fill and perhaps cleaner as time goes on
Finance	All those are necessary. Good.
Finance	Burning garbage to produce electricity safely is now technologically feasible and should be done.
Finance	Landfills are necessary evils so expanding Green Lane is likely best.
Finance	The third option is best. Stopping garbage collection in industrial areas could prove disastrous, the first thing dropped from a company's budget when tough times hit.
Finance	don't pollute the air by burning garbage within city limits
Finance	Installation of mixed stream garbage chutes in older high rise residential buildings
Finance	Installation of mixed stream garbage chutes in older high rise residential buildings
Finance	Expand Green Lane, look at incineration
Finance	No opinion
Finance	Natural gas incineration makes sense.
Finance	Recycle more metals, etc., incinerate the rest.
Finance	Apt buildings fail many times as far as waste management goes. i see recycling in the garbage bins at my apt all the time. Management/superintendents don't always care. Bins should be refused
Finance	I would love to see our garbage bins free of recycling!!!!
Finance	Over packaging. Apathy.
Finance	Over packaging. Apathy. Total shift in mind set needed. Show people where our garbage piles up/is buried. Give visuals to chart how much waste we produce and updates on reduction. Give
Finance	Refuse. First rule.
Finance	can't think of anything
Finance	Diversion is paramount. Should be regulated w city involvement.
Finance	None!! I really hate the idea of landfill for garbage. Has to be a better way. Not privatization, too many risk factors as profit is paramount for private industry.
Finance	Perfect but not an excuse to produce more waste.
Finance	Assisting with repairing items, many of which do not need to be thrown and are repairable. Encourage manufacturers to build products to last rather than building in obscelesence.
Finance	Don't know much about this.
Finance	Ban the use of packaging materials that cannot be recycled or reused
Finance	Make the co posters bigger. They fill too quickly
Finance	Create incentives as well. Save on your Taxes by
Finance	It makes total sense
Finance	Make Tommy Thompson Spit a more accessible and varied place to visit using landfill
Finance	Reinvent the provincial waste taxes and give tax breaks on low waste alternatives

Identifier	FeedbackText
Finance	Then you lose control of the integrity of the system if u privatize it.
Finance	Have packaging paid for by the manufacturer
Finance	Can't think of anything else
Finance	Find more space in active and or closed landfills owned by the city.
Finance	Environmental issues are human issues - focusing on our lifestyle and access to good system will lead us to good consequences. Focusing on people is wiser than focusing on objectives first
Finance	Knowledge Inclusion
Finance	Community waste collection depends on the tight-knot community awareness - in downtown/urban sections, this will not work (people are too individualistic). Waste is very personal (people don't
Finance	Give incentive to citizens participating in reduce/reuse activities - gauge amount of waste per communities and visualize it so how much waste is coming from households in your community (create
Finance	Give incentive to citizens participating in reduce/reuse activities - gauge amount of waste per communities and visualize it so how much waste is coming from households in your community (create
Finance	Make facilities more accessible to citizens - open it up and facilitate tours so citizens get to learn how waste is dealt with, give citizens chance to realize the issues come from households and
Finance	Make sure people know recycling only will not solve the problem - give people chance to know that we actually have to purchase goods made with recycled materials to complete the 4R cycle.
Finance	On-site composting won't work as people may throw anything of everything anyways. If there is a hygienic way to collect compostable waste (compost elsewhere) that would be ideal.
Finance	Experts are important, but their impact is small and costs the city money... target citizens directly and entice them to be a part of the change through incentives and sense of accomplishments
Finance	I grew up in Japan where more than 70% of waste gets incinerated in a highly efficient manner then produce electricity. Officials from Toronto should go on a tour to Japan! You'll be surprised how
Finance	I grew up in Japan where more than 70% of waste gets incinerated in highly efficient manner then produce electricity. Officials from Toronto should go on a tour to Japan! You'll be surprised how their
Finance	I grew up in Japan where most of waste gets incinerated in highly efficient manner then produce electricity. Officials from Toronto should go on a tour to Japan! You'll be surprised how their facilities
Finance	Make industries and commercial entities incur costs of waste management, at the same time give them incentive to encourage activities leading to waste reduction / recycle
Finance	Make industries and commercial entities incur costs of waste management, at the same time give them incentive to encourage activities leading to waste reduction / recycle (tax break etc.) -
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Finance	Make industries and commercial entities incur costs of waste management, at the same time give them incentive to encourage activities leading to waste reduction / recycle (tax break etc.) -
Finance	Possibly keep it closer to (or within) the city - it is our waste, so we should deal with it (and suffer if not managed properly).
Finance	social investment bonds?
Finance	Education of tenants and enforcement of landlord regulations is key!
Finance	As long as it can be done in a safe and environmentally-friendly manner, I'm all for it. Air pollution in the city is a concern, however.
Finance	Benefits to business which sell foods that use less packaging.
Finance	Tax credit for using recycle boxes and compost
Finance	Weekly or bi monthly pick up
Finance	Government run not privatization
Finance	I don't know enough about gasification, pyrolysis or pelletization to make an informed statement.
Finance	If you stop providing waste management to these sectors the problem won't go away, it will just be hidden. It is an invitation to break the law not help find a solution.
Finance	I'm sure there are but I cannot think of any at this time
Finance	The use of any private sector facility worries me, as I am afraid more corners will be cut. This will lead to a continued problem in public and environmental health and safety.
Finance	make companies cut down on packaging
Finance	make sure it is worth the money
Finance	have weekly blue box pick up with the green garbage
Finance	peterborough has a swap day in the summer. People put out there items to the curb and everyone can take if they want
Finance	make sure it is safe for the environment
Finance	much of the garbage in the landfill can be reused
Finance	we should have areas close to home to get rid of chemical, batteries and paint not just at one of the main depots
Finance	Create by
Finance	create bylaws that force all new builds to incorporate infrastructure that makes recycling and composting easy
Finance	Create bylaws which force groceries and other food sellers to both reduce the amount of food thrown out due to being less commercially appealing rather than health reasons and to donate safe food
Finance	create clearer and more simple recycling separation instructions and guides
Finance	create an agency to audit waste practices of companies that have the ability to penalize those who do not engage in due diligence and best practices
Finance	create municipal taxes on high waste producing products
Finance	do not use private options as there is high likelihood that private contractors will not manage environmental hazards and due diligence responsibly
Finance	should not produce polluting and harmful emissions as a byproduct
Finance	Proven tech that has little environmental impact
Finance	"Champions" that are the same ethnicity of apartment dwellers and can explain, in their own language, why it is important to recycle. Recycling may have not been a priority in the countries where
Finance	As a City taxpayer, I am solely concerned with what is going to cost me the least - as you say, some landfill is inevitable so let's make it the most financially feasible.
Finance	Bullet one is the best
Finance	Of concern of course - the incinerators of today are not the same cancer causing beasts on the 70's, but they are still heavy polluters if not controlled properly.
Finance	We pay enviro/eco fees when we purchase electronics, does this money go to Toronto to offset these fees? Seems like industry has gladly passed on these charges to citizens, when in fact, they are
Finance	Innovative and creative
Finance	Deposit return on canned drinks is used in Quebec. I still see folks throw out their empties... But I believe that a lot more cans would be recovered if people had to pay for them. Quebec grocery
Finance	It astounds me that we are not further ahead on this. Landlords should be more actively engaged in the management of waste that meets the requirements of law. There is a truly Green building i in
Finance	Keep on building a picture for people of what the impact of their actions have for better or worse. I am scratching my head...why don't people use the tools we have now? I think people still believe

Identifier	FeedbackText
Finance	Sometime I think more visible Environment Days events would help. The one's I have been to are not usually visible to the general public and require a person to be on the ball about looking up
Finance	What about reduction at the manufacturing level...how can our cit be proactive in pushing governments to insist that packaging must be reduced and/or changed to meet standards that are
Finance	What about reduction at the manufacturing level...how can our cit be proactive in pushing governments to insist that packaging must be reduced and/or changed to meet standards that are
Finance	Closing the loop is the language I heard ... I do worry about the effects of any of these on air quality but have heard that the technology is advancing for dealing with the toxins produced in these
Finance	I believe that Toronto needs to take care of it's garbage as close to home as possible. We don't want other's waste in our yards...we need to take care of our own. People may be more inclined to
Finance	I believe that Toronto needs to take care of it's garbage as close to home as possible. We don't want other's waste in our yards...we need to take care of our own. People may be more inclined to
Finance	I think the more streamlined the system the less waste. It is better for instance to pick up school recycling and compostables as part of the cities program. Institutions are responsible to pay for
Finance	I think the more streamlined the system the less waste. It is better for instance to pick up school recycling and compostables as part of the cities program. Institutions are responsible to pay for
Finance	It's a fine balance...but enforcement of rules or the belief that the by - laws are serious should make a difference. If waste management by- law enforcement and education could be hand in hand we
Finance	Raise fees and taxation to retail who still rarely take care of the garbage produced on site...in malls, grocery stores and restaurants. I take my recycling home with me because I don't trust any
Other	do not use the private sector
Other	How do we harness the energy from the waste and use it.
Other	Perhaps find more space in the active/closed landfills AND purchase another landfill
Other	ENERGY FROM WASTE IS THE MOST LOGICAL WAY TO PROCESS GARBAGE. THE NEWEST TECHNOLOGY RESULTS IN NO, OR LITTLE, POLLUTION. THE LEAST DESIRABLE WAY
Other	IF THE LATEST ENERGY FROM WASTE TECHNOLOGY IS USED THERE WILL BE VERY LITTLE LEFT OVER THAT REQUIRES DISPOSAL IN A LANDFILL. TAKE A LOOK AT WHAT
Other	IF THE PRIVATE SECTOR BECOMES RESPONSIBLE FOR ITS OWN WASTE THE CONSUMER WILL OF COURSE PAY THE ADDED COST. PRIVATE SECTOR COLLECTION SHOULD BE
Other	THE USE OF BANS LEVIES AND FINES ETC. IS NOT A GOOD OPTION. THE COST OF POLICING THIS WOULD BE BOTH PROHIBITIVE AND INEFFECTUAL.
Other	We should be exploring these technologies.
Other	Find more ways to recycle more packaging.
Other	Labels on these objects so consumers know they need to be diverted separately and safely.
Other	Provide resources to enhance school based education to get kids excited about the three Rs
Other	I have heard of new filters which ensure pollution is kept to a minimum. I understand they are not too expensive so sounds like a good idea.I think we need to continue looking into this.
Other	These all sound like important things to implement. It's good to know the city is considering this.
Other	Tough question. IF you could find more space in existing landfills, that would be good, but we need to focus on reducing this kind of garbage in the first place. I think a lot of effort needs to be made in
Other	Collaboration to expand food diversion programs to include farmer's markets.
Other	Increase cost of waste disposal
Other	Support to add tri-sorting capacity and organic collection.
Other	find more space in active & closed landfills.
Other	I think it has lots of potential, but I am very concerned about negative impacts, especially air and water contamination
Other	Courtesy from Employees
Other	Separate garbage shuts in new high rise buildings for recyclables
Other	Separate garbage shuts in new high rise buildings for recyclibles
Other	BAN Blister packs and double bagging. Useless marketing strategy producing a lot of waste.
Other	High Taxes for ICI properties deserve public collection services.
Other	Incineration with recoverable energy from temperatures produced sounds like the best approach.
Other	private sector landfill
Other	provide living wage jobs to carry these priorities out (i.e. full time and unionized)
Other	educational materials in all diverse languages and pay community members from diverse groups to implement it
Other	fining and or legislating producers to comply with environmentally friendly options
Other	put the onus on manufacturers to assume responsibility for recycling materials and give price reduction incentives to do so
Other	tax manufacturers a percentage to fund the above initiatives. If you make it, you are responsible for the environmental footprint it leaves
Other	these initiatives all sound like excellent job creation activities
Other	These initiatives all sound like excellent job creation opportunities. Pay living wages and this becomes sustainable. As with all other recycling endeavors, the onus is should be on the producers to
Other	Do not leave this issue in the hands of the private sector, in fact take it right out. This is a governmental responsibility.
Other	Higher corporate taxation, federal and provincial money too. Public/private partnerships invite deterioration of services, accountability to the electorate and fee increases. Infrastructure is a
Other	If it can be done such that it doesn't produce toxic by-products, then it is a good idea.
Other	Purchase a new site or use existing ones. The only option to avoid is the private sector- environmental abuses have been CAUSED by the private sector, including low wage (and therefore low
Other	yes. Legislate compliance and oversight and use unionized, public sector labor to carry it out.
Other	Composting & Recycling must be mandatory in all condominiums. Tickets should be given to those who do not comply - residence included.
Other	Educational opportunities for youth and students to visit facilities. create videos of the lifecycle of a product and partner with a media outlet to weekly publish what happens to a plastic bag (if properly
Other	Educational opportunities for youth and students to visit facilities. create videos of the lifecycle of a product and partner with a media outlet to weekly publish what happens to a plastic bag (if properly
Other	Public advertising that speak to Torontonians
Other	Re: new devices - experiential vouchers make more sense than rewarding with more "stuff"
Other	Have an outreach program that goes to schools and teaches students/staff how to use the different bins (blue, green, garbage) properly.
Other	As long as it's not in my backyard!
Other	No idea
Other	Have organic waste pickup for condos and apartment buildings.

Identifier	FeedbackText
Other	Our condo recycles extremely well. I wonder if it's changed in the last 2 years; we used to be able to drop materials off on our floor but now (Fire Dept changed this) we have to take materials to the
Other	ABSOLUTELY! Combustion/incineration generate their own problems so I'm not sure this would be the best choice. I'll bet if you open a competition to high school students - with a good prize
Other	ABSOLUTELY! Combustion/incineration generate their own problems so I'm not sure this would be the best choice. I'll bet if you open a competition to high school students - with a good prize
Other	For this section, if Toronto stops providing waste management services - OR increasing fees substantially - this user group will reduce waste. They work on financial profits - so this will be a
Other	I think alternative collection agencies should be used to maximize collection for apartments & condos, especially for food waste (the carrot) with by-law enforcement and fines (stick).
Other	It should NOT be easy to dump stuff into the garbage, so purchasing another landfill is not the way to go.
Other	burn our trash and make hydro
Other	we should be doing it
Other	Find more space in active and/or closed landfills owned by the City
Other	Using this method may cause emission of waste smell/air pollution, maybe looking into other ways would help?
Other	I don't know which option is best but I do know that it is totally confusing what is blue bin material and what is not. Drives me CRAZY!!!!
Other	Charge a fee for curbside pickup of oversized items (couch, mattress etc.) It seems backwards to have items picked up for free by the city but if I drive the item to the drop off they charge me.
Other	Support 100%
Other	It's a great idea as long as it's technology makes it absolutely clean and as long as it is truly non reusable waste being incinerated
Other	nope
Other	offer tax incentives for responsible waste management to these sectors
Other	use a private sector landfill that is monitored closely
Other	Reduce packaging - too much of our waste is totally unnecessary.
Other	Better information about what is recyclable and what isn't, since the list changes regularly.
Other	Have more hazardous waste dropoff locations for people who don't drive - the current locations (e.g. Bermondsey,
Other	Have more hazardous waste dropoff locations for people who don't drive - the current locations (e.g. Bermondsey, Ingram) are far away and inconvenient for anyone who doesn't drive.
Other	It's such a pity to see good bicycles get thrown out as waste. Make sure any abandoned bicycles picked up by the city are redirected to the various bike workshops in the city!
Other	Require landlords to have more recycling capacity. My building has 50 units and until recently had only 5 bins - they were filled up 2 days after pickup.
Other	Attack waste at the source - too much production of unnecessary packaging and waste.
Other	Landfill should be the last resort.
Other	Terrible solution - more pollution, and unnecessarily launching precious resources into the atmosphere. Focus on reduction instead.
Other	Find space in active or /and closed landfills
Other	Deposit returns is inconvenient and environmentally unfriendly - you have to drive to return. E.g. liquor bottles to Beer Store, if you don't drink beer, or only buy liquor from an lcbo. Suggest recyclable
Other	Reduce packaging
Other	Revalue printers/inks, toner. Frequently supplies cost more than a new device. Increase litter fines.
Other	Increase recovery. Put landfill closer to avoid transportation. If private, extremely careful oversight.
Other	Reprocess plastics into usable base materials.
Other	Waste management must be part of the cost of running a business not a gift from the taxpayer. All waste including pollutants.
Other	I'm all for whatever technologies reduce waste.
Other	add more items to recycling program. Check Nova Scotia!
Other	Ideas for converting garbage chutes in older building to take recycling or organic. It is so much easier to through stuff down the chute than drag it downstairs and outside and if you are doing it right
Other	If garbage is put out in clear bags instead of hidden in dark containers people are shammed into being good???
Other	Retailers such as ikea and Canadian Tire already do some of this and maybe you could publicise same/
Other	Companies should be encouraged to incur less waste product and pay for what they do dispose of. If regulations became too strict, illegal dumping could be a problem?
Other	I don't know.
Other	I read (somewhere) that one of the Scandinavian countries only has one 'garbage pick-up/container' and has a sophisticated sorting method to extract any useful components out of the mess.
Other	The pollution and energy use from these processes might out way the benefits.
Other	a good thing
Other	decrease use of landfills; none of the options are things I would support
Other	encourage reduced waste in commercial sector especially in retail over packaging
Other	Also re food waste: lobby campaigns to get relevant governments to change restrictions on donations of food by businesses,markets
Other	Those are all good ones.
Other	Can't think of others.
Other	Encourage - by carrots and sticks - private sector collection.
Other	I would like Toronto's landfill(s) to be in or as near to Toronto as possible - less bad publicity, less transport costs. If more space could be found in active or closed landfills owned by city, go for it!
Other	I'm in favour as long as it's safe.
Other	Reduce invasive species seeds migrating from point to point within system. Strongly look into incineration option.
Other	All are great ideas.
Other	Yes. Where to we dispose of root and seed parts of invasive species? Pass them along (at personal \$ cost) to landfill, for future generations? Food waste compost them? Pass them along to
Other	Incineration is critical . . . thanks for informing re these.
Other	Keeping this as a public service and not profit driven.
Other	Eliminating waste altogether within the City of Toronto by aggressive recycling and end of life producer responsibility programs

Identifier	FeedbackText
Other	Ensure that producers are responsible for their products at the end of their life cycle if they want to sell them in the City of Toronto
Other	Call it what it is: Incineration. It pollutes and often consumes more energy than it produces. Bad idea.
Other	If it is garbage, the producer should bear the responsibility for it at the end of it's life. Refillable/returnable containers should be the norm like it was when I was 10.
Other	Landfill is always a bad idea. Costs for garbage should directly reflect the cost of landfilling, both for industry and residential. Diversion from the waste stream is still the best option.
Other	Mandatory waste services should be provided by the municipal government, and the corporate sector should pay for it directly.
Other	-lobby provincial government for Extended Producer Responsibility (EPR) regime to encourage producers to reduce packaging and unnecessary waste
Other	-more education about by-laws and enforcement of by-laws to change behaviour through financial penalties
Other	I don't know enough about new and emerging technologies to have an educated opinion. I think producing energy from waste is a great idea, but I'm concerned about air pollution and the reliance on
Other	I think it would be very difficult to purchase another landfill given that it would have to be outside of city limits and no community wants Toronto's waste. I would most likely support expanding the GLL,
Other	Make sure it is easy and economical for businesses to participate in waste reduction and recycling.
Other	Take some of the burden off landlords to make waste diversion happen. Residents are residents weather they live in a house or apartment building.
Other	Why only non-profits being involved? If there is a business model that is profitable should be encouraged
Other	Interesting idea. Is the cost too high? Are we simply moving the pollutants to another source?
Other	It's hard to say how to reduce the cost without knowing what the largest portions of the cost are. If the largest portion is fuel, perhaps we should look at alternatives like electric trucks. If the largest
Other	There really isn't a great option. Hauling trash long distances has a cost. Perhaps a different way to think is to think of the life of a landfill site and how the site can be recovered for other uses once it
Other	We need to get apartment/condo/buildings on board. There is a ton of waste from them today.
Other	create environmentally sound and financially sustainable solutions that future generations can maintain in a cost effective manner
Other	I think there may be more opportunities to help businesses embrace more environmentally friendly practices. This may involve education
Other	I think there may be more opportunities to help businesses embrace more environmentally friendly practices. Auto and paint shops would be a key area to target but would definitely require education
Other	incorporate a fine structure for violators who do not practice environmentally friendly waste management practices (in particular target businesses (including small business)).
Other	finding ways to harness and produce energy from waste is critical to a long term environmentally sustainable future. Perhaps smaller scale community based alternatives could be considered.
Other	look for opportunities for waste disposal in remote locations that do not impact the water shed and local residents
Other	This is a key area of focus but likely requires government oversight including regulations and fines. Services would have to be provided to facilitate their participation.
Other	No
Other	Difficult. I think we should find space close to our own city. If people in London wanted the problems of Toronto, they would live in Toronto.
Other	Don't know.
Other	Thank you
Other	Worth investigating and financially supporting
Other	Biodegradable packaging needs to be used wherever feasible.
Other	Encourage private use but provide a tax credit to those commercial businesses who divert and reduce waste.
Other	Find more space in existing land fills. Purchase another land fill such as a used sand and gravel pit.
Other	Use technology where possible however ensure no harmful byproducts are the result.
Other	Focus on reducing waste by making the producers of waste responsible for disposing of it.
Other	Reduce the health risks caused by toxic materials.
Other	Create a buyers guide so that consumer action will force producers to think about their products life cycle. Make water bottles illegal.
Other	Go into the schools to promote better consumer choices. I remember the 'litter bug' campaign from the 1960's which came to my school and was very successful.
Other	This should be a last resort. Lets find technologies that reduce waste not spend time and money on finding ways to get rid of garbage.
Other	I suggested financial viability, because subsidizing programs increasingly produce little to no benefit (law of diminishing returns). Also, subsidization smothers innovation.
Other	Financial Viability
Other	Again, switch to gasification!
Other	As already mentioned, everything should be dumped together, collected by the City or gasification company and then processed, for electricity. "
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Other	As already mentioned, everything should be dumped together, collected by the City or gasification company and then processed, for electricity. "The problem of electronic waste illustrates this point,
Other	As already mentioned, everything should be dumped together, collected by the City or gasification company and then processed, for electricity. "The problem of electronic waste illustrates this point,
Other	On the surface, recycling might seem like a good idea, but not at any price; it makes no sense to keep throwing money at something which results in little or no benefit.
Other	On the surface, recycling might seem like a good idea, but not at any price; it makes no sense, for instance, to keep throwing money at something which results in little or no benefit. Recycling is that
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Other	Reducing and reusing are a bad ideas, because our economy relies on consumerism (i.e., people buying things/services). Reducing and reusing could turn us into North Korea or some other Third
Other	The solution should be the simplest; residents should deposit their solid waste into 1 bin/garbage can(s), the City should collect it/them, and then dump it/them all into a gasification plant. There
Other	1. Forget about trying to install new facilities, in apartment and condo buildings; once they're up, there is no room for retrofits.
Other	1. Forget about trying to install new facilities, in apartment and condo buildings; once they're up, there is no room for retrofits.
Other	As already alluded to, the businesses are always going to produce waste - whether or not the City collects it or it goes to Green Lane. So, ignoring it or forcing firms to arrange for their own waste
Other	I believe the gasification process I was recommending to the Works Committee was the best technology and deal.
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Identifier	FeedbackText
Other	I hate to support user fees, because it ignores all the taxes Toronto residents plus businesses already pay - and we are already over-taxed!
Other	I hate to support user fees, because it ignores all the taxes Toronto residents plus businesses already pay - and we are already over-taxed!
Other	Since gasification transforms the initial waste into inert material, it might be recycled. The bedding, for train tracks, for instance, was largely made up of "slag", metal-related waste, from Hamilton's
Other	Garburators please. Don't encourage food waste collection because the building will be a magnet for rats!
Other	Garburators please. Don't encourage food waste collection because the building will be a magnet for rats!
Other	Garburators please. Don't encourage food waste collection because the buildings will be a magnet for rats!
Other	Once a month mobile unit that shows up at a particular location-advertised well so that everyone know about it.
Other	TV Advertising
Other	Weekly recycle pick up.
Other	Bylaw enforcement with heavy fines
Other	Implement new policies to improve waste diversion and implement an accountability system so that this sector complies
Other	Not private sector. Expand the Green Lane landfill or purchase another (they're pretty much the same thing)
Other	Waste pelletization, as long as this does not produce more pollution than what is currently produced by waste processes.
Other	Less packaging is needed from major manufacturing companies.
Other	I do not support that option as it can create a situation in which there is no reduction in waste because it is needed to create energy.
Other	Is it possible to purchase another landfill that is closer to the GTA, thus reducing the driving distances for the trucks.
Other	Cut waste in half by regulating plastic bags/containers by law. The only real garbage that I have in my house is from pick-up/delivery/plastic bags. Almost all of my garbage can be recycled. But ban
Other	Sounds great!
Other	better use of the land fill owned by city
Other	great - cheap energy?
Other	no
Other	you've got them
Other	Easier methods of waste diverting, color coded bags for older buildings that dont have tri sorters, that way everything can go in one chute tube.
Other	Youtube intermissions. tv commercials. Use similar strategies used for drinking & driving/ cancer and cigarettis. The public needs to know WHY they should waste divert, not just how to.
Other	Provide incentives to private companies using city based transfer stations. By offering incentives for using correct waste diversion, we wold not need to enforce legislations as the incentives are not mandatory. This would encourage more company to do the right thihngs resulting in a city wide increase in wast diversion participation.
Other	the public needs to know the incentives of turning waste into energy. the public needs to know whats going on and why.
Other	Actually sorting garbage and recycling
Other	We should actually recycle because from what i hear alot of a recycleing goes to the dump we need more recycling facilities
Other	Buy more
Other	Fineing land loards of building money for not doing there part and privatetising cause it cost way less when the garbage man make what the rest of us make
Other	Pick up areas like the mail boxes
Other	Pro
Other	Stop provideing it to larage companys but small mom and pap shops need it
Other	There is a high energy content to the waste that we throw out that is not recyclable yet. That waste should be burned and not landfilled to recapture the energy from plastic wrappings etc.
Other	Energy recovery from waste that is not recycled or composted
Other	For deposit return items waste energy and time and require sorting and are not worth the effort. Just keep expanding what we can recycle - more plastics and plastic wraps etc.
Other	Keep adding to the City's website
Other	Restaurants and food courts can do a much better job capturing food waste and recyclables
Other	All
Other	Fees - the system should be self-funding and create incentives for companies to R-R-R.
Other	More on street and retail recycling/composing bins
Other	Yes definitely
Other	Yes defintiely
Other	Best option. Canada is huge. We should commission lots of new landfills.
Other	Consumers have NO control over the waste they produce. All packaging and materials are produced by companies and government. Tax policy should encourage the minimization of packaging and
Other	if it is cost effective, then do it. But i doubt it is really cost effective
Other	purchase or expand
Other	relax, i dont really beleive most of the hype. If we would stop having to seperate the garbage, then pickup would be much easier, and cheaper
Other	Working conditions for waste workers
Other	We need to move towards product stewardship and encourage shared (rather than individualized) consumption opportunities rather than simply focus on end-of-pipe solutions.
Other	Aside from high capital costs, energy from waste processes are environmentally hazardous (particularly in terms of air pollution & particulate matter) and do not provide an incentive to continue waste

Identifier	FeedbackText
Other	Expanding collection services to gain more influence over waste diversion seems to be the most environmentally responsible choice.
Other	Landfill used by the city should be owned by the city so that the city can exert some control over the costs of tipping fees and the like.
Other	Expand existing landfill and purchase another
Other	I think "Expand collection services to gain more control and influence over waste diversion" is the most viable option.
Other	Imposing new fees on blue bin and green bin collections will have adverse impact on people-- will discourage people from being serious about following good recycling habits. It will be perceived as
Other	Imposing new fees on blue bin and green bin collections will have adverse impact on people-- will discourage people from being serious about following good recycling habits. It will be perceived as
Other	Privatize ALL the waste management system of the City. The City should only have an overseeing role. Only that way the system will be much more efficient and less expensive and more reliable.
Other	Very good
Other	Allow return of wine
Other	Allow return of wine bottles to LCBO
Other	Battery recycling bins + education about not putting batteries in landfill
Other	City-owned landfills are best option
Other	Don't just advocate, but REQUIRE producers to reduce packaging of products, thereby creating less waste.
Other	In favour, depending on environmental impact. Would not want to see anything that harms the environment further than we already have
Other	It's CRITICALLY important to require all apartment buildings and condos to get with the program. It's appalling how much recyclable material and compost is still going to landfill.
Other	Use of bans, levies and fans as an enforcement tool - a good idea
Other	Commercials on tv/YouTube
Other	Ensure that businesses and malls effectively reduce waste and environmental impact
Other	Bans levies and fines - because so many people in apartment buildings do what's easy and put everything in the chute - make condos have to pay fines based on external audits of the system - the
Other	F s
Other	Have a limited number of bags of garbage - distribute special city of toronto garbage bags - enough for a bag a week, and require people to purchase additional bags
Other	It runs the risk of more air pollution
Other	Stop with the private sector and PPPs - they don't save much (see auditor generals report) and they keep wages and quality of life low
Other	Use competitive bid process to obtain lowest cost services.
Other	Use incineration as opposed to total reliance on landfill.
Other	Great idea which is used extensively in other parts of the world - we are way behind in this - need to push forward and not allow NIMBY's to stop progress.
Other	This sector should be responsible for their own waste management.
Other	1. Establish guidelines for packaging: hold companies that produce waste accountable by not only fining them but preventing them from selling products that are over packaged.
Other	1. Establishing guidelines for packaging: hold companies that produce waste accountable by not only fining them but preventing them from selling products that are over packaged.
Other	If it is extracted with no environmental and health risks, then it should be considered.
Other	No one wants landfill in their backyard, but if our city is creating it, we should be forced to deal with it here, not elsewhere. It keeps us more accountable and the issue is more pressing when it is
Other	Currently the missing piece is the opportunity to have the 'toxic tax' visit neighbourhoods once a year and have residents leave out their waste for collection; other municipalities have done this and it
Other	Waste and recycling collection can be difficult in high rises and impacts of smell, pests and mess increase dramatically. More regular pick-ups, incentives for buildings to install better facilities, fines
Other	Don't go there - none that I've researched have been that successful and it creates NIMBY'ism. Better to reduce and recycle as much as possible. Community sized composting could work too.
Other	Tough one because whatever you choose folks aren't going to like it. The sites chosen should be within the City's boundaries because it's terrible to dump our waste on others, regardless of so called
Other	yes, please!
Other	The whole point to this is to protect and enhance our environment.
Other	Sustainability (Long-Range commitments and planning)
Other	I thought garburators were not good for environment bcs they deposit too many organics into water system. Mandate all condominiums to have in-house compost.(Not apartments, condos)
Other	Incentive vs Deterrent?
Other	I disagree with the "unchecked" options. Selling excess capacity is short-sighted. Huge mistake.
Other	Impose new policies to make this sector responsible for its own management of waste WITH OVERSIGHT. Don't cut them off completely, because it will be a nightmare managing, containing quality
Other	Look at Germany for models that work. "The Polluter Pays" is their motto, for goodness sake! Can you not make industry pay as well? Make sure it is equitable and FAIR!
Other	Sounds excellent, but I'd need to know what are the risks and potential negative side effects? CFCs?
Other	These options sound viable for the short-term.What happens in 40-50 years? Even human waste fill sites (aka cemetery space) is going to be an issue.
Other	It is a great idea whose time will eventually come to the large scale. I don't know if that time is now.
Other	Private sector (responsible company with strong expectations).
Other	- using new technology of larvae to reduce organic waste, a win-win system of using reduced waste, and selling larvae as fish food
Other	Burn it. Really. Waste to Energy
Other	Additional technologies as named
Other	Burn it Waste to Energy
Other	Talk about Waste to Energy. Stop landfill, cut pollution (no trucks carrying garbage 100s of miles) Energy
Other	Waste to Energy. Man in charge of Toronto Waste wants this.
Other	Don't understand
Other	It is the only way unless we want landfill in the playgrounds.,
Other	Stop dumping it and burn it to make energy.
Other	Make it as easy as possible

Identifier	FeedbackText
Other	Reduce packaging at the manufacturer's end.
Other	While anyone who is environmentally friendly will go to great lengths to ensure proper disposal and waste management, people who are uneducated, unaware, or uncaring will not go to any length.
Other	The most efficient way that also has the least environmental impact should be important criteria.
Other	Love it and need to do it
Other	Again, the packaging (black foam trays and take out trays for example) that is not recyclable should be eliminated and reusable or recyclable materials only should be used. Start at one of the
Other	Our worst "offender" is the multi-layer packaging around purchased items that really don't need any packaging at all. We need to start with the producers/packagegers and reduce the amount of
Other	All sound appropriate
Other	Not familiar with the technologies but as long as the process doesn't cause more/new pollution I would support energy from waste.
Other	Toronto should not export its waste to another city. Toronto needs to get serious about reducing waste (see my former comments). People need to be educated and bylaws need to be enforced.
Other	If it is made simpler and taught in the school systems ... More can be done in terms of recycling
Other	Can't think off hand !
Other	Education and ease of doing ! Accessibility to the access various trucks and depots !
Other	I personally donate as much used clothing as I need to . And recycle as much as possible .
Other	This would work very well for teens ... As they frequent movies .
Other	As long as the energy being used in these process is not in excess.
Other	If it generates an income to the city ... It should be allowed for that and only that !
Other	If the 3 r's are taught from early years , in schools and fines are given out even at that stage . People and children will know it as the way of life .
Other	Send it out on directed barges ... We need more land fill, for building and expansion!
Other	landfill gas is not good from an operations perspective, much prefer waste incineration. I invest in power plants for a living
Other	I know it's complicated but separating recycling materials at the individual level would really improve the quality and dollar value.
Other	have to be near zero emissions.
Other	we have to think in terms of the next century or more
Other	absolutely!
Other	Look at Edmonton's Waste Strategy. the idea is that minimal waste is created- and what waste there is, is used to produce energy
Other	This matter is of utmost importance
Other	"Initiatives to reduce food waste" yes, but advertising is probably the least effective. Requiring (legally) food-based businesses (grocery stores, restaurants, etc.) to reduce their food waste would yield
Other	P&R is needed so that people know what goes where. However rules differ not only over time and between cities, but also between the city and all private contractors. Harmonizing the accepted
Other	All of these are valid options. It depends on the costs, as well as the distance to the site in terms of vehicle pollution.
Other	We should definitely reject any "energy from waste" options. Aside from the pollution they cause and the expense of the facilities, they incentivize us to waste more, not less.
Other	companies etc that create the garbage have to be responsible for what they create
Other	don't know
Other	don't know enough to comment
Other	use what we have-don't buy more
Other	Crucial are health impacts and social equity. It's important that reducing waste and the waste hierarchy (focusing on Reduce, Reuse and Recycle in that order!) are a high priority.
Other	Hop on the European initiative to require manufacturers to be responsible for products cradle to grave!
Other	Innovative initiatives effective in other jurisdictions to reduce food waste and clothing reuse/recycling. Effectiveness of advertising/preaching is highly questionable.
Other	Reduce promotion to the "converted" in favour of supports to communities where the reduce, recycle
Other	Reduce promotion to the "converted" in favour of supports to people who don't yet walk the reduce, reuse, recycle path.
Other	Burning garbage is dirty, toxic and inefficient. It destroys resources that should be repurposed/recycled and is not a good source of energy: the energy we can conserve by recycling something is far
Other	Unsure, need more information.
Other	Figuring out how to reduce unnecessary packaging. Alternatives to buying non-packed items (bulk food, etc)
Other	Subsidies/grants for scalable innovative approaches to recycling and processing (students, innovative members of the community)
Other	Many of these technologies have proven successful around the world. It is important to show real examples and have real people testimonials from these places to mitigate fear-mongering and
Other	Tax breaks
Other	The city should take responsibility to keep landfill within its borders and work with surrounding municipalities as many people who work and create waste in Toronto don't live here
Other	Make it easier to dispose of hazardous garbage like paint and batteries.
Other	Find more space by conserving the space in existing dump sites, perhaps recycling some of it.
Other	Makes sense to gain benefits from waste byproduct
Other	Backyard composting encourages rats in the city, I know as I have had them. Packaging that is more environmentally and user friendly would be wonderful.
Other	Depots for drop offs of electronics and batteries would be a good step.
Other	Germany has a program for collecting food from supermarkets that would otherwise be thrown out and used for food share programs.
Other	Get people to drink more tap water and use fewer plastic water and pop bottles. Better for their health too.
Other	Having drop-off depots in more convenient locations would be a big step in the right direction. I don't have a car anymore and going to one of the depots now is impractical if not impossible. With all
Other	Don't know
Other	Don't know. I try to have as little landfill garbage as possible and am appalled when I see how much garbage some people have
Other	Give rebates to people such as myself who only put out my containers about once a month or once every two months. This would encourage people to think about what they are throwing out.
Other	Currently the rules are too complicated (what goes in which bin?). Some materials are very inconvenient to dispose (I don't have a car to go to the Depot).

Identifier	FeedbackText
Other	The government needs to legislate waste reduction, such as minimal packaging. Also do more work with industries such as restaurants that produce lots of waste.
Other	
Other	Add a category to Live Green Toronto Grants for waste reduction & diversion initiatives.
Other	Ask every apartment building manager to establish a "swap spot" (such as in the laundry room), and a nice place for tenants to do garage sales.
Other	Ask every apartment building manager to establish a "swap spot" (such as in the laundry room), and a nice place for tenants to do garage sales.
Other	Ask every apartment building manager to establish a "swap spot" (such as in the laundry room), and a nice place for tenants to do garage sales.
Other	ask every building manager to establish a "swap spot" e.g. in the laundry room
Other	Expand Environment Days to be each neighbourhood's weekend for garage sales and curb-cycling.
Other	Pick up more materials at the curb, instead of requiring residents to take them somewhere. Example: pick up hazardous waste from everyone in a neighbourhood, on an annual day specified in the
Other	Provide recycling instructions to occupants of buildings with private-sector waste collection. (The City would partner with each private collection company to describe their rules.)
Other	Use government power to control the industries that generate the most waste. That's more effective than advertising to consumers, who usually care more about price and convenience than the
Other	I am in favour of these technologies if they are safe. Please obtain independent scientific opinions on the environmental safety of Waste to Energy technologies. The technology vendors and the
Other	If a law requires private sector waste managers to use consistent separation rules, then the City can provide education and enforcement without having to expand collection services.
Other	Put solar panels or wind turbines on the landfills once they are full-up.
Other	To encourage environmental stewardship, the City may need to subsidize waste management. Residents and businesses should have a financial incentive to recycle and compost.
Other	Picking up recycling more often.
Other	Recycling should be made easier than throwing in the trash. Limits that apply to single-family dwellings should apply to condos and apartments.
Other	A credit-based system not unlike the Kyoto accord — each household/business/company is given X credits. If they need more, they must purchase them. BUT if they use less, those can be
Other	Avoid private sector solutions as much as possible.
Other	I think this avenues should be explored in-depth. Any potential environmental risks should be taken into consideration, but not dismiss the use of the technology entirely. Instead, development should
Other	Offer incentives to companies that reach a % diversion goal.
Other	Target the producers of packaging. Consumers have no control over packaging. Incentivize business to create less waste, or punish them for excess.
Other	Make sure newer condo buildings have up to date recycling programs
Other	Use closed landfills owned by the city
Other	Go for it as long as the environmental impact is not high
Other	Private sector or expand. Let's not create more landfill sites.
Other	Better/ more detailed labels everywhere to help people sort quickly. Make openings larger to bins.
Other	Encourage residents to participate in swaps, a drop off/ pick up area, themes for different weeks, items that get picked up by donation agencies. Must find a way to recycle and compost!
Other	Give composts out for free
Other	I don't know enough
Other	Recognition program, similar to top 50 employers, top 50 greenest employers. Tax on, packaging
Other	Reduce landfills, there's no good answer, must divert waste
Other	San Fran/ California state seems to have a good system, what can we learn? Encourage gardening and edible gardens to get people interested in composting.
Other	Get larger bins set better garbage program
Other	Create more programs in sell products that come threw our landfill have de spousal bins for rent charge more money to commercial company for dumping gargbage
Other	Great idea. Has been used in Europe for years. Heat produced used to heat sidewalks in winter.Now theres a smart idea!
Other	reduce incineration of garbage, it is harmul to the environment and an inefficient method of disposal
Other	reduce incineration of garbage, it is harmul tot he environment
Other	i don't know enough to say
Other	not a good idea: creates harmful externalities impacting the community and environment, and the inefficiency of garbage burning is not worth the high cost. better to recycle instead
Other	Expansion of Green Lane.
Other	Incineration must be part of the strategy going forward.
Other	Work with industries to reduce overall packaging and to make the packaging recyclable.
Other	Charge garbage fees but give credit for recycling and organics based on SF bin size or multires lift volume.
Other	Expand collection services to gain more control. Also made recycling and organics mandatory for commercial establishments as many do not recycle. Maybe have an audit process directed at
Other	Expand green lane.
Other	I think its a great idea.
Other	Use ban, levies and fines. Change regulations to make it mandatory for all addresses within the City to abide by the solid waste by-laws regardless if they are with the city or on private collection.
Other	Manufacturer to include in their pricing, recycling cost and this fund should be transferred to the recycler.
Other	most cost effecient and less polloutant to the
Other	most cost effecient and less Pollution to the envoimment
Other	Pursue unused space in old landfill, examine if filled to C of A capacity
Other	I like it.
Other	I like them
Other	Requiring disposable coffee cups be made in a way so they are recyclable with City's program
Other	I think it is great if it make sense financially.
Other	I would support any use of landfill as close to the City as possible to reduce the long distance hauling of waste for both environmental, time management

Identifier	FeedbackText
Other	I would support any use of landfill as close to the City as possible to reduce the long distance hauling of waste for both environmental, time management and traffic congestion concerns.
Other	ensure recycling receptacles are available everywhere
Other	include everyone in the outreach whether they are serviced by City collections or not. Aiming only at City customers
Other	include everyone in the outreach whether they are serviced by City collections or not. Aiming only at City customers does not create the social requirement / imperative to participate. Once this
Other	Need to place collection / drop off bins in the places everyone uses like grocery stores, sports complexes, etc. Go to where the people are rather than forcing them to come to you.
Other	As with multi residential the sector needs to be included in the social imperative to deal with the scope of waste management.
Other	Energy from waste is complex and difficult. It has been proven to work and work well with proper investment, policies and technologies. It is neither a simple or easy solution. It is the only way to
Other	Energy from waste. Energy is either a revenue stream or a cost reduction stream, as everyone requires enrgy.
Other	Landfills are a dead end. Reality is that less and less space can be found for landfills, and eventually there will be no more, public or private. Ways need to be found to maximize the material that can
Other	Ultimately this is more of a social issue than a regulatory issue. Until society as a whole believes the issues are relevant and important regulations will be ignored, facilities and programs will be under
Other	A great idea as long as the energy is environmentally sustainable.
Other	I would prefer a city-owned landfill to a private sector one.
Other	not as far as I can see
Other	We need to consider all communities, not just Toronto neighbourhoods.
Other	Encourage manufacturers to make things that don't break so easily.
Other	Establishing vermi-composting on-site in multiresidential buildings.
Other	Greater variety of options for property managers and landlords (such as on-site composting - or collection being available), as well as more incentives for them to improve the housing they manage.
Other	Reach out to newcomers and marginalized communities.
Other	There are lots of places to take things back already - what is needed is information about where to find these places.
Other	better to reduce waste than to build something that relies on a steady stream of it.
Other	encourage provide to legislate for greater diversion more rigidly.
Other	let's make sure to consider the distance the waste would need to travel in order to get to the landfill.
Other	Choose the options that are most environmentally friendly and that are accepted by the adjacent communities.
Other	Given the problem of air quality and the fact that I and one of our sons have asthma, I do not approve of incineration.
Other	Put more emphasis on education about the environmental importance of waste reduction, which requires reduced consumption too. ..
Other	Expand what scrap metal can go in the blue bin.
Other	Financial incentive for businesses to donate their unused food products.
Other	Inter-school competitions for kids to collect electronic waste for recycling. Could be worked into a curriculum.
Other	With growing use of cheaper electronics in society, we have to start considering more options for electronic waste recycling.
Other	Working with landlords to streamline the collection process and reduce effort on part of tenants. Its hard for people to take three different types of garbage out of their homes on a weekly basis if they
Other	It's fine as long as it is not too polluting.
Other	Packaging is a big one, could producers of some cosmetics be encouraged to sell refill packs as in Japan for shampoo, conditioner and soaps?
Other	Why does the educational tool have to be a mobile phone app? Surely a mobile first website would be more efficient in terms of development and potential reach? This could then be used as a basis
Other	Why does the educational tool have to be a mobile phone app? Surely a mobile first website would be more efficient in terms of development and potential reach? This could then be used as a basis
Other	Would this include building materials? That would be really useful! Currently disposing of these without a car is almost impossible
Other	Great if you can do it without creating other pollution issues,
Other	Great if you can do it without creating other pollution issues, I would imagine incineration causes air pollution which is already pretty bad in Toronto
Other	I don't know enough about the costs (both financial and environmental) to comment on these
Other	Taxation on excessively packaged goods? This would require development of guidance but would effectively raise the price of goods that have a lot of waste built in to pay for the waste management
Other	I know one thing that has greatly reduced our paper waste is electronic editions of our favourite magazines and newspapers. Support for public library programs that aid in this effort could make a
Other	Please keep those of us who live car-free in mind.
Other	I don't know.
Other	I'm supportive of user fees if there is evidence of strong oversight and financial management.
Other	what about incentives for compliance? Rewarding good behaviour is way better than punishing non compliance.
Other	Yes please, if air quality will not suffer.
Best Institutions	Financial implication - cost/benefit
Best Institutions	Expand or purchase
Best Institutions	Landfills do generate methane converted to electricity which equals substanstial revenue. As long as the landfill is properly lined and all mesasurs accounted for I feel the is a good option. Now only
Best Institutions	Create a system to divert Comerical and industrial dumping to the private sector and keep residential pick up in house
Best Institutions	Expand pwer distribution through methane generation
Best Institutions	I think we should look back at incinerators , with scrbbbers wich would clean emissions by 99% to combat underground stream and river contamination to our Eco System
Best Institutions	Incineration
Best Institutions	have the
Best Institutions	Adding fees for residents will only discourage them from taking the appropriate way to dispose their garbage. You
Best Institutions	Adding fees for residents will only discourage them from taking the appropriate way to dispose their garbage. You focus on making your current facilities more efficient and earn
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Best Institutions	Adding fees for residents will only discourage them from taking the appropriate way to dispose their garbage. You should force manufacturers
Best Institutions	Canada does not have the
Best Institutions	Canada does not have the privatization culture among
Best Institutions	Canada does not have the privatization cuong
Best Institutions	Sell the waste to private industries that produce energy weather in or outside
Best Institutions	Sell the waste to private industries that produce energy weather in or outside Canada
Best Institutions	The carbon footprint and environmental impact of any method must be carefully evaluated and only methods that are environmentally sustainable should be adopted.
Best Institutions	You must avoid privatization of the collection system. It's only a r
Best Institutions	You must avoid privatization of the collection system. It's only a rec
Best Institutions	You must avoid privatization of the collection system. It's only a recipe for disaster like 407 highway. Key utilities and facilities should be owned by public.
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Best Institutions	You must avoid privatization of the collection system. It's only a recipe for disaster like 407 highway. Key utility
Best Institutions	A good idea as long as issues of toxic emissions can be addressed.
Best Institutions	Landfill will always be with us. Program's must be developed to recycle construction waste.
Best Institutions	Risk must be minimized and reliability maximized. The Hierarchy of disposal is landill then incineration. Incineration requires extensive air pollution controls to prevent air, water and soil becoming
Best Institutions	Contamination of the recycling system should be avoided. Food wastes, reusables and recyclables should not be in the recycling materials. The City should be avoiding the processing of non-
Best Institutions	I strongly support the mandatory recycling and organics requirements and the use of by-laws and enforcement through the owners and superintendents as they key to ensuring that
Best Institutions	I strongly support the mandatory recycling and organics requirements and the use of by-laws and enforcement through the owners and superintendents as they key to ensuring that this sector within
Best Institutions	Many jurisdictions are extremely successful when deposit/return systems are implemented. Nova Scotia has successfully implemented a large number of deposit/return depots to service their
Best Institutions	The City of Toronto is missing options in which they are involved in legislating the reduction of food wastes such as the laws being introduced in France for the reduction of food wastes. The
Best Institutions	The reverse vending machines were tried in the City with bottle returns and they were removed from their locations over time...so, I am hesitant in bringing back this concept. Instead, I support the
Best Institutions	The reverse vending machines were tried in the City with bottle returns and they were removed from their locations over time...so, I am hesitant in bringing back this concept. Instead, I support the
Best Institutions	I agree with and would support all of the above as part of the City's Long Term Waste Strategy.
Best Institutions	I agree with and would support all of the above as part of the City's Long Term Waste Strategy.
Best Institutions	I agree with the first statement...but, the City's strategy must minimize the waste that is "leftover" and that requires disposal in that landfill.
Best Institutions	Industrial and commercial waste, in my opinion is a regional and Provincial government matter that could also involve Federal regulation and strategies which may be implemented through private
Best Institutions	Industrial and commercial waste, in my opinion is a regional and Provincial government matter that could also involve Federal regulation and strategies which may be implemented through private
Best Institutions	Industrial and commercial waste, in my opinion is a regional and Provincial government matter that could also involve Federal regulation and strategies which may be implemented through private
Best Institutions	Producer Responsibility moves responsibility for minimizing wastes to the producers/first importers. They need to be charged with the full costs of collection, processing and disposing of their
Best Institutions	Producer Responsibility moves responsibility for minimizing wastes to the producers/first importers. They need to be charged with the full costs of collection, processing and disposing of their
Best Institutions	We could approach manufacturers to make packaging environmentally friendly.
Best Institutions	Could waste collection be done in one area to save workers and the environment; i.e. have the same pickup at townhouses and apartment building in a condo complex.
Best Institutions	Address the issues directly with the manufactures they need to get on board with the times.
Best Institutions	Print ADS in the newspapers, have tv commercials & radio ads as well as posters on TTC properties such as bus shelters in malls & food courts within the mall.
Best Institutions	All waste management companies do not do things the same this process needs to be streamlined & consistent across the board from cities, to municipalities & other provinces.
Best Institutions	Diversion is key in the prevention of having to add or have more land fills that is what you need to concentrate on. However if there must be a
Best Institutions	Diversion is key in the prevention of having to add or have more land fills that is what you need to concentrate on. However if there must be a choice I say go with locating space in active or closed
Best Institutions	Incineration would be a great option.
Best Institutions	These suggestions need to be implemented everywhere.
Best Institutions	Der Grune Punkt, related to item 2 above.
Best Institutions	Simplify what goes in the programme and what does not, especially with types of plastics. Explain why a certain number in the triangular recycling symbol is accepted in some formats and not in
Best Institutions	Balance the cost of disposal with the creation of greenhouse gases in the entire disposal process
Best Institutions	Go for it, assuming that the process controls are robust enough to ensure a clean waste stream to the environment
Best Institutions	Have all wood waste removed from solid waste stream for wood chips or to manufacture absorbant material from wood for spills.
Best Institutions	Expand Green Lane Landfill only after conserving as much landfill space as possible through the 3 R's hierarchy.
Best Institutions	Expand the ICI sector only if generator from ICI sector is willing to pay for the program.
Best Institutions	Expand the ICI sector only if generator from ICI sector is willing to pay fro
Best Institutions	If energy can be created from any clean waste stream such as wood waste divert it and use for energy not landfilling.
Best Institutions	Monitor the collection services closely and provide funding for residential sector or consumers and have ICI sector pay their share through better education and resource recovery technologies.

Identifier	FeedbackText
Best Institutions	Mandate less food and consumer goods packaging!
Best Institutions	Yes, it should be considered!
Best Institutions	Except the above focus on feel good exercises (advertising). Those that want to recycle are, and those that don't, don't. It's time to move beyond advertising/feel good to directed strategy. What are
Best Institutions	I don't think any of the above are needed. They are feel good exercises. The Blue Box is more than 30 years old in Ontario, it's a household staple. Residents are using their blue carts as garbage
Best Institutions	It would be helpful if the non-profit organizations better coordinated. They seem to be in competition, but it seems (e.g., I shop at goodwill all the time) that they are overwhelmed with stuff, and a lot is
Best Institutions	Most jurisdictions are moving away from garburators. Why would Toronto want to increase the need for water treatment by throwing organics in the sewage system? That makes zero sense,
Best Institutions	That list of activities could have been written in the 1990s. None of those things are visionary or forward looking, and most of them abdicate responsibility to other organizations or people. Backyard
Best Institutions	1) I assume that waste facility in your options above include recycling. That might not be an assumption most people make.
Best Institutions	It's the 4th R. If you're going to go there, then don't build a mouth that you'll have trouble feeding if you're highly successful in your diversion. Sweden has to import waste from a number of other
Best Institutions	There is a huge gap in thinking in these options from 1) let the private sector manage it to 2) Toronto managing it. Why not set the boundary conditions so that if you're a private waste management
Best Institutions	There is a lot of talking and consultation in the paragraph above, and very little concrete action. In a 30 year plan, the best Toronto can do is collaborate, evaluate, explore, and review? Set
Best Institutions	This question is based by a false assumption: that new landfill space is needed. If Toronto really wants to be visionary, then Toronto's vision should be to manage 100% of its waste and accept 100%
Best Institutions	Besides educational events, include food production and waste management into the curriculum
Best Institutions	Develop and Promote a Circular Economy
Best Institutions	Buildings constructed with devoted chutes for recyclable and compostable material. Convert existing waste chutes to organic chutes, and put general waste bins outside apartments, making it harder
Best Institutions	Developing an economy that values reused and remanufactured goods. It must be allowed, expected, and accepted that people value these types of goods more than those made from virgin
Best Institutions	The City must reach citizens in their day-to-day routines, and provide practical diversion measures that make sense.
Best Institutions	Make source separation of recyclables and compostables mandatory for the ICI sector.
Best Institutions	Mine existing landfills for recyclable and compostable material, creating space for future waste material.
Best Institutions	Nothing new or particularly helpful here.
Best Institutions	The only commercially viable and proven technology right now is mass incineration. Until something else is proven at that scale, the risks of investment in infrastructure are too great to consider.
Best Institutions	This does not matter. No matter who you place the burden on, it ends up being shouldered by those who dispose of waste.
Best Institutions	Expand or find space
Best Institutions	Great idea. Technology and efficiency has greatly improved. Soon to be proven as viable alternative in Ontario. Less waste. income stream, less landfill, etc
Best Institutions	Clarify and simplify existing practices. Many people are still unaware the HHW sites are open 5 days a week.
Best Institutions	Incentives for buildings and individuals who successfully implement recycling
Best Institutions	I think it is a great idea but a difficult one to promote to the general public because their is a sense of distrust in the governments ability to successfully inovate and build new technologies.
Best Institutions	Find a way to include production and waste system education into the curriculum
Best Institutions	Find innovative ways to use the waste. For example, following in the footsteps of Ryerson Universitys project of using coffee company waste grinds for mushroom production
Best Institutions	Manufacturers should be legislated to make recyclable packaging.
Best Institutions	Most Important - do lots of good education about how to handle our waste. Make it easier for multi-unit residents to recycle and green bin
Best Institutions	Even more education. Waste ambassadors for the languages and cultures of main groups in multi-unit buildings.
Best Institutions	Even more education. Waste ambassadors for the languages and cultures of
Best Institutions	Publicize the Waste Wizard and include more specific items.
Best Institutions	Publicize the Waste Wizard and include more specific items.
Best Institutions	REDUCE: I think manufacturers have to be made responsible for their packaging. Most products could use less packaging - and it could be recyclable.
Best Institutions	1. Expand Green Lane if possible. 2. Find more space in city-owned.
Best Institutions	It will discourage waste diversion. The things that burn best can be handled in better ways. Private companies do it for profit. They will require a continuous supply of combustibles which will
Best Institutions	Please - Expand collection services to gain more control and influence over waste diversion
Best Institutions	There is still illegal dumping in the valley & industrial areas (we live near the E.Don Valley & Bermondsey
Best Institutions	It is my understanding that the collected recyclables are sorted at plants. Could the list of recyclables be more broad as to allow mistakes that can be sorted out after collection? This might get
Best Institutions	Separate waste chutes should be required in condos and apartment buildings to make this easy for residents to comply.
Best Institutions	You must be able to "sell" the procedures to all demographic groups: by age. by cultural background, by education, by financial situation. Don't make it dependent on tech savvy.
Best Institutions	I am against it. Compost and recycle everything with potential and keep trying to eliminate all other types of waste.
Best Institutions	I leave that decision to Council and the experts in city departments. While this may always be necessary, it will be less of a problem if all consumer goods and packaging were compostable or
Best Institutions	Legislation aimed to reduce packaging used in goods we buy.
Best Institutions	Require businesses to maximize recycling of the recyclable portion in their wastes. For examples, food industry can get away with no recycling just by hiring private companies to collect their waste
Best Institutions	I don't like this option of incinerating wastes as it doesn't encourage more recycling, generates emissions (even if promoters say that waste magically 'disappears'. Besides, nobody wants to have an
Best Institutions	Mandate ICI sector to maximize reusing and recycling of materials by showing them that it will clearly result in lower expenses in managing wastes and real CSR towards the communities they serve
Best Institutions	Maximizing the 3Rs program would result in small amounts of waste to be disposed of. Perhaps then space needed could be found in active or closed landfills owned by the City.
Best Institutions	Encouraging Producers: Too many products are over-packaged!!! This
Best Institutions	Encouraging Producers: Too many products are over-packaged!!! This must be the biggest area for potential reduction!
Best Institutions	All of the above
Best Institutions	Excellent! Just do it! Modern Incineration methods can be environmentally safe and efficient.
Best Institutions	expand existing landfills such as Green Lane and existing city owned.
Best Institutions	First option is good. DO NOT stop waste management services to this sector. That results in illegal dumping in ravines, vacant lots, etc. We've already seen that with tires.
Best Institutions	First optioun is good. DO NOT

Identifier	FeedbackText
Best Institutions	
Best Institutions	My professor and I proposed a multi-chute recycling system for high rise apartment/condo buildings: "Multi-chute systems for high-rise apartment recycling", IBRAHIM ATTIEH AND BRIAN BAETZ,
Best Institutions	I think a comprehensive reduce, reuse and recycle programs will alleviate the need to expand the existing landfill sites. The second and third options are the best ones to pursue.
Best Institutions	Production of significant waste that is destined to landfill sites has negative impact on the environment with significant negative economic impact on the residents of the city. It is imperative that a
Best Institutions	The second option is the best. Build incentives into the system to reduce and reuse industrial waste.
Best Institutions	GREAT!!! Excellent idea.
Best Institutions	Putting recycling and green bins in multi-residential areas
Best Institutions	85% of our waste can be diverted. Landfills create methane and contribute to climate change. We don't need another landfill.
Best Institutions	This is fucking stupid. Don't build an incinerator. It's not economical or sustainable.
Best Institutions	Work with the Toronto Environmental Alliance
Best Institutions	You should consider not building an incinerator
Best Institutions	The way to go! The new facility east metro is a good example
Best Institutions	Stop providing waste management services to this sector
Best Institutions	Considering recycling different for different residential typologies. More innovative way to compost and recycle in condominiums and rental apartments.
Best Institutions	Orientation for each new tenement or condo owners once they move in. Surveillance to give the feeling of recycling appropriately.
Best Institutions	Charging non-for profit association and companies for recycling will discourage them from recycling and produce more waste. This will be a cost for the city in another way.
Best Institutions	I think finding more space in active landfills is an explorable option.
Best Institutions	I think it a good idea to extract energy from waste but the environmental hazards that it has on the environment and people should be evaluated.
Best Institutions	Appliances and large household items are a problem.
Best Institutions	Discourage production of dominant products that end up as garbage by finding safer and reusable alternatives
Best Institutions	This happens naturally in my Toronto Island Community. Several residents have built little book exchange boxes along the sidewalk. We have a bridge boutique. More Clothing boxes in the City are
Best Institutions	It has to have clean emissions and not transfer problems from land to air.
Best Institutions	Use and enforce bans and regulatory tools
Best Institutions	Will likely need a mixture of options. I think solutions should be found in the generating community.
Best Institutions	Find ways to reduce materials for landfill. Failing this find out if more space can be generated in active and/or closed landfills. Can materials in these landfills be incinerated to make way for more
Best Institutions	In some cases I have heard that the waste is turned into electricity use. Any waste that can be converted into something useful is better than filling the landfills.
Best Institutions	city-only pick up and no private diversion
Best Institutions	work with federal government to limit consumer packaging
Best Institutions	purchase another landfill
Best Institutions	worth exploring
Best Institutions	Make it more convenient to dispose of recyclables. Placing the bins at the end of the parking lot in a windy location does not encourage people to cooperate .Pouring rain or driving snow does not
Best Institutions	over packaging is one thing that adds to the garbage collected. charging a deposit on pop bottles , we have a racoon problem and composting encourages them to come for dinner.How do you get
Best Institutions	All of the above
Best Institutions	control is needed
Best Institutions	Find out what has been working in other countries and see if it will work here. Too much money and time is given to studies „consultants , finding a Canadian solution etc. We do not need another
Best Institutions	We do not need yet another high priced independent utility. The city has the Midas touch in reverse, everything seems to cost way more than the original estimate
Best Institutions	We have to think about energy from waste before dumping plastic garbage bags in landfills. How is the recycling sorted when bottles,cans and paper are all dumped in one big bin? Some cans are
Best Institutions	Multy residential uses should adapt all building to retrofit to recycle
Best Institutions	Best option
Best Institutions	Type...Expand the City's Green Lane landfill near London, ON;
Best Institutions	Type...Review regulatory options through City of Toronto Act, new provincial waste legislation or by-law enforcement to encourage diversion.
Best Institutions	Type...Stop providing waste management services to this sector.
Best Institutions	Type...Stop providing waste management services to this sector.Expand collection services to gain more control and influence over waste diversion;
Best Institutions	more accountability given to producer to provide less packaging - or at least education to companies about alternatives for packaging and incentive to purchase packaging from recycled materials
Best Institutions	it is essential - it is a wasted resource - however other potential harmful emissions need to be considered when selecting the technology - cost should not be the only factor when decided on which
Best Institutions	what about incineration sites
Best Institutions	reduce waste to use fewer landfill areas.
Best Institutions	reduction of plastic matter in our environment and incinerate all matters
Best Institutions	Permanent signage and period ad campaigns
Best Institutions	Contract with new, private waste facilities - NOT public/private!
Best Institutions	There is a typo in the second line - "from" not "form"
Best Institutions	I has to be clean otherwise it's pointless.
Best Institutions	the problem is we shouldn't have to ship our waste to other communities. We have to find a way of keeping our waste in the city.
Best Institutions	Public visits to waste disposal sites so that we understand the impact of our waste
Best Institutions	Don't have enough info
Best Institutions	There should be public oversight as many private companies will dispose of their waste irresponsibly to save money
Best Institutions	Backyard composting brings more rats! There needs to be properly managed community composting.

Identifier	FeedbackText
Best Institutions	Backysrd composting brings more rats!
Best Institutions	Industry will never get on board unless forced....time to stop talking and make it mandatory for industry, all businesses and all residential, including condos and apartments, to properly dispose of
Best Institutions	The most environmentally friendly option should always be the choice.
Best Institutions	This sector should also have limits and have to follow the green bin and recycling rules
Best Institutions	We should be doing everything possible to reduce the volume and create energy without using fossil fuels.
Best Institutions	I have no objection to gathering energy from waste.
Best Institutions	No comment.
Best Institutions	Bert enforcement of building codes to provide infrastructure for diversion program
Best Institutions	All of the above. Affordable and responsible landfill management will always be a need. There is a need to have a solid plan for the future given the 20 year cure required to site a new landfill.
Best Institutions	Energy from waste should be considered as a small part of the overall solution. Capturing residual energy value is preferred to landfill. Emission systems and scrubbers are vastly improved from
Best Institutions	Public/private sector competition is healthy.
Best Institutions	Public/private sector competition is healthy for productivity and innovation. We must continue to test and build alternatives.
Best Institutions	Stop providing services to ICI sectors. It should be user responsibility with financial incentives. Some kind of cost certainty relative to disposal fees is needed for private diversion to make decisions,
Best Institutions	User pay is the only fair model. Stewardship is in place but needs to be expanded and de-politicized. Do not add more bureaucracy to an already cumbersome system.
Best Institutions	Lobby packaging regulators to provide clearer labeling as to what type of plastic it is. The number system isn't specific enough and I am often confused what I can and can't recycle.
Best Institutions	Mandatory retrofits of buildings to discourage the convince of garbage shoots.
Best Institutions	If it can be done safely then I am in favour of it.
Best Institutions	A way to discourage single-use items, i.e. plastic water bottles, etc. A surcharge maybe? Similar to the plastic bag fee?
Best Institutions	A way to discourage single-use items, i.e. plastic water bottles, etc. A surcharge maybe? Similar to the plastic bag fee?
Best Institutions	Provide homeowners with more convenient options to dispose of construction waste, and to make it easier for excess construction material to be reused or traded.
Best Institutions	All options acceptable, though lifecycle and transport costs should be considered.
Best Institutions	Consider by-laws for minimizing construction waste on large construction projects.
Best Institutions	No objections to energy from waste.
Best Institutions	Perhaps a pay by weight system? I.e. more garbage you produce, the more you pay... I guess this is similar to the different sizes of bins.
Best Institutions	Provide waste management services to City owned/run buildings only, but only if it still makes sense logistically.
Best Institutions	Get into the schools and educate the children who are our future users of the system and future leaders of the program.
Best Institutions	I am a strong proponent for this method. This is a source of renewable energy and electricity production. Ontario Hydro has its old Coal fired generating stations sitting idle. Could we not work with
Best Institutions	None of the above. Work with the Province to retrofit the old coal fired generating stations to process waste. The City could have an agreement to receive the facilities ash at the Greenlane Landfill.
Best Institutions	Public Private partnerships to build facilities to handle these materials.
Best Institutions	More hands-on support and education to the schools (all schools: primary, secondary, public, private, catholic) in the city of Toronto
Best Institutions	the environment days are GREAT in that you can bring all your materials (one stop shop), but there is only one event per year in my community. need to make it either permanent or add more events
Best Institutions	we need a recycling program for construction and demolition waste, mainly wood and drywall, that is convenient
Best Institutions	we need the involvement of the city (non-profit involvement is good, but if the city is not driving it, it may not be sustainable) in collecting/managing materials for reuse.
Best Institutions	what ever happened to the variable-rate levy that the city imposed on building a few years ago? did it work? are there lessons to be learned there?
Best Institutions	I don't know what you mean by "Secure alternative revenue generation opportunities"
Best Institutions	I don't support it as there is a fundamental problem with "feeding the beast"
Best Institutions	I support "Implement new policies to improve waste diversion without providing additional services" so that maximum diversion from this sector can be achieved without being perceived as a threat to
Best Institutions	i'm neutral on this
Best Institutions	strongly support the last 2. the city was supposed to hire by-law officers to help police waste diversion and i don't believe that has happened.
Best Institutions	Can some waste not be used under pavement in road construction?
Best Institutions	Great if it is green!
Best Institutions	I favour the last three.
Best Institutions	I favour the last three. Purchase only if the other two are not possible.
Best Institutions	user friendly is the best approach..keep it super simple
Best Institutions	anaerobic digestors may also be of interest...
Best Institutions	I still think look to the mining industry on how they separate and just maybe you can adapt some of the mining techniques for separation.
Best Institutions	look to the mining industry which they take rocks etc and separate the various metals and hopefully this separation can be used for waste separation and management. Garbage mining...sort of.
Best Institutions	no need for landfill....use joint ventures to mine the waste and if any left over use what ever other successful communities use or work with learning/research centres
Best Institutions	Full- featured, easy to navigate website
Best Institutions	Support it - if emissions of toxins are minimal
Best Institutions	Whatever has the lowest environmental impact and is reasonable in cost.
Best Institutions	Introduce deposits and refunds for non-alcoholic beverage containers.
Best Institutions	Introduce deposits for non-alcoholic beverage containers to encourage recycling.
Best Institutions	Introduce deposits for non-alcoholic beverage containers.
Best Institutions	I do not support these options. I believe our focus should be on reducing the amount of waste the city generates in the first place.
Best Institutions	I do not support these options. I believe our focus should be reducing the amount of waste the city generates in the first place.
Best Institutions	There should be financial disincentives for businesses that produce excess packaging.

Identifier	FeedbackText
Best Institutions	There should be financial disincentives for businesses to use excessive packaging for their products.
Best Institutions	Community impact should include local jobs, impact of pollution on local health, other benefits by working with community groups
Best Institutions	I don't support energy recovery from incineration or similar disposal.
Best Institutions	This is especially important for those with lower incomes, and those new to Canada
Best Institutions	This should also include the conservation of natural resources that results from recycling rather than using raw materials
Best Institutions	Health
Best Institutions	City by laws
Best Institutions	City by laws to ban bags, water bottles
Best Institutions	Yes, better translation don't use Google translate, its an insult. More events like the wasteEd talks, find a way to give feedback to people in apartments About how their building is doing and what they
Best Institutions	having lived in apartments, it was easiest to recycle in walk-ups where the landlord had created a waste sorting area outdoors. Large buildings only had garbage chutes.
Best Institutions	incentives for business to reduce packaging and single-use items like cups, fast food containers. Make it easier or create incentives to use compostable single use food containers.
Best Institutions	When I lived in a city that introduced green bins (well before TO) the city and an enviro non-profit worked together to get feedback on problems caused (raccoons, smell) and then found solutions
Best Institutions	If the city stops collecting, will it result in other sectors worrying less about waste diversion or more illegal dumping?
Best Institutions	Nobody else wants our garbage. We should try to keep our landfill options close to TO
Best Institutions	that's fine as long as it doesn't create a lot of pollution, or encourage people to waste energy by consuming more throw-away material.
Best Institutions	an education program for superintendents would be welcomed by the Board in my building. I am sure there are many in the city who don't know how to handle the waste from the building in the best
Best Institutions	lots of small appliances thrown in the garbage bins in my building. the super does not seem to care much, and people dont seem to know what else to do with them. we do have a bin for batteries and
Best Institutions	make sure information is available in different languages and that it reaches all communities
Best Institutions	other cities provide space and opportunities for people to trade or swap unwanted furniture, dishes, books - this would make it easier for people in multi unit buildings to dispose of things. a great deal
Best Institutions	pressure on manufacturers to reduce the amount of packaging on products that don't need it. supermarkets use miles of plastic wrap on produce that seems wasteful to me I won't buy these items
Best Institutions	bio fuel - Yes! the city and the province should be promoting and helping with the start up of this
Best Institutions	enforcement of by laws
Best Institutions	I think one of the keys is education about what increasing the amount of waste we produce - and aiming it at business and industry and to all sectors of the community - in many languages and on
Best Institutions	separate fees for the kinds of waste left out for collection is a great idea. if people have to pay, they begin to understand some the real cost of producing waste and will better manage their own
Best Institutions	sorry - not familiar with these options
Best Institutions	Green waste/compost programs for apartment buildings/condos is huge.
Best Institutions	Need more easily-available and detailed (listing more things) info on what can be recycled, with more frequent updates as new things can be recycled. Also clear guidelines on what to do with such
Best Institutions	really need to expand program to handle more plastics, hard and soft
Best Institutions	What about health impacts and social equity impacts?
Best Institutions	Again, these programs need people talking to each other and helping each other. It can't simply be delivering flyers to a building.
Best Institutions	The programs need to be "hands on": people talking to people. It can't simply be apps or ads or calendars.
Best Institutions	We need waste ambassadors across the city, especially in apartments and condos. Our 53% diversion rate is too low. Divertable material are ending up in the garbage. We need to help people learn
Best Institutions	If producers actually paid the true cost of what the city spends in dealing with their packaging waste, they would have an incentive to reduce their packaging and product waste. The city needs to
Best Institutions	Our landfill should only be used for Toronto residential garbage. If we actually divert all the divertables that are in the waste stream, we will reduce the volume of stuff going into the landfill which
Best Institutions	The city should provide additional collection services. We need to use every tool we have to divert waste. Right now, the ICI sector has a terrible diversion record.
Best Institutions	This is all fine but only if you keep your eye on the main ball: getting people to use the existing waste diversion system more effectively. We're still throwing too many divertable things into our
Best Institutions	This is an expensive, environmentally damaging technology. Also, it creates a disincentive to do the 3Rs. Most importantly, it's not needed. If we actually divert all the stuff in the waste stream that
Best Institutions	Good idea if it can be done so that it is safe and has little to no negative impact on the environment .
Best Institutions	No option is ideal but the option that is the most economical and can be as environmentally safe is the best. Not in favor of use of a private sector landfill.
Best Institutions	Like Sweden etc, we could use all Waste to power the City.
Best Institutions	Build a Generator/Incinerator and look to Scandinavian Countries how this can be done.
Best Institutions	Educate, educate , educate !
Best Institutions	Education and more Media Coverage
Best Institutions	good ideas can be shared
Best Institutions	Have a Council Meeting, have a dialogue, ask people.
Best Institutions	include such thoughts in the next Election .Local, Provincial and Federal
Best Institutions	We are so behind.
Best Institutions	With Combustion/Incinerators there will be little need for landfills.
Best Institutions	Yes, a whole new approach to Waste evolving into Energy concepts.
Best Institutions	I do not believe we should have private garbage collection.

Appendix H

Promotional Posters for Wast(ED) Events

Wast(ED): Community

Wednesday April 29, 2015. 7-8:30pm

Ralph Thornton Centre, 765 Queen Street East

RSVP: wastedcommunity.eventbrite.ca

The Waste Education speaker series features leading Toronto initiatives changing the way we reduce, reuse and recycle.

Hear from organizations that inspire people to come together and support community-based waste reduction.

MODERATED BY

Ayal Dinner, **Greenest City**

FEATURING PANELISTS

Emily Alfred
Toronto Environmental Alliance

Graham Lewis and Philip Yan
Project Get Reel

Paul Farrar
Furniture Bank

Paul Magder
Repair Café

Ryan Dymant
Toronto Tool Library

Please **RSVP** to reserve your **FREE** ticket via Eventbrite
wastedcommunity.eventbrite.ca



Upcoming events in the Wast(ED) series include **Wast(ED): Clothing** in May and **Wast(ED): Food** in June. For more information on opportunities to get involved in the City of Toronto's Long Term Waste Management Strategy visit www.toronto.ca or email wastestrategy@toronto.ca

Wast(ED):Clothing

Wednesday May 27, 2015. 7pm

George Brown College School of Fashion Studies, 160 Kendall Ave, Rm E321

RSVP: wastedclothing.eventbrite.ca

The Waste Education speaker series features leading Toronto initiatives changing the way we reduce, reuse and recycle.

Hear from organizations bridging the gap in clothing creation, consumption, sharing, and repairing.

MODERATED BY

Tarah Burke, Fashion Takes Action Board Member and instructor at post-secondary institutions including Ryerson University, OCADU, and Seneca College

FEATURING PANELISTS

Kelly Drennan,
Fashion Takes Action

Carol Burbank,
Pret a Preter Clothing Library

David Robinson,
Mountain Equipment Co-op

Michael Fagan,
Toronto Clothing Repairathon

Derek Gamelin,
Goodwill

Please **RSVP** to reserve your **FREE** ticket via Eventbrite
wastedclothing.eventbrite.ca



Upcoming events in the Wast(ED) series include **Wast(ED): Food** in July. For more information on opportunities to get involved in the City of Toronto's Long Term Waste Management Strategy visit www.toronto.ca/wastestrategy

Wast(ED): Food

Thursday July 9, 2015. 7pm

Scadding Court Community Centre, 707 Dundas St.W.

RSVP: wasted-food.eventbrite.ca

The Waste Education speaker series features leading Toronto initiatives changing the way we reduce, reuse and recycle.

Hear from innovators turning food waste into healthy meals, black gold, and renewable energy.

MODERATED BY

Tammara Soma

Trudeau Scholar and University of Toronto PhD Candidate

FEATURING PANELISTS

Hélène St. Jacques

Informa Market Research

Lori Nikkol

Second Harvest

Mike P. Nevin

FoodShare Toronto

Frances Darwin

ZooShare

Sue Arndt

Not Far from the Tree

Please **RSVP** to reserve your **FREE** ticket via Eventbrite
wasted-food.eventbrite.ca



For more ways to get involved in the City of Toronto's Long Term Waste Management Strategy visit www.toronto.ca/wastestrategy

Wast(ED)



LONG TERM
WASTE STRATEGY

Thursday October 29, 2015 | Al Green Theatre, 750 Spadina Avenue.

REGISTER: torontozerowaste.eventbrite.ca



A Future without Waste: Redefining Value, Building the Circular Economy

Attend the Metro Vancouver Zero Waste Conference from its satellite location in Toronto, hosted by the City of Toronto Long Term Waste Management Strategy's Waste Education Speaker Series.

This is a drop in event and guests can **register for a full or half day, and attend any presentation of interest.** Guests will be provided with the unique opportunity to interact and ask questions of panelists and presenters from Vancouver.

Featuring live presentations from Vancouver and Toronto on:

Industrial Revolution: The Business Case for Zero Waste | Materialism: Innovative Materials and End-of-life Infrastructure | Inglorious Food: Squeezing Waste Out of Food Supply
Home Economics: Food Waste and the Consumer | Eurovision: Global Leadership in the Circular Economy | Swap it!: The Dollars and Sense in Sharing Economies | A Made in Canada Solution: Towards a Future Without Waste | Thinking Big Box: One Corporation's Crusade Against Waste

RSVP to reserve your FREE ticket via Eventbrite
torontozerowaste.eventbrite.ca



For more ways to get involved in the City of Toronto's Long Term Waste Management Strategy visit www.toronto.ca/wastestrategy