

Toronto Waste Strategy

Phase 3 Consultation

Summary Report

June 1, 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 concluded the third phase of consultation on the Toronto Waste Strategy. The Waste Strategy provides a framework for solid waste management policy decisions for the next 30-50 years, and reviews and recommends appropriate new policies and programs that are environmentally sustainable, socially acceptable and economically viable. The participation of stakeholders and the general public in the development of the Waste Strategy is critical to achieving the City's waste management goals.

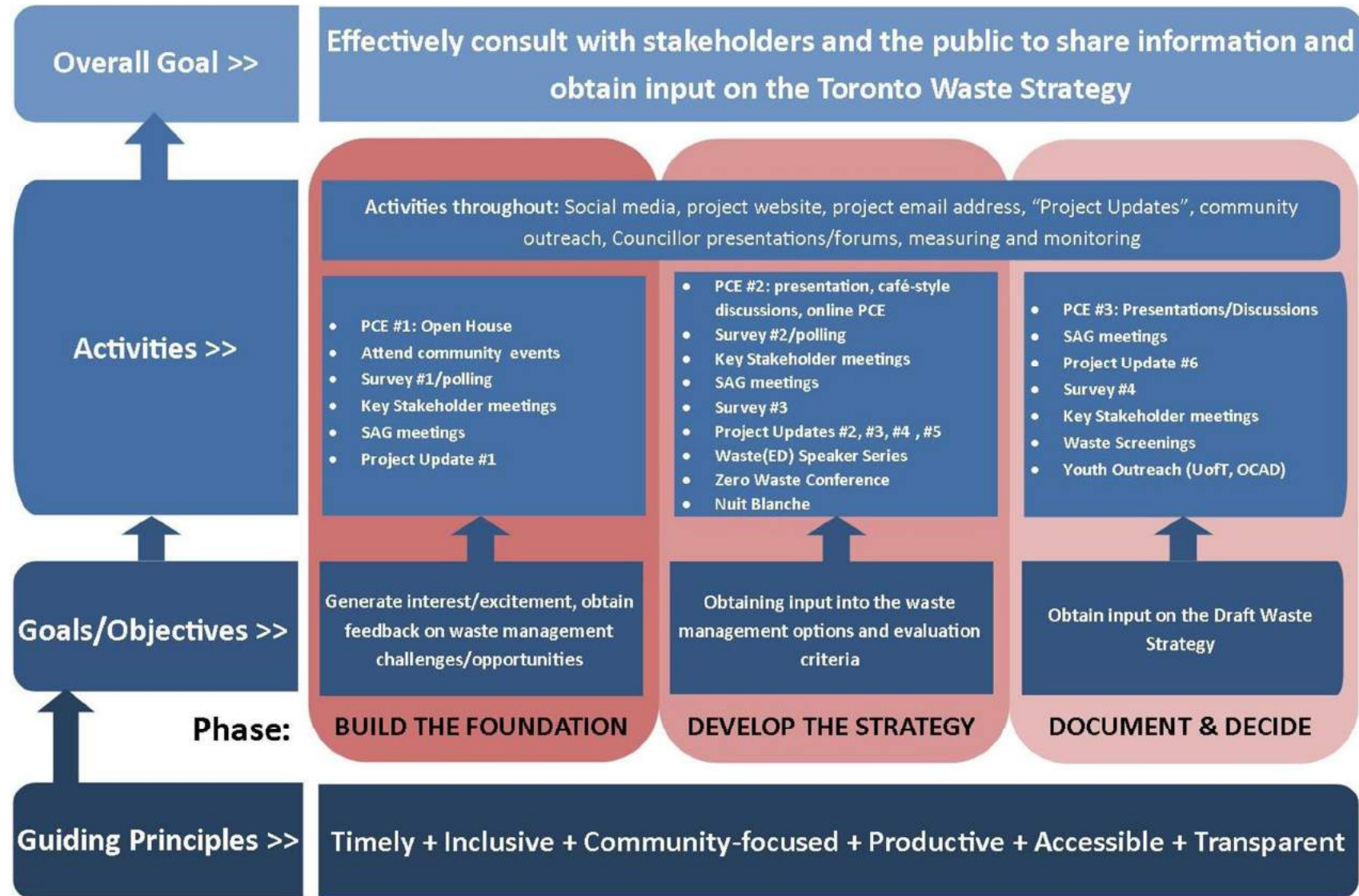
The development of the Waste Strategy has been defined by seven tasks as shown in **Figure 1**. Communications and consultation for the project was divided into three consultation phases: Phase One: Build the Foundation, Phase Two: Develop the Strategy, and Phase 3: Document & Decide.

Figure 1: Project Tasks and Consultation Phases



Figure 2 shows the principles, goals, objectives and activities for all three consultation 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



1.2 Overview of Phase 3 Consultation Activities: February - April 2016

Consultation on the Waste Strategy was divided into three phases in an effort to ensure multiple occasions and formats for participation. **Figure 2** above shows the key consultation activities that took place in each phase of the project as part of an inclusive, transparent and accessible process. Consultation in the third phase included: four Public Consultation Events (PCE) including three in-person events (one of which was a webcast event) and one webinar; on-line information; one survey; community events (free film screenings about waste issues and post-secondary student outreach); and meetings with the Stakeholder Advisory Group, Key Stakeholders, City Divisions, Agencies and Corporations, Councillors and City staff.

The goal for consultation and communication during Phase 3 was to obtain feedback to help inform the final Waste Strategy to be recommended to City Council for adoption in July 2016.

The consultation objectives for Phase 3 were to:

- Provide an overview of the Waste Strategy process and what had been accomplished to date.
- Present the Draft Waste Strategy.
- Receive input on the Waste Strategy.
- Continue/increase momentum around the Waste Strategy and its future implementation.

Consultation activities gathered various public and key stakeholder insights and information about the Draft Waste Strategy. Public and stakeholder recommendations on the Draft Waste Strategy helped to inform the final Waste Strategy, its outcomes, and the implementation timeline.

1.3 Report Contents

This report describes the consultation and engagement activities undertaken as part of the Phase 3 consultation ("Document and Decide") as well as a summary of feedback received. **Section 2** of this report provides an overview of the consultation and communication activities used to engage a wide range of people. **Section 3** of this report is a summary of input provided by Phase 3 consultation participants. **Section 3** highlights the key comments, suggestions, concerns, and questions posed in the survey, emails, mail, phone calls, tweets, and at community events. Finally, **Section 4** outlines the next steps in the Waste Strategy process.

2 DOCUMENT AND DECIDE – PHASE 3 CONSULTATION

The “Document & Decide” Phase of the Waste Strategy included the technical work to confirm options (Task 5), develop a road map for implementation (Task 6) and prepare the Waste Strategy document (Task 7). Phase 3 consultation activities obtained input on these three technical steps. Input received during this phase of consultation has been used to inform Waste Strategy to be submitted for approval to Public Works and Infrastructure Committee in June and City of Toronto Council in July 2016.

Phase 3 consultation materials were designed to help the public understand the Waste Strategy’s overall context and the specific recommendations being proposed. Over the course of Phase 3, the Draft Waste Strategy materials were reviewed at different public forums, webinars, and community events and through a survey. The following outlines the key messages for this phase of consultation:

- The Waste Strategy will inform Solid Waste Management Services’ decision-making for the next 30-50 years.
- The Waste Strategy includes a comprehensive list of options for managing waste with priority given to reducing, reusing and recycling (3Rs).
- The City is committed to an open and transparent process.
- Input received on the Draft Waste Strategy will be considered in finalizing the Waste Strategy and also provides the City with important information to use during implementation.

2.1 Consultation Activities

Participant feedback and general observations from Phase 2 consultation activities influenced the design of Phase 3 consultation activities. In Phase 2, participants appreciated discussion opportunities at events and participating in surveys. In recognition of participant preferences, Phase 3 incorporated another survey and encouraged discussion at the PCEs.

This section documents the consultation program that was used to inform and consult with stakeholders and the public during Phase 3. A description of the consultation activities is provided under the following subheadings:

- web and social media presence;
- public notice/invitation/other coverage;
- project update;
- survey;
- Stakeholder Advisory Group (SAG) meetings;
- councillor engagement;
- public consultation event #3;
- key stakeholder meetings; and
- community outreach.



A summary of the input 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 were 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 and @TorontoComms. All communication and outreach materials directed participants to the website for more detailed information. Since January 2016, nearly 16,600 people have visited the site.

The project hashtag #TOWastestrategy was used on all tweets to further promote the project, community events and track discussions. Twitter information, and the project website and email were embedded in various communication materials during the Phase 3 consultation process. Table 1 outlines some of the Phase 3 Twitter messages. For Phase 3 consultation, a total of 40 messages were shared via Twitter through the City's Strategic Communications (@TorontoComms) or Get Involved (@GetInvolvedTO) handles.

Table 1: Sample of the Waste Strategy Twitter Messaging During Phase 3

Tweet	Release Date
Free screening TONIGHT of @JustEatItFilm #UofT 252 Bloor St W. RSVP http://toronto.ca/wastestrategy #TOWasteStrategy @OiseNews @uterntoronto	March 15, 2016
Have Your Say! Consultation on #TOWasteStrategy starts March 29. Details: toronto.ca/wastestrategy	March 19, 2016
Learn more about the 5Rs and #TOWasteStrategy with fact sheets: toronto.ca/wastestrategy	March 20, 2016
Learn all about the Draft #TOWasteStrategy – first public meeting is March 29. Details: toronto.ca/wastestrategy	March 26, 2016
TOMORROW. Draft #TOWasteStrategy – first public meeting is March 29. Details: toronto.ca/wastestrategy	March 28, 2016
TONIGHT Draft #TOWasteStrategy – first public meeting is March 29. Details: toronto.ca/wastestrategy	March 29, 2016
Reduce, Reuse, and Recycle. Public meeting on Waste Diversion in Houses, Apartments and Condos April 4 #TOWasteStrategy toronto.ca/wastestrategy	March 31, 2016
Have your say! #TOWasteStrategy consultation survey online until April 27 toronto.ca/wastestrategy	April 1, 2016
TODAY 2pm. #TOWasteStrategy webinar on Diversion Opportunities: Businesses and DIY Home Renovators Details: toronto.ca/wastestrategy	April 7, 2016
TONIGHT #TOWasteStrategy public meeting: Waste Recovery and Residual - How to Handle Remaining Materials. Details: toronto.ca/wastestrategy	April 12, 2016

2.1.2 Public Consultation Event Notifications

Public notices, invitations and website postings were used to increase awareness of the Waste Strategy and promote public participation in the Phase 3 Public Consultation Events (PCE #3) events and the Phase 3 survey. The following notification methods were utilized in Phase 3 of the consultation process:

- Public Consultation Event notification was sent to Members of Council prior to being shared with the public to ensure Councillors were aware of upcoming consultation with their constituents. Councillor briefing sessions were held on March 7 and March 8, 2016.
- City staff were informed through existing internal mechanisms such as Monday Morning News and Executive Team Meetings.
- The public was invited to attend PCE #3 events through newspaper advertisements that began on March 17, 2016. **Table 2** outlines the newspapers, placement specifications and dates of the notifications.
- The public was also invited to attend PCE #3 events through digital screens on Toronto Transit Commission (TTC) subway platforms, digital ads on various online networks as well as Facebook, online banners, direct mail/email/Listserv, posters, media advisories, the website and social media.
- The City's main web page included a direct link to the Waste Strategy website.
- Scheduled Tweets were used to provide ongoing project updates leading up to a PCE event.
- A media release was issued on March 23, 2016 which advertised the PCE #3 events.
- The City requested that the Stakeholder Advisory Group and key stakeholders assist in disseminating project information to their networks.

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

Table 2: Notification Publication Dates

Media (Newspaper)	Placement	Running Dates
Metroland	½ page (colour)	March 17, 24, 31, 2016
Metro	½ page (colour)	March 18, 24 & April 1, 2016
Inside Toronto	459,056 impressions; Geotargeted to Toronto only	March 21-April 12, 2016
CP24	310,046 impressions; Geotargeted to Toronto only	March 21-April 12, 2016
NOW	100,011 impressions; Geotargeted to Toronto only	March 21-April 12, 2016
The Weather Network	300,000 impressions; Geotargeted to Toronto only	March 21-April 12, 2016
Facebook	697,673 impressions; Geotargeted to Toronto only (Toronto residents 19+, homeowners)	March 21-April 12, 2016

Media (Newspaper)	Placement	Running Dates
Pattison	TTC Screens and Production, Split Screen 00:15 min spot - midday and afternoon rush	March 21-April 12, 2016

A single point of contact for the project was identified on all 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) 379-3760 or TTY: (416) 338-0889

2.1.3 Project Updates

Regular project updates continued in Phase 3 to keep participants informed about the project and to encourage contribution in the community events and survey. Project Updates were written as concise summary documents presenting the project status. Project Updates were distributed primarily through email and the project Listserv service. The updates were designed to enable printing for hard copy distribution at public events or via mail.

There was one Project Update in Phase 3; Project Update #6 was distributed mid-March 2016. The purpose of Project Update #6 was to provide information on the consultation event details and opportunities for public and stakeholder engagement. The update also included a summary of the Draft Waste Strategy recommendations and the project's next steps. Participants were invited to come to an event, view information online and fill out Survey #4, to provide input on the Draft Waste Strategy. Project Update #6 is included in **Appendix B**.

2.1.4 Survey

Survey #4's goal was to obtain public feedback on the Draft Waste Strategy's recommended programs for reducing, reusing, and recycling to diminish our City's environmental impacts. Survey #4 was available to participants from March 29 to April 27, 2016. A total of 1,239 surveys were completed. Survey #4 was available online and consisted of multiple choice-style questions. Hardcopies of surveys were also made available at each PCE event. The survey was promoted to the public using the project website, social media, the Waste Strategy email subscribers list, posters at Civic Centres, libraries and Solid Waste Management Services facilities, through "matte" stories for the Mayor and Members of City Council, and by leveraging Stakeholder Advisory Group member networks, and internal staff communications.

Survey #4 involved the completion of twelve screens according to the following structure:

- **Screen 1: *Welcome*** – This screen introduced the Waste Strategy and why we need one, provided context on where the City is in the process of developing the Waste Strategy, outlined the purpose of the survey and reinforced the importance of public input.
- **Screen 2: *Your Perspective*** – This screen asked participants to describe their perspective on waste management in Toronto (e.g., Toronto resident, work in Toronto but not live here, represent an industry organization, etc.).
- **Screen 3: *Promotion and Education*** – This screen asked participants to reflect on how they currently learn about waste diversion programs, such as Blue Bin (recycling), Green Bin organics (Compost), and Yard Waste in Toronto and indicate which education activities would help increase participation in waste diversion programs.
- **Screen 4: *Apartments and Condo*** – This screen introduced the importance of the Waste Strategy to apartment and condominium buildings. Participants were asked about the top challenges to accessing waste diversion programs in an apartment or condo building in Toronto and what might help mitigate these challenges.
- **Screen 5: *3Rs – Reduce, Reuse, Recycle*** – This screen introduced the Draft Waste Strategy's six new program recommendations for the first 10 years to support the 3Rs. Participants were asked to indicate which of the programs they would most like to see implemented (e.g. Food Waste Reduction Strategy, Textile Reuse Strategy, etc.).
- **Screen 6: *Community Partnerships*** – This screen introduced the importance of community partners for the successful implementation of the Waste Strategy and asked participants to indicate if they knew of any organizations the City should consider for partnership.
- **Screen 7: *Enforcement*** – This screen explained that the Draft Waste Strategy recommends more by-law enforcement measures and asked participants to indicate which measures they thought would be most effective to improve the general participation level in waste diversion programs.
- **Screen 8: *Where you work, shop, eat, and learn*** – This screen explained that the City is considering options to encourage greater diversion of non-residential waste and asked participants to reflect on the challenges they experience with garbage, recycling or organics programs outside of their home.
- **Screen 9: *Zero Waste*** – This screen introduced the Province of Ontario's new waste legislation and asked participants to indicate their level of support of Waste Strategy aligning itself with Province's goal of working towards a Circular Economy and Zero Waste Future.
- **Screen 10: *Additional Comments***– This screen presented an open-ended opportunity for participants to provide any additional comments they had.
- **Screen 11: *Demographics*** – This screen was optional and asked willing participants to share key demographic information (e.g. place of residence, age, etc.).
- **Screen 12: *Thank you*** – This screen thanked participants and directed them to the project website and project contact information if they had any additional questions.

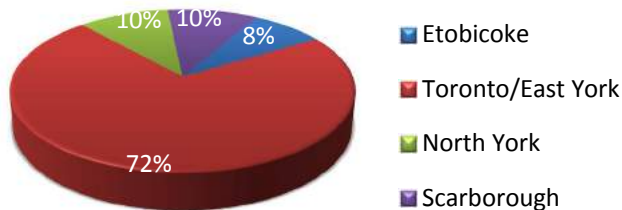
Almost every participant (94%) that filled out the survey responded as a Toronto resident (Figure 3).

Figure 3: Participants' Home Municipality



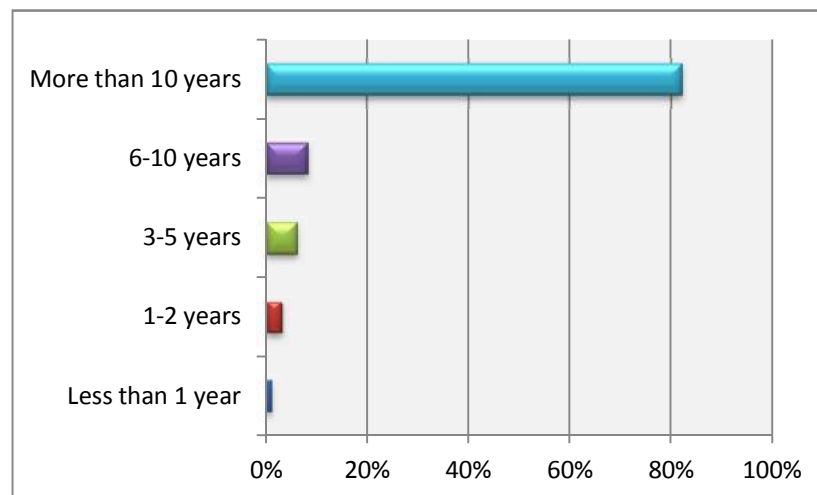
Approximately 72% of survey respondents indicated that they were from Toronto or East York followed by 10% from North York, 10% from Scarborough and 10% from Etobicoke (Figure 4).

Figure 4: Where Participants Live in Toronto



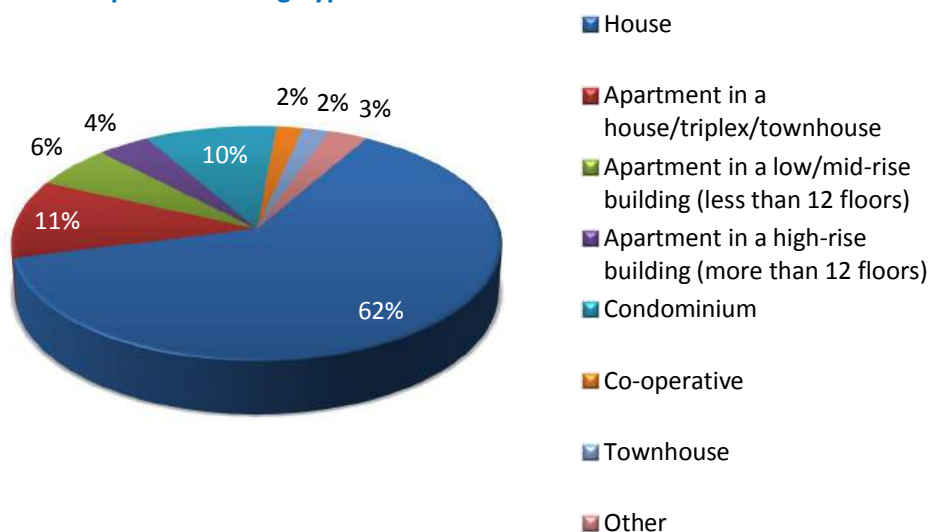
Approximately 80% of those survey respondents who reported Toronto as their home municipality have lived in Toronto for over ten years with the remaining 20% having lived in the city between 0-10 years (Figure 5).

Figure 5: Participants' Tenure in Toronto



More than half of all survey participants indicated that they reside in a house. The second, two largest categories of participants are those who live in condos and those who live in apartments in houses/triplexes/townhouses (**Figure 6**).

Figure 6: Participants' Housing Type



See **Appendix C** for Survey #4. See **Appendix G** for full Survey #4 results.

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. SAG membership includes organizations representing a variety of interests in Toronto. There are 16 SAG members on the Committee as shown in **Table 3**.

Table 3: SAG Members

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

Organization	No. of Members
Toronto Environmental Alliance (TEA)	1
Recycling Council of Ontario	1
Retail Council of Canada	1

Four SAG meetings were held over the Phase 3 consultation period. In addition to providing feedback on the material discussed at the meetings, SAG members were asked to encourage their networks to take part in events and surveys. The SAG was particularly helpful in acting as a sounding board on materials and questions prior to them being released for public review. During Phase 3, the SAG provided valuable comments on the Draft Waste Strategy, the Phase 3 consultation approach, PCE #3 materials and the Waste Strategy's implementation plan. **Table 4** lists the focus of the SAG meetings held in this phase.

SAG meeting materials and notes are included in **Appendix E**.

Table 4: SAG Meetings Held in Phase 3 of Consultation

SAG Mtg#	Meeting Date	Discussion Focus
16	February 25, 2016	Review of the City Staff report on the Draft Waste Strategy that was going to be presented to the Public Works and Infrastructure Committee on March 1, 2016. This included an overview of all recommended options in the Draft Waste Strategy.
17	March 16, 2016	Overview of the draft Waste Strategy recommendations, Phase 3 consultation approach, events and survey.
18	June 14, 2016	Overview of the Final Waste Strategy to be presented to Council.
19	July 20, 2016	A wrap-up/thank you meeting after Council has considered the Waste Strategy and a discussion about ways for continued involvement of the SAG in the implementation of the Strategy.

2.1.6 Councillor Engagement

It was important to keep City elected officials up-to-date on the Waste Strategy development. During Phase 3, City staff informed City Councillors of the progress of the project through project specific notification. An update on the Draft Waste Strategy was provided to the Public Works and Infrastructure Committee on March 1, 2016. Two Councillor briefing sessions were also conducted in Phase 3.

2.1.7 Public Consultation Event #3

The third round of PCEs occurred on March 29, April 4, 7 and 12, 2016. The four PCE #3 consultation events provided an opportunity for the public to provide input on the recommended options, the Draft Waste Strategy, and the implementation plan. The consultation event meetings were designed to focus

Figure 7: Draft Waste Strategy Overview Presentation on March 29, 2016



on specific components of the Waste Strategy. This component-specific meeting structure allowed for deeper exploration and discussion of key areas of interest.

Overall, Phase 3 PCEs provided participants with a variety of formats, various times and accessible locations to choose from. In total, 275 people participated in PCE #3 consultation events. After each event, the PCE presentation was shared on the project website. For all PCEs, participants were asked to register through Eventbrite (an online registration tool which assisted with planning for events). Translation services were made available if requested in advance.

Each meeting (except the April 7, 2016 webinar) began with an open house for participants to view display panels and speak with the Project Team. When the open house concluded, a formal presentation was provided that included an overview of the Draft Waste Strategy and details on the recommendations specific to the meeting topic. Each meeting provided an opportunity for questions and answers, and the "Reduce, Reuse, and Recycle: Waste Diversion in Houses, Apartments, and Condos" meeting included a workshop element.

Table 5 describes the topics and structure of each of the PCE #3 consultation events. PCE presentations and display panels are provided in **Appendix F**.

Figure 8: 3Rs Waste Diversion in Houses, Apartments and Condos Presentation on April 4, 2016

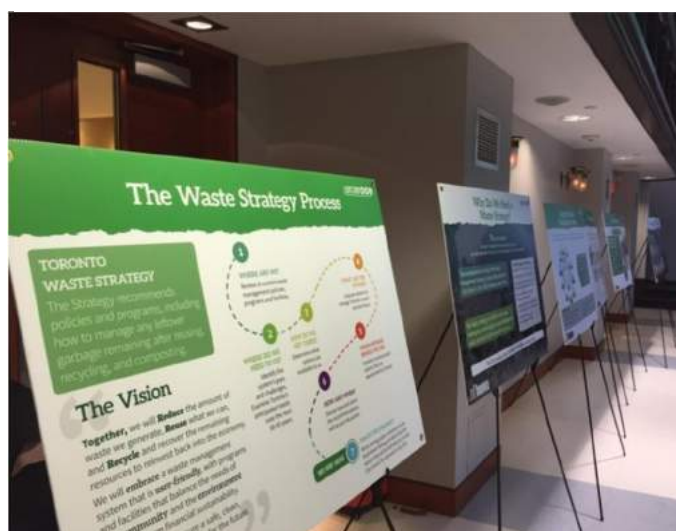


Table 5: Topics, Locations and Times of PCE #3

PCE Event Topic	Date & Time	Location	Participant Numbers
The Draft Waste Strategy Overview (IN-PERSON): This event provided an overview of the Draft Waste Strategy, recommended options, the Strategy's benefits, and how to measure success by monitoring performance and progress. Information at the event was presented via an annotated doodle video (posted to the project website after the event), display boards and through a formal presentation and Q&A discussion.	Tues. Mar. 29, 2016 6:00pm - 8:30pm	St. Paul's Bloor Street Church (Cody Hall)	43
Reduce, Reuse and Recycle: Waste Diversion in Houses, Apartments and Condos (IN-PERSON): This event provided a highly interactive opportunity for the public to discuss and provide input on the recommendations specific to 3Rs, collection and drop-off depots, and multi-residential waste diversion. Following the 3Rs presentation, participants broke into small discussion groups on the following topics: Exchange & Sharing; Reduction & Food Waste; and, Diverting Waste in Apartments and Condos. The small group discussions were facilitated by members of the Project Team and City Staff. The goal of these discussions was to highlight additional points of information for the Project Team to consider in finalizing the Waste Strategy. Project Team note takers were present at each discussion table and documented the small group discussions.	Mon. Apr. 4, 2016 6:30pm - 9:00pm	Grosvenor YMCA (Auditorium)	65
Diversion Opportunities: Businesses and Home Renovators, (WEBINAR): This event, held during the day, was accessible only via webinar. It provided an overview of the Draft Waste Strategy, and provided details about the Strategy's recommendations concerning Industrial, Commercial & Institutional (ICI) and Construction, and Renovation & Demolition (CRD). The webinar included a presentation explaining the rationale for the recommendations followed by a Q&A that provided an opportunity for further discussion.	Thurs. Apr. 7, 2016 2:00pm - 3:30pm	Webinar	27

PCE Event Topic	Date & Time	Location	Participant Numbers
Waste Recovery and Residual: How to Handle Remaining Materials (IN-PERSON and WEBCAST): This public event was held both in person and was also streamed online via webcast. The event provided an overview of the Draft Waste Strategy, the Strategy's Recovery and Residuals recommendations, and the Draft Waste Strategy outcomes and proposed implementation timeline. Information at the event was presented via a formal presentation and a Q&A discussion.	Tues. Apr., 12, 2016 6:30pm - 8:30pm	City Hall (or by Webcast)	140

Figure 9: Draft Waste Strategy Overview Event on March 29, 2016



2.1.8 Key Stakeholder Meetings

The City invited key stakeholders, such as environmental groups, non-profit organizations, ratepayers associations, multi-residential groups and business organizations, to participate in the PCE events to provide their input on the Draft Waste Strategy. Additional key stakeholder consultation included the following:

- A meeting with the Ministry of the Environment and Climate Change (MOECC) was held to review the Draft Waste Strategy.
- Consultation took place with members of the City's Executive Environment Team, which consists of senior management representatives from City Divisions, Agencies and Corporations.
- Project information was delivered to the Green Lane Landfill First Nations communities.

- Webinars on the Draft Waste Strategy were held with Solid Waste Management Services staff.

2.1.9 Community Outreach

Free Movie Screenings Films on Waste Issues

Based on the success and public enthusiasm for Phase 2's Waste(ED) Speaker's Series, the Phase 3 consultation program was expanded to include free film screenings on waste issues – *Just Eat It* and *Waste Land*. These two film screenings, which took place in March 2016, promoted engagement in the Waste Strategy in an informal community setting. The screenings encouraged participation from guests who might not otherwise participate in the Waste Strategy consultation process. Before each film began, Project Team members welcomed participants and provided an overview of the Waste Strategy. An information table was staffed to answer questions after the viewing. In total the screenings attracted approximately 240 participants.

Post-Secondary Outreach

To encourage young Torontonians' participation in the Waste Strategy's consultation process, the following post-secondary outreach took place in Phase 3:

- **University of Toronto Case Competition** – on March 19, 2016 Solid Waste Management Services staff engaged a group of engineering students from the University of Toronto on a Case Competition. Students were charged with defining an engineering solution to the address the finite capacity of Green Lane Landfill and to extend the landfill lifespan for as long as possible. Ahead of the event, City staff worked closely with event organizers on the competition content and also participated in the judges' panel to evaluate the students' proposals. The event provided an opportunity to educate students on Toronto's waste management system, and the Waste Strategy.
- **OCAD University Design Students** – on April 8, 2016, Solid Waste Management Services staff engaged with a group of design students from OCAD University studying waste management innovation. Students had developed an innovative design solution to reduce the amount of coffee cups ending up as landfill waste. The OCAD University student design solution educated the user on how to properly separate the different cup components and the design re-stacked them in a separated area/centre to reduce contamination and improve recyclability.

3 REPORTING – KEY THEMES HEARD THROUGH CONSULTATION

This section of the report summarizes the input gathered by the Project Team during the Phase 3 consultation activities. The input received has been organized under eight themes, primarily reflecting the discussion topics at the PCEs and through the survey. This summary highlights the ideas that were most frequently raised under each of the key themes. Comprehensive summary tables documenting the input received from the consultation activities can be found in **Appendix D**¹. It is noted that the figures in this section are generated from Survey #4 data only.

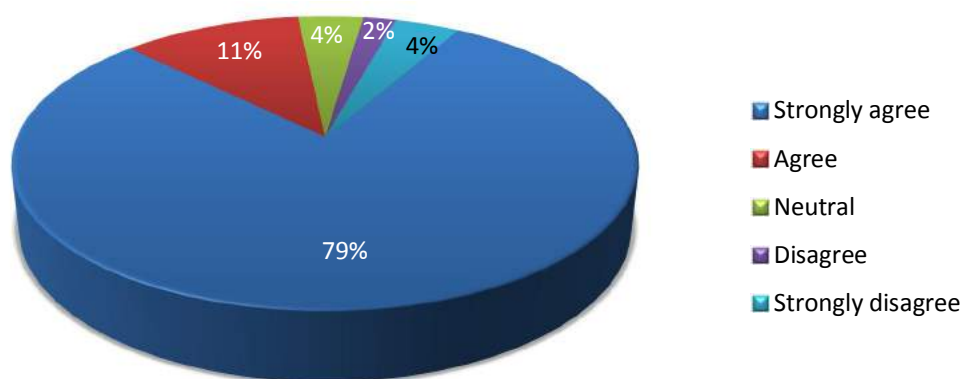
3.1 Zero Waste Goal

Zero Waste prioritizes waste prevention to minimize the amount of waste requiring disposal and focuses on conserving resources and building a circular economy. The Waste Strategy recommends a commitment to minimize wasted resources, through an investment in programs targeting waste reduction and reuse, and an aspirational goal of working towards Zero Waste.

During the Phase 3 consultation processes, the public was asked to consider the addition of a Zero Waste aspirational goal to the Waste Strategy.

Support for a Zero Waste Future: Participants' input indicates support for the inclusion of the visionary goal, "to work towards a Zero Waste future," in the Waste Strategy (**Figure 10**).

Figure 10: Do Phase 3 Participants Support the Inclusion of the Aspirational Goal "To Work towards a Zero Waste Future" in the Waste Strategy?



¹ Summary tables in Appendix D are numbered corresponding to the respective sections in the report.

3.2 The 3Rs: Reduction, Reuse and Recycling Programs

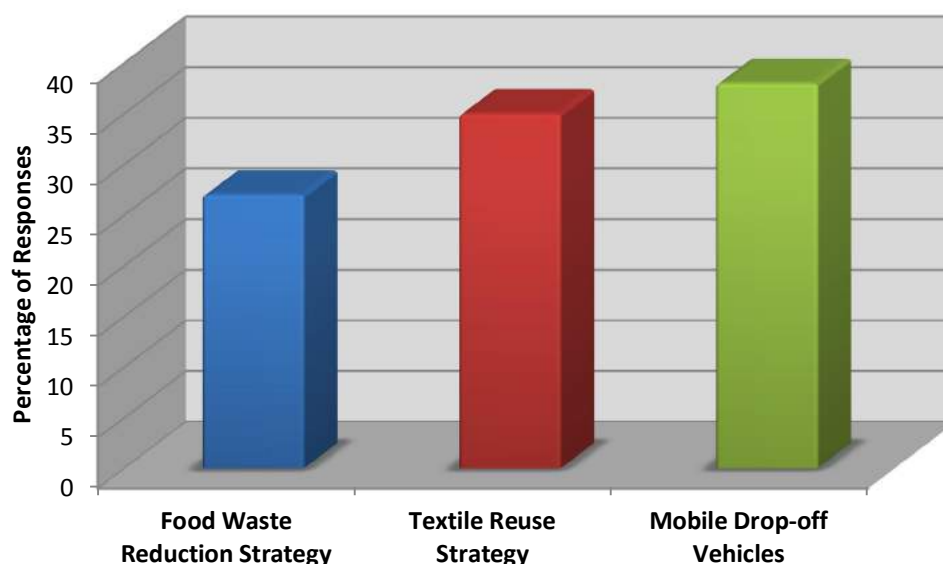
The Waste Strategy places emphasis on waste reduction, reuse and recycling activities. Public input identified various methods and preferences to reduce the amount of waste being sent to landfill in the future.

3.2.1 All 3Rs Programs

Participants indicated that decreasing waste sent to landfill can be accomplished in a variety of ways.

- **Implement Mobile Drop-off Vehicles:** Mobile Drop-off Vehicles were indicated as the top 3Rs program that residents would like to see implemented and would participate in (see Figure 11).

Figure 11: Top Three 3R Programs Participants Want Implemented



3.2.2 Exchange & Sharing

The results of Survey #4 and PCE 3 consultation activities underlined that Torontonians are interested in the possibility of collectively sharing and borrowing various items.

Top items that participants most noted an interest in sharing are:

- | | | |
|--------------------------------------|--------------------------------------|--------------------------------------|
| ○ power tools; | ○ electronics; | ○ construction and renovation tools; |
| ○ gardening tools; | ○ musical instruments; | ○ cars; |
| ○ fitness/recreational equipment; | ○ outdoor furniture; | ○ moving supplies; and |
| ○ bicycles and bicycle repair tools; | ○ toys/games/puzzles; | ○ textiles (e.g. clothes). |
| ○ arts and craft supplies; | ○ kitchen appliances/tools/cookware; | |

In addition to participants' top sharing items, there were a few common exchange and sharing ideas that were frequently raised:

- **Support community exchange/sharing events:** The top idea participants noted during Phase 3 was a city-wide, and City coordinated/sponsored, 'swap-day' or 'yard-sale'. Residents want to sign-up and participate in various public swap events in public locations (schools, parks, and community centres). Current yard sales are smaller scale and less well known throughout a neighbourhood/Ward. The idea is to streamline yard sales/swap days to attract more people to larger, common events.
- **Post upcoming exchange/sharing events on the City website:** Another prevalent idea participants suggested was a call to action for the City to leverage its website and create a central repository of information about where and when swap events and yard-sales are taking place. Through an interactive map, populated by resident driven data, Torontonians could keep informed of where to go for reusable goods. The idea is that the City would develop an interactive map that shows event listings by Ward.
- **Leverage more City programs that encourage participation in exchange and sharing opportunities:** Participants noted that current City programs and City Councillor services could be leveraged to work towards the 3Rs. Participants indicated that they greatly value the Community Environment Days but noted that there is a need for more of them with an expanded scope to include exchange and sharing opportunities. Participants also indicated that Councillors could better leverage their current communication tactics, specifically their monthly newsletters, to include a section dedicated to upcoming Ward yard sales and swap events.

3.2.3 Reduction & Food Waste

During Phase 3 consultation, participants specified that food waste is generated most in:

- grocery stores;
- homes;
- offices; and,
- restaurants.
- **Establish a culture that fosters food waste reduction:** To reduce food waste, participants indicated that there is need for the City to lead the development and support a City-wide culture that does not waste food. This idea is rooted in thorough community communication and public programming. Participants want the City to develop broad public awareness and build food skills capacity around the importance and rationale of food waste reduction.

Participants felt that the following key initiatives could help support and develop a city-wide food reduction culture:

- outreach to schools;
- accessibly designed (meet standards set out in the Accessibility for Ontarians with Disabilities Act (AODA) and multiple languages) public information focusing on graphic materials;
- experiential public programming to build community capacity through workshops on learning to grow your own food, cooking skills, food preservation, etc.; and,
- drop-in community events to build general awareness around food waste.

3.3 Diverting Waste in Apartments and Condos

The general participant perspective identified through Phase 3 consultation is that the largest opportunity for waste diversion improvement in Toronto is found in apartments and condos' waste management practices. Public priorities associated with apartment and condo waste diversion are rooted in education, enforcement and infrastructure improvements.

Key Phase 3 comments and ideas received about diverting waste in Apartments and Condos include:

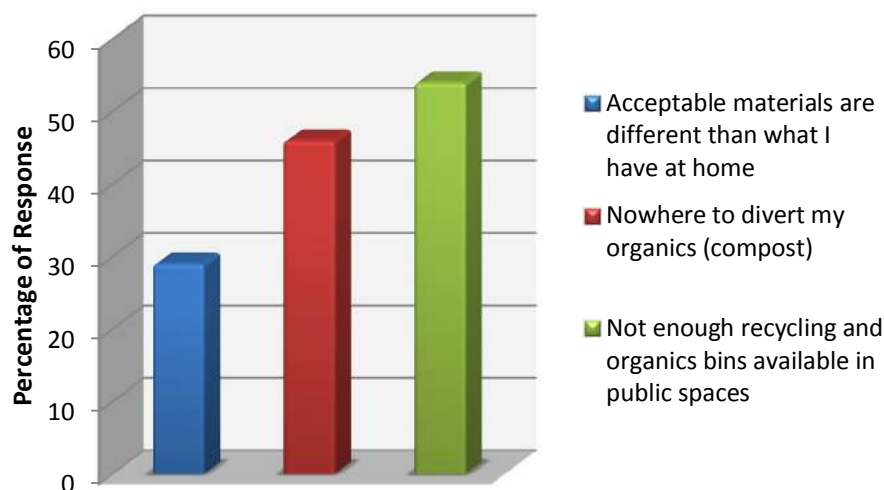
- **Make waste diversion easy:** People are motivated by convenience. Thoughtfully designed building diversion systems/plans have an influence on diversion behaviour. Buildings should be required to have designated spaces for all waste that is foremost accessible, in good working order, and in which safety and convenience are top of mind.
- **Ensure Building Compliance with Proper Waste Sorting Practices:** Numerous apartment and condo residents are skeptical that what is currently being diverted in their building is actually diverted from landfill. Some participants reported having witnessed custodial staff and waste collection staff dispose of sorted recyclables into disposal collection.
- **Collaborate with building management:** Torontonians want the City to consider working more directly with building property managers and landlords to increase diversion rates. Participants highlighted a number of key ideas:
 - Provide user friendly, AODA compliant information packages for tenants/owners to distributors (e.g. multiple languages or simple language with lots of visuals).
 - Provide learning opportunities for property managers to determine how their buildings can do better.

- Provide funding or tax incentives to retrofit old diversion infrastructure.
- Set building standards and reprimand those who perform poorly.
- **Encourage accountability:** Everyone has a role to play in diverting waste but apartment and condo residents are often unclear as to what they have to do. Many participants expressed that they have witnessed others not following waste diversion rules.
- **Use data and statistics to inform and promote waste diversion:** Apartment and condo dwellers want the City to leverage its data, and the data of others, to help tell the story of diverting waste in Toronto and how individual buildings compare to other buildings in the City.

3.4 Waste Diversion in Businesses & Outside the Home

Phase 3 participants indicated that the largest challenge with waste programs outside of their homes is not finding enough recycling and organics bins in public spaces (**Figure 12**).

Figure 12: Top Challenges Participants Experience with Waste Programs Outside Their Home



Other key Phase 3 participant ideas for improving diversion outside of the home include:

- Add more recycling and organics bins in public spaces. It was noted that those that are available are often in poor working condition, do not communicate what goes where, and are frequently full.
- Nowhere to dispose of organics apart from residential Green Bins.

- Provide a separate bin for pet waste in City parks.
- Find a way to address the challenge of disposable coffee cups.
- Work with restaurants, retailers and others to move towards not allowing packaging in the City that cannot be diverted.
- Use a combination of education and enforcement to change behaviour and encourage more diversion in businesses.

Participants also indicated a common perspective that commercial businesses (e.g. restaurants, malls, offices) offer very poor, if any, diversion programs which results in large amounts of waste that is not diverted. Participants think that there is a significant role for improved commercial sector diversion practices. Specifically, participants noted a need for city-wide uniformity in private sector waste bins.

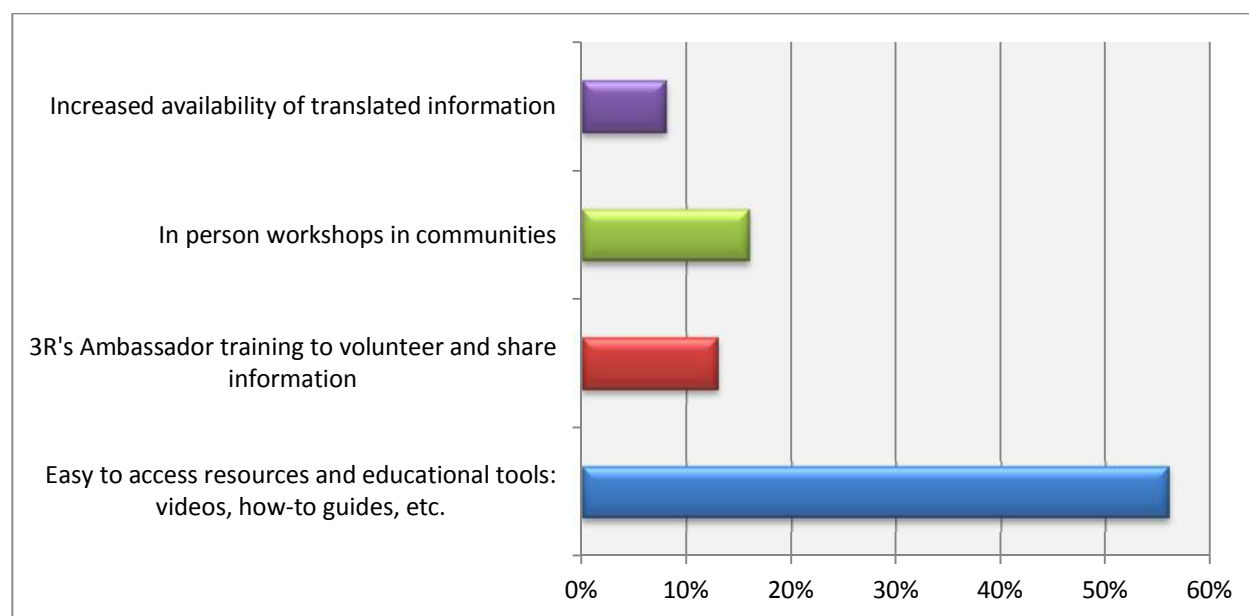
3.5 Recovery and Residual

Torontonians are supportive of a 3Rs first approach that reduces waste and preserves space at Green Lane Landfill. Minimizing significant capital expense on recovery and residual options until after the Waste Strategy has been in place for a few years and the proposed *Waste-Free Ontario Act* is implemented resonated with most participants.

3.6 Promotion and Education

Promotion and education was a key theme throughout Phase 3 consultation and was seen to support the new programs and services to be implemented as part of this Waste Strategy. Currently, the top four ways participants reported learning about diversion programs are through: the City of Toronto's Waste Collection Calendar (67%); the City of Toronto's website (46%); media, newspapers, and radio (41%); and through family, friends, neighbours, and co-workers (34%). Looking into the future, participants indicated most support for easy to access resources and educational tools to help participation in Blue Bin recycling and Green Bin organics programs (see **Figure 13**).

Figure 13: Top Education Activities Participants Indicated Would Help Increase Participation in Waste Diversion Programs



The following were common ideas about promotion and education:

- **Make participation in programs as easy and intuitive as possible** through well-designed program materials. Raise awareness through better communication: simple and clear diversion graphics, websites, etc. to promote understanding and positive action.
- **Leverage the City website** and create a central repository of information detailing how Toronto's waste management system works through a searchable online inventory of the various types of waste, what can and cannot be diverted, and how to manage specific waste.
- **Create an app that provides information on what is recyclable and what is not**, with specific instructions for disposal options for non-recyclable waste (e.g., an enhanced Waste Wizard).
- **Improve the current design of waste bins to facilitate better use**, including bins for smaller spaces as well as kitchen Green Bins that are easy to clean and reduce odour.
- **Update materials** and make them available to apartment and condo recycling programs. Create materials that could be easily posted in strategic building locations or easily discussed at building meetings.

3.7 Partnerships

Phase 3 participants expressed strong interest in the use of internal and external partnerships for the delivery of waste reduction and reuse programs. **Figure 14** notes the top four internal and external partners participants would like the City to work with for Waste Strategy implementation.

Figure 14: Top Partners Participants Want the City to Work With to Deliver Waste Reduction and Reuse Programs



3.8 Enforcement

Enforcement was a key theme participants commented on throughout Phase 3 consultation activities. Most participants indicated that a change in behaviour is needed to improve diversion practices and that understanding the motivations for people's behaviour is an important step in establishing the best methods for change. Enforcing existing and future by-laws was raised frequently as a suggestion to achieve greater waste diversion. Other comments included:

- **Make participation in the City's waste diversion programs mandatory** and require that all sites have the same access to waste diversion services as houses.
- **Ban unrecyclable products and packaging** that render materials unrecyclable. Force producers to reduce the amount of packaging and charge additional fees for non-recyclable packaging.
- Hire staff or volunteers to perform waste audits in high density buildings.
- Address the potential for increase in illegal dumping that could result from improved enforcement.


- **Do not pick up any waste that is not sorted properly.** The City should fine the initial waste sorter and/or flyer the uncollected waste to identify how the items should have been disposed of in the first place.
- **Increase costs of garbage disposal** to encourage the use of Blue and Green bins and increase the cost of larger garbage bins.
- **Re-introduce the plastic bag fee** to encourage the use of reusable bags.

4 NEXT STEPS

Input provided by stakeholders, the public, Agencies, and City staff, during Phase 3 consultation was provided to the project team for their consideration and use in refining and finalizing the Waste Strategy. The final Waste Strategy will be submitted to Public Works and Infrastructure Committee in June 2016 and City Council in July 2016 for review and approval. Information obtained through Phase 3 consultation will also help the City implement the Waste Strategy.

APPENDIX A

Public Notices



The average Toronto household generates 15 kilograms (33 lbs) of waste a week.

Let's work together to reduce this.



**LONG TERM
WASTE STRATEGY**

HAVE YOUR SAY!

Draft Waste Strategy Overview

Tuesday March 29. 6:00 - 8:30 p.m. Presentation at 7:00 p.m.
St. Paul's Bloor Street Church, Cody Hall, 227 Bloor St. E. (Bloor/Yonge Station)

Reduce, Reuse, and Recycle: Waste Diversion in Houses, Apartments, and Condos

Monday April 4. 6:30 - 9:00 p.m. Presentation and Workshop at 7:00 p.m.
Central YMCA, Auditorium, 20 Grosvenor St. (Wellesley Station)

Diversion Opportunities: Businesses and DIY Home Renovators

Thursday, April 7. 2:00-3:30 p.m. WEBINAR: www.toronto.ca/wastestrategy

Waste Recovery and Residual: How to Handle Remaining Materials

Tuesday, April 12. 6:30-8:30 p.m. Presentation at 7:00 p.m.
City Hall, Committee Room 2, 100 Queen St. W. (Osgoode Station)
LIVE WEBCAST: www.toronto.ca/wastestrategy


* Special accommodation and translation services can be made available if requested 5 days before public meeting.

Public Meeting RSVP: wastestrategy.eventbrite.ca

More information: toronto.ca/wastestrategy
wastestrategy@toronto.ca | 416-392-3760 | #TOWasteStrategy



Call **3-1-1**



The average Toronto household generates 15 kilograms (33 lbs) of waste a week.

Let's work together to reduce this.



HAVE YOUR SAY!

Draft Waste Strategy Overview

Tuesday March 29. 6:00 - 8:30 p.m. Presentation at 7:00 p.m.
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Call **3-1-1**

APPENDIX B

Project Update #6

The Waste Strategy

Project Update #6

The City of Toronto has completed a Draft Long Term Waste Management Strategy (Waste Strategy), which provides recommendations to guide the City in managing our waste over the next 30-50 years.

Learn More and Share Your Thoughts at a Public Event

There is lots of information in the Draft Waste Strategy. Consultation events are designed to let you choose what you would like to learn more about. Visit: toronto.ca/wastestrategy for more details and RSVP for consultation events.

Draft Waste Strategy Overview: A high-level overview presentation of all Draft Waste Strategy recommendations, with a Q&A opportunity.

Tuesday, March 29, 2016 from 6:00pm - 8:30pm at St. Paul's Bloor Street Church, Cody Hall (227 Bloor St. E.)

Reduce, Reuse, and Recycle: Waste Diversion in Houses, Apartments and Condos: A presentation and workshop discussion on the recommendations for reducing, reusing, drop-off depots, and options specific to multi-residential buildings. Presentation will be followed by a Q&A opportunity and small group discussions.

Monday, April 4, 2016 from 6:30pm - 9:00pm at Grosvenor YMCA, Auditorium (20 Grosvenor St.)

Diversion Opportunities: Businesses and DIY Home Renovators: A webinar presentation on recommendations for the City's role in Institutional, Commercial and Industrial waste and Construction, Renovation, and Demolition waste; and a Q&A opportunity.

Thursday, April 7, 2016 from 2:00pm - 3:30pm by webinar

Waste Recovery and Residual: How to Handle Remaining Materials: A presentation on the recommendations for recovering materials and disposing of residual waste; and a Q&A opportunity.

Tuesday, April 12, 2016 from 6:30pm - 8:30pm at City Hall, Committee Room #2 (100 Queen St. W.) or by webinar

Draft Waste Strategy Survey (toronto.ca/wastestrategy): All information including presentations, evaluation of options and the supporting reports and documents will be available for review and comment. Please visit the project website for full details and to complete a survey on the Draft Waste Strategy.

March 29 to April 27, 2016

How Did We Get Here?

The Draft Waste Strategy was prepared by looking at the City's current system; the needs for the future; identifying and evaluating the options using environmental, social and financial considerations; and developing a plan to manage our waste over next 30 to 50 years.

This is a "3Rs-First" Strategy, focused on reducing, reusing and recycling/composting waste to promote the importance of resource conservation and reduced environmental impact.

Recommendations for managing our waste are documented in the Draft Waste Strategy, which includes policy, program and facility recommendations and an implementation plan.

The Toronto community has provided valuable input throughout the process. Your input received during this phase of the project will be considered in the development of the final Waste Strategy to be presented to Toronto City Council for approval in July, 2016.



Key Recommendations*

Commitment to Prioritizing Reduction, Reuse and Recycling – Early implementation of new 3Rs programs to reduce what we send to landfill (e.g., sharing library, reuse events, food waste strategy, textile reuse strategy). Drop-off depots are recommended for added convenience.

Enhance Promotion and Education – Greater emphasis on getting the word out about waste programs through social media, online tools, educational seminars and community partnerships.

Additional Diversion Specific to Multi-Residential Buildings – Enforcement of existing by-laws, policy to provide re-use space in new buildings, and new diversion opportunities such as building composting.

Encouraging Diversion for Businesses and Do it Yourself (DIY) Home Renovation – Enforcement of existing by-laws, adding new business customers, and construction and demolition materials drop-off depots at transfer stations.

Additional Recovery of Materials – Future addition of a waste sorting facility to remove more recyclable and compostable materials before landfilling.

Maximize the Life of Green Lane Landfill – Waste Strategy recommendations will reduce the waste going to landfill and extend its life to approximately 2040.

*These are only the key recommendations. Please visit the project website for the entire report and information on all recommendations.

Along with the recommendations mentioned above, the Draft Waste Strategy includes a range of promotional, educational, and financial tools that will assist in implementing the options.

If you have questions about the Waste Strategy or upcoming consultation, 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

Website: toronto.ca/wastestrategy

APPENDIX C

Survey #4

City of Toronto Long Term Waste Management Strategy Phase 3 Public Consultation Survey

Introduction

Since 2013, the City of Toronto has been developing a Long Term Waste Management Strategy (Waste Strategy).

The Draft Waste Strategy was prepared by looking at the City's current garbage and recycling system, its challenges, and future needs; and then identifying and evaluating options to manage our waste over next 30 to 50 years.

This is a “3R's - first” Strategy that focuses on reducing, reusing, recycling and composting waste to reduce our City's environmental impacts.

The Toronto community has provided valuable input throughout the process. Feedback received from this survey will be considered in the development and implementation of the final Waste Strategy, to be presented to Toronto City Council for approval in July 2016.

This survey includes 11 questions, and takes about 10 minutes to complete.

Please complete this survey by April 27, 2016, and send it in via email or mail.

Mail: Robyn Shyllit
Public Consultation Unit
Metro Hall
55 John Street
Toronto, ON. M5V 3C6

Email: wastestrategy@toronto.ca

You can also complete the survey online by visiting the project website. To read the full Draft Waste Strategy, or view summary information visit: www.toronto.ca/wastestrategy

Your Perspective

What best describes your answers to this survey? Mark all that apply.

- ☐ I am a Toronto Resident
- ☐ I work as a property manager or superintendent
- ☐ I represent a School
- ☐ I represent a Faith Group
- ☐ I represent a Non-profit, Charity, or Community Organization
- ☐ I represent an Industry Association
- ☐ I represent a Business with City of Toronto waste collection
- ☐ I represent a Business without City of Toronto waste collection
- ☐ I am an employee of the City of Toronto
- ☐ I am an employee of the City of Toronto in Solid Waste Management Services
- ☐ I work in solid waste management
- ☐ None of the Above

Part 1 | Promotion and Education

Public education about Blue Bin (recycling) and Green Bin organics (compost) programs is very important to waste reduction in Toronto. The Draft Waste Strategy recommends a range of tools to support promotion of these programs.

1) How do you currently learn about Blue Bin (recycling) and Green Bin organics (compost) programs in Toronto? Select all that apply.

- ☐ Family / Friends / Neighbours / Co-workers
- ☐ Community groups / Local leaders
- ☐ Workshops or neighbourhood events
- ☐ Media (Newspapers / Radio / Websites)
- ☐ Email lists
- ☐ Social Media
- ☐ My Ward Councillor
- ☐ Information posted at my Local Library / Community Centre
- ☐ Information posted where I work
- ☐ Information posted where I live
- ☐ City of Toronto communications
 - ☐ Website
 - ☐ Waste collection calendar
 - ☐ Advertisements
 - ☐ Live Green Toronto email list
 - ☐ Community Environment Days
- ☐ None of the above
- ☐ Other (please specify)

2) The draft Waste Strategy recommends a variety of activities to support communication with Toronto residents about Blue Bin (recycling) and Green Bin organics (compost) programs.

Which of the following education activities would help you participate in Blue Bin and Green Bin programs?

- ☐ Increased availability of translated of information
- ☐ Attending a workshop in my community
- ☐ Training to become a "3R's Ambassador" volunteer, to share information where I live
- ☐ More information on social media
- ☐ Easy access to downloadable resources and educational tools (e.g. videos, how-to guides, curriculum)
- ☐ None of the above
- ☐ Other (please specify)

Part 2 | Apartments and Condo Buildings

55% of Toronto residents currently live in apartments and condos, and many more people have had experiences living in buildings. The City of Toronto offers the following programs: blue bin recycling, green bin organics, electronics collection, household hazardous waste (e.g. paint, batteries), and Community Environment Days.

There are many reasons why recycling and compost programs can be harder to access in apartments and condos, resulting in more waste sent to landfill. The Draft Waste Strategy aims to improve recycling and compost programs in for these buildings.

3A) What are the top challenges you have experienced when accessing reuse, Blue Bin (recycling), or Green Bin organics (compost) facilities in an apartment or condo building?

- ☐ I don't know about available programs
- ☐ I don't have space to keep recyclable items in my unit
- ☐ Programs are hard to access
- ☐ The spaces where programs are located are not clean or well lit
- ☐ I do not feel safe in the spaces where programs are located
- ☐ Programs are not available at my building
- ☐ No one else uses them
- ☐ None of the above
- ☐ Other (please specify)

3B) How could the City of Toronto help with these challenges?

Part 3 | 3Rs – Reduce, Reuse, Recycle

4) The Draft Waste Strategy recommends five new programs that would be developed within its first 10 years to support the 3R's (recycle, reduce, reuse) across Toronto. **Mark (X) the top 3 programs that you would like to see implemented and are most likely to participate in.** Your answer will help the City develop a schedule for implementation and program delivery.

- ☐ Food Waste Reduction Strategy to reduce food waste at home
- ☐ Textile Reuse Strategy to support reuse and recycling of used clothing and fabric
- ☐ Waste Exchange opportunities to leave used items at the curb, or post them online
- ☐ Mobile Drop-off vehicles that travel to high traffic/high density areas to pick up materials like paint, batteries, dishes, books, textiles or small appliances
- ☐ Network of Permanent Neighbourhood Drop Off Depots for materials like paint, batteries, dishes, books, textiles or small appliances at convenient locations
- ☐ Sharing Libraries to borrow materials that are infrequently used like instruments, toys, tools and equipment
- ☐ Reverse Vending Machines where products are traded in to receive rewards

5) Sharing libraries provide opportunities to sign-out materials that are infrequently used. There are existing sharing programs in some Toronto neighbourhoods for items like cars, bikes, tools, clothes, and kitchen equipment, as well as many resources through Toronto Public Libraries.

What types of items would you be most interested to share or borrow?

- ☐ Kitchen tools
- ☐ Power tools
- ☐ Sports equipment
- ☐ Toys
- ☐ Gardening tools
- ☐ None of the Above
- ☐ Other (please specify)

6) Are there local reuse and recycling activities in your neighbourhood (swaps, yard sale days, etc)? How could the City help support these activities?

7) The Draft Waste Strategy recommends Mobile Drop-off vehicles that would travel to high-density neighbourhoods across Toronto to collect recyclable and reusable items like clothing, pots and pans, dishes, books, towels, curtains, picture frames, and small appliances.

If implemented, how frequently would you use a Mobile Drop-off vehicle?

- ☐ Never ☐ Once a year ☐ Every 6 months ☐ Every 2-3 months ☐ Monthly

Part 4 | Community Partnerships

Community organizations have an important role in delivering programs and services across Toronto. The Draft Waste Strategy recommends several programs where community partners will be critical to support the successful development and implementation of programs like a food waste reduction strategy, textile reuse strategy, and sharing library.

8) Do you know of an organization that the City should partner with to deliver waste reduction programs? What would this partnership look like? (e.g. name of the organization, resources required, materials, etc).

Part 5 | Program Authority and Enforcement

The Waste Strategy recommends a more comprehensive effort to expand and enforce by-laws that enhance current recycling, reuse, and compost programs.

9) Which of the following measures do you think would be most effective to improve participation in waste diversion programs (e.g. Blue Bin, Green Bin) in Toronto?

- ☐ Banning the use of certain types of product packaging (e.g. takeout containers made of certain materials)
 - ☐ Banning certain products from garbage (e.g. construction waste and mattresses)
 - ☐ Imposing additional fees on certain product packaging (e.g. coffee cups, plastic bags) on the customer
 - ☐ More comprehensive enforcement of existing by-laws and fines related to litter, illegal dumping, and use of waste management programs
 - ☐ Requiring all businesses to offer the same waste recycling and composting bins' that are to houses
 - ☐ None of the above
 - ☐ Other (please specify)
-
-

Part 6 | Where you work, shop, eat, and learn

Historically, the City of Toronto's garbage and recycling programs have primarily focused on Toronto houses and residential buildings. The City provides these services to a limited number of businesses and non-residential buildings, the majority of which use private waste collection services. The City is considering options to encourage greater diversion of non-residential waste, including legally permissible policies and programs.

10) What challenges do you experience with garbage, recycling, or organics programs outside of your home?

- ☐ The system is different than what I have at home
 - ☐ There is nowhere to recycle organics
 - ☐ There are not enough bins
 - ☐ None of the above
 - ☐ Other (please specify)
-
-

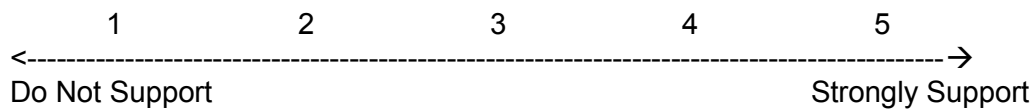
Part 7 | Zero Waste

The Province of Ontario recently introduced new waste legislation that aims to move towards a Circular Economy, and a proposed strategy with a visionary goal of a "Zero Waste future".

A Zero Waste goal places emphasis on preventing waste (i.e. reducing packaging), rather than dealing with it when it gets to a waste management facility.

A circular economy shifts the way we view waste. It requires a change in the way we think about waste, how products and packaging are designed, and how waste is managed to maximize resource recovery.

11. Do you support including the visionary goal, "to work towards a Zero Waste future", in the Long Term Waste Management Strategy to align with the Provincial goal?



Part 8 – Additional Comments

Do you have any other comments you would like to share?

About You

A. How old are you?

Under 15	15 - 24	25 - 34	35 - 44	45 - 54
55-64	65-74	75-84	85+	

B. What is your gender? _____

C. Do you live in Toronto? YES NO

If YES,

How many years have you lived in Toronto?

☐ Less than 1 year ☐ 1 – 2 years ☐ 3- 5 years
☐ 6 – 10 years ☐ More than 10 years

What part of Toronto do you live in?

☐ Etobicoke ☐ Toronto/East York ☐ North York ☐ Scarborough

D. Do you live in a:

- ☐ House
- ☐ Apartment in a house / duplex / triplex / townhouse
- ☐ Apartment in a low/mid-rise building (less than 12 floors)
- ☐ Apartment in a high-rise building (more than 12 floors)
- ☐ Condominium
- ☐ Co-operative
- ☐ Townhome

☐ Other _____

E. How many people live in your household?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 or more

F. How did you hear about this survey?

- | | |
|---|--|
| <input type="checkbox"/> At a Community Environment Day | <input type="checkbox"/> My City Councillor |
| <input type="checkbox"/> Print advertisement | <input type="checkbox"/> Social media |
| <input type="checkbox"/> Online advertisement | <input type="checkbox"/> News story |
| <input type="checkbox"/> City of Toronto website | <input type="checkbox"/> Friend, family, neighbour |
| <input type="checkbox"/> Waste Strategy email list | <input type="checkbox"/> Other _____ |
| <input type="checkbox"/> Another email list | |

Your email (optional)

If you would like to receive a project updates on the Long Term Waste Management Strategy, please provide your email address here: _____

We will add you to the project email list. Your email will not be shared or used for any other purpose and you can unsubscribe at any time.

APPENDIX D

Feedback Summary Tables

3.1 What We Heard on the Zero Waste Goal

* denotes most frequently heard comments.

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

Summary of Input Received	PCE	Survey #4	SAG	Other Sources ¹
<i>Do you support including the visionary goal, "to work towards a Circular Economy and Zero Waste future", in Toronto's Long Term Waste Management Strategy to align with the Provincial goal?</i>				
• *Yes, support for including the visionary goal		√	√	√
• Survey #4 Results		√		
○ Strongly Disagree – 4%		√		
○ Disagree – 2%		√		
○ Neutral – 4%		√		
○ Agree – 11%		√		
○ Strongly Agree – 79%		√		
Comments on Strategy				
• The language in the Strategy should better coordinate with the City's zero waste signage in some facilities			√	
Partnerships to Work Towards Zero Waste Goal				
• Bring different industries to the table to kick-start this discussion and work towards the Zero Waste Goal	√			

¹ "Other Sources" include e-mails, phone calls and messages, tweets and mail.

3.2.1 What We Heard on 3Rs – Recycling, Reducing, Reusing Options

* denotes most frequently heard comments.

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

Summary of Input Received	PCE	Survey #4	SAG	Other Sources ¹
<i>The Draft Waste Strategy recommends six new programs that would be developed within the first 10 years to support the 3R's (reduce, reuse, recycle) across Toronto. Select the top 3 programs that you would like to see implemented and are most likely to participate in.</i>				
Pick Up and Drop Off Services				
<ul style="list-style-type: none"> *Mobile drop-off vehicles that travel to high traffic/high density areas to pick up reusable materials, or materials needing safe disposal like paint and batteries 	√	√	√	√
<ul style="list-style-type: none"> <ul style="list-style-type: none"> *Mobile drop-off vehicles to circulate after a swap event or yard sale to collect the remaining items 		√		
<ul style="list-style-type: none"> <ul style="list-style-type: none"> Rotating drop-offs in school yards, frequenting each school at least twice a year 		√		
<ul style="list-style-type: none"> <ul style="list-style-type: none"> Mobile service that travels to communities to both take and give away items 		√		
<ul style="list-style-type: none"> <ul style="list-style-type: none"> The City could provide bags to put used clothing in and schedule a day to pick up the clothing 		√		
<ul style="list-style-type: none"> <ul style="list-style-type: none"> Curbside pick-up of donations and reusable items 		√		
<ul style="list-style-type: none"> <ul style="list-style-type: none"> If implemented, how frequently would you use a Mobile Drop-off service? 				
<ul style="list-style-type: none"> <ul style="list-style-type: none"> <ul style="list-style-type: none"> Never – 5% 		√		
<ul style="list-style-type: none"> <ul style="list-style-type: none"> <ul style="list-style-type: none"> Once a year – 15% 		√		
<ul style="list-style-type: none"> <ul style="list-style-type: none"> <ul style="list-style-type: none"> Every 6 months – 38% 		√		
<ul style="list-style-type: none"> <ul style="list-style-type: none"> <ul style="list-style-type: none"> Every 2-3 months – 30% 		√		
<ul style="list-style-type: none"> <ul style="list-style-type: none"> <ul style="list-style-type: none"> Monthly – 12% 		√		
<ul style="list-style-type: none"> Mini recycling facilities accessible to densely populated areas, specifically for people without transportation 				√
<ul style="list-style-type: none"> Public libraries could be used as drop off locations for hazardous materials (e.g. batteries) 				√
<ul style="list-style-type: none"> Fire stations could be used as drop off locations for used clothing 				√
Exchange and Sharing				
<ul style="list-style-type: none"> Waste Exchange opportunities for communities through curbside events or supporting online exchanges 		√		
<ul style="list-style-type: none"> Sharing Libraries to borrow materials that are infrequently used like instruments, toys, tools and equipment 	√	√		
Other Programs and Strategies				
<ul style="list-style-type: none"> *Textile Reuse Strategy to support reuse and recycling of used clothing and fabric 		√		√

¹ "Other Sources" include e-mails, phone calls and messages, tweets and mail.

Summary of Input Received	PCE	Survey #4	SAG	Other Sources ¹
• *Food Waste Reduction Strategy to reduce food waste at home	√	√		
• Reverse Vending Machines where products are traded in to receive rewards		√		
• Eliminate printed documents as much as possible (e.g. receipts)				√
• Offer subsidies to companies who will retrieve furniture to refinish				√
• Students can collect and sort the recycling bins in their schools (“recycling experts”)				√

3.2.2 What We Heard on Exchange and Sharing Options

* denotes most frequently heard comments.

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

Summary of Input Received	PCE	Survey #4	SAG	Other Sources ¹
<i>What materials would you be willing to share or borrow?</i>				
Apparel				
• *Clothes (general and special occasion)	√	√		
Electronics				
• *Electronics (e.g. cameras, projectors, amps, computer gear, 3D printers, printers, scanners, etc.)	√	√		
• Computer software (Adobe Creative Suite, AutoCAD, etc.)				
Automotive				
• *Cars		√		
Home				
• *Home care items (e.g., vacuum, snow blower, lawnmower, carpet cleaner, power washer, etc.)	√	√		
○ Communities can purchase one to share	√			
• *Kitchen appliances, tools, and cookware	√	√		
• *Construction and renovation materials (e.g. paint, ladders, pliers etc.)		√		√
• *Moving equipment (e.g. large plastic bins)		√		
• *Textiles		√		
• *Decorations, party supplies, gift wrap	√	√		
• Baby supplies	√			
• Pet supplies (e.g. cones, gates, etc.)	√			
• Tree sharing (e.g. apples, currents, zucchini, etc.) and recipe swap	√			
• Furniture		√		
Outdoor				
• *Outdoor furniture (e.g. folding chairs, marquee tents, etc.)	√			
• BBQ (especially in multi-residential, etc.)	√			
Sports and Leisure				
• *Fitness/sports equipment and leisure items (e.g. rackets, skis, camping gear, camping trailers, pedometer, kayaks, etc.)	√	√		
• *Bicycles and bicycle repair tools	√	√		
○ Advertise bike share at Brickworks, repair cafes, farmers markets	√			
• *Arts and craft supplies (e.g. paint brushes, sewing machines, etc.)	√	√		
• *Musical instruments	√	√		

¹ "Other Sources" include e-mails, phone calls and messages, tweets and mail.

Summary of Input Received	PCE	Survey #4	SAG	Other Sources ¹
• *Toys, games and puzzles	√	√		
• Books and videos		√		
Tools and Hardware				
• *Power Tools	√	√		
• *Gardening tools	√	√		
Other				
• Rented spaces (e.g. In Korea there are community spaces such as community kitchens and amenities)	√			
• Expertise		√		
<i>What would motivate you and make it easy to participate in sharing, exchange and drop-off programs?</i>				
City Involvement				
• *City to host an exchange/swap event (e.g. Clean Up Day)	√			
○ *Organize a curb swap day and advertise in the collection calendar	√			√
○ Progressive movement of materials – apartment → community → reuse centre	√			
• Create an easy, City-facilitated online portal	√			
○ Set up a culture of web-based system to develop communities/cultures (e.g. recipe swap, cooking classes with many generations)	√			
Collaboration within the Community				
• *Connect groups with each other to build social fabric	√			
○ Create a twitter account for buildings/apartments and post what is available and/or needed	√			
○ Set up a page online or through social media	√			
○ Target parent and tot programs	√			
○ Make it fun and bring the community together	√			
Accessibility and Convenience				
• Easily accessible area in buildings where residents can drop off usable stuff for others to take		√		
• Waste/battery drop offs are in obscure locations - make them as abundant as clothing donation bins		√		
Incentives				
• Financial incentive - create a space where a community can sign up to consign their gently used items and be paid out at the end		√		
<i>Are there circumstances that would cause you not to share/exchange gently used items?</i>				
Cleanliness and Hygiene				
• *Concerns about hygiene, sanitation with toys, bed bugs, smoke, etc.	√			
Value				
• Less likely to share/exchange high value items (e.g. bikes, musical instruments, etc.)	√			

Summary of Input Received	PCE	Survey #4	SAG	Other Sources ¹
<i>Are there local reuse and recycling activities in your neighbourhood (swaps, yard sale days, etc.)?</i>				
Seasonal/Temporary Initiatives and Events				
• *During summer/warmer months there are lots of yard sales/garage sales		√		
• Yearly street sales in collaboration with community centre		√		
• Annual Guildwood Yard Sale		√		
• Pillage in the Village - events at the school/community centre where people resell their used children's items		√		
• Church rummage sales		√		
• Kitchen gadget swap days		√		
• Environment Days at Wychwood Park		√		
• Evergreen swap events		√		
• Neighbourhood clothing swap		√		
• Really Really Free Market in Campbell Park		√		
• Annual Habitat for Humanity fundraiser street sale on Palmerston Blvd		√		
• Annual giant yard sale in Trinity Bellwoods		√		
Ongoing Initiatives				
• *Repair Cafe	√	√		
• *Curb side freebies - people put out things they no longer need with a sign "free" on them	√	√		√
• *Local school collecting used textiles and recyclables for class projects		√		√
• *Sharing Depot		√		√
• Ward 21 Second Hand Sunday		√		
• Toronto Tool Library		√		
• Swapsity		√		
• Social media driven programs		√		
○ Bunz Trading Zone		√		
○ Neighbourhood Facebook page where people post things that they don't need anymore (e.g. Liberty Village Buy Sell)		√		
• Trashnothing.ca		√		
• Musical instrument library		√		
• Swap Shop at University of Toronto		√		
• Little Free Libraries		√		
• 'Free' section of Craig's list		√		
• Neighbourhood list serv where items for reuse are often listed		√		
• The Freecycle Network		√		
• Community Garden		√		
• Salvation Army		√		
• Unspoken practice in condo building to leave items/products/magazines/etc. on a display shelf for other	√	√		

Summary of Input Received	PCE	Survey #4	SAG	Other Sources ¹
residents to take freely				
• TerraCycle		√		
• Book exchange		√		
• Active community list-servs where people post the need for ladder, wheelbarrow etc., and others will respond		√		
• Co-operative housing with a tool share collection in the building		√		
• 'Free' table at local community centre		√		
• Creative Reuse Centre		√		
• Sale for the Cure		√		
• Building superintendent collects all electronics, paint and other hazardous materials, LED lights, batteries and all plastic bags. Additionally building has a bin for clothing and bin for bottles to the Beer Store. Building also has a lending library for books.		√		
• Kitchen Library		√		
How can the City support exchange and sharing programs initiated by others?				
City Facilitation and Intervention				
• *Invest in key items that have high traction of being borrowed	√			
○ Rotate second hand equipment, specifically hockey equipment	√			
• *More Community Environment Days (and better notification); combine swaps with Community Environment Days		√		
○ Community clean up days throughout the year and additional days that focus on collecting recycling, picking up the garbage on the grasses and or any types of landscapes, i.e. alleys, sidewalks outside buildings, etc.		√		
○ Greater frequency of program. By the time I learn about the event, I already have plans in place and can't attend		√		
• *Social/community events	√	√		
○ *Community BBQ and item swap days to create safe spaces to meet people to exchange goods		√		
○ Close traffic to an area hosting a community yard sale for a period on that day		√		
○ Toy lending library – peer to peer/parent networking	√			
○ Host play dates for parents and children to share/hand down toys and books	√			
○ Connect during classes such as parent and tot, or through religious or other institutions	√			
• *Designate city-supported yard-sales in public places like City parks, schools, community centres		√		
○ Provide space for such events when it is too cold outside		√		
• *More exchange/sharing locations throughout the city, not just downtown.		√		
○ *Offer venues (libraries, community centres, and school yards) to local neighbourhood swapping activities		√		

Summary of Input Received	PCE	Survey #4	SAG	Other Sources ¹
○ Due to accessibility, consider hosting rotating drop-offs/swaps in school yards as there is a school near everybody		√		
○ Tools could be borrowed through the library and delivered to the nearest branch for pick up		√		
○ Designated swap areas in city owned locations such as community center parking lots where people can drop off usable goods for pickup by community members		√		
○ Tool and music libraries in public libraries	√	√		
○ Organize and promote specific days in neighbourhoods where people put items for the curb to pick up. If not picked up, City to collect by next day		√		
● *Curbside Pickups		√		√
○ *A separate pickup of reusable items once per month from curbside as it is difficult for those without cars to drop off dangerous goods, tires, batteries		√		
○ City could provide bags to put used clothing in		√		
○ Provide bags and boxes for reusable objects and divert them from the dump		√		
○ More frequent hazardous waste pick up		√		
● *Providing transportation or human resources to move things		√		
○ A platform for volunteers using bikes with carts matched with donors for transport to neighbourhood reuse centers or directly to receivers would help. Or separate pickup of these items so that they are not left out on the curb, to be ruined by bad weather		√		
● *Operate re-use centres where residents could drop off usable items or meet with other residents to partake in safe community exchanges		√		
● Mobile vehicle helps in downtown apartment settings		√		
○ Offer free pick-up for swap leftovers		√		
● Well cared for and responsible donations bins; Local bins for specific items such as material waste or toys		√		
○ Monitor illegal clothing bins		√		
● Support reverse vending machines, sharing libraries		√		
Incentives				
● *The City should offer incentives and support for organizers of swapping events				
○ Provide residents with training materials about setting up local recycling activities (how-to's, things to consider, sample flyers)		√		
○ Funding for pre-existing initiatives. Subsidizing efforts, like the Tool Library, would make it more affordable and accessible		√		

Summary of Input Received	PCE	Survey #4	SAG	Other Sources ¹
○ Change by-law where it states only 2 yard sales per person yearly		√		
○ Allow residents to get permits locally – for example at the library local branch. Remove permits for yard sales		√		
○ Partner swap events with other community events (e.g. Mayfair on the Green apartment building)		√		
○ Reduce red tape		√		
○ Allow for additional on-street parking near events		√		
○ Discounted pick-up services or cheaper rates for carsharing if you are dropping off goods		√		
• Offer rewards/incentives to residents for participating	√			
Rules and Regulations				
• *Implement requirement for buildings to have a designated space for sharing/exchanging items	√	√		
○ Provide more support for individuals and superintendents	√			
○ Have waste management staff recommend how apartment buildings could set up swaps in their building		√		
• Permit more neighbourhood posterage		√		
Partnerships to Support Exchange and Sharing Programs				
• *Support and partner with existing community groups	√			
○ The City could help set up the structure and framework, but organizations should run the programs	√			
No Support Required				
• The less City involvement, the better	√			
• The City shouldn't be doing this; it's a waste of tax resources		√		

3.2.3 What We Heard on Reduction and Food Waste Options

* denotes most frequently heard comments.

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

Summary of Input Received	PCE	Survey #4	SAG	Other Sources ¹
<i>What would motivate you and other Torontonians to reduce waste at home, in the work place or on the go?</i>				
Incentives and Disincentives				
• *Financial	√			
○ *Putting a dollar value on waste by providing examples of how much you could save by reducing	√			
○ Higher food pricing	√			
○ Charge to use takeaway cups	√			
• Acknowledgement of those who donate to charitable organizations	√			
• Social proof	√			
Understanding and Awareness				
• *Understanding why it is important and the impact on the community	√			
○ Understanding consequences - include statistics on impact	√			
○ Understanding contributing to the solution, not the problem	√			
• Consumer trends	√			
• Future generations (saving the environment)	√			
• Motivate people to help contribute to charity (connection to food and charities)	√			
• Setting yourself as an example - set personal goals and targets	√			
• Understanding human behavior	√			
• Understanding the process of food (how it got to your plate)	√			
• Transparency in waste management system; there is a lack of confidence	√			
Accessibility and Convenience				
• Convenience	√			
<i>Where do you find food waste to be generated most and why?</i>				
• *Grocery stores	√			√
○ Overstocking vs. shelf life (e.g. Buying food you don't need because it's on sale)	√			√
• *Homes	√			
○ Loss of cooking skills related to extending the life of food (e.g. making soup)	√			

¹ "Other Sources" include e-mails, phone calls and messages, tweets and mail.

Summary of Input Received	PCE	Survey #4	SAG	Other Sources ¹
○ Understanding and education of expiration dates	√			
○ Portion sizes	√			
● *Office/business buildings	√			
○ Waste is not diverted in office buildings	√			
○ Insufficient diversion in food courts	√			
● *Restaurants	√			√
○ People eat at restaurants as opposed to cooking	√			
○ Restaurants claim it's too expensive to use the Yellow Bag Program	√			
● Catered events	√			
● Hospitals	√			
○ Insufficient diversion in food courts	√			
● Manufacturers	√			
○ Insufficient diversion in food courts	√			
● Nurseries	√			
● Schools	√			
○ Insufficient diversion in food courts	√			
<i>What would motivate or help you generate less wasted food?</i>				
Sociocultural Evolution				
● *Create a culture that doesn't want to waste food	√			√
○ Education starting at a young age (e.g. speakers at schools)	√			
○ Sharing food	√			
○ Growing own food	√			
○ Target cultural practices	√			
○ Enforceable laws	√			
○ Provocative questions that evoke values	√			
○ Buying your own food gives you a sense of appreciation	√			
○ Change peoples' perception about food (e.g. encourage buying the 50% off items and ugly fruit)	√			
● Donation streams for food	√			√
○ Overcome the stigma of serving surplus food to those in need; give people options of the surplus food they get (e.g. Quest Food Exchange and Just Foods in Vancouver)	√			
Incentives and Disincentives				
● Reward programs for restaurants	√			
● Rising food costs	√			√
Accessibility and Convenience				
● Make organics collection as convenient as garbage (e.g. colour-coded receptacles in Markham)	√			

Summary of Input Received	PCE	Survey #4	SAG	Other Sources ¹
<i>What opportunities would you want to see to reduce food waste in your community and how could the City support these?</i>				
City Facilitation and Partnerships to Reduce Food Waste				
• *Open “ugly fruit” stores; sell imperfect foods	√			√
• Build capacity for receiving surplus food from processors/retailers	√			
○ Work with grocery stores to preserve food and change how they package foods	√			
○ Community fridge	√			
○ Food sharing programs to connect those with excess with those in need	√			
○ City-facilitated food gleaners	√			
• Directly support existing agencies to scale up	√			
• Learn from the City of Markham’s food waste reduction strategy	√			
• Partner with non-profit organizations	√			
○ The City should provide workshops	√			
○ Partner with Not Far From the Tree	√			
• Provide grant-funding/resources to food security groups	√			
• Support community gardens	√			
• Try to reduce the amount of food waste in daycares as food is prepared based on registration and not attendance	√			
Sociocultural Evolution				
• Keep sustainable food system change in mind and work towards this	√			
• Accessibility of diversion opportunities	√			
○ Convenience of products makes it easy to create waste	√			
Community Events				
• Community pot lucks are good for building the community	√			
○ Requires a community kitchen (e.g. churches, schools, etc.)	√			

3.3 What We Heard on Diverting Waste in Apartments and Condos Options

** denotes most frequently heard comments.*

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

Summary of Input Received	PCE	Survey #4	SAG	Other Sources ¹
<i>What factors do you think prevent apartment and condominium residents from sorting their waste into the diversion streams currently available?</i>				
Physical and Spatial Limitations				
• *No storage space in units	√	√		
• *Sometimes facilities in the garbage chute aren't functioning properly (e.g. Recyclables like pizza boxes clog chutes constantly)		√		
• *Bins are often full, not enough bins; people misuse it (e.g. don't fold their cartons down so they take up space; throw non-recyclables into the bin (e.g. clothing))		√		
• *Garbage chute discourages recycling; design of chute too small, etc.		√		
• *Need bins that fit the space; Need enough bins	√	√		
• Some buildings only have 1 chute for garbage (no separation)	√	√		
• People contaminating recycling with waste- these are not only the residents but people who access them from the street or local areas		√		
• So much recyclable packaging is generated that blue bag fills up within 2 days, but pick-up is only once a week		√		
• Most buildings continue to respond to waste management requirements of 30 years ago			√	
• 95% of the problem is existing buildings			√	
Accountability				
• *No accountability within the condo. No peer pressure compared to houses ("curbside" is not visible). Apartment residents do not see what they are producing. Waste goes down the "magic hole".	√			
Property Management				
• *Property Management challenges:	√	√		√
○ *Maintenance does not sort waste or maintain area when bins are stored; programs available do not sufficiently divert all that they should	√	√		
○ *Residents do not trust that the programs are being properly managed by the building (e.g. "They just combine the garbage and recycling anyway")		√		
○ *Some apartments and condos are reluctant to sort organics due to the smell and attraction to rodents	√	√		
○ Management does not seem to actually understand what		√		

¹ "Other Sources" include e-mail, phone calls and messages, tweets and mail.

Summary of Input Received	PCE	Survey #4	SAG	Other Sources ¹
is actually accepted or not accepted				
○ The community is not a priority to property management	√			
○ Buy in from the superintendents, property management and condo board		√		√
• *Difference between condos and apartments	√			
• Condo board more likely to listen to owners	√			
• Off-site apartment building owners are not as engaged	√			
Cost				
• Retrofits are very expensive	√	√		
• Cost is a big deterrent for some buildings; Cheaper for property managers to put everything in the garbage	√	√		
Accessibility and Convenience				
• *Lack of convenience: accessibility, human behavior/laziness, poor motivation and disinterest	√			
○ *Distance (e.g., organics bin on far edge of parking lot, located in corner of basement, etc.)		√		
○ *Programs are not available at my building	√	√		√
○ No facility for electronics or hazardous waste		√		
○ *Make it easy by colour coding bins/labeling bins	√	√		
○ *Language needs to be clear and simple with ESL options	√	√		
○ Signage is important	√	√		
○ I do not feel safe in the spaces where programs are located		√		
○ Smell		√		
○ Recycling and compost areas often locked		√		
○ Consistency across “industry” – not all private bins are the same	√			
○ Complexity (e.g. black plastic is confusing)	√			
○ Renters in apartments are not as invested	√			
• Apartments and condos do not have programs to divert waste electronic and electrical equipment (WEEE)	√			
Lack of Education and Awareness				
• *Ineffective waste management education. Lack of awareness and information:	√			
○ *What goes where? Where are the bins?	√			
○ People do not know where to find information	√			
○ Waste calendar delivered to the units doesn't have garbage pickup dates		√		
○ Not everyone has internet access	√			
• Too little education and awareness; poor communication of programs		√		
Lack of Enforcement Preventing Proper Sorting of Waste				
• *Lack of Enforcement:	√			
○ City has to enforce proper sorting of waste	√			

Summary of Input Received	PCE	Survey #4	SAG	Other Sources ¹
○ No option of opting out	√			
○ Roll out is good but in the long-term there is a drop in participation	√			
○ Follow up regularly (annually or bi-annually)	√			
● *No incentive for residents and condos	√			
○ Need enforcement	√			
○ Use garbage bags with unit numbers	√			
○ Apartments have no heavy penalties, they need to take more responsibility and should be taught how to separate waste and need to be more involved; Landlords and property managers are money backing businesses; They need to be held accountable	√			
Individual and Social Barriers				
● *Behaviour is more of a barrier than language	√			
○ *No/little use of bins		√		
○ *Lack of social proof/Cultural differences	√			
○ *Newcomers may not be used to recycling	√	√		
○ Residents do not follow simple rules on using the existing waste facilities and will likely not follow rules for composting.		√		
● Link to community spaces	√			
● Green Bin going missing – someone stealing it in building		√		
Other				
● City does not support condo use of waste collection		√		
● Wasteful plastic bag requirement for Green Bins		√		
● Shutdown of Grassroots on Danforth prevents reuse of detergent, shampoo, etc. bottles		√		
How could the City of Toronto help with these challenges?				
Incentives and Disincentives				
● Incentives and disincentives to divert waste	√	√		
○ *Frequent recycling pickups - weekly etc. and less garbage pick up		√		
○ *City should audit actual building waste diversion performance and penalize condo corporations and landlords when diversion in their buildings is not up to standard		√		
○ *Assist in the costs of retro-fitting condo and apartment buildings to use recycling / green bin programs		√		
○ *Fines for misuse		√		
○ Charge more money for dumping/garbage collection		√		
○ Increase the cost of packaging	√			
○ The programs should not be fine-based, because when faced with the possibility of a fine, residents will recycle/compost contaminated materials to avoid a fine		√		

Summary of Input Received	PCE	Survey #4	SAG	Other Sources ¹
instead of correctly dumping the contaminated material in the trash				
○ Offer property management incentives to put out better recycling programs in their buildings by reducing fees to utility bill and pass savings onto program participants. Savings could include air miles, grocery coupons, etc.		√		
○ Celebrations, awards, gift cards acknowledging diversion “champions” in the city		√		
○ Tax break for sales of bulk detergent, shampoo, etc. when buyer supplies a container		√		
○ Option for building managers to call in for an emergency collection when collection gets to be too large		√		
○ Offer incentives to add chutes to the outside of buildings to accommodate recycling, and at the same time, increase insulation of the building, adding technologies to enhance internet, cable TV, phones and security		√		
Accessibility and Convenience				
● *Convenience		√		
○ The more convenient it is, more residents will recycle		√		
○ Open a recycling place that people without cars can reach easily, a place/space that a person could walk to with something quite heavy (e.g. furniture, electronics, etc.)		√		
○ Design a sorting system for inside units. If you help me organize my waste, i am more likely to separate it properly in a SMALL SPACE		√		
○ Provide green bins and blue bins for each condo unit, so it can be used as carriers to the chute		√		
Activism and Advocacy				
● * More resident activism/advocacy needed:	√	√		
○ *Designate community ambassadors; use kids as ambassadors	√			
○ Disconnect between residents and property managers	√			
○ Provide subsidy to buildings to help them get a 3Rs ambassador; Not necessarily monetary, can be a gym membership; Pay ambassadors to make these things happen in the lower income residential/community housing areas	√	√		
○ Have a designated representative per building to put on workshops, answer questions and help residents who may need it		√		
○ Motivate residents to participate - arrange a challenge for residents to see if they can improve		√		
○ Provide bins for each floor and solicit volunteers to bring them to street level		√		
○ Create community gardens within direct access to		√		

Summary of Input Received	PCE	Survey #4	SAG	Other Sources ¹
community housing sites where composting and growing food is encouraged				
City Facilitation and Intervention				
<ul style="list-style-type: none"> *The City should be involved with buildings and property management 				
<ul style="list-style-type: none"> *Work with existing condos/apartments/property managers (funding or training) to help figure out the specific diversion program needs for a given building and how to communicate diversion programs to residents 		√	√	
<ul style="list-style-type: none"> *Distinctive bins (large enough for building needs), each for a specific use: recycling, organic compost, and household hazardous waste 		√		
<ul style="list-style-type: none"> *Increase accessibility of diversion programs by requiring buildings to have bins in convenient and accessible locations (e.g. better lighting at night-time, bins outside doors rather than along the sides of the building, bins on every floor, etc.) 		√		
<ul style="list-style-type: none"> *Tri-sorter machinery on every floor/waste room in every building 		√		
<ul style="list-style-type: none"> *Training, on-site consultations, and support documents that list the best practices on how to manage and maintain these programs (cleaning best practices, location, raising awareness among residents of the programs that exist) 		√		
<ul style="list-style-type: none"> *Offer scheduled dates for hazardous waste and electronic waste pick-ups at buildings 		√		
<ul style="list-style-type: none"> *Apply the same program in apartments and condos as in houses; separate paper and organic waste collection on each apartment floor once per week 		√		
<ul style="list-style-type: none"> Develop standards for the availability of waste diversion facilities (e.g. designed with accessibility in mind, well lit for safety, near elevator, etc.) 		√		
<ul style="list-style-type: none"> Develop a Green Bin condo & apartment building pickup 		√		
<ul style="list-style-type: none"> Make the traditional chute exclusive to compost 		√		
<ul style="list-style-type: none"> Condo management and apartment superintendents should have waste disposal information printed on leases/contracts; Residents will be asked to read and sign fine for non-compliance 		√		
<ul style="list-style-type: none"> Introduce a system of garbage pick-up in apartment buildings where waste is tagged or it is not collected. 		√		
<ul style="list-style-type: none"> Uniform bins across the City 		√		
<ul style="list-style-type: none"> More progressive use of food waste besides bio digesters and composters to inspire people; An example is the conversion of food waste to animal feed through black soldier fly larvae 		√		

Summary of Input Received	PCE	Survey #4	SAG	Other Sources ¹
<ul style="list-style-type: none"> ○ Code tri-sorters chutes so that it won't open unless residents are using the right chute for that day; Specific waste collection on specific days 		√		
<ul style="list-style-type: none"> ○ Multi-residential diversion could be improved a lot, now that you have 3 waste streams, you would have to put it in the chute and it could be difficult to install, or to put them in the back end, which is not a good location; Property managers need to find a central location in the hallway to put in the bins for the 3 streams. It needs to be more accessible for tenants 	√			
<ul style="list-style-type: none"> ● Encourage programs like H&M's clothing trade in program (\$5 credit) and IKEA's light bulb recycling program – the City should support such programs (reward for participating) 	√			
<ul style="list-style-type: none"> ● Connecting Community Environmental Days (or hive off smaller events) at the Buildings 		√		
<ul style="list-style-type: none"> ○ Make compost more readily available to all apartments and condos, even older ones 		√		
<ul style="list-style-type: none"> ● Design clever bins for small spaces 		√		
<ul style="list-style-type: none"> ○ Provide bin houses for apartments and condos that are scalable but that keep smells, insects, rats, raccoons etc. out 		√		
<ul style="list-style-type: none"> ○ Redesign of bins to include integrated 'prop' that can be used to hold open lids until full 		√		
<ul style="list-style-type: none"> ○ Make a bin that is totally resistant to animals and overfilling by residents 		√		
<ul style="list-style-type: none"> ● Do a better job of picking up the litter that blows all over the street every collection day; This is a turn off for many people 		√		
<ul style="list-style-type: none"> ● If residents and business cannot properly sort their waste then this should be done at the receiving end 		√		
<ul style="list-style-type: none"> ● More landfills 		√		
<ul style="list-style-type: none"> ● Hotline where apartment dwellers could call if there was a problem with their chute or drop off area 		√		
<ul style="list-style-type: none"> ● Involve social development as the City consistently misses situations where there are multiple families living in a unit, which affects expectations for diversion 			√	
<ul style="list-style-type: none"> ● A program like Japan where you are accountable to keeping your garbage clean so messy people are kept in check 		√		
Provincial/Federal Facilitation and Intervention				
<ul style="list-style-type: none"> ● Help from other levels of Government 		√		
<ul style="list-style-type: none"> ○ Lobby federal government to force manufacturers to sharply reduce packaging 		√		
<ul style="list-style-type: none"> ○ Ask province to reverse decision for deposit return on liquor bottles - these should go into recycle stream so condo / apartment dwellers not unfairly taxed 		√		

Summary of Input Received	PCE	Survey #4	SAG	Other Sources ¹
<ul style="list-style-type: none"> Provincial assistance for the municipalities to enforce property owners not complying with programs 		√	√	
<ul style="list-style-type: none"> Influence the legislative process and make it illegal to collect compost, but then send it to landfill 		√		
<i>We would like to know if there are other lifestyle factors that influence your diversion behaviour?</i>				
Accessibility, Convenience and Ease of Use				
<ul style="list-style-type: none"> *Ease of use/convenience 	√			
<ul style="list-style-type: none"> <ul style="list-style-type: none"> *Complexity of blue bin rules; Needs to be consistency across GTA - difficult for people when they work in a number of different systems 	√	√		
<ul style="list-style-type: none"> <ul style="list-style-type: none"> *Physical mobility challenges – some building facilities are not accessible; physical ability may limit participation (people in wheelchairs or walkers) 	√			
<ul style="list-style-type: none"> <ul style="list-style-type: none"> Not all streams are available in all buildings 	√		√	
<ul style="list-style-type: none"> <ul style="list-style-type: none"> Garbage chute is the most convenient 	√			
<ul style="list-style-type: none"> <ul style="list-style-type: none"> Green Bins are located far away 	√		√	
<ul style="list-style-type: none"> <ul style="list-style-type: none"> Garbage rooms are not well lit, dirty, and unsafe 	√			
<ul style="list-style-type: none"> <ul style="list-style-type: none"> Space in unit is very limited for bins 	√			
<ul style="list-style-type: none"> No enough personal time, busy life. If more time was available more personal time would be allotted to waste management 	√			
Accountability				
<ul style="list-style-type: none"> * No accountability and no personal incentive 	√			
<ul style="list-style-type: none"> <ul style="list-style-type: none"> No emphasis that it is a group effort 	√			
<ul style="list-style-type: none"> <ul style="list-style-type: none"> The younger generation eats more take out/convenience foods and do not put in the effort to separate waste 	√			
Understanding and Awareness				
<ul style="list-style-type: none"> *There is a disconnect and people don't understand what the significance is/why it matters 	√			
<ul style="list-style-type: none"> <ul style="list-style-type: none"> Throw away economy 	√			
<ul style="list-style-type: none"> <ul style="list-style-type: none"> Perception that everything gets mixed together 	√			
<ul style="list-style-type: none"> <ul style="list-style-type: none"> People are used to buying products with more packaging 	√			
<ul style="list-style-type: none"> *Myth-busting education to remove stigma: 	√			
<ul style="list-style-type: none"> <ul style="list-style-type: none"> Newcomers may not be aware of diversion programs – language barriers and cultural differences 	√			
<ul style="list-style-type: none"> <ul style="list-style-type: none"> Waste management education should start at a young age 	√			
<ul style="list-style-type: none"> <ul style="list-style-type: none"> Universities could lead the change 	√			
<ul style="list-style-type: none"> Show the effects of waste on Greenhouse Gas and climate change (use visuals) 	√			
Property Management				
<ul style="list-style-type: none"> Management/property owners are not active in promoting waste reduction 	√			
<ul style="list-style-type: none"> <ul style="list-style-type: none"> Difficult to convince property managers to use green bins because of raccoons and rodents 	√			

Summary of Input Received	PCE	Survey #4	SAG	Other Sources ¹
<i>What information, data or statistics do you think would influence apartment and condominium residents to improve their/your waste diversion?</i>				
Information, Data and Statistics				
• *Waste diversion statistics	√		√	√
○ * Compare detailed diversion statistics between apartments and condos per stream; - track how much waste a building generates and illustrate it to residents, correlating it to a dollar amount	√		√	
○ *Use real-life case studies to understand what is achievable	√		√	
○ *Show what diversion means for the individual (e.g. savings, cleaner water, gas capture, how many soccer fields this equates to and then show what the building could have saved if they had been participating (\$ top way to change behaviour), etc.)	√			
○ Distinction between demographic of condo and multi-res rental	√			
○ Updated dashboard, web access or web portal	√			
○ Visuals relating to diversion performance – provide examples	√			
○ Generation rates	√			√
○ Public/open data	√			√
○ How much is going to landfill (weight and volume of organics and recyclables)?	√			√
○ Using statistics, show a person's waste diversion compared to the average	√			
○ Transport processing costs should be broken out by waste stream			√	
○ Include a diversion rate for the non-residential sector			√	
○ Target more in depth data collection			√	√
• Plastic does not degrade	√			
○ Consumers need to think about this before/when they buy products	√			
Comments and Suggestions				
• Concern about purity of organics	√			
• Discontinue use of black garbage bags (use clear bags instead)	√			
• Raise awareness through media	√			
• Focus on the positive instead of shaming	√			
○ Competition and recognition (track and report); look at "green" in private industry (Example: Eco schools for apartment buildings (recognition))	√			
○ Demonstrate successes and celebrate	√			
• Marketing tool for property managers	√			
○ Provide clarity on how to use programs	√			

Summary of Input Received	PCE	Survey #4	SAG	Other Sources ¹
<i>What would motivate you to participate in a community composting program in your neighbourhood?</i>				
Accessibility and Convenience				
• Make it easy, convenient and accessible (10 minute walk is too far)	√			
○ Willing to take the food waste to the pile, but don't want to do "work" (requires maintenance)	√			
• Accessibility	√			
○ Distance is a problem	√			
○ Needs to be centralized in the community	√			
○ Needs to have more than one compost	√			
○ Less green space – Suggestion of using a roof system	√			
○ People won't make the effort if you add anything less convenient and it will not improve participation and it may distract from overall success rate of green bin program	√			
Community Collaboration				
• Add a community feel to the compost	√			
• Promote as social gathering to bring residents together	√			
Incentives				
• Collection of food waste	√			
• Cost savings	√			
○ Subsidize the 3Rs Ambassadors to encourage more of them – not necessarily monetary – but could work with partners in the community, i.e., gym membership to local gym, etc.	√			
Opportunities and Partnerships to Motivate Participation in Composting Programs				
• Education	√			
• Employment	√			
• Need to link to community gardens	√			
○ Farming project – urban composting program	√			
• Landscaping is not in support of composting	√			
• Toronto Conservation Authority	√			

3.4 What We Heard on Waste Diversion Options for Business & Outside the Home

* denotes most frequently heard comments.

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

Summary of Input Received	PCE	Survey #4	SAG	Other Sources ¹
<i>What challenges do you experience with garbage, recycling, or organics programs outside of your home?</i>				
Accessibility and Convenience				
• *There are not enough recycling and organics bins available in public spaces		√		
○ *Better signage needed, especially when rules differ as not always clear what should go into public bins		√		
○ *Colours/shapes/branding/images on waste segregation receptacles should be consistent		√		
○ *Bins are often not in the places where you need them		√		
○ *Public bins are too large, step bar functions often broken (bin doors do not open), and plastic exteriors are very dirty		√		
○ Public bins should distinguish between organics and other recyclables (as at home)		√		
• *There is nowhere to divert my organics (compost)		√		
○ Apartment doesn't even have green bins, only "recycling" and garbage		√		
• *Businesses, Plazas and Malls have none or poor recycling programs		√		
○ *Not composting organics		√		
○ *Businesses and non-residential buildings don't abide by the same by-laws as residential units		√		
○ Recycling standards in workplaces/office buildings are different than for residential; I end up bringing home recyclables because there is no place to discard them		√		
○ Garbage, Recycling and Organics is mixed together in malls		√		
○ We make garments; Have to throw out a lot of fabric scraps in the garbage		√		
• *Restaurants/fast food places do not recycle		√		
○ *Lots (e.g. cafes) don't actually offer a choice; They usually have just one bin		√		
○ Usually no way to separate organics, garbage and recycling		√		
○ Often there's confusion in malls, food courts about what can be recycled, etc. as it's different than the city		√		

¹ "Other Sources" include e-mails, phone calls and messages, tweets and mail.

Summary of Input Received	PCE	Survey #4	SAG	Other Sources ¹
program (i.e. private contractor)				
○ Customized location-dependent signage would be helpful (e.g. in a food court, identify the specific packaging currently used by vendors and indicate where it goes)		√		
○ "Fake" recycling systems at some vendors where coffee cups are claimed to be recyclable but in practice are not as they are waxed - provide confusing and contradicting information		√		
○ Restaurants use black bags for recyclables (I don't believe this is actually being diverted)		√		
● *Parks and other Public Spaces		√		
○ *Separate bins for dogs waste in parks (e.g. Prague) and alternative ways of dealing with dog waste (i.e. vermicomposting)		√		
○ *The recycling in available public spaces is mixed with garbage when City of Toronto picks it up		√		
○ *Garbage and recycling bins are not emptied often enough and then people dispose incorrectly		√		
○ No Green Bin in many City of Toronto buildings and parks; Green Bins need to be in parks for those who have picnics, dog waste, etc		√		
○ Many public events/buildings do not provide recycling opportunities (e.g. bins)		√		
○ Cigarette butts everywhere; insufficient disposal places		√		
● *Collection practices		√		
○ *Public bins are often already full		√		
○ *Employees who do the collecting often dump everything together even if the public has carefully used recycling bins (seen in private businesses and retailers, subway stations, curbside pickups, parks, hotels, etc.)		√		
○ Some places don't have bins anymore (e.g. local rink)		√		
○ Organic composting smells if not disposed of in 2 days		√		
○ No easy options for household items such as appliances, electronics and hazardous waste		√		√
● Lack of reverse vending machines for recyclable/reusable beverage containers		√		
Understanding and Awareness				
● *Communication barriers		√		
○ *Many people are uninformed and discard their recycling and waste into the wrong bins		√		
○ *Lack of clear signage and what can and can't go into each bin; Better visuals needed for what goes into recycling and what goes into garbage (e.g. not everyone is from Toronto and therefore do not know the rules; establishing a universal colour-code could help)		√		

Summary of Input Received	PCE	Survey #4	SAG	Other Sources ¹
○ *Custodial staff have not been trained to handle diverted waste products, training/enforcement needed for waste managers		√		
○ Need info-dissemination on recycling-locations for various household items (batteries, electronics, wire & cords, etc.)		√		
○ Although city guidelines are comprehensive, there are materials we need to get rid of but find no clear direction on how we can do that (i.e. glass)		√		
○ Rules for plastics are complicated		√		
○ Inconsistent looking bins - litter vs. parks vs. home		√		
○ Many children do not use Blue Bins and Green Bins at home and do not know how to use them at school				√
Rules, Regulations and Enforcement				
● *Regulatory challenges		√		
○ *Little if any enforcement		√		
○ Ontario is Canada's only province with no deposit legislation on plastics and aluminum cans		√		
○ Lack of regulation toward making sure individuals properly dispose of their waste		√		
● The programs and acceptable materials are different than what I have at home		√		
○ Divergent bin systems throughout the city (city bins vs. TTC vs. private businesses)		√		
● Agree with crates at groceries – lots of produce comes in boxes with wax (which is normally not recyclable, at least in the private sector); Perhaps a bylaw opportunity	√			
● Perhaps the conversation about energy reporting and benchmarking should be rolled into for waste reporting for buildings	√			
● Make the producers of plastic take on the waste from packaging, etc	√			
Non-Recyclables and Unnecessary Waste				
● *Coffee cups are a huge issue since most are not recyclable		√		
○ Misinformation at some retailers regarding what can be recycled in our community; Coffee cups - can't be recycled, despite some cafes encouraging 'recycling' of their coffee cups		√		
○ Separate compartment for coffee cups which clutter up the recyclable/waste compartments, as there is great confusion what to do with this item		√		
○ The City does not recycle common hot beverage cups; Corporations should have to pay for the recycling practice		√		
● *Too much packaging		√		
○ City too relaxed about enforcement of large waste		√		

Summary of Input Received	PCE	Survey #4	SAG	Other Sources ¹
producers				
○ Wasteful one-time bags frequently given out		√		
Individual and Social Barriers				
• *Cultural acceptance		√		
○ *General skepticism about the efficiency of recycling bins and waste collection		√		
○ Secondary schools (though not a City responsibility) need to have such bins to encourage good habits for youth		√		
○ The TDSB snack program should be forbidden from using cheese sticks and yoghurt pouches which generate thousands of plastic garbage items every day, and teach children to reach for colored plastic when they go to buy something		√		
○ I'm bullied and laughed at work when I try to help promote something as simple as putting paper in the recycling bin, instead of the trash		√		
○ People ignore the "rules" or signage and put anything in any bin		√		
• No incentives to divert waste		√		
External Organizations and Businesses				
• My office building does not recycle effectively or not at all		√		
○ The bins are scattered around the kitchen; All 3 bin options (garbage, recycle, compost) need to be together in one unit so it's a no-brainer		√		
○ No comprehensive plan or process for waste reduction		√		
○ Because of a lack of compost or organic waste bins in my office building and the City's public waste bins I have to save my garbage for a more appropriate place; This is cumbersome		√		
○ Older office buildings don't have mandatory recycling or Green Bins		√		
• Hospitals waste a large amount		√		
○ Hospitals as places of health should be obligated to have a state of the art composting and recycling program		√		
○ So much plastic is thrown out unnecessarily		√		
• Public Transportation		√		
○ On the TTC subway system, the recycling bags and garbage bags have the wrong items thrown into them		√		
• Commercial waste challenges		√		
○ Commercial waste often lumped together in garbage, items that could be recycled		√		
○ Generators of waste are not motivated to reduce (i.e. quick service restaurants and coffee shops)		√		

Summary of Input Received	PCE	Survey #4	SAG	Other Sources ¹
Comments and Suggestions				
• *Collection opportunities	√			
○ Add collection opportunities for construction waste and junk metals to Environment Days	√			
○ Disposal of small amounts of bricks and soil is difficult for small renovators	√			
○ Look at where construction waste is going in the private sector to determine if they can partner with the City	√			
○ Focus on collection of mercury-based products: thermometers, light bulbs, batteries	√			
○ Capture waste coffee cups with office paper as part of shredding service to recover fiber				√
• *Circular Economy	√			√
○ Bring different industries to the table to kick-start the discussion about working towards a waste-free Ontario	√			
○ Consider "swap zones" whereby pallets can be dropped off and picked up by others (for repurposing, combustion in wood-burning stoves, etc.)	√			
• Low cost option is sending waste to US landfills right now	√			
• Technological opportunities				
○ Capture the methane generated at the anaerobic composters for beneficial reuse (e.g., cogeneration, system heating, etc.)	√			
○ Use construction, renovation and demolition waste as cleanfill (i.e. for shoreline protection)	√			

3.5 What We Heard on Recovery & Residual Options

** denotes most frequently heard comments.*

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

Summary of Input Received	PCE	Survey #4	SAG	Other Sources ¹
Rules, Regulations and Enforcement				
<ul style="list-style-type: none"> Waste recovery would create toxic materials and I think it's better to do nothing and not create harmful waste; Businesses create the most waste and they should pay for it; We should look at the City ending the collection of garbage within 5 years 	√			
Options to Reduce Landfill Waste				
<ul style="list-style-type: none"> *Focus on options that have proven to reduce landfill waste 	√			√
<ul style="list-style-type: none"> <ul style="list-style-type: none"> *Egg shaped digesters are the most effective for biogas generation; I would recommend looking into this for the City 	√			√
<ul style="list-style-type: none"> <ul style="list-style-type: none"> *Mixed waste processing 	√		√	√
<ul style="list-style-type: none"> <ul style="list-style-type: none"> One potential value of Option 6 (Mixed Waste Processing Facility with Organics Recovery) is the data of what is coming in through the stream; You can use the data to leverage that for normative feedback; You can communicate the data back to the sources of waste 	√			
<ul style="list-style-type: none"> <ul style="list-style-type: none"> There are services that will bring fresh produce to your door and that produce no waste, they provide bins and reduce use of cardboard packaging 	√			
<ul style="list-style-type: none"> Desire for businesses to access waste from transfer stations; Desire for business access to use recyclable materials 	√			

¹ "Other Sources" include e-mails, phone calls and messages, tweets and mail.

3.6 What We Heard on Promotion and Education

** denotes most frequently heard comments.*

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

Summary of Input Received	PCE	Survey #4	SAG	Other Sources ¹
How do you currently learn about diversion programs, such as Blue Bin (recycling), Green Bin organics (compost), and Yard Waste in Toronto?				
City Promotion				
• *3Rs Green Bin Pledge ambassador program		√		
• *Toronto Environmental Alliance (TEA)		√		
• *Signage in buildings (commercial, institutional, government)		√		
• *Information letters and flyers received through the mail		√		
• City of Toronto Newsletter		√		
• City of Toronto Recycling calendar		√		
• Trade Publications		√		
• Live Green program		√		
• City of Toronto do's and don't poster		√		
Community Influence				
• *Landlords educating tenants on programs		√		
• *Residents associations		√		
• *TTC signage and posters		√		
• *Community "Green" organizations		√		
• Following the actions of neighbors in the surrounding neighborhood		√		
• Information boards posted at Church		√		
• Building concierge		√		
Information Technology				
• *Waste Wizard		√		
• *311		√		
• *Internet searches and independent research on how to best divert waste from going to a landfill		√		
• Emails received from various "green" organizations		√		
• Trade publications		√		
• City of Toronto SWMS web pages		√		
• Television news broadcastings		√		
School Campaigns/Programs				
• *Eco School Programs		√		
• Children learning through school and educating parents at home		√		√
• University professor		√		
• Attending classroom information sessions		√		

¹ "Other Sources" include e-mails, phone calls and messages, tweets and mail.

Summary of Input Received	PCE	Survey #4	SAG	Other Sources ¹
• Additional diversion programs learned through school		√		√
Workplace Promotion and Education		√		
• *Working for a “green” company that educates employees on these topics		√		
• *Working for the City of Toronto		√		
• *Working in Solid Waste provides all of the information on diversion programs		√		
• Attending conferences, trade and business associations		√		
<i>Which of the following education activities would help you participate in Blue Bin (recycling) and Green Bin organics (compost) programs?</i>				
Accessibility and Convenience				
• *Make participation in program as easy as possible		√		
○ Create colour-coded packaging information correlating with bin colours	√	√		
○ Provide more precise definitions of specific plastics -- "black plastic" and "stretchy" are far too vague		√		
○ Provide consistency, the creation of a simple set of rules that don't change every few months		√		
○ Add information on the bins themselves about what can/cannot go in		√		
○ Create an annual, recyclable, updated sticker that comes with the calendar		√		
○ Create a simple categorization of waste into streams, not changing too often, and provide descriptions and illustrations on the calendar		√		
○ Create programs in multi languages to facilitate understanding by all		√		
Understanding and Awareness				
• *Provide more information on how the system works		√		
○ *Create an inventory feature with a search option and more details on types of waste and what specifics can and can't be recycled in waste wizard/city website		√		
○ Provide both online and in person tours of the recycling plants to provide increased knowledge		√		
○ Distribute the “Put Waste in Its Place” brochure to all Torontonians		√		
○ Distribute a comprehensive mailer designed to be "posted" somewhere in the home for easy access to dos and don'ts		√		
○ Create and distribute an annual info sheet, with clear information, both pictures and words, listing in categories the acceptable and unacceptable items for recycling and composting		√		
○ Create and add newspaper inserts to all papers		√		

Summary of Input Received	PCE	Survey #4	SAG	Other Sources ¹
○ Provide every Torontonians with an indexed printed handbook		√		
● Create an Increase in Promotional Activities		√		
○ Public service campaigns		√		
○ Special features with the Mayor on morning news encouraging Torontonians to participate		√		
○ Tours of recycling stations		√		
○ Door-to-door campaigns		√		
○ More city-wide participation events, like Earth Day's 20 minute clean up in schools and businesses		√		
○ Send out emails directly from Ward Council		√		
○ Facilitate Citywide workshops including videos on "how to's" and provide explanations and information on the results to ensure awareness of the importance to participate		√		
○ Run a high profile fun campaign that people would be excited to attend and participate in		√		
○ Hold annual presentations to city staff in the workplace		√		
Technology				
● Increase social media presence		√		
○ *More information on general media i.e radio, tv news, metro newspaper, etc		√		
○ *Create an interactive mobile application that provides information on what is recyclable and what is not with instructions on disposal options for non-recyclables		√		
○ Create YouTube video instructions		√		
○ Create Ads on local websites		√		
○ Increased prominence of waste wizard		√		
Improvements to Current Programs				
● *Bin Improvements required to facilitate better use		√		
○ *Animal proof containers required		√		√
○ *Provide clearly outlined labels to ensure proper use of recycling receptacles to prevent littering;		√		√
○ Provide free bins		√		
○ Create better household compost/recycle bins for bathrooms		√		
○ Ensure bins are appropriate for housing area, i.e stacked townhouses should collective bins instead of individual		√		
○ Provide different sizes of Green Bins based on household size		√		
● *Apartment/Condo Recycling programs require updates		√		
○ Post clear instructions in garbage/recycling room		√		
○ No current Green Bin program		√		
○ Discuss program at all condo board meetings		√		

Summary of Input Received	PCE	Survey #4	SAG	Other Sources ¹
<ul style="list-style-type: none"> ○ Increased presentations/workshops at multi-residential buildings 		√		
<ul style="list-style-type: none"> • Educate residents about sharing, exchange and drop-off programs available 	√			
Rules and Regulations				
<ul style="list-style-type: none"> • Make by-laws for Condominiums and other non-City serviced residences to have Green & Blue Bins, and/or follow similar recyclable lists 		√		
<ul style="list-style-type: none"> • Legislate affordable access for multiple bins 		√		
<ul style="list-style-type: none"> • Harmonization of waste diversion programs managed by City and by private firms that eliminate confusion about what items can be recycled 		√		
<ul style="list-style-type: none"> • Better legislation about using biodegradable/ fully recyclable materials (especially in takeout products) 		√		
<ul style="list-style-type: none"> • Mandating property owners to display necessary information provided by the City 		√		
<ul style="list-style-type: none"> • Mandatory recycling education sessions and testing for building superintendents, property managers and landlords 		√		
Community Outreach				
<ul style="list-style-type: none"> • Provide further waste strategy education in schools to children and parents 		√		
<ul style="list-style-type: none"> • Provide meaningful activities for developmentally disabled adults who want to be involved in their community 		√		
<ul style="list-style-type: none"> • Hold community sorting exercises, recycling day, specialty recycling days 		√		
<ul style="list-style-type: none"> • Provide communities with monthly flyers about specific businesses (i.e. coffee shops, take-out restaurants etc) indicating what is and isn't recyclable in Toronto 		√		
<ul style="list-style-type: none"> • Hold community events with other sustainable organizations 		√		
<ul style="list-style-type: none"> • Maintain the Green Bin Organics program in homes and restaurants, supermarkets 		√		
<ul style="list-style-type: none"> • Post regular (once a week) educational and inspirational posters in apartment buildings and condo's 		√		
<ul style="list-style-type: none"> • Create neighborhood recycling groups to help keep everyone up-to-date 		√		
<ul style="list-style-type: none"> • Hold Community Challenges to do certain 3Rs-related behavior-modes 		√		
<ul style="list-style-type: none"> • Provide specialized training with the incentive to share information in the community 		√		
<ul style="list-style-type: none"> • Post detailed information in bus shelters, other public places 		√		
<ul style="list-style-type: none"> • Create incentive programs (i.e. rewards for less garbage, better diversion and cheaper access to appropriate waste bags) 		√		
<ul style="list-style-type: none"> • Provide a trained designated City educator to share information and respond to questions within neighborhoods 		√		

Summary of Input Received	PCE	Survey #4	SAG	Other Sources ¹
<ul style="list-style-type: none"> Give the opportunity to people to get compost for their own use in their garden if they contribute to the Green Bin 		√		
Other Comments and Suggestions on Promotion and Education				
How can the City support exchange and sharing programs initiated by others?				
<ul style="list-style-type: none"> *Promotion/advertising on the City website and other City channels 	√	√		
<ul style="list-style-type: none"> <ul style="list-style-type: none"> *Education campaigns and awareness raising that these local sharing and exchange centres exist (e.g. Toronto Tool Library) 		√		
<ul style="list-style-type: none"> <ul style="list-style-type: none"> *Provide a central information site for community swaps and curb alerts via a City webpage 	√	√		
<ul style="list-style-type: none"> <ul style="list-style-type: none"> *Councillors to notify Ward members via newsletters/email blasts about local yard sales, swaps, etc. 	√	√		
<ul style="list-style-type: none"> <ul style="list-style-type: none"> Develop an app or interactive map of items, by neighbourhood, for pick-up of free items - a Waste Exchange website whereby members could advertise their material online for reuse to other members across the City. 		√		
<ul style="list-style-type: none"> <ul style="list-style-type: none"> There should be an easy website where you type in what you have (ie. an old Printer), and then options come up for where to donate them: immigration settlement groups, schools, waste management facilities, etc 		√		
<ul style="list-style-type: none"> <ul style="list-style-type: none"> Television and local newspaper advertisements 		√		
<ul style="list-style-type: none"> <ul style="list-style-type: none"> Community billboards for event information posting 		√		
<ul style="list-style-type: none"> <ul style="list-style-type: none"> Add annual events to Waste pick-up calendars 		√		
<ul style="list-style-type: none"> *Councillors are a great community resource and communication channel 		√		
<ul style="list-style-type: none"> <ul style="list-style-type: none"> Share information about sharing programs through Ward Councillor's newsletter 		√		
<ul style="list-style-type: none"> Outreach through social media 	√	√		
<ul style="list-style-type: none"> <ul style="list-style-type: none"> Help with community swap event notifications via City Twitter accounts 		√		
<ul style="list-style-type: none"> TTC advertisements 	√			
<ul style="list-style-type: none"> Distribution of knowledge via the 3Rs Ambassadors networks 		√		√
<ul style="list-style-type: none"> Lack of such programming in the suburbs and in TCHC buildings. The City could use the Environment and Energy Office and the Green Living Volunteer team to engage underrepresented areas of the city 		√		
What would motivate you and other Torontonians to reduce waste at home, in the work place or on the go?				
<ul style="list-style-type: none"> *Make waste reduction a part of our community culture through education and awareness: 	√			
<ul style="list-style-type: none"> <ul style="list-style-type: none"> *Add visuals and show impacts of decisions 	√			

Summary of Input Received	PCE	Survey #4	SAG	Other Sources ¹
○ Show films of what happens to their waste (e.g. landfills) in schools and/or previews in movie theatres to make people understand the impact of their actions	√			
○ Include proper labeling on products	√			
○ Ensure consistent messaging	√			
○ Information at time of disposal or consumption	√			
What would motivate or help you generate less wasted food?				
● *Communicate/show people food security impacts (e.g. photos of hungry people)	√			
○ *Education and awareness around food waste	√			
○ Education, marketing and outreach about contamination and packaged food	√			
● *Promotion and education from the City	√			
○ Understanding portion control – buy less more often	√			√
○ Advertise right on the food	√			
○ Provide resources for food planning (single person vs. family)	√			
○ Advertisements and education to inform people	√			
● *Cooking skills related to extending the life of food (e.g. making soup)				
○ Education about cooking for yourself, weekly meal planning, how to deal with leftovers and the link to positive health impacts	√			
○ Education on expiry/best before dates and how to recognize when food has actually gone bad	√			
○ Build skills and provide tips on how to preserve food (e.g. WRAP UK) and pass these skills on to the younger generation	√			
● Workshops on how to grow your own food	√			
○ Value food more when it's home grown	√			
○ Practical because you can harvest only what you need	√			
What opportunities would you want to see to reduce food waste in your community and how could the City support these?				
● *Educate students in schools (e.g. waste management process)	√			
○ Gardening classes	√			
○ Student Nutrition Programs tied to Canada Food Guide	√			
● * The City should provide workshops	√			
○ Think about how you educate the community (e.g. provide a food waste reduction module across the city to food security groups)	√			
○ Provide hubs for resources for community groups (online clearing house)	√			

Summary of Input Received	PCE	Survey #4	SAG	Other Sources ¹
How could the City of Toronto help with the challenges that prevent apartment and condominium residents from sorting their waste into the diversion streams currently available?				
• * More successful community communication	√	√		
○ *Educate people on what can and cannot be recycled and where things go (in various languages)		√		
○ *Make information easily available in other languages; have newcomer training sessions		√		
○ *Have road shows at all high-rise buildings so residents are better informed		√		
○ *Provide diversion tools e.g. different coloured bags for different items all of which could go down chute and bags would need to be separated by building staff; "no junk mail stickers" in the mail to cut down on wasteful advertising		√		√
○ *Use a best practices apartment/condo buildings case study as an example and promote the ideas that have made those programs work for their residents/owners (e.g. Mayfair on the Green in Scarborough)	√	√		
○ Educate children. Children will learn and educate parents in their parents' language		√		
○ Convert garbage to landfill on all signage		√		
○ Publish more stats often and conspicuously on how well we're doing as a city in recycling, composting, etc. Also, highlight the neighbourhoods that are succeeding most (or failing) by publishing those statistics as well to encourage competition		√		
○ Encourage and education of diversion and waste management processes and benefits through the media, posters, videos etc		√		
○ Explain what "diverted" means. All the blue box material is "diverted" from landfill. OK. So, what % of this is recycled? What happens to the stuff that is not recyclable? I think we need a bit more transparency		√		
○ Improve the online experience of finding items		√		
• *Increase diversion through education and promotion and behavior modification	√	√		
○ *Show costs to renters - short-term residents don't necessarily buy into program	√			
○ *Provide a move-in package for new tenants to raise awareness	√			
○ *Provide information to property managers for distribution	√			
○ *Provide information (print and digital) about proper waste management; use pictures and colour-coding as	√	√		

Summary of Input Received	PCE	Survey #4	SAG	Other Sources ¹
well as multiple languages				
○ *Provide concrete evidence of how recycling works e.g. statistics, videos, pictures of landfills and the consequences of poor waste management		√		
○ Provide workshops and/or a cultural educator to work with newcomers	√			
○ Personal Support Worker training	√			
○ Use summer students to help with promotion and education	√			
○ Use ads and social media to reach younger generation		√		
What suggestions do you have to help with the challenges you experience with garbage, recycling, or organics programs outside of your home?				
● *Organize an information session and advise small businesses on the opportunities for small businesses to divert waste and organics	√			
● Outreach from the beginning towards builders and developers to encourage them to use materials that these programs can process (in order to minimize potential problems with incompatibility after the fact, i.e. materials we cannot process, if this has been a problem)	√			
Which of the following measures do you think would be most effective to improve participation in waste diversion programs (e.g. Blue Bin recycling, Green Bin compost) in Toronto?				
● *Educate on how to sort waste		√		√
○ *Inform on what can and cannot be recycled		√		√
○ *Personal home visits		√		
○ *Schools		√		
○ *Use visuals and graphics near bins to provide clear examples of what goes where		√		√
○ Divert food and organic waste from garbage		√		
● *Promote waste diversion		√		√
○ *Media advertising (e.g. print, TV, web)		√		√
○ *Schools		√		
○ *Material in different languages		√		√
○ Signage at point of purchase		√		
○ References on apartment and condo bulletin boards		√		√
○ Social media campaign		√		
○ Door-to-door campaign		√		
○ Publish waste calendar twice a year		√		
● *Educate on how to reduce waste and make educated purchasing decisions as consumers		√		
● Use champions and mascots	√	√		

3.7 What We Heard on City Partnerships

** denotes most frequently heard comments.*

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

Summary of Input Received	PCE	Survey #4	SAG	Other Sources ¹
<i>Do you know of an organization that the City should consider partnering with to deliver waste reduction or reuse programs?</i>				
Partnerships with Organizations				
• *TEA (Toronto Environmental Alliance)		√		
• *Community Centres		√		
• *Library		√		
• *Diabetes Org		√		
• *Furniture Bank		√		√
• *Cerebral Palsy Foundation		√		
• *FoodShare		√		
• *Food Banks		√		
• *Community Centers		√		
• *Evergreen Brickworks		√		
• *Toronto Parks & Recreation		√		
• *Non-Profit Organizations		√		
• *Habitat for Humanity		√		
• *Terracycle		√		
• *Local Residents Association PARA		√		
• *Churches and Religion Institutions		√		
• *OFCP		√		
• *Bunz Trading Zone		√		
• *The United Way		√		
• *Enviromentum, a Project of Tides Canada		√		
• *Condo Complexes		√		
• *The Kitchen Library		√		
• *Repair Cafe		√		
• Oasis		√		
• Gopher Leads		√		
• Hospitals		√		
• Ontario Go Green		√		
• United Way		√		
• Red Cross		√		
• UNICEF		√		
• Urban Street Organics		√		
• Toronto Waterfront		√		
• TTC		√		

¹ "Other Sources" include e-mail, phone calls and messages, tweets and mail.

Summary of Input Received	PCE	Survey #4	SAG	Other Sources ¹
• Toronto Urban Growers		√		
• Project Green		√		
• Swapsity		√		
• Local charities		√		
• Textile Waste Division Inc.		√		
• Canadian Textile Recycling Ltd.		√		
• The Really Really Free Market Toronto		√		
• Cooperative housing federation of toronto		√		
• Get Reel		√		
• YMCA		√		
• ZooShare		√		
• Green 13		√		
• Horticultural Societies		√		
• AGO (Music Instrument Share)		√		
• Kind Exchange		√		
• Project Get Reel		√		
• TRCA	√	√		
• Summerhill		√		
• The Christian Resource Centre		√		
• Immigrants Sponsorship Groups		√		
• Orange Drops		√		
• LiveGreen		√		
• Ring Around The Bin		√		
• TCHC		√		
• Waste Reduction Group		√		
• Change.org		√		
• Viking Recycling		√		
• Christian Horizon		√		
• Association for Community Living		√		
• Meta Services		√		
• Frogbox.com		√		
• City of San Francisco		√		
• Live Zero Waste		√		
• Greenneighbour21		√		
• Project Neutral, Toronto 2030 District		√		
• Montgomery's Inn		√		
• Textile Museum		√		
• The Circular Economy		√		
• Cradle to Cradle		√		
• Blue-Green		√		
• Animal shelters and wildlife centre		√		
• Ecovert Sustainability Consultants		√		
• Kijiji		√		
• Compost Council		√		

Summary of Input Received	PCE	Survey #4	SAG	Other Sources ¹
• Farmers markets		√		
• irbe.org, enviromentum.org		√		
• The Scott Mission		√		
• Toronto Botanical Garden		√		
• Institute for a Resource-Based Economy		√		
• Ontario Ministry of Environment and Climate Change		√		
• Parkdale Project Read		√		
• The Sharing Depot		√		
Partnerships with Stores				
• *Goodwill		√		
• *Salvation Army		√		
• *Value Village		√		
• *H & M Conscious for recycling clothes		√		
• *Grocery Stores		√		
• *IKEA		√		
• Long & McQuade		√		
• Canadian Tire		√		
• Rona		√		
• Staples		√		
• Mall Shopping Centers		√		
Partnerships with Community Centres				
• Aangen Community Centre		√		
• St. Lawrence Community Recreation Centre		√		
• Jewish Russian Community Centre		√		
• The South Riverdale Community Health Centre		√		
• The Jane/Finch Community and Family Centre		√		
• 519 Community Centre		√		
Partnerships with Educational Centres				
• *Schools		√		
• Universities		√		
• Swap Shop at University of Toronto		√		
• BCS, colleges		√		
• TDSB & Catholic Board of Schools		√		
• Ecoschools		√		
Other Partnership Programs and Ideas				
• *Partner with food stores and manufacturers to incentive food suppliers to pass on the packaging		√		
• Bring back Stewardship Ontario's hazardous waste program in which we could take all kinds of hazardous waste to Home Depot, Canadian Tire, etc.		√		
• The Clothing Drive: initiated to support Syrian refugees coming to Canada		√		
• ALL BUSINESSES! Starbucks/Tim Horton/Second Cup should charge for paper cup as opposed as offering a discount if you		√		

Summary of Input Received	PCE	Survey #4	SAG	Other Sources ¹
bring your own cup				
<ul style="list-style-type: none"> A coordinated and City sponsored 'swap-day' or 'yard-sale,' that residents can sign-up for in various public locations (schools, parks, and community centres) is desired to streamline yard sales/swap days and attract more people to a large, singular event 		√		
<ul style="list-style-type: none"> Work with grocery stores to preserve food and change how they package foods 		√		
<ul style="list-style-type: none"> Partner with non-profit organizations: The City should provide workshops; partner with Not Far From the Tree 	√			
<ul style="list-style-type: none"> Encourage programs like H&M's clothing trade in program (\$5 credit) and IKEA's light bulb recycling program – the City should support such programs (reward for participating) 		√		
<ul style="list-style-type: none"> Furniture Bank is interested in support from the City to tie messaging to Earth Day, to promote the work of Furniture Bank and the angle of Reuse; We need help quantifying the social and environmental impact of what we do 	√			
<ul style="list-style-type: none"> Canadian Diabetes Association – the Clothesline Program Urban Bin Strategy, interested in future partnerships with the City on this project and others 	√			
<ul style="list-style-type: none"> Sharing Libraries to borrow materials that are infrequently used like instruments, toys, tools and equipment 		√		
<ul style="list-style-type: none"> Partner swap events with other community events 		√		
<ul style="list-style-type: none"> TTC advertisements 		√		
<ul style="list-style-type: none"> Schools can partner with electronic recycling companies and collect neighbourhood electronics for a small profit 				√

3.8 What We Heard on Enforcement

* denotes most frequently heard comments.

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

Summary of Input Received	PCE	Survey #4	SAG	Other Sources ¹
Which of the following measures do you think would be most effective to improve participation in waste diversion programs (e.g. Blue Bin recycling, Green Bin compost) in Toronto?				
Accountability and Intervention from the City				
• *Hire staff or volunteers		√		
○ *To enforce by-laws		√		
○ *To act as a resource in each ward		√		√
○ To sort waste		√		
○ Ensure garbage collectors care about their jobs and do not throw the bins in the street		√		
• *The City should take responsibility for the collection and recycling of the products sold and used within city limits		√		
○ City-run organization to pick up (not non-profit)		√		
• *Perform waste audits		√		√
○ Focus on high density buildings (e.g. condos and apartment buildings)		√		
• *Work with other municipalities to streamline accepted items		√		
• Perform regular inspections of waste facilities in apartment and condo buildings		√		
• Support local efforts		√		
• The City should no longer subsidize landfill waste collection		√		
• Push products and construction materials that are petrochemical-free and biodegradable		√		
• Ensure systems operated by the City work seamlessly and are regularly modernized		√		
• Help buildings with proper set up of bins		√		
• The City needs to base decisions on cost effectiveness		√		
• Integrate proven methods in behavior change literature		√		
• Implement a zero waste program		√		
• Stop junk mail and flyers from being distributed		√		
• There is no one-size-fits-all solution as there are many underlying factors that need to be considered			√	
• Garbage collection should remain public				√
Accountability and Intervention from the Province				
• Waste management fees are the responsibility of the Provincial government		√		

¹ "Other Sources" include e-mails, phone calls and messages, tweets and mail.

Summary of Input Received	PCE	Survey #4	SAG	Other Sources ¹
Rules, Regulations and By-laws				
• *Make participation in waste diversion programs mandatory	√	√		√
○ *Require all buildings (residential, business, retail) to have the same access to waste diversion services as houses		√		√
○ *Require new buildings to include proper facilities in the design before they can obtain approval		√		
○ *Mandate that all apartment and condo buildings have adequate, safe spaces and lighting for the facilities in a standard convenient location with proper signage		√		
• *Ban unrecyclable products (e.g. styrofoam)	√	√		√
○ Ban packaging that renders recyclable materials unrecyclable (e.g. sealing flyers in plastic bags)		√		
• *Concern about enforcement		√	√	√
○ *May result in illegal dumping	√	√		√
▪ Particular concern about construction, renovation and demolition waste	√			
○ Punitive action may cause backlash			√	
• *Enforce the current rules	√	√		
• *Ban plastic bags and promote reusable bags	√	√		√
• *Ban single use water bottles		√		√
• *Municipal and/or Provincial legislation	√	√	√	√
• *Legal enforcement of labeling packaging for all mass-market consumer goods (e.g. colour coding)	√	√		
• *Do not pick up any waste that is not sorted properly		√		
○ Provide a slip to identify how the excluded item should be disposed		√		
• *Mandate recyclable coffee cups		√		
• *Mandate proper sorting/diversion of waste that is enforced by the City or building management	√	√		
• *Enforce green standards for buildings	√	√	√	√
• *Make a policy that no bin stands alone in public places as well as in private organizations (waste, blue bin and green bin always available together)		√		√
• Legislative options to reduce food waste	√			
• By-laws to colour code best before/sell by dates on food	√			
• Enforce illegal dumping		√	√	
• Control cigarette butt litter		√		
• Require fresh foods (produce, meat, cheese, etc.) to be sold in recyclable packaging (eliminate styrofoam and plastic packaging)		√		√
• Mandate return of containers (e.g. Beer Store)		√		
• *Make a policy that no bin stands alone in public places as well as in private organizations (waste, blue bin and green bin always available together)		√		√

Summary of Input Received	PCE	Survey #4	SAG	Other Sources ¹
• Ban organic waste from landfill	√			
○ Mandate that all spoiled food goes to green bin program	√			
Accountability of Producers and Manufacturers				
• *Force producers to reduce packaging	√	√		√
• *Charge producers and manufacturers additional fees for non-recyclable packaging		√		√
• Require businesses to inform customers how to dispose of their packaging (e.g. coffee cups)		√		
• Limit businesses to a certain amount of single serve packages, including napkins		√		
• Require manufacturers to be responsible for recycling packages of large items, such as appliance boxes		√		
• Producers and manufacturers need to focus on creating compostable materials for packaged goods		√		
• Advocate for Extended Producer Responsibility (EPR)			√	
Fees and Fines				
• *Re-establish plastic bag fee		√		√
• *Increase the garbage disposal fees to encourage use of blue and green bins		√		
○ Increase fees for condos, apartment and commercial buildings		√		
○ Increase fees for fast food restaurants		√		
○ Increase fees for private waste haulers who bring mixed waste to transfer stations		√		
• *Increase cost of larger garbage bins		√		
• *Issue warnings and fines for noncompliance, including littering		√		
○ Provide residents recourse to alter their actions before penalizing them		√		
○ Penalties for building management to force them to check bins frequently to ensure proper use and follow up with tenants who are noncompliant		√		
○ Allow videos of offenders to be sent in to fine them		√		
• *Deposit return on reusable containers		√	√	√
• *Charge by weight for garbage		√		
• *Introduce a tax based on packaging to encourage more options for consumers	√	√		
• *Impose a fee to stores with unrecyclable packaging (e.g. grocery stores)		√		
• *Change fees at transfer stations		√	√	
○ *Decrease fees		√		√
○ Increase fees			√	
• *Place a surcharge on disposable coffee cups and coffee pods	√	√		
• Impose a levy on the IC&I sector		√		
• Decrease cost of recycling for businesses so they are more willing		√		

Summary of Input Received	PCE	Survey #4	SAG	Other Sources ¹
to participate				
• Eliminate fee for disposing renovation waste at transfer stations		√		
• All bin sizes should be free		√		√
• Charge at point of sale; people will illegally dump to avoid paying fees		√		
• Reduce municipal charges for infrequent use of bins (e.g. once a month or less)				√
Incentives and Reinforcement				
• *Use incentives	√	√		√
○ *Encourage with financial incentives	√	√		
○ *Use rewards/credits for waste diversion (e.g. property tax credit)		√		
○ *Create incentives for manufacturers to use less packaging		√		
○ *Cash incentives for recycling at depots		√		
○ Waste diversion should be directly profitable for people to encourage them to participate (e.g. Edmonton's recycling program)		√		
○ Benefits to condo management for implementing and promoting use of Blue Bins and Green Bins		√		√
○ Pay people to collect illegally dumped items		√		
○ Use apps and games		√		
○ For every ton of landfill reduction annually for the City, the dollar amount should be directly added to the recreational budget for playgrounds, parks, etc		√		
○ Provide rebates on garbage collection fees		√		
• *Use positive reinforcement instead of negative reinforcement		√		
○ Recognize "local heroes"		√		
○ Street competitions		√		
• *Create peer pressure	√	√		
○ Neighbours should draw attention to offenders		√		
Accessibility, Convenience and Ease of Use				
• *Create a more simplified system for waste diversion; the current system is confusing and time-consuming		√		
• *Increase accessibility and availability of waste diversion programs		√		
• *Pick up of waste that should not be disposed of in the garbage, blue or green bins (e.g. batteries, light bulbs, construction waste, electronic waste, medical waste)		√		
○ *Needs to be easy and accessible, especially for residents with transport and physical challenges		√		
○ Special pick up days every couple of months		√		
○ Create a phone line (e.g. 311) to schedule pick up		√		
• *Centralize and increase number of drop off and donation		√		

Summary of Input Received	PCE	Survey #4	SAG	Other Sources ¹
locations				
○ *More convenient drop off hours		√		
• *Clearly label all consumer goods to show whether they can go in the blue or green bin		√		
• *Increase number of public garbage, blue and green bins		√		
○ *Introduce community animal waste boxes		√		
○ Introduce a bin to separate waste in washrooms		√		√
• *Introduce smaller bins and more frequent pick ups		√		
• *Accept more items in the recycling program (e.g. mattresses)		√		√
• Improve the design of the green bins for the kitchen		√		√
• Change the collection time to later in the day		√		
• Alter garbage chutes in buildings for organic waste instead		√		
Reduce, Reuse, Recycle				
• *Reduce plastic bags and plastic packaging		√		
• *Encourage reuse program for furniture, mattresses and construction waste (e.g. furniture bank)		√		
• *Sell products in bulk instead of individual containers		√		
• Replace styrofoam with popcorn (non GMO)		√		
• *Promote the switch from disposable to reusable		√		
○ Reusable containers for liquid products, such as shampoo, soap, beverages, etc		√		
• Increasing the size of the green bin will cause people to waste more; encourage people to reduce food waste		√		
• Reduce and eliminate materials from use; there are too many disposable items to keep track of and dispose of properly		√		
• Focus on quality of products to minimize replacements		√		
Improvements to Current Waste Diversion Programs				
• *Collect mixed stream and sort waste after pick up		√		
○ Use robots to sort waste		√		
• *Encourage use of outdoor composting bins		√		
• *Use non-recyclable waste and organic waste to produce electricity		√		√
○ *Use incineration		√		√
○ Watts for waste program		√		
○ Biogas from sewage and green bin		√		√
• Find a solution to raccoon-proof green bins		√		
• Introduce locks on personal Blue Bins to prevent people from throwing garbage in		√		
• Require use of transparent bags to encourage ownership		√		

APPENDIX E

SAG Materials



**City of Toronto: Long Term Waste Management Strategy
Stakeholder Advisory Group Briefing**

**Thursday February 25, 2016
City Hall, Meeting Room B
1:00pm – 3:00pm**

Attendees:

- Stakeholder Advisory Group Members: Virginia Maclaren – University of Toronto, Emily Alfred - TEA, Kier Brownstone – TCHC, Cynthia Chan - TDSB, John Campey – Social Planning Toronto
- City Staff: Rob Orpin – Solid Waste, Annette Synowiec – Solid Waste, Charlotte Ueta – Solid Waste, Michelle Kane – Solid Waste, Robyn Shyllit – Public Consultation, Pat Barrett – Strategic Communications
- Consultants: Jim McKay - HDR

Meeting Summary:

Rob Orpin informed SAG members that Monday PWIC meeting may get moved as a result of labour negotiations to the following day.

Annette Synowiec presented contents of Staff Report and described recommended options. Synowiec explained the focus on the first 10 years of the plan, and options related to waste reduction. She went on to explain the performance metrics and annual report card.

Synowiec provided an overview of public consultation activities, and project deliverables. She explained that the Strategy focuses on extending the life of the Green Lane Landfill and finding new opportunities for waste diversion up front. Synowiec explained the extended life of the Green Lane Landfill for a 2040 closure date, 10 years longer than originally anticipated.

Synowiec described priority on the waste hierarchy and options related to food waste, textile collection, working with non-profit organizations, and education and promotion of existing programs. She described consideration for Bill 151 and the Waste Free Ontario Act (WFOA), and that there will be a 5 year review check in period for the Long Term Waste Management Strategy (LTWMS). Synowiec described the Health Impact Assessment application, and that the June/July report to Public Works and Infrastructure Committee and City Council will include rate model to move away from Property Tax Base.

Jim McKay presented on the contents of the Draft Strategy and explained 2.5 year process culmination, and supporting Technical Memorandums. McKay reviewed the Table of Contents, and explained the Strategy's priority on waste reduction with a focus

on the 3Rs frontloaded in implementation. Each component of the system describes the rationale, recommended options, primary objectives and benefits.

McKay explained that the Strategy flags ways to increase participation in the current system, and that the final Strategy will explain how costing relates to future rate structures.

SAG Member Question: Does enforcement relates to the other side of the coin and things like illegal dumping?

Jim McKay responded and explained that there need to be a balanced approach to enforcement that is more aggressive overall. The model shows pressure outside the system with changes from single family to multi-residential homes. McKay also described how Bill 151 could fundamentally change how waste is managed in the province and could impact the full system. He explained that new climate change legislation will impact how waste is managed, that the system needs to be flexible to adapt to external pressures, and that the City's position can be used in the province to influence legislation.

Jim McKay presented the project roadmap.

Annette Synowiec described capital Improvements that would be seen in first 10 years of the Strategy related to relocation of the Commissioners Transfer Station. She explained that the City needs to maintain Transfer station downtown.

Jim McKay described that programs already in place will be used to drive behavior change before making big investments in new infrastructure like a Mixed Waste Processing Facility with Organics Recovery. He presented the 10 year timeline for implementation, and explained the amount of time needed to plan each part of the Strategy, pull community partners together, and take time to do it properly as a community integrated strategy.

McKay described the phasing and sequencing of all options in a logical manner that does not require huge investment in the first few years. By pushing the Green Lane closure timeline out to 2040, more time is available to focus on the 3Rs and increase diversion rates. He described that the first 5 years focus on the 3Rs, and that the first 10 years of schedule does not include big capital investments. McKay explained that anything impacted by Bill 151 has been pushed back to 5 year review.

SAG Member Question: What is the timeline for promotion and education? Are there assumptions for these costs?

Jim McKay responded that at the planning stages for all components of the Strategy there is an assumption that promotion and education (P&E) will take place. There is a line item for P&E carried for tools to be defined. The team knows that funds will be needed to do this work. P&E also relates to the concept of enforcement.

SAG Member Question: How is P&E budgeted?

Jim McKay responded that P&E is budgeted in each system component

Jim McKay described that sequencing of depots, and that mobile depots would be used to test locations and materials that best service communities before developing a permanent network of locations. McKay described that the blue bin will be heavily impacted by Bill 151. He explained that there are companies looking for very clean residential stream of green bin product.

McKay described Mixed Waste Processing with Organics Recovery, and that the City has done a number of reviews on Mechanical Biological Treatment technology as to deal with multi-residential waste. He explained how tipping fees could be adjusted to effect the customer base and change how customers value the landfill.

SAG Member Question: If a private landfill is offering a tipping fee less than Green Lane, how does this compare to operating costs?

Jim McKay responded that the City is not offloading any environmental responsibility to someone else by saving your own landfill capacity by putting it into private. He described that some private landfills are much larger than Green Lane and it costs less for them receive waste.

SAG Member Question: On page 64 it says you could save \$10 a tonne, is this not including savings of preserving landfill costs?

Jim McKay responded that this is just an initial estimate, and that there are a whole bunch of other background financial calculations, so savings could still be more. Valuing landfill site at value of when it closes, versus its current value is different way to look at it.

Jim McKay presented on Multi-Residential system components. He discussed development standards, and that community and mid-scale composting is being pushed out a few years because technology is still in its infancy. He described better management of containers for multi-residential properties.

SAG Member Comment: The tenant issues committee discussed licensing for landlords in Toronto. One of the things would be to require them to provide a waste management plan, focused just on buildings with City service, it seems like a great opportunity for Solid Waste.

Jim McKay responded that this could be heavily influenced by 3Rs regulations.

SAG Member Question: If MLS is ready to move ahead with licensing landlords, could the timeline speed up if other departments have will and are making it happen?

Jim McKay responded that this would put triggers on the Strategy for a review.

SAG Member Comment: There could be talk about working with Province to enforce regulation 103 in Multi-residential buildings.

Jim McKay responded that Regulation 103 defines a whole bunch of customers and defines what materials they have to recycle. There is a loop hole in the regulation that requires source separation on site, but not once it is in bins.

SAG Member Comment: Most multi-res buildings continue to respond to waste management requirements of 30 years ago.

Charlotte Ueta described that one of the options in the Waste Strategy is about re-development guidelines for multi-res.

SAG Member Question: 95% of problem is existing buildings. If we can't overcome that, are we going to be penalized in this process? Is the premise behind all this that packaging will be business as usual?

Jim McKay responded that there is not a lot of literature on the future of packaging. He explained the Strategy recommends continuous monitoring of waste stream and identification of problem materials.

SAG Member Comment: The Provinces WFOA will help deal with extended producer responsibility (EPR). I am happy to see advocacy is included in Waste Strategy.

SAG Member Question: In some cases source separation is happening in multi-res, but then contractors are taking everything to landfill, do you track that?

Jim McKay responded that this is outside of city system, and that if it were within the City system there would be an ability to track it.

Jim McKay presented on ICI and CRD. He explained that the City is already managing this waste through its transfer stations. He described complexities around banning materials and needing to make sure there is a surrounding system to handle materials. For example, to get involved in CRD, you have to create the bylaw/ban, then you have to set up the facility for them to take it to, then you have to set up the processing facility to turn it into a product that has value to markets. There is already a history in the GTA of private sector trying to process CRD materials. Neither are successful, there is no market to take it to. CRD is pushed off later in implementation schedule because it has a big capital component.

Jim McKay described that incentive based drop offs make sense for cell phones, batteries, etc, but can be very expensive to roll out reverse vending machines. The Strategy will support facilitation of a process for someone else to be able to do this.

Jim McKay described that the Research Development and Innovation Unit needs a goal, which will be to find additional ways to divert 10,000 tonnes of waste.

SAG Member Question: why would you put R&D near the end? These things take a long time to figure out

Jim McKay responded that this is a good comment, and something that could move up. It is also good opportunity to partner with academics and industry.

SAG Member Comment: Agreement regarding moving up R&D. A lot of the timelines have a lot of time upfront on planning. If R&D Unit could house a lot of the planning it should be started earlier on.

Jim McKay presented on Controls Bans and Enforcement.

SAG Member Question: How do bans work if collection is private versus public?

Jim McKay responded that the private sector needs to police their own staff, and that there is also an ability for the City to police the private sector.

SAG Member Question: What's the \$1 million capital cost in 2018 for Control Bans and Enforcement?

Jim McKay responded that this is for legal and advertising costs. He explained that if you are taking an aggressive stance to enforcement, you need to advertise that you are taking that stance.

SAG Member Question: Could cameras be used to monitor what is going in trucks and bins?

Jim McKay responded that the technology exists now but is not cheap.

Jim McKay presented on system financing and performance metrics.

SAG Member Question: How would GHG metric be measured?

Jim McKay responded that the metric needs to be refined as the City starts to establish its baseline for GHG emissions.

Charlotte Ueta added that the project team will be meeting with Energy and Environment Office.

SAG Member Comment: Metrics could be broken down into different sources of reduction.

Jim McKay responded that there could be more breakouts within metrics.

SAG Member Comment: Transport processing costs should be broken out by waste streams. Because the City also serves the non-residential sector, this should include a diversion rate for it. The City should also include its own diversion rates for all buildings – City buildings and departments. It is an education opportunity for residents to see model by example.

Jim McKay presented on Next Steps.

Charlotte Ueta described public consultation starting on March 29, 2016.

SAG Member Question: I noticed when walking in, that this is a zero waste building. Should zero waste be mentioned as a target or aspirational in the Strategy?

Charlotte Ueta described that City Council does not have a position on Zero Waste.

Jim McKay responded that the Strategy talks about the Circular Economy. Bill 151 talks about Zero Waste. I am fully supportive of Zero Waste, but it's a misleading concept. That's why a circular economy is more favourable.

SAG Member Comment: Zero waste is a good aspirational goal, it is a bit surprising that it is not included.

SAG Member Comment: The City has zero waste signage in buildings, this requires better coordination with language in the Strategy.

SAG Member Question: Are there opportunities for spin off employment opportunities? Thinking about textiles specifically.

Jim McKay responded that scoring of options includes potential for job creation of each Option and flagged potential for employment.

SAG Member Question: Regarding the Green Lane closure date of 2029 to 2040 - Can you break down what extension is by settlement or projections?

Jim McKay responded that this information can be put together. Settlement adds 3-4 years.


MEETING AGENDA

Meeting Goal: *To provide attendees with an overview of the Draft Waste Strategy, receive feedback, and to discuss the overall approach for Public Consultation Event (PCE) #3. Specific objectives include:*

- Discuss outcome of Public Works and Infrastructure Committee (PWIC) meeting (March 1, 2016)
- Present the draft Waste Strategy and receive feedback
- Present the overall approach to PCE #3
- Present the proposed comment form/survey content and request feedback on content

Agenda

Time	Agenda Item
1:00 – 1:10	Welcome and Acknowledgements
1:10-2:40	Walk through of Draft Waste Strategy
2:40 – 2:50	BREAK
2:50 – 3:10	Overview of Phase 3 Consultation Approach and Events
3:10 - 3:50	Walk through of Survey/Comment Form
3:50 – 4:00	Meeting #16 Follow up/Circle back / Next Steps/ Close



SAG Meeting #17 Draft Waste Strategy & Phase 3 Consultation

March 14, 2016






Agenda


Time	Agenda Item
1:00 – 1:10	Welcome and Acknowledgements
1:10 – 2:40	Walk through of draft Waste Strategy
2:40 – 2:50	BREAK
2:50 – 3:10	Overview of Phase 3 Consultation Approach and Events
3:10 – 3:50	Walk through of Survey/Comment Form
3:50 – 4:00	Meeting #16 Follow up/Circle back / Next Steps/ Close





Updates

- Outcome of PWIC meeting held on March 1, 2016
- Changes to staff of project team





The Waste Strategy Process



1. WHERE ARE WE? Review of current waste management policies, programs and facilities.
2. WHERE DO WE NEED TO GO? Identify the regulatory gaps and challenges. Examine Toronto's anticipated needs over the next 20-30 years.
3. HOW DO WE GET THERE? Determine what solutions are available to us.
4. WHAT ARE THE OPTIONS? Evaluate options to manage Toronto's waste in the future.
5. WHICH OPTIONS SHOULD WE USE? Evaluate recommended options that are appropriate for Toronto.
6. HOW AND WHEN? Develop how and when the recommendations will be put into action.
7. WHAT'S THE STRATEGY? Make public comments on the Draft Waste Strategy to inform the final version that will be submitted to Toronto City Council for approval.



 LOOKS TERRIBLE
WITH STATION

-

5

 LOOK TERM
AND SEARCH

-
- Toronto**

**LONG TERM
WASTE STRATEGY**
 Looks good. All rights reserved.

Promotion & Education Tools

- A variety of online and in-person implementation tools are recommended to supplement the City's existing promotion and educational tools.

Commitment to Reduction, Reuse and Recycling (3Rs)

- All 3Rs options recommended for implementation:
 - Food Waste Reduction Strategy
 - Textile Collection and Reuse Strategy
 - Sharing Library
 - Support Reuse Events
 - Explore Opportunities for Waste Exchange

Collection & Drop-off Depots

Recommended Options:

- Drop-off Depots
 - “Fleet” of up to five dedicated mobile depots.
 - 10 to 20 staffed neighbourhood drop-off depots.
- Incentive Based
 - Reverse Vending Machines (RVMs)

Commissioners Street Transfer Station

- The Commissioners Street Transfer Station is essential to deliver waste management services to the downtown core.
- A facility located at or in close proximity is required in the future to continue service provision in this growing part of the City.
- Recommended option - Relocation of Transfer Station within the Port Lands Area.

Multi-residential Services

Recommended Options

- Organics Management – Community/mid-scale composting.
- Waste Collection Methods - Waste container tracking for better reporting and customer response.
- Planning, Policies and Enforcement - Increased enforcement efforts, review existing policy for development requirements.

IC&I and CRD Waste

- The draft Waste Strategy recommendations encourage greater diversion by:
 - Expanding the City's yellow bag program.
 - Exploring policy instruments such as recycling by-laws where legally permissible.
 - Establishing construction and renovation drop-off depots and processing facility.
 - Consider banning disposal of construction and renovation materials.

CRD Services

Recommended Options

- Depots, Processing, and Policies to Divert CRD Waste
 - Bins at transfer stations for various materials with differential tipping fees
 - Establish a processing facility
 - Develop policies and economic incentives
- CRD Material Disposal Ban
 - CRD disposal ban for future consideration

Recovery of Materials

Recommended Option

- Mixed Waste Processing Facility with Organics Recovery
- Other options could still prove to be valuable components for the future integrated system.

Recovery of Materials cont'd

- Potential for an estimated 75,000 additional tonnes diverted from landfill each year once implemented.
- Is flexible to changes in waste quantities and composition.
- Potential to combine technologies to produce outputs such as Refuse Derived Fuel (RDF), biogas and compost/digestate.

Green Lane Landfill

- Green Lane Landfill (GLL) is projected to have capacity for Toronto's waste until approximately 2040.
- Waste Strategy identified Near Term and Long Term options.

Green Lane Landfill cont'd

- Recommended Near Term Options
 - Adjust Tipping fees or customer base
 - Secure disposal capacity at other landfill sites
- No long term options were recommended for implementation at this point.
- Upon regular reviews and updates of the Waste Strategy, consideration will be given to requirement for additional residual waste disposal capacity in the future.

Other Programs

- City Explores Mechanisms to Introduce City-wide Controls over Waste Management – where legally permissible, packaging ban, mandating recycling separation and processing, imposing levies, disposal bans (CRD), local EPR measures, improving enforcement and coordinating with Province on joint enforcement efforts.

Implementation Tools

- Create a Research, Development and Innovation Unit to advance innovative ideas.
- A range of implementation tools have been identified to support the system financing and funding of new infrastructure and services to be implemented as part of this Waste Strategy.

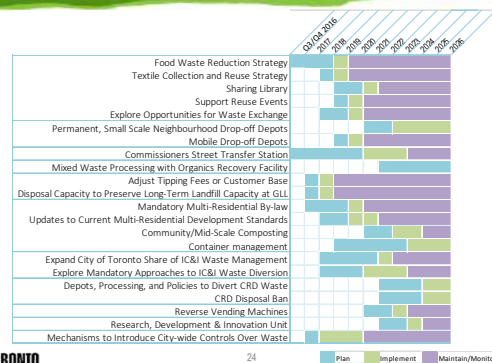
External Influences to Consider

- Waste Diversion in Ontario is Changing
 - The proposed *Waste-Free Ontario Act* (Bill 151) promotes manufacturers to take responsibility of the products and packaging they generate.
 - New systems to manage and track diversion on a material-by-material basis will be developed.
- The City is Growing
 - Further development is anticipated throughout the City.
 - Keeping a transfer station in downtown Toronto is important and a new location for the Commissioners Street Transfer Station is needed.
 - Development in other areas of the City adds pressure to the Solid Waste Management System.

Internal Influences to Consider

- City faces internal pressures:
 - Budget
 - Staffing
 - Potentially changing political views

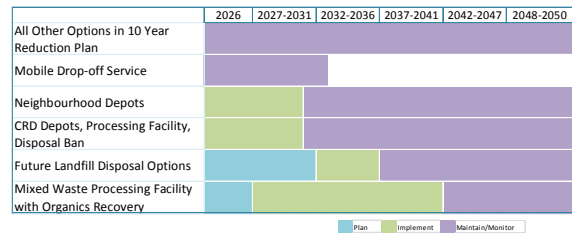
10 Year Reduction Plan



Diversion Impact



Long Term Plan



Anticipated Benefits

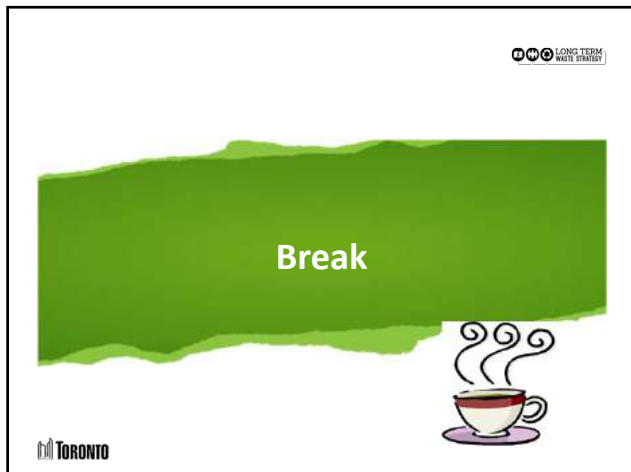
The Waste Strategy is anticipated to result in numerous benefits to the City, residential and non-residential waste customers, including;

- More reuse and reduction
- Longer landfill life
- Behaviour change
- Greater environmental awareness
- Partnerships with community members
- Increased community participation
- Toronto as an innovative leader
- Creation of green jobs
- Promotion of equity

Measuring Success


The Waste Strategy recommends a number of new performance metrics including:

- Waste Generation Rate
- Enforcement Actions
- Customer Satisfaction Rating
- Safety Performance
- GHG Emission Reduction
- New Community Partnerships
- Procurements including 3Rs requirements



Phase 3 Consultation


- Phase 3 public consultations begin on March 29 and continue until April 27, 2016 and will include:
 - Project Update #6
 - Four public consultation events
 - Survey to obtain feedback on the draft Waste Strategy
 - Community outreach to multi-residential buildings and charities, Community Environment Days


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Phase 3 Consultation cont'd

Project Update #6

- Provides general information on the Draft Waste Strategy
- Provides information on upcoming consultation events and how to access online information.


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Phase 3 Consultation cont'd

Consultation Events

1. Draft Waste Strategy Overview – Open house, presentation and Q&A
2. Reduce, Reuse and Recycle: Waste Diversion in Houses, Apartments and Condos – Open house, presentation, Q&A, small group discussions
3. Diversion Opportunities: Business & DIY Home Renovators – Webinar outlining IC&I and CRD options, Q&A
4. Waste Recovery and Residual: How to Handle Remaining Materials – Open house, presentation, Q&A – also available by webinar

Phase 3 Consultation cont'd

Survey

- Intended to get high level feedback on Draft Waste Strategy.
- Designed to mirror content of four consultation events.
- Will be available on-line and in hard copy at consultation events.

Phase 3 Consultation cont'd

Outreach

- City staff will seek input on the Draft Waste Strategy by distributing the survey during outreach activities at charities and multi-residential buildings, CEDs.

Strategy Website

- All materials available on-line (project updates, survey, panels, presentations, Draft Waste Strategy, Technical Memoranda).

Phase 3 Consultation cont'd

Communication Tools

- Print, digital, out-of-home media advertisements
- Media Relations
- Social Media
- Short "Whiteboard" video to promote draft Waste Strategy & events
- Corporate Newsletters (e.g., Live Green Toronto newsletter)
- Transfer Station weigh scale receipts
- 3Rs Ambassadors
- Networks of SAG, KSMs, EET
- Councillor matte stories for website, newsletters
- Employee News (staff)
- Email to Solid Waste Management Services staff
- Project Listserv

Display Panels

- A series of display panels to provide information about the Draft Waste Strategy have been developed.
- Flow of panels follows the system components in the Draft Waste Strategy.
- High level, colourful, engaging.
- Comments?

Survey #4

- Generally mirrors the line of questioning used in facilitated discussions/Q&A at the four events.
- Forms the basis for the guiding questions for discussion at the events.

Survey #4 cont'd

- It's time to discuss survey questions for each event and guided discussion questions.
- We want your input on wording of questions to obtain feedback from participants.

Part 1– Promotion and Education

- 1A. How do you currently learn about waste programs in Toronto?
- 1B. The City currently uses a variety of tools to communicate with residents about waste management. How would you like to stay informed of the Waste Strategy implementation. Please select the top three tools that you would use to stay informed.
- 1C. Do you have additional ideas for communications networks or tools the City should use to keep people informed about waste management?

Part 2 – 3Rs - Reduce, Reuse, Recycle

- 2A. Do you support the recommended programs for waste reduction, reuse, and recycling?
- 2B. Select the top three programs that you would like to see implemented and are most likely to participate in now.
- 2C. Sharing libraries provide opportunities for the public to sign-out materials that are used infrequently. There are already existing sharing services within Toronto, such as the Tool Sharing Library, bike sharing, car share programs, and multiple resources at Toronto Public Libraries. What types of items would you be most interested to share/borrow? Select maximum of three.

Part 2 – 3Rs - Reduce, Reuse, Recycle cont'd

- 2D. Are there any waste diversion activities in your community that the City could help to support or expand?
- 2E. One of the recommended options is a mobile drop-off depot that would travel to high-density areas where residents could drop off recyclable or reusable materials. If implemented, how frequently would you use this service?

Part 3– Partnerships

- 3A. What types of activities do you think the City should seek partners on? Select a maximum of three activities.
- 3B. Do you belong to, or know of an organization that the City should partner with to deliver programs described in 3A?

Part 4 – Future Waste Processing Facility

- 4A. The draft Waste Strategy focuses on recycling and reducing the overall amount of waste generated in the first 10 years, before considering major capital investments in new waste management facilities. Do you support this approach?

Part 5– Enforcement

- 5A. Which of the following waste management enforcement efforts do you think would be most effective? Select a maximum of three.

Part 6 – IC&I

- 6A. What mechanisms should the City consider to encourage more reduction, reuse, and recycling by IC&I?

Part 7 – Zero Waste

- 7A. Do you support including this aspirational goal of Zero Waste under the Long Waste Management Strategy to align with the Provincial goal?

CIRCLING BACK

Circling Back cont'd

Key Suggestions from SAG Meeting #15

- | | |
|---|--|
| <p>Clarify how options 6.1 and 6.2 are illustrated in the case studies.</p> <p>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.</p> | <ul style="list-style-type: none"> • More details were added to Options 6.1 and 6.2 to illustrate mixed waste processing with or without organics recovery. • Case studies were updated to indicate the current status of some EFW projects in Canada, including the Metro Vancouver case study to indicate their project to identify a new EFW facility had been cancelled and that the Durham-York Energy Centre had recently been approved for full commercial operation. • An additional bullet was added to the list of considerations indicating that "Several projects utilizing direct combustion in recent months have been cancelled in Canada. Should the City proceed with this option, a review of the specific circumstances leading to these projects being cancelled should be undertaken." |
|---|--|

Circling Back cont'd

Key Suggestions from SAG Meeting #15

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|--|--|
| <p>Consider evaluating diversion comparatively, rather than with hard numbers, across the options grouping.</p> <p>Increase linkage between this project and CCO Environment and Energy Advisory Committee</p> | <ul style="list-style-type: none"> • <i>As the evaluation tables were finalized, the scoring of some options required updating. The project team revised all scores for the "potential to increase diversion" so options were compared against others in the same groupings for a more comparative evaluation.</i> • <i>SWMS conducts ongoing engagement with the Environment and Energy office.</i> |
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Circling Back cont'd

Key Suggestions from SAG Meeting #15

- The following suggestions will be considered as part of Phase 3 Consultation.
- 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 (e.g. diversion for 6.1 and 6.2)
 - Re Option 7.5 – is there a way to ensure this option does not negatively affect residents coming to 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.
 - Coordinate enforcement with the Province.

Circling Back cont'd

Follow up from SAG Meeting #16

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| <p>Why would you put R&D near the end? These things take a long time to figure out</p> <p>Regarding the Green Lane closure date of 2029 to 2040 - Can you break down what extension is by settlement or projections?</p> | <ul style="list-style-type: none"> • <i>This comment will be considered as part of Phase 3 consultation.</i> • <i>The Waste Strategy will be recommending a series of new waste reduction, reuse, recycling, recovery and residual programs and facilities that have the potential to further extend the life of Green Lane Landfill by up to an additional 8 to 12 years over the original projections.</i> • <i>Based on new projections, in future years, less landfill capacity will be required annually over what was original projected.</i> • <i>Although highly dependent on the composition of the waste that is being landfilled and the operating conditions at the landfill, some additional airspace may be achieved through settlement over time. It is estimated that this may add up to an additional 3 to 4 years of disposal capacity to Green Lane Landfill.</i> |
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Next Steps & Close

- Phase 3 Consultation to be completed on April 27, 2016.
- Final Strategy to PWIC and Council for Approval in June/July 2016.
- Next SAG Meeting will be early May to:
 - Discuss in detail the final strategy and implementation road map; and,
 - Phase 3 consultation results.
- Last SAG Meeting in late July to:
 - Discuss next steps for implementation of options;
 - Discuss role of SAG in roll-out of Waste Strategy; and,
 - Thank SAG members for their contribution to developing the Waste Strategy.

Monday March 14, 2016
Long Term Waste Management Strategy
Stakeholder Advisory Group Briefing

City Hall, Meeting Room B
1:00pm – 4:00pm

Attendees:

Brian Purcell – Toronto Atmospheric Fund
Gary Rygus – Recycling Council of Ontario
Kate Parizeau – University of Guelph
Keir Brownstone – TCHC

Rob Cook – OWMA
Daryl Chong – GTAA
Emily Alfred – TEA
JoAnne St. Godard – RCO
Cynthia Chan – TDSB
John Campey – Social Planning Toronto

City Staff:

Solid Waste: Jim McKay, Annette Synowiec, Charlotte Ueta, Michelle Kane, Sarah Corey

Communications: Pat Barrett
Public Consultation: Robyn Shyllit

Consultants:

HDR: Larry Fedec, Christine Roarke

Dillon: Karla Kolli *Facilitator, Morgan Boyco

The meeting commenced and **Karla Kolli** described the agenda.

Annette Synowiec introduced the new General Manager of Solid Waste, Jim McKay. She provided an update on the March 1, 2016 PWIC meeting. She described that both the Waste Strategy Staff Report, and item on the Waste Free Ontario Act were strongly supported by members of PWIC, as well as public deputations.

Larry Fedec provided an update on the Waste Strategy process timeline.

Christine Roarke presented the recommendations in the Draft Strategy. She described promotion and education tools, mobile drop-off depots, reverse vending machines, and the Commissioners Street transfer station, options for multi-residential buildings, industrial commercial and institutional sectors, and construction, renovation and demolition waste.

Larry Fedec highlighted that the 3Rs are important components of the Strategy. He described the Mixed Waste Processing Facility with Organics Recovery option, projections for capacity at Green Lane Landfill, and City-wide waste management mechanisms being explored that are legally permissible.

SAG Member Question: Have the individual options been evaluated on how they will be implemented yet?

Annette Synowiec responded that the City is working with legal on this process to determine what is legally permissible.

SAG Member Question: What does securing disposal capacity at other sites look like? If there is capacity at Green Lane why would you do this? How does this connect to environmental goals that Toronto has identified?

Larry Fedec responded that contracts are already in place at private landfills the same distance to Toronto as Green Lane that are not energy from waste facilities. The City has five year contracts with these locations, that are currently in year one.

Clarification: Existing waste disposal contracts have had their optional extension years exercised for another 5 years until 2021.

Annette Synowiec explained that prior to 2015, the City was redirecting a portion of its waste to other landfills. In 2015, a decision about using the additional contracts again was deferred until the Waste Strategy was complete. For Green Lane to operate, a certain amount of materials needs to go in. When the other contracts run out in 2021, the City would be looking at new disposal capacity. The other sites all have Environmental Compliance Approvals just as Green Lane Landfill does.

Larry Fedec added that all the external sites operate under the same procedures to collect gas and leachate.

Annette Synowiec described that the way the Strategy is written now, could involve finding capacity at an energy from waste centre that could manage residual waste from Toronto.

SAG Member Question: Is the objective to limit use of Transfer stations? If you adjust the tipping fees it will affect different outcomes.

Larry Fedec responded that by raising the tipping fee it may divert a portion of waste away. Some operators do not have options other than the City's Transfer Stations. It's about reducing tonnes.

Annette Synowiec described the comment from the Toronto Environmental Alliance which asked to ensure that the City considers how the residential base uses transfer stations and is not priced out of the system through tipping fees.

Larry Fedec discussed implementation tools, advancing research and development, and new and emerging technologies. He explained that there were a range of implementation tools identified for financing of new infrastructure and services, and complementary promotion and education tools.

Christine Roarke described that implementation tools did not undergo evaluation, because all tools could be used in the future to support the Strategy.

Larry Fedec described external influences that need to be considered. The proposed Waste Free Ontario Act promotes manufacturers to take responsibility for packaging. Growth of Toronto is anticipated, and the Commissioners Street Transfer Station needs to be available for increased pressure in the downtown core. Internal influences need to be considered like budget, staffing, the City's ability to implement programs, and changing political views.

Jim McKay added that a comment at March 1 PWIC was about the implementation schedule moving faster than what is currently proposed to be more aggressive in implementation.

Larry Fedec showed a slide of the development, planning, and implementation schedule for the first 10 years of the Strategy, and rollout, and how options are staged.

SAG Member Question: When can we see detail on the Waste Free Ontario Act (WFOA) and which aspects of the Waste Strategy will be most impacted by it?

Jim McKay answered that the City will know the answer when they see it. He explained that the Waste Strategy implementation schedule has been designed to take WFOA into account. For this reason, a number of options are delayed to the 2020 timeframe so that the Province has time to work that out, to avoid a situation where a City ban and Provincial ban say something different. City will start down the path of looking into what the City can do, but will not override what the Province is doing.

SAG Member Question: What's the actual planning and implementation piece to extend the life of Green Lane?

Annette Synowiec responded that this includes utilizing contracts again, and reviewing contracts.

Update: This is in addition to the reuse, reduction and recycling options presented in the Strategy.

SAG Member Question: Would you tender for more capacity between 2020 and 2021?

Jim McKay answered that the City has contracts for other landfills, and contracts for Green Lane. If waste is put into other sites, the City can reduce the amount of waste going to Green Lane.

SAG Member Comment: Regarding multi-residential recommendations, mechanisms are already underway through the Toronto Green Standards and research. You can expect to see something written up for Committee in 2017, and for this to get to City planning by the end of the year.

SAG Member Question: Is the food waste strategy related to reduction or diversion? Noticed it lines up with timelines in WFOA organics plan over similar time frame.

Annette Synowiec responded that the City participates in a number of working groups related to food waste. This would be the City's own additional strategy on food waste reduction.

Larry Fedec presented on longer term options after the first 10 years of the Strategy. These are options that require some kind of capital infrastructure. Larger capital expenditure items related to the Mixed Waste Processing Facility with Organics Recovery require monitoring of how the 3Rs components of the Strategy perform over the first 10 years, and ongoing reassessment to determine when/if this facility is required. Future landfill disposal options planning would not occur until 10 years down the horizon.

SAG Member Comment: The schedule has Mixed Waste Processing coming online after the closure of Green Lane. It becomes a Strategy to deal with what to do with waste needing to be dealt with after Green Lane

Note: Mixed Waste Processing with Organics Recovery technology will be pilot tested within the first 10 years of the Waste Strategy. Construction of a full scale facility is recommended in the Waste Strategy but a decision on how and when to proceed will be part of the initial 5 year review. If the 5 year review confirms a business case to proceed with a full scale facility, it will be planned, sited and constructed starting in year 2022.

Annette Synowiec responded that the City still has a challenge with Multi-Residential waste. Ultimately, the City is still finding that a lot of resources are finding their way into the recycling stream. The plan is to do pilots to see how more resources can be recovered over the first 10 years.

Larry Fedec presented on the anticipated benefits that come from implementation of the Waste Strategy, and performance metrics.

SAG Member Question: Will there be new targets associated with the metrics?

Larry Fedec responded that there is not a new baseline, other than baselines that already exist.

SAG Member Question: You can't have a target without a baseline. Is there a process to set targets? Metrics aren't necessarily useful unless you know where you want to go.

Annette Synowiec responded that the next phase of public consultations asks a question about the goal of Zero Waste which will help frame the goals in the final Strategy.

SAG Member Question: Does the waste diversion rate include generation and capture rates?

Annette Synowiec Waste diversion rate as defined by Waste Diversion Ontario, is the amount of waste diverted from landfill or tonnes of diverted materials over the total

tonnes of waste managed. Waste audits calculate the figure by a total amount of waste generated per household. It includes the rate of capture for defined materials.

SAG Member Comment: There is an opportunity to target more in depth data collection around some of the new options that would add to Toronto as an environmental leader to do targeted data collection. You could build in data collection and make sure there is staffing and budgets. Academics would be very excited.

Annette Synowiec responded that it would be great to continue this discussion.

SAG Member Question: Multi-residential buildings were really not built for the diversion we are looking at now. What will come to bear most is enforcement action. What are the actual remedies within the built form? Many options will come to rest on the owners back. What is the component to this that would look at how you help facilitate solutions within the existing and developing built forms? Examples are usually versions of what's already there.

SAG Member Question: Do you have data on that? You are one of the few landlords that has building stock under the building code with tri-sorters.

Annette Synowiec responded that the City is always looking at good examples and best practices. Staff are looking at buildings with closed chutes and changes in their tonnage. Such a big component is property management. The City is doing a White Paper on a successful model at 430 McLevin to see how it works. The City is always looking out at new ways to slice the data, doing audits of buildings and the most waste generated, and having staff offer resources and walk around with a check list of resources. There are also lots of internal things that could be going on at a building that may not be waste related, but impact diversion. There may need to be a connection to Municipal Licensing and Standards (MLS) or other safety issues.

SAG member comment: The City consistently misses situations where there are 2-3 families living in a unit. There is no consideration that 10 people could be living in a unit. The expectations for diversion are well off the mark because of the number of people living in a building. Social development should be more involved than MLS.

SAG member comment: The studies and educational component that come out of the report will be helpful.

Annette Synowiec responded that the City can help encourage actions to be taken and address issues. We are all ears on this one.

SAG member comment: It's a flag. When you have a set of fixed circumstances in the building, there is nothing you can do about it. When punitive action is taken, there can be great backlash.

SAG member question: Is there good data from other cities that have similar old building stock on what can be done? Examples of success?

Annette Synowiec responded that there is no magic bullet. Depending on where you look, there are things that can work. There is an example of sorting in Sri Lanka, with a swipe card in the building to access chutes, and fee charged if the resident didn't sort properly. We have a call scheduled with New York City next week - they want to hear from us about what we do as the City of Toronto is ahead of many urban cities in waste diversion programs.

SAG member comment: It's useful to understand what's achievable. If there is data out there you can get to 80%, or if it says, no one can crack this nut, that would be helpful. It sounds like no one is doing better than us.

SAG member comment: Vancouver is doing well. The biggest difference there is the deposit charge on water bottles. A deposit return should be worthy of consideration at some point.

Jim McKay commented that Vancouver is looking to Toronto on how to start their programs. There is data that Vancouver's performance is pretty limited. This is all leading edge. Data has not been collected in other places. It is important to get a good data set before you do anything, then tracking, and follow up.

Annette Synowiec commented that the example at McLevin is what we can achieve if you have buy-in from property management and residents. I don't know if it is reproducible across the City. It is the role model being looked at right now.

SAG member question: In regards to multi-res, is there a component to have more of a participatory process with this sector? Condo and apartment residents? To track diversion in those buildings? We have heard that those stakeholders have not felt they have had input. There should be a stakeholder group convened to monitor those options. Some folks here have a lot of experience. Is there a working group proposed or could there be?

Annette Synowiec responded that the City would be open to that, and asked if this would be useful, or if there is another group that is already doing this.

SAG member comment: There is not a one size fits all solution, regarding the number of occupants and language barriers. You can always find a good example and want to replicate it everywhere. There are lots of underlying factors. The worst case would be a one size fits all, and penalization. We have tried lots of actions over the years. Lots fail. There is not one glaring success story. There is an example condominium, Concert, at Bay and Dundas, where everyone brings down their garbage to the lobby. This will not work in Scarborough.

A **SAG member** commented that they have good contacts in condo sector.

Annette Synowiec responded that the City would love to have working group, and help drafting that agenda.

[The SAG took a break.]

Larry Fedec introduced the Phase 3 Consultation plan.

Morgan Boyco described that scheduled consultation events will take place from March 29th to April 12th, and the survey will be open until April 27th and that the team is looking at SAG members to provide some general information on the Strategy and upcoming events. There will be in person consultation events. There was the intention to have four different events to cover the components of the strategy that people are most interested in. The first is an overview event for people that want the high level overview of the strategy, with a presentation and open floor Q and A. A second event would be topic specific workshop style on the 3Rs. What do you think the topic specific questions could be? The third event would be targeting waste from construction and home renovators. More webinar and live Q and A. The fourth is an open house and presentation on recovery and residual waste.

SAG member question: Can we talk about the details of the events?
Are these all happening downtown? Are there any plans for it to happen elsewhere?

Charlotte Ueta: People can view the presentation online and there will be webinars offered to the public for 2 of the topics. We'll have solid waste management staff educating the public and promoting these events at other places around the city. Staff will be available to answer questions and have copies of the survey. This will be done city wide. Including multi-res buildings.

Robyn Shyllit: All material will be posted online.

SAG member comment: Can there be booth with display panels at the Civic Centres?

Robyn Shyllit stated that there are limited options for bookings during the consultation period.

SAG member comment: Are respondents able to make comments through the survey?

Charlotte Ueta replied that, yes, respondents will be able to submit comments online.

Robyn Shyllit asked if there was a specific comment for a question now.

SAG member comment: Not right now.

Larry Fedec introduced the survey, outreach and promotional material. He asked for feedback.

SAG member comment: Are you advertising at any transfer stations, Community Environment Days? Through the yellow tag program? To building managers?

Charlotte Ueta answered that consultation for the Strategy has a robust communications plan.

Pat Barrett described that the ads do not target property managers, and that it is hoped the SAG will also help circulate information through their networks.

Morgan Boyco presented a sample display panel and asked for feedback.

SAG Member comment: The mobile drop off should not look like a garbage truck.

Robyn Shyllit described that the panels are meant to be easy to read while communicating a lot of information.

SAG Member comment: Decimal point is off. Actually 31 billion [in reference to panel content]

Morgan Boyco: Do you think anything is missing on the draft strategy or missing on the panels?

SAG Member comment: If people from multi-res look at this it is not reflective on their issues.

Karla Kolli asked for an example.

SAG Member Comment: They don't have any way to separate their waste. They don't want to go to the garage. My concern is if we go to the community with these questions- and they have a different set of questions how do they address that? This is more of a single family resident view.

Morgan Boyco stated that perhaps there is a way we can expand on one of the panels.

SAG Member Question: how can we connect the dots back to multi-res concerns? Where do people put things and in what way do residents feel we're reflective of them?

Charlotte Ueta asked for suggestions on how to frame the questions around implementation.

SAG Member Comment: Frame the pieces in a way to separate out textile waste and food waste.

Karla Kolli described that the panels are designed to be high level and the presentation gives more details. The panels are more speaking notes - we can connect the dots and give them an understanding why they are there.

SAG Member Question: What are we doing with people's feedback? We need to have a preamble about their comments and questions. Are we going to make them public?

SAG Member comment: In regards to the content in the panels, it is helpful to have a problem/program statement panel. The public cannot assume why we are doing it. One

overarching panel to give people some basic stats. Give them any financial background on the City.

SAG Member comment: Look at the communications and strategy. Look at what suggestions and options for residents for the future.

Morgan Boyco began to discuss the focus of the survey implementation, and asked for feedback about the survey.

Robyn Shyllit let SAG members know that they could submit comments until Wednesday, and that the group will not focus on wordsmithing at this meeting but rather on content and strategy.

SAG Member comment: We need to look at the perspective of the respondent. We need to determine who the respondent will be. Should we ask "Do you live in an apartment in a house, high-rise... etc."?

SAG Member Question: Will a response to each question be required in order to move on in the survey?

SAG Member Comment: Need to add *None of the Above* option to some questions.

SAG Member Comment: 1B should be rephrased to: "How would you like to be informed about waste programs"?

Jim McKay stated that the City needs to define what a Community Leader is in the question.

SAG Member Comment: Add *Family* to 1A.

SAG Member Comment: There are no specific questions related to multi residential buildings.

SAG Member Question: Can people multi select options?

Morgan Boyco replied that this will be allowed in some questions.

SAG Member Comment: 2A and 2B: can we combine them? The longer the survey the less likely they will complete it.

SAG Member Question: How would you manage different options? How would you manage people's feedback?

SAG Member comment: Will be interesting to hear about what people see as their barriers.

SAG Member Question: Will the survey be available in any other language?

Charlotte Ueta: Translation services will be offered.

SAG Member Question: Will the questions be in plain language?

SAG Member Comment: 2C: Some listed seem out of place. Such as camping equipment.

SAG Member Question: 2E. Waste depots? What kinds of things are being derived from this?

SAG Member Comment: Since site staff will be delivering the program some of these questions should be about how the use of the program.

SAG Member Question: Respondents need to understand mobile depots—what would it include? Examples are needed.

Karla Kolli asked if there is anything missing in the grouping or categories of the questions.

SAG Member Comment: People's experience: used to live in an apartment vs. now in a house.

SAG Member Comment: Any questions about promotion and education. Maybe about outreach and tools. People might want to know more about it. Understanding partnership and what types of activities do you think we should see partners on.

SAG Member comment: I don't think people will give much information about these three sectors. Ask 3B then have a comment box. Eliminate 3A.

SAG Member Comment: You [the city] know what programs would benefit partnerships.

SAG Member Question: Is it a facility or facilities. 4A: Not sure we will get much out of it. What were you hoping to get out of this?

Charlotte Ueta explained the need to get an understanding of the programs and technology.

SAG Member Comment: Preamble and the question don't really get people to affirm the direction.

SAG Member Comment: keep it consistent and make sure everything is included.

SAG Member comment: It's a different question for a different audience. Questions should change if you are living in Multi Residential or a single-family unit.

SAG Member Question: "In your workplace". What is reflective of respondents? Where do you go to school? Where do you eat?

SAG Member Question: Why don't we give respondents the options?

SAG Member Comment: What are the barriers you face? Insight as to where you can go? How can we gain an insider perspective?

SAG Member Question: The survey should identify barriers respondents may face. And ask the question on Zero waste. I like this question. Do you want to link it to the provincial policy?

Jim McKay suggested to include the circular economy in this.

SAG Member comment: [The City] May be able to work it in the preamble.

SAG Member Question: Does ICI include religious organizations?

Pat Barrett replied that there is not anything in the survey right speaking to those organizations.

SAG Member Comments: Will schools be listed? Also in 1A.

SAG Member Question: Demographic questions - Are they all the standard questions?

Robyn Shyllit replied that the public consultation unit uses a standard set of demographic questions.

SAG Member Question: "How much do people know about the system?" Good to know how people rate the programs. You are asking how people care. How informed people felt.

SAG Member Question: There is nothing about GHG reduction. How can we include it?

Robyn Shyllit reminded the SAG members to submit any further comments by Wednesday.

City staff thanked the SAG for their participation.

The meeting ended.

APPENDIX F

PCE Materials

The Waste Strategy Process

TORONTO WASTE STRATEGY

The Strategy recommends policies and programs, including how to manage any leftover garbage remaining after reusing, recycling, and composting.

The Vision

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.



Why Do We Need a Waste Strategy?



DID YOU KNOW?

If we don't change the way we manage our waste, we could generate 37 MILLION TONNES of garbage over the next 50 years!

The development of a Long Term Waste Management Strategy is one of the actions in City Council's 2013-2018 Strategic Action Plan.

The Waste Strategy is a high level decision making document to guide waste management policy decisions for the next 30 to 50 years.

The Waste Strategy will help Toronto:

- maximize the life of Green Lane Landfill;
- prioritize reduction, reuse and recycling;
- leverage programs and services already in place to further improve waste diversion;
- minimize the need for new capital infrastructure investments;
- work together with community partners to enhance access to diversion programs; and
- maintain flexibility for future waste management changes.

The City manages almost **1,000,000 TONNES** of waste each year.

Integrated Waste Management System

The City's integrated waste management system has a wide range of components that function as a whole. The Waste Strategy looked at each of these components to identify future improvements.



EXTERNAL SYSTEM INFLUENCES

Federal and Provincial Legislation
Extended Producer Responsibility
Programs and Infrastructure Funding
Climate Change
Economic Conditions
Markets and Market Access
Changing Waste Composition

THIS FIGURE SHOWS:

- the integrated nature of the waste management system;
- the flow of waste from generation to disposal;
- internal and external influences on the system;
- the emphasis on waste as a resource with priority placed on reduce, reuse and recycle; and
- how the 5Rs (reduce, reuse, recycle, recover, residual disposal) fit in the system.

We've Been Listening

Since 2014, the Waste Strategy development process has been supported by widespread public and stakeholder engagement activities.

Surveys

4 surveys with over **2,200** respondents to date.

Key Stakeholder Meetings

5 meetings with key stakeholders including environmental groups, non-profit organizations, First Nations representatives and ratepayer associations.

Vendor Days

Opportunity for presentations and information from vendors of technologies and services.

Project Updates

6 Project Updates distributed to **750** emails on project contact list as well as key stakeholders.

Stakeholder Advisory Group

19 meetings of the Stakeholder Advisory Group provided feedback throughout the process.

Community Events and Open Houses

12 Public Consultation Events and City attendance at numerous community events reached over **4,200** people to date.

Website and Social Media

Dedicated project website and social media presence.

Wast(ED) Speaker Series

4 Speaker Series Events including a Zero Waste Conference in partnership with Metro Vancouver.

What We Heard

Thanks to Waste Strategy participants
for your great ideas!

Key Messages from the public, Stakeholder Advisory Group and other key stakeholders:

- work to mitigate climate change;
- prioritize 3Rs, particularly reduce and reuse;
- consider partnerships;
- enhance enforcement;
- treat waste as a resource and reinforce a circular economy; and
- prioritize our community's health & environment.



Reduce. Reuse. Recycle.

The Draft Waste Strategy focuses on reducing, reusing and recycling/composting waste to promote the importance of resource conservation and reduced environmental impacts.



FOOD WASTE REDUCTION STRATEGY

Develop a strategy that promotes food waste reduction.



MOBILE DROP-OFF SERVICE

Coordinate a network of mobile drop-off depots that could transition into permanent neighbourhood drop-off depots.



WASTE EXCHANGE

Support opportunities or events that allow residents to obtain gently used materials for reuse.

TEXTILE COLLECTION AND RE-USE STRATEGY

Introduce innovative ways to reuse and recycle used clothing and other textiles.



SHARING LIBRARY

Help establish locations to borrow materials that are infrequently used, like sports equipment, tools and toys.



REVERSE VENDING MACHINES

Introduce technologies that allow for depositing certain products to receive rewards/incentives.



Apartments & Condos

In addition to the 3Rs opportunities, the Draft Waste Strategy recommends other ways to increase diversion at multi-residential buildings.



DATA MANAGEMENT AND ACCESSIBILITY

Better data availability, like waste container tracking.



COMMUNITY COMPOSTING

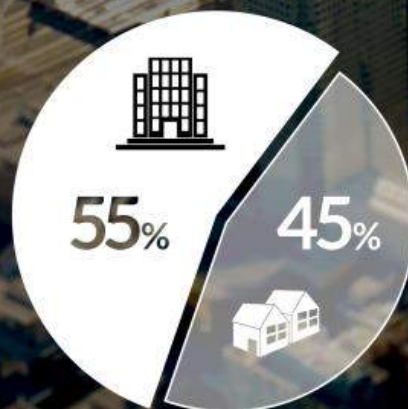
To further educate on the benefits of composting and foster a sense of community.



POLICIES AND ENFORCEMENT

Increased enforcement efforts and exploration of policies to encourage effective participation in waste diversion programs in all buildings.

Apartments and condominiums make up over half of Toronto's housing.



Single family homes currently divert 66% of their waste. Apartments and condos divert only 26%.

(Based on 2014 data)

Diversion Opportunities For Businesses

The City provides some waste management services to businesses, along with disposal options at City transfer stations and Green Lane Landfill. Most businesses in the city receive waste management services from private waste haulers.

The City is considering options that encourage greater diversion of waste from businesses, including new policies and programs.



Exploring recycling by-laws and incentives.



Adding more small commercial customers to the City's Yellow Bag Program.

Diversion Opportunities For Home Renovation Waste

Construction, Renovation and Demolition waste refers to materials that are generated from house and yard renovations. These materials can include items such as wood, drywall, plaster, asphalt, shingles, etc.

The Draft Waste Strategy recommendations encourage greater diversion by:



Establishing construction, renovation and demolition waste drop-off depots and policies.



Banning disposal of construction, renovation and demolition materials in the garbage stream.

WASTE-FREE ONTARIO ACT

The Province of Ontario's proposed **Waste-Free Ontario Act** identifies construction and renovation materials as potential candidates for a province-wide disposal ban. The City will continue to work with the Province on any effort to divert this and other materials from landfill.

Recovering More Resources

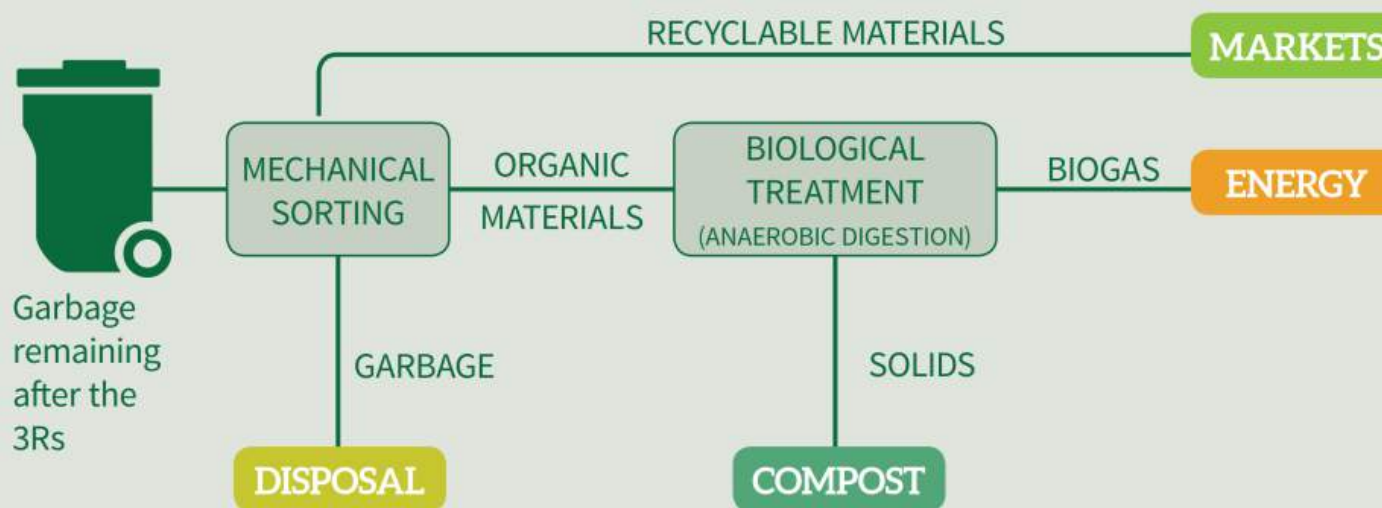
Following the reduction, reuse and recycling of materials, there are opportunities to recover valuable resources from the waste that remains, including: additional recyclables, organics or energy resources (e.g. gas and heat).

The Draft Waste Strategy is recommending the development of a Mixed Waste Processing Facility with Organics Recovery.

The need and/or timing for its development depends on the success of the reduction, reuse and recycling efforts recommended in the Waste Strategy. It also depends on the details of the Waste-Free Ontario Act.

Q: What is a Mixed Waste Processing Facility with Organics Recovery?

A: It's a facility where waste is further processed to remove recyclable materials and organic materials.



Green Lane Landfill

Toronto's residual waste goes to Green Lane Landfill. With our 3Rs strategy, we can extend its lifespan.



Future Capacity of Green Lane Landfill

Green Lane Landfill is projected to have capacity for Toronto's waste until approximately **2040**, provided we:

- continue to focus on implementing 3Rs programs;
- encourage effective participation in existing diversion programs; and
- divert some City of Toronto waste to other disposal sites.

We Need You Toronto!

The promotion and education tools listed below will be used to help implement the recommendations of the Waste Strategy.



Online Tools

Interactive online waste management tools provide up-to-date information on waste management in Toronto.



Targeted Communications

Communication to reach Toronto's diverse population.



Establish new Advisory Committees

Advisory committees (i.e. Circular Economy, Multi-Residential) can help us view waste as a resource.



Social Media

More use of social media as a way to inform people about program changes or 3Rs opportunities.



Targeted Outreach Conversations

Outreach and education campaigns to encourage diversion and educate people about their consumption choices.



Support Volunteers

Additional tools and/or resources to support waste management-related volunteer programs (e.g. 3Rs Ambassadors).



Create a Community Partnership Unit

Establishing partnerships with community groups to promote waste diversion.

Use these resources to stay informed!



Additional Programs and Implementation Tools

A range of additional programs and implementation tools have been identified to support the recommended Waste Strategy.



RESEARCH

Create a Research, Development and Innovation Unit to advance innovative ideas and promote new markets for recyclable materials.



LEGISLATION

Explore city-wide controls to increase diversion (e.g. disposal bans).



FINANCING

Explore ways to finance waste management in Toronto (e.g. full user pay system, public-private partnerships for major capital works, increase customer base, etc.).

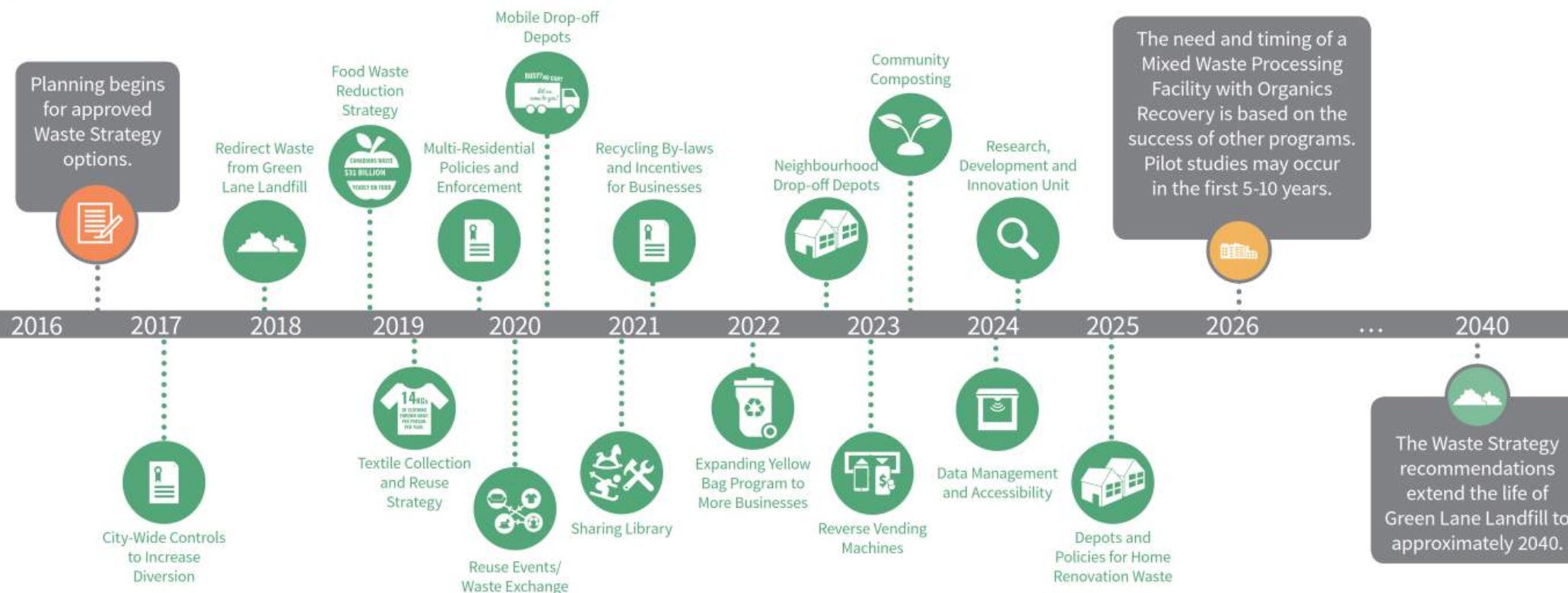
Implementation Roadmap

The Waste Strategy will be implemented over the next 30+ years with most of the reduction, reuse, and recycling recommendations being implemented in the first ten years as part of a ten year waste reduction plan.



Promotion and education will occur throughout the Waste Strategy implementation.

Review of the Waste Strategy every 5 years provides flexibility to address future changes.



We All Benefit

The Waste Strategy results in numerous benefits to Toronto residents and other stakeholders in the City of Toronto.



Increased
Reduction, Reuse
and Recycling



Greater
Environmental
Awareness



Waste as a
Resource



Behaviour
Change



Reduced
Greenhouse
Gas Emissions



New Community
Partnerships



Toronto as an
Innovation
Leader



Cost Savings



Creation of
Green Jobs



Promotion
of Equity



System
Flexibility



Longer
Landfill Life

Measuring Success

Monitoring performance and progress is important to ensure that the Waste Strategy is effective in reducing waste overall. This allows us to see potential areas for improvement, future trends, and the return on investment as new programs or facilities are implemented.

Information collected will be used to help us:

- understand the performance of the current waste management system;
- measure the impact of the Waste Strategy's recommended options;
- monitor how we do on reduction and reuse activities; and,
- measure our performance on customer service, safety, etc.

TOOLS TO MEASURE SUCCESS



Diversion
Rates



Waste
Generation
per household



Customer
Satisfaction



Enforcement
Actions
Taken



Greenhouse
Gas Emissions

Waste-Free Ontario Act

The Province of Ontario's proposed **Waste-Free Ontario Act** will outline a new direction for waste management. The intent is to move towards an Extended Producer Responsibility system where producers are responsible for managing their products and packaging. This could impact how the City of Toronto manages waste in the future and the Waste Strategy will consider this as recommendations are being implemented.

DRAFT

Strategy
for a
Waste Free
Ontario:
Building
The Circular
Economy

For Consultation Purposes



We Want Your Input on the Draft Waste Strategy!

LEARN MORE

Review the panels and public consultation event presentations for an overview of the Draft Waste Strategy.

Review the Draft Waste Strategy Document to understand the recommendations to manage Toronto's waste for the next 30-50 years.

Review Technical Memo #4 to understand all the options that were considered and how these options were evaluated.

CONTINUE THE DISCUSSION AT THESE PUBLIC CONSULTATION EVENTS

- Draft Waste Strategy Overview - March 29.
- Reduce, Reuse and Recycle: Waste Diversion in Houses, Apartments and Condos - April 4.
- Diversion Opportunities: Business and Home Renovators - April 7.
- Waste Recovery and Residual: How to Handle Remaining Materials - April 12.

TAKE THE SURVEY

Complete a survey online or send us an e-mail.

WHAT'S NEXT City Council

The Final Waste Strategy will be presented to Public Works and Infrastructure Committee in June 2016, then to the City Council for approval in July 2016.

Implementation

The City will begin implementation once the Waste Strategy is approved.



details can be found on our website.:

toronto.ca/wastestrategy

If you have questions about the Waste Strategy or upcoming consultation, please contact:

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



wastestrategy@toronto.ca



416-392-3760

TTY  416-338-0888

Toronto Waste Strategy

Draft Waste Strategy Overview
March 29, 2016

Tonight's Agenda

- | | |
|-----------|--|
| 6:00-7:00 | Registration, Open House Panel Walk Through |
| 7:00-7:30 | Presentation <ul style="list-style-type: none">– Introducing the Draft Waste Strategy– We've Been Listening– The Recommended Options– Implementing the Strategy– Benefits of the Strategy– Measuring Success– What's Next? |
| 7:30-8:30 | Q&A |

Why Do We Need a Waste Strategy?

The City manages almost
1,000,000 tonnes of waste each year.

Maximize Life
of Green Lane
Landfill

Reduce,
Reuse,
Recycle

Improve
Waste
Diversion

Minimize Need
for New
Infrastructure

Work Together

Maintain
Flexibility

The Waste Strategy Vision

The Vision

“
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.

The Waste Strategy Process



Integrated Waste Management System



We Have Been Listening



What We Heard

Key Messages from the Public, Stakeholder Advisory Group and other Key Stakeholders:

- Work to mitigate climate change
- Prioritize 3Rs, particularly reduce and reuse
- Consider partnerships
- Enhance enforcement
- Treat waste as a resource and reinforce a circular economy
- Prioritize our community's health & environment

The Draft Waste Strategy Recommended Options

Reduce. Reuse. Recycle.

The Draft Waste Strategy focuses on reducing, reusing and recycling/composting waste to promote the importance of resource conservation and reduced environmental impacts.



Food waste
Reduction
Strategy



Textile
Collection
and Re-Use
Strategy



Mobile
Drop-Off
Service



Sharing
Library



Swaps and
Exchange
Events



Reverse
Vending
Machines

Apartments and Condos

In addition to the 3Rs opportunities, the Draft Waste Strategy recommends other ways to increase diversion at multi-residential buildings.



Data Management
and Accessibility



Support for Community
Composting



Policies and
Enforcement

55% of Torontonians live in apartments and condos and 45% live in single family homes.

- Residents in single family homes divert 66% of their waste
- Residents in apartments & condos divert 26% of their waste

Businesses

The City provides some waste management services to businesses, along with disposal options at City transfer stations and Green Lane Landfill. Most businesses in the city receive waste management services from private waste haulers.



Exploring recycling by-laws
and incentives



Adding more small
commercial customers
to the City's
Yellow Bag Program

The City is considering options that encourage greater diversion of waste from businesses, including new policies and programs.

Home Renovators

Construction, Renovation and Demolition waste refers to materials that are generated from home and yard renovations. These materials can include items such as wood, drywall, plaster, asphalt, shingles, etc.



Construction, renovation and demolition waste drop-off depots and policies



Construction, renovation and demolition waste bans

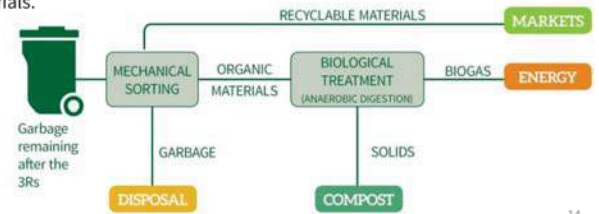
The Province of Ontario's proposed Waste-Free Ontario Act identifies these materials as potential candidates for disposal bans.

Recovering More Resources

The Draft Waste Strategy is recommending the development of a Mixed Waste Processing Facility with Organics Recovery. The need and/or timing for its development depends on the success of the reduction, reuse and recycling recommendations during the Waste Strategy implementation.

Q. What is a Mixed Waste Processing Facility with Organics Recovery?

A. It's a facility where waste is further processed to remove recyclable materials and organic materials.



Green Lane Landfill

Toronto's residual waste goes to Green Lane Landfill. With our 3Rs strategy, we can extend its lifespan.



Future Capacity of Green Lane Landfill

Green Lane Landfill is projected to have capacity for Toronto's waste until approximately 2040, provided we:

- continue to focus on implementing 3Rs programs;
- encourage effective participation in existing diversion programs; and
- strategically use existing contracts to divert some City of Toronto waste to other approved landfills.

We Need You, Toronto!

Promotion and education tools will be used to help implement the Waste Strategy.



Online Tools



Support Volunteers



Targeted Outreach Conversations



Establish New Advisory Committees



Social Media



Targeted Communications



Create a Community Partnership Unit

Additional Implementation Tools

A range of additional programs and implementation tools have been identified to support the recommended Waste Strategy.



RESEARCH

Advance innovative ideas and promote new markets



LEGISLATION

Explore city-wide controls to increase diversion



FINANCING

Ensure services and programs are sustainably financed

Implementation Roadmap

The Waste Strategy will be implemented over the next 30+ years with most of the reduction, reuse, and recycling recommendations being implemented in the first ten years as part of a waste reduction plan.

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Review of the Waste Strategy every 5 years provides flexibility to address future changes.

2016 ----- 2021 ----- 2026 ----- 2040

Reduce, Reuse, Recycling over 10 years
(2016 to 2026)

Need and timing for additional
processing and disposal to be
determined

We All Benefit



Measuring Success

Monitoring performance and progress is important to ensure that the Waste Strategy is effective in reducing waste overall. This allows us to see potential areas for improvement, future trends, and the return on investment as new programs or facilities are implemented.

Examples of Some Tools to Measure Success



Diversion
Rates



Waste
Generation
per household



Customer
Satisfaction



Greenhouse
Gas Emissions



Cost

We Want Your Input on the Draft Waste Strategy!



toronto.ca/wastestrategy

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at these Public Consultation Events

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21

What's Next?

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July 2016 - Final Waste Strategy presented to City Council for approval.

2016 onwards - City staff will work with City of Toronto residents, businesses, stakeholders, agencies and community representatives to implement the approved Waste Strategy.



22

Thank You!

Don't forget to visit: toronto.ca/wastestrategy

Question & Answer



23

Toronto Waste Strategy

Reduce, Reuse and Recycle

Waste Diversion in Houses, Apartments and Condos

April 4th, 2016

Tonight's Agenda

Overview of the Draft Waste Strategy, focus on recommendations for 3Rs, collection and drop-off depots, and Multi-residential waste diversion.

7:00-7:30	Presentation
7:30-7:45	Q&A
7:45-8:45	Small Group Discussion
8:45-9:00	Plenary and Wrap-Up

Presentation Agenda

- Overview of the Draft Waste Strategy
- 3Rs Recommendations
 - Food Waste Reduction
 - Sharing Library
 - Swaps and Exchange Events
 - Textile Collection and Reuse Strategy
 - Reverse Vending Machines
- Apartment and Condo Recommendations
 - Drop-off Depots
 - Support for Community Composting
 - Data Management and Accessibility
 - Multi-Residential Policies and Enforcement
- Promotion and Education Recommendations
- Draft Waste Strategy Outcomes
- Proposed Implementation Timeline

Draft Waste Strategy Overview

Why Do We Need a Waste Strategy?

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of Green Lane
Landfill

Reduce,
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Recycle

Improve
Waste
Diversion

Minimize Need
for New
Infrastructure

Work Together

Maintain
Flexibility

Waste Strategy Process



The Waste Strategy Vision

The Vision

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.

Integrated Waste Management System



We Have Been Listening



3Rs Recommendations

Gaps, Challenges and/or Opportunities

- Food waste is a global problem - a significant amount of edible food is being wasted and not consumed
- Avoidable food waste:
 - represents a potential cost savings for individuals
 - Impacts cost to manage waste for the City of Toronto
- Need to prevent materials from entering the waste system and requiring management
- Environmental, social and financial benefits realized through reuse and recycling of materials



Food Waste Reduction Strategy

- Develop a strategy to raise awareness and promote food waste reduction
- Support with information and outreach programs





LONG TERM
WASTE STRATEGY

Sharing Library

- Provide opportunities to sign-out infrequently used materials (e.g., tools, toys, bikes)
- City can partner with, or support, not-for-profit organizations



LONG TERM
WASTE STRATEGY

Swaps and Exchange Events

- Focus on reuse of gently used materials
- City could support reuse events such as garage sales, curbside giveaway events, swap events
- Support waste exchange network
- Connect organizations to exchange reusable materials



LONG TERM
WASTE STRATEGY

Textile Collection and Reuse Strategy

- Develop a strategy to address the large quantity of textiles that are in the waste stream
- Textile diversion awareness campaign
- Collect textiles such as clothes, sheets, towels, for reuse or recycling instead of disposal



LONG TERM
WASTE STRATEGY

Reverse Vending Machines

- Opportunity to drop-off/donate materials and receive a reward/incentive
- Provides a visual reminder and direct incentive to participate
- Opportunity to try innovative technology
- Implemented in partnership with others



Apartment and Condo Recommendations



Gaps, Challenges and/or Opportunities

- Residents in apartments and condo buildings divert 26% of their waste
- Over 55% of Toronto's residents live in apartments and condos
- With the growing number of multi-residential buildings, supporting this sector is key to improving diversion
- The success of participation in 3Rs by residents in apartments and condos will determine whether additional infrastructure such as a Mixed Waste Processing facility will be required



Drop-off Depots

- Mobile depots in high density communities
- Increase recovery of items not regularly collected but that can be diverted from landfill or require special disposal (e.g. household hazardous waste)
- Transition into staffed, neighbourhood drop-off depots
- Could be located in existing buildings in densely populated areas (e.g. near transit)



Support for Community Composting

- Simple technology, for example large backyard composters
- Locations could include multi-residential buildings, religious institutions, etc.
- May produce compost for community gardens or for local landscaping
- Helps build sense of community and promotes sustainable behaviour



Data Management and Accessibility

LONG TERM WASTE STRATEGY

- Provides data to measure performance by multi-residential buildings
- Provides information to help manage the set-out of bins
- Allows for the capability to monitor waste material generation



Multi-Residential Policies and Enforcement

LONG TERM WASTE STRATEGY

- Greater enforcement, support and communication of existing waste diversion by-laws
- Consider new by-laws which would complement existing or newly proposed Provincial regulations
- Review and update of development and re-development requirements to support greater diversion
- As an example, common drop-off areas in buildings could encourage diversion of gently used materials



Promotion and Education Recommendations

LONG TERM WASTE STRATEGY



We Need You, Toronto!

LONG TERM WASTE STRATEGY

Growing awareness, influencing behaviour and supporting waste reduction and diversion.



Online Tools



Support Volunteers



Targeted Outreach Conversations



Establish New Advisory Committees



Social Media



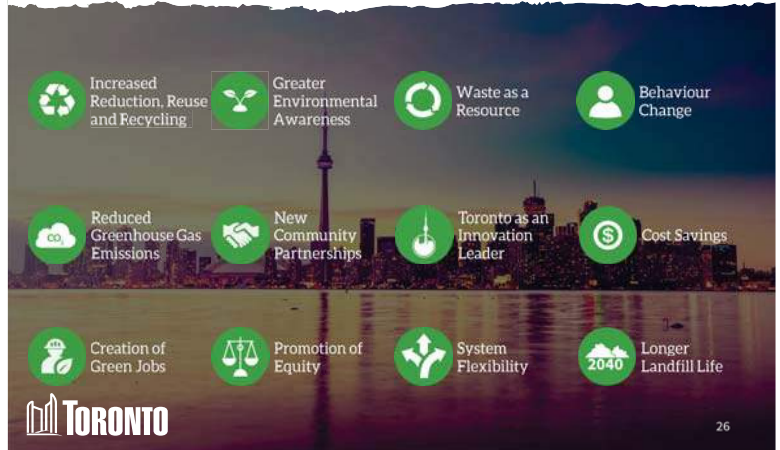
Targeted Communications



Create a Community Partnership Unit

Draft Waste Strategy Outcomes

We All Benefit



Proposed Implementation Timeline

Implementation Roadmap

The Waste Strategy will be implemented over the next 30+ years with most of the reduction, reuse, and recycling recommendations being implemented in the first ten years as part of a waste reduction plan.

Promotion and education will occur throughout the Waste Strategy implementation.

Review of the Waste Strategy every 5 years provides flexibility to address future changes.

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Reduce, Reuse, Recycling over 10 years
(2016 to 2026)

Need and timing for additional
processing and disposal to be
determined

Implementation Roadmap

LONG TERM
WASTE STRATEGY



We Want Your Input on the Draft Waste Strategy!

LONG TERM
WASTE STRATEGY

toronto.ca/wastestrategy

Continue the Discussion

at these Public Consultation Events

- Diversion Opportunities: Business and Home Renovators - April 7.
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Question & Answer

LONG TERM
WASTE STRATEGY

Small Group Discussion

LONG TERM
WASTE STRATEGY

- 1 hour for small group discussions
- Three discussion topics
 - Exchange & Sharing
 - Reduction & Food Waste
 - Diverting Waste in Apartments & Condos
- Discuss 2 of the 3 topics
 - 1st topic - the one at your table
 - 2nd topic - your choice

Guidelines for Participation

- **Assume** everyone comes with **good intentions**
- **Listen** to and **respect** different opinions at the table
- Ensure **everyone** gets a chance to **speak**
- **Take turns** speaking to help keep the noise at a reasonable level
- **Challenge ideas, not people**
- **Be thoughtful** about how you express yourself – use words that others will be comfortable with
- **Use technology respectfully** – if you need to make a call, please leave the room
- Use the **"parking lot"** to capture thoughts that are beyond the discussion
- **Stay on track** – these are challenging exercises and we need to get through a lot of discussion, so please stick to the agenda.

Discussion Session Agenda

Discussion Session Agenda

- 7:45-8:15 ---- Topic 1 (30 Minutes)
- 8:15-8:45 ---- Topic 2 (30 Minutes)
- 8:45-9:00 ---- Plenary and Wrap-Up

What's Next?

June 2016 - Final Waste Strategy presented to Public Works and Infrastructure Committee.

July 2016 - Final Waste Strategy presented to City Council for approval.

2016 onwards - City staff will work with City of Toronto residents, businesses, stakeholders, agencies and community representatives to implement the approved Waste Strategy.

Thank You!

Don't forget to visit: toronto.ca/wastestrategy

Toronto Waste Strategy

Diversion Opportunities: Businesses and Home Renovators

April 7, 2016



1

Today's Agenda



Overview of the Draft Waste Strategy, focus on recommendations for businesses and home renovators.

- 2:00-2:30 Presentation
- Overview of the Draft Waste Strategy
 - IC&I Recommendations
 - CRD Recommendations
 - Draft Waste Strategy Outcomes
 - Proposed Implementation Timeline
- 2:30-3:30 Q&A



2

Draft Waste Strategy Overview



3

Why Do We Need a Waste Strategy?



The City manages almost
1,000,000 tonnes of waste each year.

Maximize Life
of Green Lane
Landfill

Reduce,
Reuse,
Recycle

Improve
Waste
Diversion

Minimize Need
for New
Infrastructure

Work Together

Maintain
Flexibility



4

Waste Strategy Process



5

The Waste Strategy Vision

The Vision

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.



6

Integrated Waste Management System



7

We Have Been Listening



8

What is IC&I and CRD?

- This presentation focuses on Draft Waste Strategy recommendations related to:
 - Industrial, Commercial and Institutional (IC&I) includes businesses
 - Construction, Renovation and Demolition (CRD) includes home renovators

Current Provincial Regulations for IC&I and CRD

- The Province of Ontario has regulations to manage IC&I and CRD waste (the 3Rs Regulations)
- Regulation 102/94 – requires preparation of a waste audit and waste reduction work plan
- Applies to construction or demolition of residential, commercial, industrial and institutional buildings such as single-family housing, apartments, offices, factories and hospitals
 - Does not address renovation projects
 - Applicable to a construction/demolition project that consists of one or more buildings with a total floor area of at least 2,000 square metres
- Applies to retail shopping establishments and complexes, office buildings, restaurants, hotels and motels, hospitals, educational institutions, large manufacturing establishments with various minimum requirements for size etc.

Current Regulations for IC&I and CRD

- Regulation 103/94 – requires large waste generators to establish source separation programs for designated waste materials
- Applies to retail shopping establishments and complexes, office buildings, restaurants, hotels and motels, hospitals, educational institutions, large manufacturing establishments with various minimum requirements for size etc.
- Also applies to large construction and demolition projects and multi-unit buildings greater than 6 units

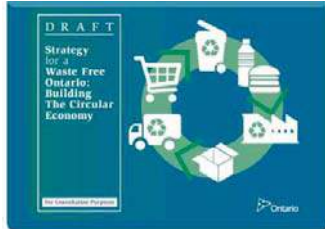
Current Regulations for IC&I and CRD

- Regulation 104/94 – requires some manufacturers and importers or packagers of packaged food, beverage, paper or chemical products to conduct packaging audits and work plans every two years
- Intended to evaluate opportunities for 3Rs activities

The Draft Waste-Free Ontario Act and Strategy

LONG TERM WASTE STRATEGY

- Outlines a new direction for waste management in Ontario
- Focuses on extended producer responsibility where producers are responsible for managing their products and packaging
- Could impact how City manages waste in the future
- May **impact the City's future** plans for managing IC&I and CRD waste

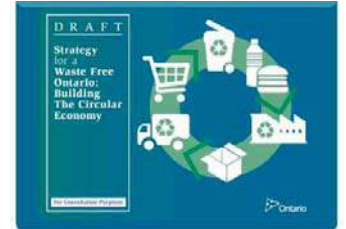


The Draft Waste-Free Ontario Act and Strategy

LONG TERM WASTE STRATEGY

Impact on IC&I and CRD sector waste:

- Increased data collection and tracking
- Review of existing 3Rs regulations
- Service provider standards (e.g. industry standards, enhanced reporting, transparency, etc.)
- Landfill bans



IC&I and CRD Gaps, Challenges and/or Opportunities

LONG TERM WASTE STRATEGY

- Limited enforcement of Provincial Regulations for IC&I and CRD waste
- Most IC&I and CRD waste is managed by the private sector
- Little information available on amount of IC&I waste generated or diverted
- Difficulty in finding viable markets for CRD waste

IC&I and CRD Objectives

LONG TERM WASTE STRATEGY

- Provide flexibility and accessibility to accommodate changing waste streams
- Allow the City to enhance waste diversion in the IC&I and CRD sectors for waste materials managed by the private sector
- Promote, encourage and facilitate diversion of CRD waste where markets are available
- Complement existing and future regulations
- Provide disposal and diversion opportunities for small businesses and home renovation waste
- Address residential renovation waste and provide customers with small loads access to diversion opportunities

IC&I Recommendations



What is the City's Current Role in Managing IC&I Waste?

- Most businesses in the city receive waste management services from private waste haulers
- The City provides waste management services to some small businesses (e.g. florists) that meet eligibility requirements and are on existing City collection routes
- IC&I waste collection is financed through the waste utility
 - Eligible commercial establishments pay for garbage collection and disposal through the Yellow Bag program
 - Cost of the Yellow Bag program includes Green Bin organics and Blue Bin recycling collection
- A tipping fee is applied at City transfer stations and at Green Lane Landfill

IC&I Recommendation #1

Expand City of Toronto Share of IC&I Waste Management Market To Provide Diversion Opportunities to More Commercial Businesses in City of Toronto

- The City would explore the feasibility of expanding the number of commercial businesses that are eligible for City collection through the Yellow Bag program (but would not include large businesses, institutions or industries)
- Small businesses currently on the Yellow Bag program are required to participate in Green Bin organics and Blue Bin recycling programs; all new Yellow Bag customers would also be required to participate in these diversion programs



IC&I Recommendation #2

City Explores Mandatory Approaches to IC&I Waste Diversion

- The City would explore whether diversion can occur more effectively through a combination of City-wide mandatory recycling by-laws, other incentives or disincentives, and/or joint enforcement efforts with the Province
- New regulations are expected in the next few years under the proposed Waste-Free Ontario Act that could impact waste generated by this sector



Benefits and Implementation



Increased diversion extending the life of Green Lane Landfill



Increased diversion from all City-serviced IC&I establishments



May be implemented once regulations under the proposed Waste-Free Ontario Act are better understood

CRD Recommendations



What is the City's Current Role in Managing CRD Waste?

- Typically, large amounts of these waste materials are managed by the private sector outside of the City of Toronto waste management system
- City provides limited diversion of CRD materials at City transfer stations
- Much of the CRD waste managed by the City is from yard and home renovations and is subject to tipping fees
- Smaller quantities of this waste are not readily accepted by private sector transfer stations

CRD Recommendation #1

Depots and Policies to Divert CRD Waste

- The City could establish dedicated CRD drop-off bins at each transfer station for materials that could include clean wood, concrete, plastic piping, metal items, ceramics and asphalt shingles
- Materials could be processed at recycling facilities
- The City would investigate the feasibility of developing policies, legislation and economic incentives (e.g. by-laws, differential tipping fees) to increase CRD waste diversion



CRD Recommendation #2





CRD Disposal Ban

- Phased-in disposal ban for materials that have established markets at City transfer stations. This would occur in conjunction with recommendation #1
- Materials could be collected at depots at City transfer stations
- City would work with GTA municipalities and other key stakeholders to seek input on materials to be banned and encourage similar bans
- Considered once Waste-Free Ontario Act and supporting Provincial regulations are in place



Draft Waste Strategy Outcomes

Benefits and Implementation

-  Greater diversion of CRD waste from Green Lane Landfill
-  May generate local jobs
-  Boosts existing CRD recycling markets and encourages the development of new markets for materials
-  Provides an opportunity for the City to take a leadership role in developing diversion policies and programs targeting CRD wastes
-  Provides convenient, low cost diversion options for home and yard renovation waste

Proposed Implementation Timeline

Implementation Roadmap

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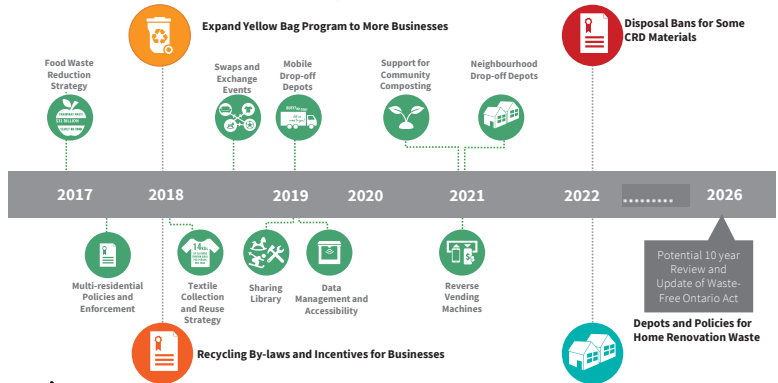
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Implementation Roadmap



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#TOWasteStrategy

Question & Answer

Toronto Waste Strategy

Waste Recovery and Residual: How to Handle Remaining Materials.

April 12, 2016



1

Tonight's Agenda



- 7:00 - 7:30 Presentation
- Overview of the Draft Waste Strategy
 - Waste Recovery Recommendations
 - Residual Waste Recommendations
 - Draft Waste Strategy Outcomes
 - Proposed Implementation Timeline
- 7:30 - 8:30 Q&A



2

Draft Waste Strategy Overview



3

Why Do We Need a Waste Strategy?



The City manages almost 1,000,000 tonnes of waste each year.

Maximize Life of Green Lane Landfill

Reduce, Reuse, Recycle

Improve Waste Diversion

Minimize Need for New Infrastructure

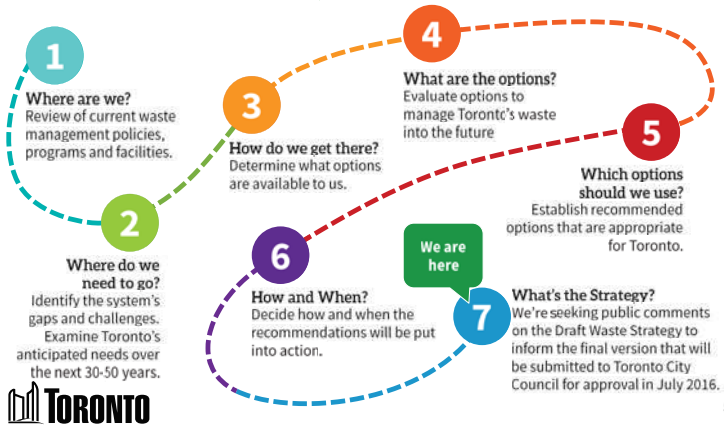
Work Together

Maintain Flexibility



4

Waste Strategy Process



The Waste Strategy Vision

The Vision

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.

Integrated Waste Management System



We Have Been Listening



Events Held To-Date

- Draft Waste Strategy Overview - March 29
 - In person event to present an overview of all the options in the Draft Waste Strategy
- Reduce, Reuse and Recycle: Waste Diversion in Houses, Apartments and Condos - April 4
 - In person event to present the options related to the 3Rs (Reduce, Reuse and Recycle) such as a food waste reduction strategy, and those related to Multi-residential waste (e.g. drop-off depots, community composting, data management)
- Diversion Opportunities: Business and Home Renovators - April 7
 - Webinar to present options related to waste generated by small businesses and home renovators such as depots, mandatory diversion and disposal bans

What is Waste Recovery and Residual?

- This presentation focuses on Draft Waste Strategy recommendations related to:
 - Recovery – the 4th “R” – refers to the recovery of valuable resources (e.g. additional recyclables, organics, energy resources (e.g. gas and heat)) from the waste stream after reducing, reusing, recycling as many resources as possible
 - Residual – the 5th “R” – refers to the disposal of any remaining waste after reducing, reusing, recycling and recovering as many resources as possible

Waste Recovery and Residual Gaps, Challenges and/or Opportunities

- **Diminishing landfill disposal capacity:** Processing technologies could divert additional materials from disposal and extend the lifespan of Green Lane Landfill
- **Need for increased waste diversion:** Especially in the multi-residential sector to support diversion goals, and reduce the amount of material currently being landfilled
- **Long-term disposal capacity:** Find new opportunities to meet the disposal needs for the 30 to 50 year planning period of the Waste Strategy

The Draft Waste-Free Ontario Act and Strategy

- Outlines a new direction for waste management in Ontario
- Focuses on extended producer responsibility where producers are responsible for managing their products and packaging
- Could impact how the City manages waste in the future
- Will have an influence on the need for and timing of the recovery and residual recommendations



The Draft Waste-Free Ontario Act and Strategy

LONG TERM WASTE STRATEGY

Potential impact on Recovery and Residual:

- Uncertainty regarding impact on need for mixed waste processing
- Landfill bans
- Green Lane Landfill lifespan extended



Waste Recovery Recommendations

LONG TERM WASTE STRATEGY

Waste Recovery Options Considered

LONG TERM WASTE STRATEGY

The following waste recovery options were considered:

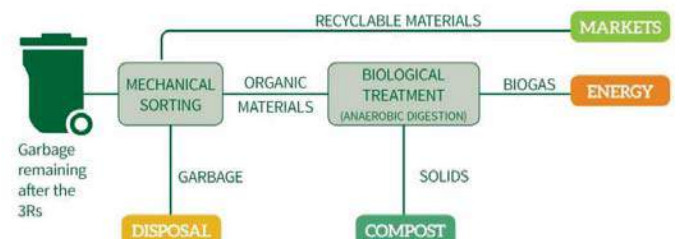
- Direct Combustion Facility Development
- Emerging Technologies Facility Development
- Organics Recycling Biocell or Biomodule Development
- Refuse Derived Fuel Facility Development
- Waste to Liquid Fuel Technologies Facility Development
- Mixed Waste Processing Facility Development with and without Organics Recovery

Mixed Waste Processing Facility with Organics Recovery is being recommended

Mixed Waste Processing Facility with Organics Recovery Development

LONG TERM WASTE STRATEGY

Intended to support an increase in overall waste diversion and to extend the lifespan of Green Lane Landfill



Q. What is a Mixed Waste Processing Facility with Organics Recovery?

A. It's a facility where waste is further processed to remove recyclable and organic materials and recover energy.

Benefits



Additional diversion, extending lifespan of Green Lane Landfill



Recovery of Blue Bin recyclables, Green Bin organics and/or energy, from waste generated by City customers, particularly from multi-residential sector

Implementation

- Timing will be influenced by:
 - success of the recommended 3Rs (reduce, reuse, recover) options and
 - the outcome of the Draft Waste-Free Ontario Act and associated regulations
- The performance of the 3Rs options being recommended for early implementation will be reviewed at five year intervals to determine the need for and future timing of a Mixed Waste Processing Facility with Organics Recovery
- All requirements and Provincial approvals to begin construction will take several years.

Residual Waste Recommendations

Green Lane Landfill

The City owns and operates Green Lane Landfill as its primary facility to manage residual waste



The recommendations in the Waste Strategy will help to extend the lifespan of Green Lane Landfill to approximately 2040 by:

- Continuing and expanding the focus on 3Rs
- Enhanced diversion programs supported with community partnerships, comprehensive education and enforcement of by-laws
- Strategically using existing contracts to divert some City of Toronto waste to other approved landfills



Recommendations for the Near Term

The following is being recommended to extend the lifespan of Green Lane Landfill:

- **Adjust tipping fees or customer base:** An increase in tipping fees may discourage paid private customers
- **Utilizing disposal capacity at other approved disposal sites:** Utilizing residual waste disposal capacity at other disposal sites, including through existing contracts



Long-term Options

One or more of these options may be considered in the long-term depending on future disposal requirements:

- Expand Green Lane Landfill
- Develop a new landfill
- Purchase a new landfill
- Use a disposal facility owned by others

None of these long-term options are being recommended at this time or within the 10 year plan

Green Lane Landfill is anticipated to have capacity until approximately 2040. Long-term options will continue to be assessed during scheduled reviews and updates of the Waste Strategy.



Benefits & Implementation



The Draft Waste Strategy recommendations and new technical information estimates that there will be an extension to the lifespan of Green Lane Landfill



Long-term options to provide future disposal capacity will be reviewed closer to the time that Green Lane Landfill reaches approved capacity



Timing of long-term options will be influenced by success of the recommended 3Rs options and the outcome of the Draft Waste-Free Ontario Act and associated regulations



Planning for long-term options would need to be initiated a number of years prior to Green Lane Landfill reaching capacity



Proposed Implementation Timeline

Implementation Roadmap

The Waste Strategy will be implemented over the next 30+ years with most of the reduction, reuse, and recycling recommendations being implemented in the first ten years as part of a waste reduction plan.

Promotion and education will occur throughout the Waste Strategy implementation.

Review of the Waste Strategy every 5 years provides flexibility to address future changes.

2016 ----- 2021 ----- 2026 ----- 2040

Reduce, Reuse, Recycling over 10 years
(2016 to 2026)

Need and timing for additional
processing and disposal to be
determined

Implementation Roadmap

Regular reviews and updates to the remaining capacity available at Green Lane Landfill.

Potential 10-year
Review and
Update of Waste
Free Ontario Act.

Initiate planning and
approvals process for
long-term disposal
capacity.

Implement long-
term disposal
capacity option(s).

2017 2022 2026 2030 2040

The need and
timing of a Mixed
Waste Processing
Facility with
Organics Recovery
will be reviewed.

The Waste Strategy
recommendations
extend the lifespan
of Green Lane
Landfill to 2040.

Draft Waste Strategy Outcomes

We All Benefit



What's Next?

June 2016 - Final Waste Strategy presented to Public Works and Infrastructure Committee.

July 2016 - Final Waste Strategy presented to City Council for approval.

2016 onwards - City staff will work with City of Toronto residents, businesses, stakeholders, agencies and community representatives to implement the approved Waste Strategy.

We Want Your Input on the Draft Waste Strategy!

 toronto.ca/wastestrategy

Take the Survey
Complete a survey online or send us an e-mail.
Survey will be open until April 27, 2016

Contact us 416-392-3760 (TTY 416-338-0889) wastestrategy@toronto.ca

Thank You!

Don't forget to visit: toronto.ca/wastestrategy

#TOWasteStrategy

Question & Answer

APPENDIX G

Survey #4 Results

Your Perspective

Response	Chart	Percentage	Count
I am a Toronto Resident		92%	1018
I work in Toronto, but do not live here		4%	40
I work as a property manager or superintendent		1%	12
I represent a School		1%	13
I represent a Faith Group		1%	15
I represent a Non-profit, Charity, or Community Organization		6%	67
I represent an Industry Organizatin		0%	2
I represent a Business WITH City of Toronto waste collection		1%	14
I represent a Business WITHOUT City of Toronto waste collection		2%	17
I am an employee of the City of Toronto		7%	79
I am an employee of the City of Toronto in Solid Waste Management Services		3%	33
I work in the field of solid waste management or environment		5%	50
Other, please specify...		6%	66
Total Responses			1110

#	Response
1	student studying waste management and environmental sustainability
2	I have a graduate degree in Environment and Sustainability.
3	retired City of Toronto worker
4	I am retired and not affiliated with any group. I did start a Eco initiative at the school in which I taught.
5	I represent seniors in Toronto
6	I am a long-retired resident, living in a condo and concerned about the limited capacity for recycling.
7	Simply a resident
8	I am on the board of a condo in the city of Toronto with concerns about how our building's waste is managed
9	I am a retiree, and volunteer environmentalist
10	I am retired and do not work anymore
11	Retired.
12	ve a small garbage pail I especially have to walk or take a bus in the city
13	This is great
14	I am retired. before I retired I managed a trucking company involved in the removal of liquid waste from manufacturers in the Toronto area.
15	Member of high rise condo board
16	senior citizen
17	I am retired
18	I am a 25 TCHC resident
19	I work at the Toronto District School Board
20	I am retired

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Your Perspective - Continued












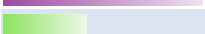


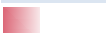


#	Response
21	I am a retiree
22	Small business owner in Etobicoke
23	Toronto Resident student studying outside of Toronto
24	I have family in the GTA. I am an interested citizen.
25	I live in a Federal Housing Cooperative and work in the arts, both in downtown Toronto
26	I am a student studying environment and urban sustainability
27	renewable energy developer
28	On my Condo's Board of Directors and resident in Toronto
29	Creator of Ring Around The Bin
30	University Student
31	I work in green building certification, which includes a waste management component.
32	Live and work in Toronto
33	I work in Toronto.
34	Retired program development consultant for college academic programs
35	I am a senior
36	As an occasional teacher I am in different schools in the Toronto District School Board daily
37	retired
38	I provide services to nonprofits, charities and community organization from a home-based business
39	Have worked in the environmental field all my life. Am now retired.
40	Am retired, but have some influence on one Toastmaster group, three bands.
41	I have been concerned about the Environment since I was a child.I have preached 3 sermons about it to
42	Retired
43	I'm a sustainable development and green building consultant.
44	I was employed by the City of Toronto Works Department (Formerly Metro Works) from June 1987 to September 1997 at their Brock West Landfill.
45	Kids live 50% in Toronto
46	I represent the behaviour change sciences in the peer-reviewed literature
47	Artist/teacher of art and craft from reuse/repurposed/recycled materials. Former Professional Organizer and trained as an urban planner
48	retired
49	I am now a fully retired professional.
50	work in healthcare

Your Perspective - Continued

51	I belong to three bands (music) and one Toastmasters.
52	President of large Condominium
53	Resident of large condo complex
54	Tourist
55	FREELANCER
56	I have an interest in waste reduction; recycling;re-using & in incinerating
57	With some ideas to stop sending solid waste to land fill which effects our enviroment.
58	Retired Teacher

Part 1 – Promotion and Education

1. How do you currently learn about diversion programs, such as Blue Bin (recycling), Green Bin organics (compost), and Yard Waste in Toronto?

Response	Chart	Percentage	Count
Family / Friends / Neighbours / Co-workers		34%	355
Community groups / Local leaders		11%	112
Workshops or neighbourhood events		6%	64
Media (Newspapers / Radio / Websites)		41%	428
Email lists		12%	124
Social Media		12%	119
My Ward Councillor		21%	219
Information posted at my Local Library / Community Centre		6%	62
Information posted where I work		9%	96
Information posted where I live		9%	93
City of Toronto - Website		46%	477
City of Toronto - Waste collection calendar		67%	697
City of Toronto - Advertisements		20%	210
City of Toronto - Live Green Toronto email list		14%	145
City of Toronto - Community Environment Days		24%	245
None of the above		1%	14
Other, please specify...		9%	92
Total Responses			1039

#	Response
1	Seeing what our neighbors are doing; assuming that diversion options are priority for the city.
2	I am a 3RAmbassador
3	TEA
4	Waste Wizard
5	Ecoschools via the school I work at
6	311
7	Landlord
8	I follow what your city does as it impacts my home in Oxford County - Toronto is a leader of our economy and if you can get the waste thing right their will be no more need for new or expanded landfills
9	Toronto Environmental Alliance
10	use them
11	Information received in the mail

Part 1 - Question 1 Continued

#	Response
12	Television / news on TV (very obvious ... but your survey neglected to list it above)
13	Toronto Environmental Alliance
14	info/flyer mailed home
15	By doing independent research about how best to divert my waste from going to a landfill
16	From my children who are at public school.
17	professor at my university
18	flyer in the mail
19	Class sessions
20	Toronto Environmental Alliance
21	Residents Association
22	311
23	I am literate.
24	TTC
25	Always have been careful about waste and disposal
26	Toronto Environmental Alliance
27	School
28	Organizations like TEA
29	TEA
30	3R ambassador for 10 Yonge and 10 Queens Quay
31	david suzuki / tea
32	City of Toronto 3Rs training
33	many green orgs. which I am a member of
34	Toronto environmental alliance
35	Toronto Environmental Alliance
36	my condo management
37	I call 311
38	info posted at my church First Unitarian
39	Toronto Environmental Alliance
40	emails from TEA
41	Internet searches
42	City of Toronto Waste Wizard

Part 1 - Question 1 Continued








43	I work for the City of Toronto in SWMS
44	City of Toronto email newsletter
45	Mailings with the charts on them and the pictures.
46	Recycling calendar provided by the city.
47	City of Toronto Monday Morning News
48	Member of Green Team Group within City of Toronto
49	notice comes to my door
50	Friends of Dufferin Grove community listserv (is that social media? I don't know)
51	Occasional CBC radio interviews or 'items' / & ? TVO, PBS documentaries
52	multiple sources
53	Calendar sent out
54	School
55	I look up information on the Internet!!! There isn't anything around me that helps, and the few drops I find are a mess of inconsistency.
56	311
57	A leaflet in the mailbox about large changes in how we use our bins are most effective at changing my habits.
58	Books and magazines
59	The flyers sent out to Toronto Residents. The new waste program in Mississauga was implemented effectively with the new bins and flyer sent out.
60	Working in Solid Waste provides all of the information on diversion programs
61	Conferences, Trade and business associations
62	Through my work
63	TEA
64	online research, the city of Toronto site is a bit cluttered
65	Information posted where I live (apartment)
66	very active committee in our condo plus an enlightened board
67	We try to decipher the symbols on pkg. And match to city info.
68	I am continually discovering new items that can be blue binned. One needs to check the list very frequently. More ways to educate us are needed.
69	trade publications, City of Toronto SWMS web pages
70	I learn about additional diversion programs through schools, like battery collection drives, used textile drives.
71	collection calendar
72	Work Morning news

Part 1 - Question 1 Continued

73	I work on diversion programs in SWMS
74	through work
75	Pamphlets included in the mail, social media like facebook
76	Toronto 3-1-1
77	Toronto Waste Wizard and 411
78	Google search when I have a question
79	Bus ads
80	Information dropped in the mailbox
81	Leaflets in my solid waste bill
82	Live Green program
83	the dos and don'ts poster that was produced by City of Toronto in the past - but I don't know if anything is outdated because there is no prominent date on the poster
84	311 phone number
85	Concierge in my building
86	Working with Solid Waste
87	noone
88	Waste Wizard
89	google
90	TORONTO ENVIRONMENTAL ALLIANCE, DAVID SUZUKI
91	contacting 311
92	signage in buildings (commercial, institutional, government)

Part 1 – Promotion and Education

2. Which of the following education activities would help you participate in Blue Bin (recycling) and Green Bin organics (compost) programs?

Response	Chart	Percentage	Count
Increased availability of translated information		8%	81
Attending an in person workshop in my community		16%	160
Receiving training to become a "3R's Ambassador" volunteer, to share information in my community		13%	132
More information on social media		28%	288
Easy access to downloadable resources and educational tools (e.g. videos, how-to guides, curriculum)		56%	567
None of the above		17%	174
Other, please specify...		26%	260
Total Responses			1018

#	Response
1	local web ads
2	information on the bins themselves about what can/cannot go in. Perhaps consider an annual, recyclable, updated sticker that comes with the calendar
3	You have to make participation easy for people: free bins, public service campaigns, special features with the Mayor on CBC Metro Morning encouraging Torontonians to participate.
4	Connect any programs to school system. Great for informing kids and parents.
5	Explanation on the city website about how the system works, about different properties of plastics to help determine what can be recycled, a tour of the recycling plant
6	my building diverts 80% already - WHAT ELSE CAN WE DO??
7	More information on general media - eg, CBC radio in the morning, metro newspaper...
8	Better information about what is recyclable for instance, are the plastic pull tabs on milk cartons recyclable?
9	regular (once a week) educational and inspirational posters between the elevators in the lobby
10	more types of waste in waste wizard
11	Would like to have a trained city educator available to share information with our neighbourhood at EcoFair at the Barns, and/or at our Green Neighbours 21 meetings. People have questions and want knowledgeable answers. Tours of recycling stations would also be great for education and motivation.
12	High profile, fun campaign (a la participation or the like)
13	I am living in a condo, So far we have been unable to get the green bin participation.
14	continued up-to-date info on the waste collection calendar
15	Proper recycling programs in condos and apartment buildings
16	i think i already participate to the maximum.

Part 1 - Question 2 Continued

#	Response
17	Having these services available for all buildings in Toronto
18	advertise, door-to door education
19	I think I participate as much as possible
20	Presentations to City staff in their workplace annually
21	Integration of social strategies to educate, integrate and assist marginalized populations
22	I live in a condo and its not easy to participate
23	Already do
24	I do not need help participating, I do this because it is important to me
25	I live in a Condo that does not recycle organic waste and probably sends contents in the recycling bin to the dump, none of this would help.
26	Community Challenges (3 or 6 or 12-month challenges to do certain 3-R's-related behaviour-modes)
27	Better, bigger green bins and trucks with a lift arm to pick them up and dump them. Currently have to make sure that the bins are not too heavy for a person to lift
28	easy to use bins (they get dirty and squirrels eat holes into them). incentives that reward me for less garbage, better diversion, cheaper access to appropriate waste bags.
29	through TV evening news
30	I already participate
31	I already participate
32	a website where you can type your item into an inventory and it tells you where it should go
33	Clearly outlined labels to ensure proper use of recycling receptacles; more city-wide receptacles to prevent littering; better legislation about using biodegradable/ fully recyclable materials (especially in takeout products)
34	An specialized training with an incentive to share information in my community
35	I already participate in Blue Bin & Green Bin & try to provide info to my immediate neighbours
36	we already blue bin or green bin everything that qualifies
37	I already do all of this
38	Fun activities at Community days such as "recycling olympics" where teams compete to see how fast they can fill their blue bin and if they put the correct stuff in; better signage and consistency when arriving at public waste receptacles; neighbourhood recycling ambassadors i.e. people trained by the city to look after their neighbourhood....if they see a household or a business consistently doing the "wrong" thing, they can go and have a word and ENCOURAGE them (after all, it's fine to train people, but RETRAINING is key, especially as new things that become recyclable come onstream
39	emails/materials sent to house
40	I think people don't have information about recycling. There is also lots of products we don't know exactly if it is recyclable or not. For instance, the pizza box, very common packaging, either is there is grease on it or not, does not go in the same bin. The basic document that you are giving "Put Waste in Its Place" should be sent to all Torontonians, or to concierges in condos. The concierge should be rewarded to bring residents awareness.
41	I participate

Part 1 - Question 2 Continued

#	Response
41	I participate
42	an online list, maybe there is one that I don't know about
43	Mandating property owners to display necessary information provided by the City.
44	I already participate to the maximum extent.
45	I already do it. If I am not sure I look it up
46	I already actively participate in both of these programs - and use composters to reduce my Green Bin contribution.
47	Email from my Ward Councillor
48	more information on traditional media
49	how to keep critters and rodents out of my organics bin so i can compost more - I currently have to keep all compost inside the house which smells by the end of the week
50	I participate with a great deal of understanding
51	interactive app - the family can participate
52	More information inside the Toronto waste collection bill.
53	I already do all that.
54	I think good info is already available.
55	A printed guide, separate from the calendar.
56	more detailed, specific info in the Waste Wizard as to which plastic packaging is or isn't recyclable
57	DETAILED info in bus shelters, other public places; inserts in newspapers; repeat! repeat! repeat!
58	information on TV and radio
59	Increased presentations/workshops at multi-residential buildings
60	is this really still a problem? Recycling has been around since i was a child. So it is second nature to me. Is this an issue among new Canadians? If so, I am not sure how best to educate them.
61	I'm fully informed but lack opportunity to act because I live in an old condo building.
62	flyer to my door
63	Pages (paper or web) structured to show additions to the recyclables list in chronological order, most recent first, so it's easy to keep on top of what's newly recyclable.
64	App that tells me what is recyclable and what is not with instructions on disposal options for non-recyclables.
65	I already participate in these programs.
66	Info delivered to my house
67	I already participate.
68	The green bin is too big for us so we keep the material in the freezer until there's enough to put out. A smaller bin would help.
69	More information in the newspaper
70	There are many items that we don't know where they belong in the garbage
71	Clear lists of acceptable and unacceptable items to post at home for family to reference.
72	I have no response as I believe the City does a good job informing me
73	I already participate in both programs!

Part 1 - Question 2 Continued

#	Response
74	I already participate in both.
75	I already maximize the 3 R's and compost my own yard and vegetable waste.
76	I'm already committed.
77	Condo non access
78	online video?
79	I currently participate in both programs and check the waste wizzard as needed
80	simple categorization of waste into streams, not changing too often, described and illustrated on the calendar
81	Being in contact with others who already do full recycling
82	Workshops on composting
83	I think the CofToronto is doing an excellent job for homeowners regarding education for GB & BB.
84	More info around the places I frequent (ex. on campus)
85	i already do both blue and green box
86	clean communication about the ever-changing list of what plastics can be recycled.
87	more community recycling days, specialty recycling. eg. electronics
88	I do participate
89	I already use both!!!!
90	We recycle assiduously, but the new rules for plastics are so confusing, we're lost
91	Already participate
92	I think the current education sources are completely adequate, but then I read English. Other language information is probably a good idea.
93	i HAVE PARTICIPATED FOR MANY MANY YEARS
94	I already am very conscious of what needs to go where
95	Enforcement
96	I already compost and recycle as much as I can.
97	Waste collection calendar needs broader distribution. i live in a rental unit in a house and we do not receive the calendar.
98	Clear instructions posted in my condo building garbage/recycling room
99	I already participate
100	Paper informational calendar and mailed updates that I can post on the kitchen bulletin board for everyone to see.
101	I already participate in all of the above and receive updates from various environmental organization such as the Toronto Environmental Alliance
102	The creation of a simple set of rules that don't change every few months.
103	I, personally, don't need education activities.
104	regular flyers, info in newspapers, interviews on radio,
105	Mailed information like small posters that are easy to read and to post over waste receptacles so people will use them more accurately.
106	More bins. Cleaner, safer access

Part 1 - Question 2 Continued

#	Response
111	Harmonization of waste diversion programs managed by City and by private firms that eliminate confusion about what items can be recycled.
112	Already recycle blue bin and green bin
113	I do not believe I could participate more fully than I already do, unless the programs were expanded.
114	provide recycling calendars to every household in a multi-unit house
115	At Board meetings in my condo
116	I live in a condo building which doesn't provide the option to composte. Perhaps the city should make Green Bins mandatory?
117	more precise definitions of specific plastics -- "black plastic" and "stretchy" are far too vague
118	More precise definitions of accepted materials -- "black plastic" and "stretchy plastic" are too vague to be useful
119	Actually having access to recycling and composting at work would help my participation
120	an indexed printed handbook
121	I already participate as much as possible
122	Colour-coded packaging information correlating with bin colours
123	Having bins appropriate for our housing:we lived in stacked townhouses;for this type of housing collective bins would make a lot more sense than individual ones & also be cheaper for collection for the City
124	More specific detailed information in the Waste Wizard
125	I'm participating - in general, this needs to be taught in schools at the youngest age possible
126	I already fully participate so there is nothing that will help me do more
127	if drop off of hazardous waste was available in every neighbourhood, I think way less of it would be dumped inappropriatlt
128	I currently participate in blue bin and green bin organics programs
129	The Green Bin Organics program in homes and restaurants, supermarkets
130	reduced complexity in instructions; for example, plastic things are or are not Blue Bin items, drop colour or stretchiness exceptions - handle that inside the transfer stations.
131	My condo claims to have recycling, but I'm doubtful. It definitely doesn't have green bin collection. If it was mandatory for condos to have them, it would help tremendously.
132	Increased prominence of waste wizard
133	implementing green bins in condominiums and apartment buildings - there is currently no green bin program where I live.
134	I feel I am already well able to participate.
135	calendar
136	Being allowed to put my recycling on the balcony until I can put itin the bin as to not to attract unwanted pests in my apartment.
137	Community events with other sustainable organizations such as Milkeeed sales for monarchs, earth day, tree planting. Reach out to the communities and partner to create great events.

Part 1 - Question 2 Continued

#	Response
138	i would use my green bin if racoon didn't tip it over every night
139	The TTC posters were helpful remindes
140	More city-wide participation events, like earth days 20 minute clean up in schools and businesses
141	information mailers during year
142	We already do everything and have less than a bag of garbage every two weeks
143	Cooperation of the Green Bin pick up to start collection at our Condo after MONTHS of requesting it.
144	Affordable access for multiple bins
145	Racoon proof green bin. I am unable to put my green bin out at night due to racoons.
146	Animal proof containers. Note that I do compost but the animals tipping the bin makes it hard to keep doing it.
147	leave lists on every bin of what can and can't go in
148	I already do as much as I can. I use the Waste Wizard regularly and welcome any links to alternatives such as The Furniture Bank.
149	I already participate to a maximum.
150	already involved
151	Properly organized and labelled drop off bins! All garbage chutes in high-rises closed!
152	very detailed list of what goes where? ie body lotions past their best before date
153	Your question presumes I am not participating, but I am.
154	Easy to understand leaflet, with a longer (!) list of what goes where
155	print material delivered to the door explaining what is recycled and how
156	more ein the calander
157	local cable TV shows
158	A once/month targetted "up your diversion" flyer about specific businesses (i.e. COFFEE SHOPS, take-out restaurants etc) about what IS and ISN'T recycleable in TO, so we can ask businesses to make the switch, and sort properly.
159	We already are just about maxed out with our blue bin recycling and green bin organics
160	An App where you could search for items, or scan the codes to see what to do with the items.
161	posted information on the bins
162	Ease of set out of materials for collection or near by drop off areas
163	We already separate all of our waste
164	More clarity on the types of products that can go in Blue Bin. The new plastics info is confusing.
165	Pressure from my children who are educated at school.
166	Not directly to me, but more info/instructions should be provided to schools staff and students
167	Sorting exercises
168	Mail out info
169	More logical guidelines to handle cases that's not covered in the pamphlets
170	The info i need is available.
171	print material

Part 1 - Question 2 Continued

#	Response
172	Better household compost/recycle bins for bathrooms
173	one spot online with comprehensive lists and lots of examples for those harder items to sort
174	it's looked here -- just put waste where it belongs ; recycle; organic and other
175	easier ID of products for sorting
176	Hiring City of Toronto staff to directly educate residents through correction of mistakes during waste collection or Door to door education / educational workshop at my apartment building (I personally would love a job educating residents on proper waste sorting)
177	Information at our door like the calendar
178	I am continuously horrified by the waste generated and lack of easy to use recycling containers. One of the best setups I have seen is at the ROM cafeteria.
179	I would not participate
180	more specific information on the website. I have asked 311 questions and they have referred me to the website. I would not be asking if the information were there.
181	improve the waste wizard - often don't find the item
182	Specific guidelines about what to do with used takeout coffee cups/lids would help.
183	What is the final destination of all ! the blue bin material. % breakdown required.
184	I fully participate in blue bin and green bin programs
185	an annual info sheet, or sheets, with clear information, both pictures and words, listing in categories the acceptable and unacceptable items for recycling and composting; printed in colour on heavy paper; no larger than legal size paper; which I can post on or near my smaller interim collection receptacles inside my house; updated and distributed annually to each household; including a hotline number for inquiries
186	Mail
187	Improved city of Toronto website
188	Make it simple, I don't want to think about it. I am recycling/throwing it out, so it has no value to me.
189	already recycling and composting
190	Better information posting in my building
191	More comprehensive mailer designed to be "posted" somewhere in the home for easy access to dos and don'ts
192	Already participate
193	provide meaningful activities for developmentally disabled adults who want to be involved in their community
194	videos of processing facilities and proper waste sorting
195	I feel okay with information already available and existing delivery mechanisms
196	waste app would be good
197	school kids need better waste strategy education. The number of kids and their parents who do not know is appalling
198	mail easy to read list of recyclables to residents

Part 1 - Question 2 Continued

#	Responses
199	Make by-laws for Condominiums and other non-City serviced residences to have Green & Blue Bins, and/or follow similar recyleable lists.
200	As a TTC user, I find those simple ads showing where things belong helps me confirm my recycling and organics knowledge. The poster for Christmas season was pretty good.
201	Take away the mystery of "is this recyclable?"
202	My building has Progressive. We have a triple chute with compost. Unfortunately Progressive is picking up and picking this in a "designated location". I have contacted a salesperson at Progressive who has said that "designated location" just means landfill. So actually taking the green bin waste of 500 people to compost instead of landfilling it would be a good start. (I realize you don't have jurisdiction here - but this should seriously be illegal)
203	a smart phone app (e.g. waste wizard as app)
204	having designated receptacles with better instructions. I often spend a lot of time searching the waste wizard to see if my products are eligible for recycling and how to prepare them.
205	A video presentation of "how to recycle, how to use the green bin and other City waste programs" could help to have everyone in the City participate knowing the best way to participate and with an explanation of the results so that they know why it is important to participate.
206	Extending the Green Bin organics program to condominiums.
207	Transparency around where materials are being sent, how they are processed, and ultimate outcomes.
208	I use blue bin extensively, but my building does not have green bins for tenants to use! I would use green bins if it were an option.
209	Better options for pest and odour control around Green Bin organics; comprehensive and clear sticker or summary guides that can be posted on what does and does not go into the Blue Bin (both in residential and retail/commercial locations)
210	more prohibitions on the production of plastic and foil packaging
211	outreach to condo tenants and/or condo corporations on how programs work for high-rises
212	I like the Waste Wizard. Just noticed that it is now very detailed. However there are some confusion, e.g. I thought bicycle frame and small appliances are considered scrap metal, but the search result is 'garbage', Please provide facility to ask this type of question and to provide feedback or comment on the Wizard.
213	The content (both words and pictures) on promotional materials (both in print and online waste wizard), especially in public places such as transit ads and disposal containers, has improved over the years. However, the City should constantly and frequently update and clarify with carefully chosen descriptions and images "what goes where." E.g., it's still not entirely clear which clear plastics can and cannot be recycled. There seems to be inconsistencies about recycling instructions in the home versus on public property such as parks.
214	we already are doing (recycling, composting)
215	Provide more detailed and accurate information of how to properly dispose of items. Even if the City of Toronto does not take the items list who does; stores/companies,etc.
216	I feel I do participate pretty fully... we don't have a lot of garbage & use the green & yard waste bins pretty fully.

Part 1 - Question 2 Continued











#	Response
217	More comprehensive lists of items that can be recycled/composted either on the bins or in an information package that comes with the compost or recycling bin
218	I think I'm fairly knowledgeable. It's just that the information is confusing and recycling isn't always possible or convenient.
219	repeat the information in small tid bits often
220	having the poster outlining what goes in which bin has been great. Could you keep people informed of updates? I post this next to the garbage/recycling; NOTE: if I needed translated information, I likely would not be able to get through this survey.
221	I already do everything I can to sort everything and keep as much out of landfill as possible.
222	The calendar is effective for me.
223	existing resources are adequate
224	youtube video instructions
225	Greater level of detail in recycling calendar so there's no need to check other resources
226	Ongoing updates on what can be recycled
227	Or a webinar instead of a in-person workshop
228	Feedback on condo performance
229	Info to concierge and training at a meeting of building residents
230	elevate the issue - make it an important to tax payers, environmentalists and strictly enforce the rules on bin content
231	Have volunteer speak at complex
232	simple explanations of contents that do not change frequently
233	maybe some local demonstration sites (public buildings)
234	By-Law enforcement
235	My workplace does not recycle. Mandatory programs for all business with education sessions and fines for business that do not appropriately divert waste
236	Industry programs like how2recycle.info
237	having it available at work
238	Need more access to green bin in condominiums, not more education
239	I think I receive/read/come across adequate information (for 95% of product).
240	Wider availability of appropriate and working recepticals in public places and retail venues. Updated posters distributed to post over top of individual residential blue and green bins that show what is acceptable in each.
241	i already participate!
242	An app for younger generations
243	More clear information on the city website
244	I already actively participate - I recycle and compost everything I can - I use the Waste Wizard when I am unsure where an item goes - I am still unsure about soft plastic packagings
245	I'm already involved
246	already do

Part 1 - Question 2 Continued

#	Response
247	school workshops would work -- train kids to teach their parents about what can be recycled and how
248	Easier access to bins in apartment/condo buildings
249	App designed for city of Toronto residents w daily pop up tips, updates, reminders re waste, construction, major events, consultation opps
250	more high rise apartment/condo info/encouragement to participate
251	More training for condo on how to implement these programs in our building
252	Lower-cost options! At work my company only has garbage removal and NOT recycling or green bin waste pickup, management says it's too expensive. I bring recyclables home from the office with me.
253	a current updated list on the TO website
254	information to distinguish types of materials that can be recycles. They used to use numbers on plastic but don't mention that any more. Packaging need identification. Maybe laws have to be made so all packaging is recyclable.
255	Smartphone apps
256	good packaging
257	we participate fully now because we care
258	I already fully participate in these programs at home. However, I find it very challenging to participate in recycling and composting in other buildings/spaces I frequent, so my answer relates to these other spaces!
259	I already participate in Blue Bin & Green Bin organics and encourage residents in my two storey apartment building to participate.
260	I already participate in them. I do think that as recycling is the third R it is very important to put more emphasis on the first two Rs, reducing and reusing. When I was a kid all pop bottles were glass and returnable. For some reason, even though plastic is super detrimental to the environment, we have changed over to all plastic pop bottles and the companies that produce them have zero responsibility for having to take back the plastic crap they create and dispose of it in a non-harmful manner. Governments should put heavy taxes on plastic bottles, for anything, water and pop included, and should also move to go back to reusable glass and reduce the plastic waste that is created.

Part 2 – Apartments and Condo Buildings

3A. What are the top challenges you have experienced when accessing reuse, Blue Bin (recycling), or Green Bin organics (compost) facilities in an apartment or condo building?

Response	Chart	Percentage	Count
I don't know about available programs		6%	57
I don't have space to keep recyclable items in my unit		14%	129
Programs are hard to access		9%	82
The spaces where programs are located are not clean or well lit		12%	110
I do not feel safe in the spaces where programs are located		3%	30
Programs are not available at my building		15%	148
No one else uses them		8%	72
None of the above		7%	68
I do not have experience living in an apartment or condo		49%	472
Other, please specify...		18%	173
Total Responses			958

#	Response
1	90% of others do not participate green bin and the wet waste smells in garbage room
2	my bldg already diverts 80% from landfill - WHAT ELSE CAN WE DO??
3	On occasion, the facilities in the garbage chute isn't functioning properly
4	People stealing my green bin!!!!
5	City does not support condo use of waste collection
6	the organics bin is in the parking lot, on the far edge of it -- almost no one uses it
7	Our condo does not have a green bin recycling; our recycling, however, is very good.
8	Don't have effective advocacy to USE the support available in my building (my household sorts and uses support...but many others don't)
9	Blue Bins are often full
10	Live in house
11	The programs available do not sufficiently divert all that they should
12	Not enough recycling bins. Also people contaminating recycling with waste- these are not only the residents but people who access them from the street or local areas.
13	There is no incentive for condos to recycle, its cheaper to just send everything to landfill. Residents do not follow simple rules on using the existing waste facilities and will likely not follow rules for composting.
14	I previously lived in an apartment. Most of the older buildings do not have this available or is so inconvenient that tenants take the easy root of dropping everything down the garbage shoot
15	make it easy for me to walk to the end of the hall to recycle/compost and I'll do it

Part 2 - Question 3A Continued

#	Response
16	Green Bin program not available; Blue Bin fills up too quickly and people misuse it (eg. don't fold their cartons down so they take up space; throw non-recyclables into the bin (e.g. clothing). So much recyclable packaging is generated that my blue bag fills up within 2 days, but pick-up is only once a week
17	Not as convenient - garbage chute on each floor and diversion programs are in central location
18	People from Eastern Europe who need translations as they may not read English concerning recycling
19	we recycle, and will start with limited use of green bin in common areas this month.
20	Wasteful plastic bag requirement for green bins
21	other tenants/residents misusing the bins etc
22	I don't live in an apartment in Toronto but while living overseas I visited a friend at a downtown co-op apartment many times, and he participated in garbage, compost and recycling in his building - the compost went into a shoot on his floor and the other two bags he took to the basement for deposit in one of two skips. It seemed to work very well, as you could get rid of stuff from your (small) apartment as often as you wished, and didn't have to store large amounts of stuff for a different day. There was no place for clothes or furniture or "sharing" though, which also would have been great. They did have a sharing library in their laundry room for books, videos and magazines.
23	I live at 361 The West Mall. Strangely though they have recycling bins, there are no waste bins outside. So people throw waste into the recycling bins.
24	the facility is not good enough for people who don't understand
25	the waste and recycling and compost facilities are great in my building (the Vu at Jarvis and Adelaide)
26	In all honesty, I used to live in an apartment but now I don't but I am using my experience here
27	I'm not sure about what kinds of plastic go in the bin
28	This answer based on experience of our children who live in a condo in Mimico.
29	keeping green bin attracts rodents in my apartment
30	No complaints
31	where programs are available it is not always easily accessible or convenient (you have to carry your smelly bags in the elevator to a loading dock - you won't do that daily and it gets smelly in the condo)
32	hazardous waste pickups are not scheduled by the property manager/superintendent
33	there is only a waste chute making it inconvenient to use particularly the green bin. The blue bins are right outside the back door but green bin is not close by.
34	blue dumpsters are awkward to use, not enough of them for volume needed, leading people to put cardboard in garbage; cardboard/paperboard boxes are difficult to break down with arthritis; no collection of compostables in our buildings, still using balcony composter from old Metro pilot program
35	

Part 2 - Question 3A Continued

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35	

Part 2 - Question 3A Continued

#	Responses
36	Convenience is an issue as hard to get to bins. Would be nice to have on-site composter but no one will take responsibility. Superintendent needs extra supports from property management to do job successfully
37	Garbage Chute discourges recycling
38	I dont live in a condo but my parents do. They are in their 60's and refuse to sort compost from garbage. Perhaps if condos were retrofitted with two or 3 chutes, for each type people would do it. MY parents dont like having to bring various types down, when they can just drop it in the chute.
39	In my condo, the blue-bin system is excellent and well used but there is no Green-bin possible.
40	no green bin containers at our building which I am disappointed with
41	People put trash in recycling bins
42	Shutdown of Grassroots on Danforth prevents reuse of detergent, shampoo, etc. bottles.c
43	Many people simply don't use the dumpsters appropriately even though they are clearly labelled. When you see a recycle dumpster with a lot of garbage in it it's hard to keep complying.
44	Insufficient educational material in the building; no facility for electronics or hazardous waste
45	It wasn't always convenient to get materials to the drop off point in the basement. The chutes weren't always working.
46	In spite of my constant questioning about the green bin program, and having had success in the blue bin collections, the Condo Board has not acted. Some push back also from management company.
47	I don't have any problem using
48	blue bins, yes - greenbins , no
49	Lack of interest in the building. Building not educating how to recycle properly
50	My condo in Market Square, Front Street installed TRI CYCLERS some years back and it makes life easy for sure.
51	I find it works very well for me in my condo building
52	Works well
53	People do not know what goes into th blue bin. New residents to Toronto do not have informaiton about the program.
54	I don't live in an apartment or a condo, but a small bungalow
55	my compostables require either a regular plastic bag to contain (bad, bad, bad!) or trips downstairs to the refuse bin every 2 days if using the flimsy, biogradable bags
56	We have a recycling program here that encourages recycling
57	No green bin program. Very difficult (expensive) to implement. When I see how some of my neighbours use the blue bins I am very concerned about implementing green bins.
58	We are in a low rise (3-up) were each unit takes their own blue box and green bin to the curve - but the waste calendar delivered to the units doesn't have garbage pickup dates!
59	Our condo does not recycle organic waste
60	Clearing my mother's apartment was a nightmare because of the lack of recycling.

Part 2 - Question 3A Continued

#	Responses
61	Was in an apartment where the recycling was outdoors and less desirable to access in winter. No composting was available.
62	no such thing as green bin, blue bin program required manually bringing down recyclables every month, not clear whether we need to sort the recycling or not etc.
63	It took a long, long time for green bin diversion to be introduced at my building (which has City-organized garbage collection) and there was no communication on the reasons for the delay. Diversion programs covering household hazardous waste (HHW) do not appear to be well publicized; hence, I am unsure how to use them. HHW diversion programs do not seem to be easily accessible (e.g. community drop off days are infrequent; it is very difficult to take HHW to City's transfer stations using public transit due to bulkiness/weight of items, inaccessibility of sites and limited service hours).
64	People do not properly separate their items for Blue Bin. There is not Green Bin available at my apartment.
65	Bin is always overflowing
66	recycle bin often full. as a result, resident put recycle in the waste bin
67	does not apply
68	Have been living in a house for almost 10 years.
69	We have a great system set up in my condo. Easy to use.
70	I have compost and recycling at my apartment building but it also attracts pests since the landlord does not maintain the area where the bins are stored.
71	Our condo building really pushes the use of recycling and composting programs, but uptake is sporadic.
72	Clarity about specific types of waste which are allowable in each bin
73	Insufficient number of blue bins and the garbage chute is much easier to access than bringing recycling downstairs
74	My apartment has programs but not enough recycling bins!
75	When I lived in an apartment there was one garbage chute - For new buildings it should be mandatory that there is a waste management room with 3 chutes available for garbage, recyclables, and compost - with signs above each of the chutes describing what items go down which chute - For items that need special pick up like disposal of electronics, furniture, hazardous products - then an area in the building should be designated so Waste Management can pick it up. For older buildings - 1 apartment on each floor should be converted to a Waste Management Room with each apartment under the other, and retrofitted with 3 chutes for recyclable, garbage and compost
76	green & blue bins are easily accessible where I live. No green bins where I work.
77	the above answers based on previous experience (prior to Dec 2013), I now live in a detached home that I own. Note green bin was not available at my apartment building and I think that is common. Also residents poorly managed their waste, I can imagine a green bin area would have had rodent problems.
78	The condo doesn't offer green bin collection, and I'm doubtful the recycling is collected separately.
79	Residents do not trust that the programs are being properly managed by the building (e.g. "They just combine the garbage and recycling anyway.")

Part 2 - Question 3A Continued

#	Response
80	Condo until 6 months ago had no organic recycling. I went to the Stop at Wychwood Barns to do this. Condo program has been temporarily suspended until construction finished
81	our recycling containers always overflow and there is no space to put my recycling.
82	I have space for small recycle bins, but no outdoor space to store a greenbin. I have an agreement with a neighbour to share theirs
83	There is a chute for garbage but other facilities are out of the way
84	in my apartment the green bin in my small kitchen smells - and i can't put it out because raccoon tip it over
85	the green bins smell, especially in the summer
86	My apartment doesn't even have Recycling or Green bins! The City should do something about it. It should be illegal. Everyone uses the "recycle" bins outside as garbage, and the landlord doesn't intervene.
87	I don't experience a challenge
88	lids often closed and not easy to open, slot not big enough for bags, bins often over full, boxes not collapsed before putting in bins,
89	I am not familiar with the reuse program.
90	Non-Cooperation of Green Bin pick up department to start collection at our Condo after MONTHS of requesting it.
91	Organics program not available
92	I don't live in apartmen
93	The bins are often overflowing. Recycling especially is not compacted. When the bins get wheeled around to Queen Street from the back of the building, they are often out there for over a day. Pick up in the alley would be much better.
94	No Green Bin organics facilities in my condo building
95	Bins aren't labelled, not organized, messy, gross = no one wants to use them. Apt managment actually removed the trash bin so garbage is mixed in everywhere. Everyone just throws things down the garbage chute!!!
96	Your question presumes I live in an apartment or condo now, or never have. I have in the past. I don't now.
97	Trisorter chute does not work, many residents just throw everything down the chute instead of bringing recycling or compost to garbage room
98	city pick up are hit and miss
99	
100	Buildings are not set up properly to efficiently run the best programs
101	They do have recycling/compost chutes etc, but no signage to indicate what can go into the chute and how (bottles etc)
102	I know people who live in multi-res buildings in Toronto and they don't offer Green Bin organics recycling.

Part 2 - Question 3A Continued

#	Responses
103	Do not live in highrise, however was involved in the implementation of the green bin and recycling programs to highrise buildings and the issues reside with the buy in from the superintendents or property management on how they wish to set up the internal program and how much they care to make it work. As disposal within a building of this nature is anonymous it will make the majority of residents not care. They do not see what not participating properly costs everyone both in dollars and the environment.
104	The anonymity of these facilities encourages laziness
105	Lack of space is one thing, but as important is the inconvenience with smell and odour as apartments tend to become smaller
106	Recycling Bins were full.
107	I live in a condo bldg. and haven't experienced any challenge on this matter. 'When there's a will there's a way'.
108	Recycling is bagged in opaque plastic bags
109	As Green Bin organics recycling is unavailable in my building, I don't know what I can do with my organic waste should i divert it from my garbage.
110	1. Fine-based enforcement encourages contamination. 2. Management does not seem to actually understand what is actually accepted or not accepted
111	No problem now - living in a duplex. When we lived in condos, no green bin service available.
112	apartment living was years ago and no recycling was available then in apartment
113	I rent the upper floor of a 2 unit house & have access to recycling, green bins etc. like neighbouring houses. But I think only 1 recycling calendar is generally sent here - not to each tenant mailbox..
114	it works here and most people participate happily
115	They're always full
116	I'm lucky my building has green bins, but I know many friends who wish they had green bins in their building. If possible, there should be rules making it a requirement for residents to use the green bin, if available. It shouldn't be a choice, it should be something that is enforced by the city or building management.
117	I don't live in a condo
118	There is a lot of differences between jurisdictions. My home in Toronto, my cottage in the Kawarthas, my work place. Was in Vaughan. It is difficult for people when they work in a number of different systems.
119	Live in a house; have friends in apartments, and I used to live in one.
120	Haven't live in an apartment for years.
121	In winter it is difficult to drag a full recycle bin to the curb
122	Convince me that all the blue bin material is actually recycled.
123	Mother-in-law is not strong enough to make any other trips out of her unit except to the garbage chute across the hall
124	not enough bins for the building (only 1 blue bin for a small rise) so some ends up in the garbage
125	We do live in an apartment building, by the way.

Part 2 - Question 3A Continued

#	Responses
126	Although I do not live in an apartment building, I know that there is only one chute for all waste in most buildings.
127	N/A - I do not reside in an apartment building
128	with the number of condo approvals, the
129	need stronger regulations with incentives or penalties to get compliance
130	I don't live in a multi-rez buidling, but from visiting my friends' apartment, I know green bin program isn't in place because it collected by a private company. Or other case, they simply don't understand why they need to separate waste into 3 separate bins.
131	Don't know anything about re-use facility.
132	We have green bin that isn't taken to a compost heap...wow, just wow.
133	My building's blue bins run out of space before collection day.
134	too little education and awareness
135	Blue bin is; green bin is not
136	Recyclables like pizza boxes clog chutes constantly
137	Recycling and Compost programs are not done well in building
138	Hazardous waste is an issue in small buildings especially where people do not have cars or easy access to hazardous waste drop-offs. Storage is also an issue for hazardous waste.
139	The building where I currently live is great about both of these programs. But, in my previous residence, we were not supplied with green bins for the building (landlord told us that the city wouldn't give our buildings the bins), so we all tossed our green waste into the garbage for lack of access. Because we were in a smaller building, we were told that the service wasn't available to us (even though all of the other houses on the street had the green bin pick-up).
140	City will only provide green bin through landlord and landlord is too apathetic to do it.
141	The bins are locked and the open bins are full.
142	non-functioning chutes
143	I haven't lived in an apartment for years, and, when I did, the super was very good about recycling.
144	Misuse of existing facilities by residents
145	separation is poor, city picks up badly sorted material, lack of education for unit owners
146	Sometimes/often the recycling bins are overflowing
147	I live in a house, but a friend who moved from an apartment had no idea what recycling we do. I think apartment dwellers should be educated as to what householders do, and in advance of the time we they will be doing recycling.
148	Actually our concierge is very good at distributing information. How much gets read is another story. We also have a committee which looks at cost reduction and waste is an issue we are addressing
149	our apt bins are well lit and very accessable
150	
151	The launch of the green bin program was not clearly communicated. The program was rarely used and seems to have ended without any communication.
152	Sometimes very hard as a senior to get these bins to the curb in the winter

Part 2 - Question 3A Continued

#	Response
153	I am physically able to access the compost and recycling areas, but it is hard for elderly people and those with disabilities.
154	imobile -others take down I assume they place correctly---hazard waste need coloured bins-yeiiow ??
155	Recycling containers aren't handy specially in winter season where tenants have to go downstairs (outdoors) to drop off when their car is in the garage. A recycle chute would be more effective
156	Broken Tri sorter
157	Issue with waste collectors not separately collecting waste, recyclables and organics
158	No green bin. It is doubtful that our private recycling collector actually recycles since they put all waste in one truck
159	Green bin shoot keeps breaking down.
160	There both recycle and organics
161	not convenient. chutes are locked after hours and recycling room is under lock&key so it requires the concierge to come with me
162	I live in a condo & participate in both
163	People dump all kinds of stuff into the recycling room.
164	Green bins kept outside - not easily accessible and its harder in the winter
165	We have a recycling dumpster for everyone to use but most people don't:(
166	not knowing exactly what can go in where and how to prepare it
167	more info on what can be recycled and how it should be prepared for either green bin or recycling
168	
169	I live in private residence
170	the blue and green bins are easilly accessible
171	other residents don't use blue/black bins correctly
172	My answers are based on my previous living experience living on residence at University of Toronto. Now I live in a converted house (apartment) with full program access.
173	Just getting all residents in my building to adequately separate their waste into the Blue and Green Bins that we have and use at our two storey, above a store building.

Part 2 – Apartments and Condo Buildings

3B. How could the City of Toronto help with these challenges?

#	Response
1	nothing - for apt/condo because of anonymity
2	Mandate recycling in large buildings and large residential units. For example, in First Canadian Place (owned by Brookfield), it is not mandatory for the commercial food service companies to recycle. It must be! The City needs to make large waste makers responsible - via promotion, tax, or sharing information.
3	Connecting Community Environmental Days (or hive off smaller events) at the Buildings.
4	Divert all other waste from the chute so that it is green only. Other solid wastes get sorted and deposited in neighbourhood (could be as simple as near the condo building or townhouses) large bins.
5	answer my questions convert garbage to landfill on all signage
6	- create by-laws/rules that new condos have to have proper recycling facilities in their design - work with existing condos / apartments to figure out system of capturing
7	Have all 3 big bins outside the building that each one should be for recycling, organic compost, and household hazardous waste.
8	I was helped when a new bin was sent to me in a week.
9	Make it more accessible and promote it more.
10	Implement recycling programs/diversions for ALL condos and apartment buildings.
11	Mandate compulsory waste separation.
12	Educate the public. Provide concrete evidence of how recycling works e.g. statistics, videos, pictures of landfills and how bad things are. Social Media to reach younger generation, advertisements.
13	Bins that work with condo tri-sorter machinery. More frequent collection.
14	Reading about the Mayfair condo success, it occurred to me that instead of having to haul the organics to that faraway dumpster, residents could be asked to discard them into the regular garbage chute, having placed them in a bag of a color different from the one with trash. Then, almost all organics would be recycled because it would be easy to do. But the city would have to arrange the sorting and to make sure stores have garbage bags of different colors for sale (i've seen several different colors, so it shouldn't be a problem).
15	get residents motivated
16	Use of green bins and recycling should be mandatory in all apartments and condos. Part of condo fees and rent should go towards programs that help to preserve the environment and reduce waste.
17	Have a process to pick up green bins from condo & apartment buildings.
18	Get a green bin program installed.
19	Will storing the organic waste in a condo or apartment present a problem ? Odour, Vermin etc
20	Help property managers to better gauge the needs of Blue Bins and Garbage Bins. Existing Green Bins are sufficient for now.

Part 2 – Question 3B Continued

#	Response
21	I think the best pressure comes from the tenants who can make the owners will feel compelled to participate. So, if the city wants to help, they may want to start charging the buildings more for garbage (and not allowing that cost to be transferred to the tenant) and providing incentives for recycling.
22	The City of Toronto could provide resources to property managers in the form of training, on-site consultations, documents that list the best practices on how to manage and maintain these programs (cleaning best practices, location, raising awareness among residents of the programs that exist). Such facilities should be required in all apartment and condo buildings. Developers must learn that planning for these facilities (and how the waste is going to be removed from the site) is a core component of the building development and construction process.
23	Mandate recycling/organics programs at all apartment buildings and condos
24	Create a rule requiring that all businesses and high-rise buildings have the same access to recycle and compost materials that houses already have.
25	In my older condo, the garbage room and all the floors with the garbage chute, does not have room for recycling or compost. To recycle or compost, items must be brought down to the loading area in the back of the building. This make it much easier to ignore the compost and recycling options and just toss everything in the garbage. This is especially a problem with food waste. I think in these situations it might be better to make the garbage chute for the compost instead, since a lot of our waste is compost, and disincentivize throwing things in the garbage by making it the more difficult option.
26	The City should make condo corporations and landlords responsible for full participation in waste diversion programs to the extent that they are available to residential citizens. The City should audit actual performance and penalize condo corps and landlords when diversion in their buildings are not up to standard.
27	just start the programs. people will come around.
28	Making available in all buildings, give buildings quotas or increase fees to encourage
29	Public education and incentives.
30	Making the traditional chute exclusive to compost. Having bins for all other wastes to be sorted among.
31	Frequent recycling - weekly etc and less garbage pick up - biweekly in winter and \$2 a bag for garbage at the curb - Also having the option for residents to use clear bags for recycling
32	All condo and apartment should be required to provide easy-to-access Blue Bin and Green Bin facilities. I should be the law, otherwise we'll never get caught up.
33	N/A
34	Ultimately, it's going to be very hard to do anything about it since inherently people will not divert. If you can't get good upfront diversion, it has to happen more in the back end.
35	Ensure enough bins for # of residents in building. Perhaps clear information on actual bins as to what to include/not include. Blitz areas with information where problems occur. Work with superintendents of building to resolve issues or arrange a challenge for residents to see if they can improve.

Part 2 – Question 3B Continued

#	Responses
36	Community compost collection bins/drop-offs similar to existing bins for garbage... ie bypass condo/apartments management. Charge more money for dumping.
37	Builders for new construction should be forced to provide easily accessed blue & green bin disposal ie: building permit only issued if plans include facilities on each floor of an apartment / condo building. For existing buildings, if the owners can make building modifications to provide better access for blue & green bin disposal - encourage them with a tax break in the year that they make the modifications if their cost of doing so is over a certain amount. The plans for the modifications of course would have to be approved.
38	Design clever bins for small spaces - they must hide smells (due to confined spaces and poor internal circulation). Make it easy to keep clean - so that even the most callous neighbour will make minimal messes upon disposal. Give incentives for residents to want to do this - and not hide their lack of accountability behind anonymity. Maybe floor by floor metrics? Gov subsidies? rental discounts?
39	For new buildings, mandate recycling and compost chutes on each floor in such a way as to provide clean non-smelling rooms for this. For old buildings, consider incentives to help retrofit these same facilities. Make it easy and people will do it.
40	More frequent pick-up; bigger Blue Bins; More Green Bin Programs.
41	City staff should get involved with inspection of waste management facilities in all buildings to see how things are currently done and how they can be done better. Also need to focus on design of 3 chute diversion vs. one chute with tri-sorter and waste management rooms and collection facilities. Also, CITY SHOULD CHARGE MORE FOR GARBAGE COLLECTION, as an incentive for people to compost and recycle more!
42	Establish regulations about handling of waste in all apartments and condo buildings. Provide funding and training for older building owners and residents to participate in current programs.
43	Mandate that all waste collection locations are in the same location.
44	I am not sure that the City can do anything to help with the challenge that I have.
46	Provide downloadable material that condo corps can post in the building that guilt residents into recycling and composting and into learning about the consequences of poor waste management (escalating costs, deteriorating local environment, etc).
47	Regulate apartments to separate items and charge a fee if they do not. Apartments would pass that cost to their tenants.
48	We are hoping to send a few tenant volunteers to the 3Rs Ambassador program this year.
49	Standards for availability of recycling bins (e.g., well lit, near elevator). Help and information available for landlords on how to access and administer recycling/compost programs.
50	Prohibit wasteful plastic bag requirement for green bins
51	Having a designated representative per building to put on workshops and answer questions
52	Encourage property management to properly explain their recycling and compost situation to tenants

Part 2 – Question 3B Continued

#	Responses
53	develop design/lay out plans for condos or apartments that allow for larger amounts of recycling make incentives to use recycling bins properly/fines for misuse
54	Offer landlords rebates for the amount that gets recycled
55	I think condo and apartment (rental) should be separate items because the motivation is different. For instance in condo buildings, if waste is reduced and recycling/composting/sharing is increased, the condo building should be able to "win" in some way financially, and then give that back to the condo owner in fees reduction. I'm not sure how that would work in Toronto as it seems the more one tries to get businesses and condos recycling, the more it costs (more trucks). Better storage at said condo buildings would allow recycling to be stored much longer (as it's not "stinky" it should store for weeks, thus reducing the frequency of collection) With apartment dwellers, again, a reduction of some kind would motivate them. what about providing them with the tools, ie different coloured bags or clear bags for the different items. Maybe a "hall monitor" who checks what they are bringing and keeps track - maybe they get gift certificates from local stores if they are keen participators, maybe the city invites them to a party or there are awards given out for people and building managers who reduce waste (and increase recycling/compost) by substantial amounts in their building/floor. Once people get the hang of recycling, a lot of good things fall into place. They tend to take better care of their litter because they have an awareness of what they are throwing away. Having space to store the various items as well as promoting sharing programmes will also build community. Promoting team leaders and inviting them to training and congratulating/encouraging those recycling "champions" is also very key. Why do we have traffic cops and parking violation cops? because while we mostly want to do the right thing, we will cut corners if we are not managed somehow - we might jump the red light or go too fast, we might park a little too close to a fire hydrant, or overstay our parking time. The traffic cop keeps us honest and keeps us motivated and on track.
56	Require that every multi-residential building provide bins for recycling and for waste; both clearly labelled. Require councillors to provide information to their constituents. I have not heard from my councillor at all. Stephen Holyday doesn't do the kind of job his father used to do.
57	I'm guessing education would help
58	There has to be a more detailed approach in providing the appropriate detailed information in various languages to apartment and condo owners as well as easier accessibility to waste diversion programs within the older buildings in particular as well as greater by-law enforcement for non compliance with waste diversion efforts.
59	translation and more
60	make compost more readily available to all apartments and condos, even older ones
61	make the information about these programs easy to access and concise for youth to be able to read and gather at least some information on these programs
62	establish mandatory programs for recycling reuse and greenbins. Also make sure those spaces are safe. My apartment did have recycling but only that and compost but no garbage
63	Print on the garbage which item can go in it. Help fast food communicate about recycling. Build a program with stores and groceries to collect garbage. Force companies to display recycling information in the office/company/restaurant restroom

Part 2 – Question 3B Continued

#	Responses
64	Make these programs mandatory for all multi-dweller buildings in the city, with a standard for safety/cleanliness of the spaces
65	leave a list periodically with the bins when they are picked up
66	Use the Malvern condominium as an example to show that condominium owners can actually save money. For apartment dwellers who actually do not directly save money through recycling, design a way that each apartment dweller can actually save money by disposing less bags of garbage.
67	<ol style="list-style-type: none"> 1. Make Green Bin collection mandatory for all buildings regardless of size or being public or private. 2. Update building code in regards to building necessary and proper facility for solid waste management on the floors and on the ground. 3. Set the standards for private companies to do do exactly the same as the City.
68	These programs should be mandatory for all building and business. I am concerned that restaurants do not take part. If Japan can do it so can we. I suggest letting people know about the cost of not recycling. With many people money talks. Also do a better job of picking up the litter that blows all over the street every bin day. This is a turn off for many people. To have compliance you need staff to enforce the rules. The City doesn't want to hire staff only more managers and consultants. Too bad.
69	Assist in the costs of retro-fitting condo and apartment buildings to use recycling / green bin programs.
70	Provide incentives for building owners to retrofit waste collection spaces. After an adequate phase-in period of time, require owners to retrofit the spaces and fine them if they don't
71	provide better containers for green bin
72	Find a way encourage condo boards/property managers to allow organics to be put somewhere inside the building at night or during winter (to be take out by staff to the outside site the next morning)
73	Encourage building managers to develop a positive sense of community and pride in their buildding.
74	I am open to suggestions from the City.
75	recycling facilities which work and don't break down weekly, should be built in the design of each floor of any new development.
76	upgrade \$\$ for the building to have the 3 different waste bin within the garbage chute (on every floor of the building)
77	Offer scheduled dates for hazardous waste pickups at buildings, like the fall leaf pickup or christmas tree recycling.
78	They should mandate the building management to make them more accessible until the residents of the building are satisfied
79	Develop a system for separate paper and organic waste collection on each apartment floor once per week.
80	Work closely with condo/apartment managers so that info is given to new residents when they move in
81	By making waste diversion more convenient and by making landfill waste more inconvenient and costly to the resident.

Part 2 – Question 3B Continued

#	Response
82	Providing pick-up, literature regarding this issue, getting supers to cooperate and be on board, signs etc.
83	Require buildings to have these bins in convenient locations (such as outside the door rather than along the sides of the building) or changing garbage waste chutes to green waste chutes.
84	Provide bin houses for apartments and condos that are scalable but that keep smells, insects, rats, raccoons etc. out. Rats are becoming a big problem for resident health in the city, and that impacts residents' willingness to compost.
85	incentives?
86	Initiate green bin program for high rise as has been done with ground level homes
87	it is too easy to throw recyclables down the garbage chute; padlock them all! Make it MANDATORY to improve access and lighting in waste-dedicated areas; deliver (repeat!) printed info to every tenant. INSPECT. If no cooperation, apply surcharge to ALL tenants, whether cooperating or not.
88	City could offer support to property managers and superintendents. A 'working group', or regular meeting for superintendents to attend and exchange ideas/receive training may be helpful in standardizing best practices across the city in Multi-res buildings. Would be nice to see the city fund some pilot projects (TEXTILES?) to determine what is successful.
89	Dual purpose Garbage and Recycling Chutes that are mandatory.
90	offer hefty incentives to condo boards to retrofit their chutes with tri-chute options. If 55% of toronto residents live in high rises, then this is where the bulk of the waste is coming from. It doesnt have to be fancy, 3 different sections shouldnt be hard to retrofit. you have to make it easy for people who are already used to just basically throwing garbage out their windows (as the chutes are so close to their homes)
91	Pass a by-law requiring condo buildings to implement a full suite of initiatives including green-bin use.
92	Make Recycling and composting mandatory in apartment buildings, and make them more accessible to the residents
93	Make a safe easy to use system for this building...I would be more rhan happy ro carry my compostibles to a sturdy green bin if it were available. I am very eco conscious with recycling and I am dismayed that there is no mandatory green bin program for my residence.
94	The city should make sure that programs are readily available for apartments and condos. Especially as more and more people live in this kind of residence.
95	Make it mandatory for apartment and condo buildings to provide recycling and composting bins for residents. Offer suggestions or guidelines for property managers to integrate recycling and composting into their site's waste disposal facilities. Make approval of new building construction contingent on them providing recycling and composting for residents.
96	Make it mandatory like in houses. Get property managers motivated.
97	Educate people more on what can and cannot be recycled, and how important it is to recycle. A lot of people do not even think about where their trash goes and what consequences it has on the environment because they do not see and hear about the problem. Do not make them look for the information, show it to them.

Part 2 – Question 3B Continued

#	Response
98	By way of either incentives or fees, impel owners of buildings or condo boards to provide recycling and green bin facilities in their buildings, and to promote their use.
99	Promote recycling (and how to recycle) in large buildings. Require buildings to recycle. Require separate shoots for garbage and recyclables in new builds.
100	Get green and compost at apartment buildings.
101	Pressure Federal Govt. to force manufacturers to sharply reduce packaging. Remove GST from sales of bulk detergent, shampoo, etc. when buyer supplies a container. Please note that separate organic collection did not start in my building until about a year ago!
102	Demand people living in apartments and condos recycle and have a green bin program. Insist garbage men leave a note if the garage has recyclable materials.
103	Make it absolutely mandatory so the building management makes it easy to do so regardless of the issues.
104	Increase education
105	More info for residents
106	Clear instructions of what goes where. eg big sheets of plastic or little plastic utensals
107	The city needs to facilitate and hold apt / condo owners accountable for recycling and waste management programs.
108	I do not live in an apartment but I believe strongly that it should be just as easy for apartment dwellers to recycle material as it is to put it in the garbage. This is the area where Toronto falls short.
109	Require buildings to have compost and recycling chutes, not just garbage chutes. Hold information sessions and identify leaders in buildings. Fine building owners for poor waste diversion practices. Give building owners incentives for good waste diversion practices.
110	Education, public celebration of most compliant buildings, ensuring drop off points are safe and accessible and monitoring using ccv with warnings and fines.
111	Inspect buildings and install compost and recycling chutes
112	Apartments/condo which do not provide recycling facilities should be penalized and pay for excess garbage.
113	Supply printed materials to be posted in the refuse room on each floor of the condo; provide educational material and support (possibly bins) to facilitate the collection of electronic and hazardous waste
114	More condos need green bin programs with organic odour reducing products.
115	Provide on site training for superintendents. Provide more visual material. My mom lives in A condo in Halton Region. They gave everyone a bag with the 3 streams of waste.
116	Well lit 24 hour waste disposal room in every apartment/condo (ground floor) sticker all existing waste chutes with COMPOST only instructions emails and printed flyers from the landlord and the city stipulating where specific waste needs to go for disposal. Provide these in a variety of languages. Condo management and apartment superintendents should have waste disposal information printed on leases/contracts. Residents will be asked to read and sign. Fine for non-compliance Incentives for disposing of garbage correctly?

Part 2 – Question 3B Continued

#	Responses
117	Have a hotline where apartment dwellers could call if there was a problem with their chute or drop off area. You would need to require a posted notice with the number in the disposal area, and responsive followup within a day or two.
118	Get some 'teeth' in your requests to fully participate in the 3R processes, and fine or charge more for those buildings that won't make the effort..... advertise that you will do that, so the residents will go after the Board.
119	Ensure that people who live in such buildings have the same (or better) access to recycling programs as home owners.
120	The onus should be on the proprietor of a building to create a method for residents to separate the types of waste. There would be blowback of course, but this should be phased in and, eventually, penalties for non-compliance.
121	Incentives to retrofit chute rooms
122	Apply the same program in apartments and condos as in houses.
123	City could make a bylaw that states that all landlords or owners of condo buildings and apartment buildings must provide these programs and make the adequate spaces and lighting and provide the facilities for the three R's and more.
124	Perhaps work with apartment/condo management in order to promote programs. At the condo I live at, management DOES do promote recycling but have yet to implement the Green Bins. Although being "green" and environmentally friendly is something that management actively strives for, I think there should be increased awareness.
125	Fine building owners who do not enable their tenants/residents to recycle.
126	Enforce that new buildings have recycling chutes as well as garbage ones - right now garbage is more convenient because one has to walk downstairs to recycle
127	Enforcing the 3Rs in apartment and condo buildings. Have the green and blue bin there like the households. Superintendent should have training and be able to inform tenants.
128	Provide bins for each floor and solicit volunteers to bring them to street level.
129	Education in apartment buildings and condos on the importance of recycling and composting; and how to do it.
130	Supply hazardous waste materials and electronics recycling bins in the buildings. Send out City of Toronto recycling methods material in the mail. Send out mail box "no junk mail stickers on the mail, to cut down on wasteful in solicited advertising.
131	Extend such options to all condos and apartments, accompanying that with education about the issues and a safe place for recycling, etc.
132	Implement mandatory programs to train building managers on recycling infrastructure and tenant engagement
133	Make it mandatory for all new condo developments to have systems that make waste separation and disposal accessible, functional, and incumbent on all residents.
134	Make it compulsory for condos and high rise buildings to have easily accessible adequately sized recycling bins on every floor and elevator lobby areas which are prominently labeled and serviced/maintained with collection programs.
135	Information from landlord on where recyclables go. Regular removal of waste and recyclables. Maintain cleanliness of site.

Part 2 – Question 3B Continued

#	Responses
136	Sponsor renovation to buildings for better safe user friendly bin service areas and infrastructure.
137	i AM OFTEN CONFUSED BY WHICH PLASTICS ARE GARBAGE AND WHICH MAY BE RECYLED
138	Enforcement of the "option" then education
139	Make it mandatory to compost, recycle or give incentives to buildings that do
140	Need broader education and promotion, including businesses and rental units. Need incentives and disincentives. More one on one education. And the city needs to move to a system where the sorting is removed from the pick up. if residents and business cannot properly sort their waste then this should be done at the receiving end.
141	Providing shoots in apartment buildings for compost and recycling where the infrastructure allows it. Having multiple spaces available for compost and recycling in a building that is easily accessible and clean.
142	Legislation.
143	Provide standard and clear instructions in a format that condos can just easily post so everyone knows what to do. And it has to be available in multiple languages.
144	I have friends who live in apartments and condos with green, blue and grey binds, yet from what they say people still refuse to use them, dumping recyclables down the garbage shut. It appears that the only way to get these people to recycle is either through education or penalties. As it's difficult to see how penalties could be imposed in these large buildings, education appears to be the only answer. Flyers printed either by the city of Toronto highlighting the consequences of continuing wasteful ways not just for the planet but for their children and grandchildren might wake them up...or not. There will always be idiots who think the planet is a garbage dump.
145	Help the Managers to have more light especially at night
146	publish more stats often and conspicuously on how well we're doing as a city in recycling, composting, etc. Also, highlight the neighbourhoods that are succeeding most (or failing) by publishing those stats as well to encourage competition
147	Collaboration and education with property owners.
148	Encourage well-lit and managed recycling spaces
149	create and support a cultural shift, so that it is the norm to recycle
150	More stressing by the city posters of the cost of not recycling
151	In an older, 30 plus floor building with small refuse rooms on each level and a large population of people who "don't care", I don't know what can be done to motivate people.
152	Make composting mandetory in apts. Work with community to deal with challenges. Develop educational material
153	Provide 2-up and 3-up residences with calendars showing waste pickup days.
154	Pressure all condos and apartment buildings to recycle all kinds of waste. Inspect them often.
155	Education and incentive based programs
156	High-rises (and businesses by the way) should have the same access. Chutes should be for recyclables, for example.
157	Clean, well kept facilities. A program like Japan where you are accountable to keeping your garbage clean so messy people are kept in check.
158	Education, financial incentives/disincentives, and government mandate

Part 2 – Question 3B Continued

#	Responses
159	Force every Cosmo and apt building to take part in revealing and green bin programs, or make worm recycling rash and accessible to all apt and condo owners
160	Pray to God?
161	The same way the City supplies the blue and green bin to residence they should do the same in a larger capacity for condos and apt
162	Create easier to access environments for blue and green bins in condo buildings Lots of people living in condo buildings may not have been educated in Canada and thus have no idea what recycling actually means, so some kind of information for when a person buys/moves into a new unit in a condo would help - mandatory welcome package?
163	(1) Harmonize waste diversion programs city-wide to eliminate confusion. For example, it is unclear to me whether or not single-use coffee cups such as those used by Tim Horton's & Starbucks can be recycled. City-organized waste removal programs may or may not be able to recycle these items. Meanwhile, the restaurants appear to have arranged for the recycling of these items if they are disposed of in store. I perceive an inconsistency/ambiguity that leaves me confused. (2) Clearly communicate the ways that household hazardous waste (HHW) can be disposed of in ways that the City enables. For example, I have an old CRT television to dispose. I am confused about whether the City's waste removal service (that serves my apartment building) enables diversion of this HHW and, if it does, I am unsure how to go about using it (e.g. whether special labeling or packaging is needed).
164	For apartments, make it possible to put all recyclable items into one bin as opposed to separating.
165	Recycling should be collected weekly!! Our bin is always too full so people end up putting their recycling in the garbage instead.
166	Collect recycle bin more often.
167	I know people in condos who have no green bin access and limited recycling
168	n/a
169	Enforce recycling in apartment buildings.
170	Start with their community housing sites and create an interest and safe access to promote and encourage recycling and green bin use. Create community gardens within direct access to community housing sites where composting and growing food is encouraged. Pay ambassadors to make these things happen in the lower income residential/community housing areas.
171	Make waste diversion mandatory in apartment buildings and impose fines on building owners who do not comply
172	My previous apartment building (2014) received flyers indicating that Green Bin service would be implemented, and there was no service for the following 8 months until I moved out. It would send a better message to residents to have these types of communications followed-up with quicker program roll-out, as we were quite disappointed to not be able to divert organic waste.
173	Make recycling and green bin mandatory in all buildings

Part 2 – Question 3B Continued

#	Responses
174	<p>Legislate new buildings to build efficient and easy to use recycling programs.</p> <p>Retrofit older buildings to comply with strict recycling.</p> <p>I am amazed by my friends who live in condo/apartments and when at my house they have no clue about recycling.</p>
175	<p>Grants for retrofitting waste chutes and waste management facilities at apartments/condos.</p> <p>Regulations specifying the necessary infrastructure at all new developments or whenever building permits are issued for renovation of existing buildings. High rise residences should have the same rules as houses and businesses.</p>
176	Make composting & recycling available to all businesses and apartments / condominiums
177	Specific e-mails related to changes in recycling.
178	<p>As mentioned in previous answer, perhaps City of Toronto should make Green Bins mandatory in all buildings.</p> <p>As well, new buildings could be designed in such a way that tenants are able to dispose garbage, recycling and composting from each floor. I think that would greatly increase tenants' willingness to comply and likelihood of effectiveness.</p>
179	<p>I think that a lot of landlords are cheap and do not want to deal with extra work of recycling so getting information out to the landlords to inform them of the importance of waste management.</p> <p>Also if free recycle bins were given out and then fine those who do not recycle could be a strong incentive for the landlords.</p>
180	get them in all buildings. work with building management companies.
181	City-wide availability of blue and green bin facilities/programs; awareness- and conscience-building around the necessity of participating in waste reduction at all levels (residential, commercial, industrial), nearly to the point of bylaw (have people buy in to recycling/composting as if a fine would be brought upon them if they don't actively participate).
182	help to provide apartment and condo buildings the means to deal with waste and separation more effectively
183	Increased producer responsibility making manufacturers label goods corresponding to each waste stream
184	Use the best apartment/condo buildings as an example and promote the ideas that have made those programs work for their residents/owners. The City has a responsibility to ensure that the right information is available for the owners/landlords of these buildings. There should be NO excuse for a lack of programs or available space to put in 3Rs.
185	make green bin mandatory. more enforcement and penalties but also alongside incentive programs.
186	Not design their programs just for the suburbs where there is a lot of space for bins. In many cases with stacked townhouses there is no space for bins or people are forced to put them out front which makes the neighborhood look like a slum which I don't think should be the City's objective
187	Participation should be mandatory. Buildings should be equipped with mandatory, appropriate signage. People should have to pay for taxed garbage bags to encourage recycling and composting.
188	Make recycling programs available in all high rise locations.

Part 2 – Question 3B Continued

#	Responses
189	<ol style="list-style-type: none"> 1. Have all streams in one area - make it as easy as possible. Provide resources/equipment for tenants. 2. Provide incentives or powerful education to tenants 3. Have the landlord/property management company hold education and awareness days frequent.
190	Recently, the apartment I used to live in added a green bin program. Because it's new, there hasn't been much use to it.
191	Prohibit garbage chutes or mandate multiple chutes for each stream for new construction; Mandate sufficiently large and lit areas for recycling in existing buildings. Put onus on the building owner to perform waste audits at a regular frequency and take the steps necessary to get the tenants to recycle (e.g. close garbage chutes, add separate waste fees to the rent).
192	provide more bins!
193	Noticed some people living in Condo's or Apartments, did not take Blue Bin, Green Bin concept seriously and lumped all items together as garbage.
194	WORK WITH BUILDING MANAGEMENT AND PROVIDE RESOURCES SUCH AS INFORMATION, HOW TO'S, ETC.
195	Enforce their use! Make the owners make the region more secure.
196	Publish / Advertise on TV the consequences of consumerism on our society. Make corporations accountable for selling items to consumers that end up in landfill - make them pay 25-50% of their profits to the government, to pay for the Waste Management. Let the manufacturer of a good be responsible for ensuring the item can be recyclable, or able to compost. The City of Toronto should explore further recycling options, to include the recycling of clothing, footwear, housewares, construction material
197	Mandate posted signage on waste disposal a recycling in condos and apartments
198	Investigate green bin opportunities for Toronto businesses.
199	Better bin system for apartments: rather than a collection of residential size bins a single large bin for each of blue/green/black. Option for building managers to call in for an emergency collection when collection gets to be too large. Regular city inspections of the shared waste facilities at apartment buildings. Provide biodegradable bags or boxes for residents to collect their compost and bring it to the bin. Enforced minimum level of cleanliness and lighting.
200	Educate people, more community work
201	Offer Green Bin for Condos
202	apply same programmes, tools, incentives to apartments as residences
203	Make the Green Bin Program available in Condos, Restaurants, Supermarkets
204	Educate landlords and supervisors of apartment buildings to extend the information to their tenants.
205	pick up and process a mixed waste stream
206	Make it mandatory (or at least beneficial) to condo management corps to incorporate green bin into their processes, as well as recycling.
207	Regulate and enforce waste diversion programs in apartments and condo buildings. If the city wants to achieve 70% diversion rates and eventually 100%, then every building has to be participating!

Part 2 – Question 3B Continued

#	Response
208	Can't think of any
209	implement green bin programs in all condos and apartment buildings
210	Requiring multi residentail buildings to impliment either dedicated chutes for different materials or dedicated days for different materials in order to make it easy to divert
211	More landfills
212	Mandate (if possible) or engage building owners to provide the same waste options as residential units.
213	If there was some way to put out green waste without needing a green bin.
214	Encourage building managers to convert garbage chutes and/or place collection facilities in more accessible areas.
215	There should be a rule requiring that all businesses and high-rise buildings have the same access to recycling and composting services that houses already have. It is shocking that this is not the case given how long recycling programs have been in existence!
216	Don't know.
217	Small tax break and acknowledgment of good environmental citizens for building who make the effort. Create a viable game plan to install the structures to make this workable everywhere
218	People in apartment buildings currently use indoor "garbage chutes" to dispose of regular garbage. could it be possible to allow buildings to build these "chutes" on the outside of buildings? If people can dispose of recyclables and green waste from their floors they are more likely to do it.
219	Creation of the appropriate by-laws governing mult-residential buildings and having a full enforcement unit to ticket offenders. The same reason people don't speed anymore- consequences need to be made real.
220	design a inside the house waste bin- vertical unit that has 4 compartments - bottom small one to keep bads, next one for green bin watse, then garbage and the top for recycling. Space is a premium and no products exist on the market to solve the space issue. If you help me organize my waste, i am more likely to separate it properly in a SMALL SPACE
221	More education and communication and provision of Blue Bins and Green Bins in apartment or condo buildings.
222	Put enforcment and laws to require Recycling and Green bins which are properly maintained, and fine residents/landlords who improperly dispose of their waste. Hefty fines.
223	Reminder posters of what goes in what
224	More information made available
225	Green and recycling bins are available at the bottom floor of my building. The garbage chutes on each floor are STRICTLY for garbage and people are unaware of the green and recycling bins downstairs and lack efficient accessibility to bring recycling and compost down. If the garbage rooms on each floor had green and recycling chutes, they would be used a lot more and create less waste overall.
226	Force the buildings to comply or face fines.
227	improve the indoor green bin, make access to the green bin/blue bins easier

Part 2 – Question 3B Continued

#	Response
228	Ours is an old building so only garbage shuts. (Tenants' association told landlord about free recycling 'baskets' from and they brought them.) Landlord does not do enough to encourage or explain recycling / garbage particularly new tenants. Perhaps a flyer from the city Bin lids for big blue containers could be made lighter to lift or a redesign of bins to include integrated 'prop' that can be used to hold open lids until full
229	Mandate recycling in condominiums the way it is mandated for homes and businesses.
230	Mandatory green bin/ recycling for all apt/condos or landlord receives a fine
231	The condo I lived in over 10 years ago had only 15 units and each unit received the City of Toronto Waste collection calendar, which showed what can be recycled and what can be placed in the green bin. Also, the condo committee regularly published lists of items that can be recycled and items that can go into the green bin. Perhaps, the city can publish for condos and apartment buildings to place in garbage areas or shuts, as well as all the other collection programs. That is, if they don't already.
232	Greater assistance by landlords, laws to ensure co-operation. New buildings should be designed with recycling in mind.
233	Commit to what you say and set a date immediately to begin Green (organics) pick up. We have been requesting this for months.
234	Ask province to reverse decision for deposit / return on liquor bottles - these should go into recycle stream so condo / apt dwellers not unfairly taxed.
235	Ensure that building management are aware and operate all recycling programs
236	Direct mailing to our Co-Operative!
237	The dumpsters were better than the bins.
238	Since I have no experience living in an apartment or condo I, of course, have no input on this question.
239	Put information in the building what are my alternatives.
240	Make information easily available in other languages. Provide better green bins for apartment units. Provide exterior green bins that shut tightly automatically and keep the raccoons and mice out. WE have had an increase in mice, cockroaches and raccoons since we started composting in the apartments building.

Part 2 – Question 3B Continued

#	Responses
241	1) CLOSE GARBAGE CHUTES!!! Cannot emphasize this enough. 2) more enforcement of apartments, incentives to provide proper bins and information. NOT Charging apartments extra for trash weight, this is the reason my building just removed the trash bins leaving people to throw trash in the recycling bins. 3) have large complexes house more recycling options (ex. e-waste drop offs).
242	Make clean and safe spaces available for apartment/condo dwellers. Make information available about the subject.
243	Offer incentives to add chutes to the outside walls of buildings to accommodate recycling, and at the same time, increase insulation of the building, adding technologies to enhance internet, cable TV, phones and security.
244	Use a chute for green bin
245	I do not know.
246	Introduce a system of garbage pick-up in apartment buildings where waste is tagged or it is not collected. Alternatively it would have to be separated and sorted at the dump.
247	-have a recycling place that people without cars can reach easily, a place/space that a person could walk to with something quite heavy (furniture,electronics)
248	Better information about how to use these programs. For example, building residents need to know not to bag their recyclables. They also need to know that plastic bags can be used to collect green bin materials.
249	the city should actually pick stuff up
250	have different days for collection of different materials down the same garbage chute...cyclically (3days)
251	Bring more awareness I notice at work people toss paper towels & used coffee tabs in the green bin where they don't belong everyday
252	Work with developers & condo boards, on an individual basis if necessary, to provide education & solutions to their challenges.
253	Ensure that green bin, blue bin services are mandatory at every residential building.
254	Talk to my landlord
255	Pardon my french but, QUIT BEING SO FUCKING PASSIVE AND FORMAL ABOUT THE ISSUE. Encourage recycling and waste management through the media, posters, everything! Even if you have to put some sort of incentive in it, I'm positive that'll change some people's views on actually participating in cleaning up this dirty city.
256	I think there needs to be more outreach education to let people know how the green bin program works, as it's not well used in my building.
257	Green bin program is not available.
258	The City of Toronto could help with these challenges by supplying adequate green bins for each apartment unit in a condo or an apartment building.
259	Ensure all multi-res buildings provide green bin service.

Part 2 – Question 3B Continued

#	Response
260	Storage containers for building to use for electronic waste, etc. with a regular pickup (every month or 2)
261	Dedicated chutes for recycling in newer buildings. Making changes in the building codes to incorporate waste management for residents also.
262	Give property management incentives to put out better recycling programs in their buildings by reducing fees to utility bill and pass savings onto program participants. Savings could include airmiles, grocery coupons, etc. and not necessarily money to participants. If recycling programs become successful show other building management these strategies to reduce, reuse, recycle.
263	offer services to help buildings retrofit to provide better programs. Add it to the Toronto Green Standard to require all new buildings to provide blue and green bin facilities and programs that are efficient and easy to use for residents (ie. three collection chute systems).
264	I'm in a new condo that thankfully has a three part chute for recycling, compost and waste. However, perhaps making it mandatory for buildings to post signage of what items go where in the chute room or disposal area itself would be helpful to ensure the right items are being placed in the correct chute for other residents as well. With glass bottles, for example, it's unclear whether those should be taken down or disposed of in the chute.
265	increasing recycling spaces in buildings - space on each floor or each hallway or well-lit spaces at entrances or exits. also having area at entrance and exits for disposing of electronics, batteries and hazard materials
266	Provide financial incentive for multi-res buildings to adopt the Green Bin organics recycling, or perhaps even make it mandatory for any new multi-res construction project to be a part of the Green Bin organics and Blue Bin program.
267	Provide programs and access
268	Tax incentives to cover some costs of implementing authorized programs in such buildings
269	Enforcement is required and currently not available, or was not when I was implementing the programs. Provincial assistance for the municipalities to enforce on property owners not complying with programs. Having said that perhaps a mixed waste collection program for large buildings that currently have front end container collection would achieve a higher recovery of valuable recyclables and provide a byproduct of electricity or biogas that would potentially offset some expenditures. Not sure of the cost of this type of collection or sorting of the materials, but would definitely deter from Landfill.
270	Residents in homes & multires units, require a compact space saving container of some sort.
271	Is there a way to impose limits on garbage output per unit?
272	Introduce a smart system of handling waste in apartments. Optibag would be an ideal system. Simple for the residents, inexpensive and easy to introduce for the building owners and very cost-effective for the city.
273	Ensure buildings have sufficient bins for recycling. Monitor buildings to ensure contamination rates are not excessive. The City should consider negative impacts that increased participation may have; in particular increased contamination rates. An increase in contamination may have detrimental effects on processing system if the material stream changes so much that it can not process the material as designed or contracted.
274	Campaign about not bagging recycling unless using clear bags.

Part 2 – Question 3B Continued

#	Response
275	Provide more recyclable containers, for example, there are over 100 units in my buiding and we only have two large bins. I often see rcycling in the regular garbage bins.
276	Reach out to buildings that have private collection to get them on city collection
277	The City Councillors should actively engage with the superintendents and residents from condo and apartment buildings through implementation of reinforcement strategies, e.g. giving awards to buildings (recognition strategy) and share the successful stories of other apartment buildings as models (e.g. Mayfair on the Green in Scarborough)
278	The City of Toronto could make it mandatory that all multi-residential buildings and all businesses install green bins, encourage their proper use, and provide for regular disposal to a central facility. I suppose this would have to be brought in gradually over a one- or two-year period.
279	Mandatory recycling in apts & condos. Easy access location education
280	Make recycling and composting mandatory in apartment and condos and ensure compliance! Building managers don't care and don't try.
281	I suspect people in apartments don't have the space for recyclable items and therefore need a designated safe, central, and organized communal space where they can take them nearby. Once people see others using the facility regularly, that it's easily accesible, they may be encouraged to follow suit.
282	Encourage building management to maintain with a higher standard of cleanliness, failing to do so should incur a fine. Residents need education about where their waste can go, and convince them of its critical function.
283	1. The programs should not be fine-based, because when faced with the possibility of a fine, residents will recycle/compost contaminated materials to avoid a fine instead of correctly dumping the contaminated material in the trash. 2. Condo management need to be educated so they will not wrongly accuse residents (of dumping non-recyclables into the recycling chute) based on outdated information.
284	All condos should be required to collect compostables! Green bin service was not available, the best we could do was surreptitiously drop our compost in someone else's green bin, in the neighbourhood!
285	require all apartment buildings to have recycling programs and inspect to ensure compliance & fine if not compliant
286	Ensure new condos have sorting compost/recycle on each for of a condo.
287	As I do not live in an apartment or condo, I am not sure of all of the challenges, but I think this is one of the most important areas to work on. All new builds must have access that works built into them for the different streams. Older buildings need to be retrofitted. Everyone should have access and be using the programs.
288	Make blue bins and green bins available to all condos/apartments
289	I think everybody would be willing to recycle, if they knew the rules. It's hard to memorize what goes into which bin, so the City should be constantly promoting that. I think social media could be a good option. Simple, various posts with one reminder at a time (for example: black plastic is waste). Social media has greater reach, it's cheaper, and it's greener!
290	I stayed in an older city where the bin for apartment waste was underground on the sidewalk, with a small receptacle that looked like a public waste can. This indicates that there are solutions to even very tight space.

Part 2 – Question 3B Continued

#	Responses
291	More frequent pickups
292	Provide all buildings, all Toronto residents with the green bin program. Distribute city of Toronto signs to post next to garbage chutes to stop people from throwing recyclables and compostables in garbage. Could the city make it against the law to throw recyclable materials down the garbage chute? People need to know the seriousness of the issue. Send communications to all buildings about Mayfair on the Green in Scarborough, who turned garbage chute into green bin chute and dramatically reduced costs and garbage.
293	Ensure all buildings have green and blue bin facilities
294	Not sure
295	I end up talking everything to Bermondsey of any size.
296	In some buildings where it's possible there could be a recycle depot set up on each floor.
297	Multi Res buildings require an even playing field where the rules and enforcement are the same for all multi-res buildings regardless of who provides the waste services. This is more a provincial jurisdiction, but the City must advocate for this.
298	I don't know, but the city must address the issue.
299	Figure out how to make people feel safer. Maybe have certain times when areas are lit up.
300	Go ahead with Draft Waste Strategy. Increase flow of information to all residents in these buildings.
301	Make recycling mandatory in apartment and condo buildings.
302	The city is doing a good job in my area. I don't think the City can help me with my wintertime problem.
303	Explain what "diverted" means. All the blue box material is "diverted" from landfill. OK. So, what % of this is recycled? and what happens to the stuff that is not recyclable? I think we need a bit more transparency with the success or not of the whole program.
304	Participation should NOT be optional. All multi-residential buildings should be forced to participate in the Blue and Green Bin programs and part of this mandate should be a requirement that the bins are easily accessible and easy to use. Furthermore, there should be some reward for recycling properly and/or some penalty for failing to do so, applied to both the multi-residential building owner and to non-compliant individual tenants. Voluntary compliance has not been particularly effective. Note that I used to live in an apartment not so long ago, and although we recycled, it was tedious to do so. It was very obvious that the majority of tenants could not be bothered. It was just too easy to dump everything down the garbage chute on each floor.
305	Need organic waste collection Options in more apartment building and condos
306	My building uses the programs but the bins have to be inside in what was our utility room, but it is now the recycle room. Challenges are that the honor system of only placing items (most especially the garbage and organic waste) in the bins only on the day of pickup are not always honored. The room smells a lot and the bins are not cleaned enough. there is no place outside to store the bins.

Part 2 – Question 3B Continued

#	Responses
307	More education and enforcement in high-rise buildings -more support for elderly to take out recycling, I've witnessed everything going in the trash chute because they are too frail to get to the basement area reliably, better design and support could solve this
308	Develop new building codes & polices to enforce new condos with a built in system to dispose recyclable items, garbage and a system to collect green garbage. The more convenient it is, more residents will recycle!
309	Get people to learn about it when they are young and get them to tell there parents and friends. Also go door to door and tell them about it
310	Make it mandatory for all buildings to have the same access to recycling and composting services as houses do.
311	Make it illegal for apartment buildings not to offer recycling and compost programs
312	Older buildings must be retrofitted with easier access to recycling facilities/
313	Put on every floors an informative sheet on the wall at the disposal area
314	Have monitoring system in place where Recycling bins are so they don't become contaminated with other materials (garbage).
315	Involve condo board. Selling point to condo owners that they will save money by participating in recycling.
316	Provide education materials to all residents and post notices in key public areas in buildings. Also, work with property owners/managers to ensure a level playing field for all 3 waste streams that are regularly serviced and easy to access 24/7.
317	inspection of the buildings
318	Legislate that so many bins are required for all size of buildings and conduct inspections to ensure landlords are complying with this requirement.
319	More information should be supplied about available programs to condo residents. Programs could be better advertised by condo management.
320	Have road shows at all high-rise buildings so residents are better informed. Have a session for all new-comers to the city to help them adapt as they might not have the time nor the inclination to follow these recycling processes.
321	If the bins are easily accessible in a clean and safe place and collected often by the condo management, people are very likely to use it.
322	Provide in building services to do the recycling. I have written a letter to the Public Consultation Unit detailing my proposal.
323	Make them mandatory
324	1) offer different coloured bags for different streams, all of which could go down chute (bags would need to be separated by building staff) 2) offer funding for building retrofits, ie. adding additional chutes or converting chutes into tri-sorters 3) require building developers to create indoor waste rooms (including for HHW and electronics) and spaces for sharing/reuse of items 4) require building staff to offer welcome packages that explain waste diversion programs 5) offer financial incentives to building staff/property managers that reduce waste

Part 2 – Question 3B Continued

#	Responses
325	clearly setup 3 bins that are uniform throughout all buildings in Toronto.
326	Force condo developers to build recycling into their plans. They need to make it easy for residents. This should be mandatory!
327	For example would be great if there was a blue and green bins available in every or few floors inside the building so people can bring their stuff and collect them there.
328	Making sure that all apartment buildings participate in the green bin program. The building I lived in recently did not have a program until I contacted 311 and repeatedly asked them to make my property manager agree to participate.
329	Make it mandatory to participate for all rental and condo properties
330	Engage Property Managers / superintendents and ask for accountability from them regarding the building program
331	bylaws, more progressive use of food waste besides bio digesters and composters to inspire people. An example is the conversion of food waste to animal feed through black soldier fly larvae. At a community meeting I met the following people from the City and told them this technology was available through AgriProtein Technologies.
332	Make by-laws for ALL, residences of all types to have Blue & Green Bin programs. Make mandatory city buildings of sufficient staffing size, (20 people or more for example) to have available Green Bin programs (that we do not have in our location) along side the Blue Bin programs.
333	<p>I am not sure if the city can enforce the multi residence buildings to provide all 3 bins.</p> <p>But in regards to making people more aware of the programs, please educate the children. I've work in lots of outreach programs and parents who were not interested in waste diversion came to us and asked questions because their kids learned about it from school. Children will learn and educate parents in their parents' language. Partnership with TDSB and educating the children about the impact of waste on environment and on us and how they can help will be the most effective way to increase waste diversion.</p>
334	<p>Influence the legislative process and make it illegal to collect compost - but then send it to landfill. I found out my building was doing this by accident. I called the building manager a week before I moved in. I was eager to use my training as a 3Rs Ambassador to help my new building adopt better waste diversion behaviours. When I heard we had Progressive, I was lucky to have one other piece of information from a past consulting project. The fact that Progressive doesn't do any of their own composting - they only subcontract it. Primarily to an org called Planet Earth.</p> <p>So I asked my building manager oh, do we subcontract out the compost? The answer was a clear no and that the compost goes to a designated location (i.e. landfill).</p> <p>This misleading by Progressive makes good business sense for them, but is the opposite of transparency and decency. 500 residents in my building are separating compost for the past 5 years. That's 2500 man-years of compost rotting in the landfill because of Progressive's business practices.</p> <p>In no way should it be legal to make people think they are composting but actually making massive GHG's by doing it.</p>

Part 2 – Question 3B Continued

#	Responses
335	Make a bin that is totally resistant to animals and overfilling by residents.
336	Perhaps the city should make it a requirement for landlords by law to instigate all programs and clearly indicate throughout the property, with signage, where/what/when etc...
337	Improve the online experience of finding items. Provide sturdy containers to store green bin materials in the freezer or in small places. I keep my green materials in the freezer so it doesn't attract vermin. Also start a vermicomposting program. I've been vermicomposting for over 8 years in my apartment.
338	Keep all condo boards and condo and apartment owners up to date with buildings that are successfully managing their wastes in achieving significant diversion results. Keep them informed on results and how those results were achieved.
339	Make it mandatory for condominiums to have a Green Bin organics program. Make it mandatory for condominiums to provide access to a large waste disposal area. Many of the large waste items that do not fit down the waste disposal shoot oftentimes get thrown into the "recycling" bins because there is no other way for residents to dispose of them except to take it to a designated waste disposal location.
340	What are reuse options for materials in apartment/condos? It would be beneficial if the city helped to facilitate (even just to provide guidance to property managers/residents) on how reusable items (kitchen/housewares) could be offered to local residents or donated.
341	Mandate accessible and easy to use waste diversion strategies.
342	<ul style="list-style-type: none"> -Host community workshops and invite building or condo managers/ owners/ supernintendants -Start organic pick ups for buildings -work with provincial governments to update OBC. For example, new construction should have facilities and infrastructure to support the collection of organic, recycling, and garbage. -provide incentives for residents in buildings that do not have the capacity to collect and sort organic or recyclables but still does it - provide posters/labels to encourage correct sorting practices and prevent cross contamination -promote city of Toronto diversion programs on television -provide information about private companies that will take back post consumer items. For example, The Beer Store takes back bottles and cans, Crayola takes back used markers, etc.
343	Enforce green bin use at all apartment buildings!
344	Meet with residents at least once per year, perhaps with a lobby display, or a presentation at a residents' association meeting
345	Increase cleanliness and invest in newer technology.

Part 2 – Question 3B Continued

#	Responses
346	<p>Option 2.7 - would each high-rise dweller travel to these community drop-off locations? The participation rate would certainly be higher if residents dropped off their organics within their buildings, combining their organics for large periodic shipments. High-rise dwellers have no place to conveniently store decomposing organics, so we need to empty our organic waste every few days. I'm unlikely to walk 3 blocks to the community drop-off, multiple times per week.</p> <p>Option 3.1. Use of container RFIDs sounds good in theory, but I would be concerned that the cost of implementing an "Internet of Things" infrastructure would far outweigh benefit. If this were used, I would like to see the data leveraged aggressively (e.g. tax penalties/benefits for condos based on diversion rates, or at least a public "naming and shaming" of the best/worst performers in the city).</p> <p>Option 1.8: I strongly support any additional by-law strengthening/enforcement. For those who simply don't care about waste management, this is the only way to reach them.</p> <p>Option 1.9: I strongly support waste-management embedded into building development. For example, I believe most of the waste diversion success in my condo is because separate waste and recycling chutes are built in. Without this kind of "normative" infrastructure built in, waste diversion can seem a hassle, or abnormal for high-rise dwellers.</p>
347	Mandatory recycling and organic bylaws, increased fines for poor collection, do not collect waste if recycling is not done right.
348	Provide more information to residents at apartments and condos
349	Regular pickups of hazardous waste - CFL and fluorescent bulbs, pain, cleaners, meds etc. Or access to the toxic taxi for smaller residential or mixed use buildings.
350	We had emailed the City of Toronto on our own (myself and a few other residents) asking why our building couldn't have green bins, and we were never answered. Eventually, we did get green bin service at the building, but after I'd lived there for nearly 4 years. We didn't feel the City was responsive to queries or complaints. Open communication is key. I appreciate that Toronto is a big city, so there's obviously a lot of people to communicate with, BUT. I have never received a response from any communication (email or otherwise) that I've sent to City of Toronto about garbage or recycling - and this includes noise complaints for City of Toronto waste pick-up trucks doing their pick-ups between midnight and 5 a.m. (and they were definitely City of Toronto trucks - we've got the photos to prove it.) Sorry - that turned away from the original question here...
351	Give green bins to whoever requests them. I've lived in two buildings now where I've asked the landlord to get a green bin because the city won't give me one and both times the landlord said no or just ignored my request.
352	Go after industry to STOP over packaging. Industry should be responsible for clean up.
353	Have the residents be informed of what to do in case of inaccessible recycling dumpsters outside
354	Inventive use of existing garbage chutes might help?
355	More support for these kinds of buildings & their ability to include bins, etc in a helpful way?
356	Enforce establishment of programs in all buildings, and include a minimum set of requirements around access, location, etc.
357	People are terribly lazy. Condo dwellers are all about convenience. In my view all garbage shoots should be converted to organics. It's the heaviest waste and would impact the environment most positively. Good luck changing habits.

Part 2 – Question 3B Continued

#	Responses
358	Require apartment/condo buildings to operate a green bin program
359	Provide alternatives
360	As I understand it, many multi-residential buildings make recycling very difficult, if not impossible. I've also heard that waste collection services just throw all recycling in large buildings into the trash because most people don't know how to sort it. I work at an ESL school for new immigrants, and, despite my having taught recycling repeatedly, no one does it properly. I think all our blue box material simply goes into gray bin garbage. It's quite discouraging!
361	Offer incentives to your h volunteers or new immigrants or building residents to participate and promote the programs
362	Education distributed through condo boards. Penalties for misuse.
363	tough to change some elements of existing buildings, but buildings that are in development should have mandatory 3 chute systems and mandatory in suite storage specific to waste diversion. Food waste options such as onsite composting, or in sink disposers should be available.
364	Make separation mandatory (run organics, recycling and waste in all condo/ apartment buildings) and not pick up badly sorted material the first time. Make a second trip and charge a fee for badly sorted material. No one in condos/ apartments/ commercial building will care until there is a financial impact.
365	I think a lot of people end up throwing away REUSEABLE items because it is too difficult to get them to a place to donate them (and there is likely not enough for a pickup). Especially in multi residential buildings where people don't drive. In some buildings in the past, there is a nearby informal "spot" where people leave items that are being offered and others are free to take them. This can work well if there is no fear of bed bugs.
366	Develop programs for all residential buildings in the city.
367	Have Recycling Bins indoors on each floor. My buildings are out back and in the dark, cold, snowy or rainy weather it's kind of scary living downtown and going out back to put the recycling out. Plus many disabled and seniors don't want to have to walk out in the rain, snow etc.
368	require compost and recycling in all buildings!!!!
369	Areas where such matter is collected at apartments MUST be accessible (some places are inaccessible to those with particular physicalities). These area MUST ensure recyclables and garbage does not escape into the envionment
370	send a waste calendar to apartment dwellers?
371	Mandate waste separation for all buildings in Toronto.
372	Raise awareness among residents, superintendents and building managers. To make easier the access to programs (especially to the green bin), put more displays and organize information sessions/assemblies in buildings would help.
373	Brain implants. The information is provided I'm just not sure how many pay attention. So a brain implant with the information downloaded to it might help. Seriously awareness is key.
374	make a standard for bin access in the city. Monitor that apts and condos are complying

Part 2 – Question 3B Continued

#	Responses
375	I have spoken to the property management and we would like someone to come to our building to inform residents and/or help us get an organic waste program in place.
376	Make composting services mandatory in all buildings residential or commercial
377	Do not know.
378	Follow 430 MCLevin Ave idea
379	have "ambassadors" who help seniors, newcomers or others with mobility or other difficulties
380	bring in an ambassador to do training
381	Provide more opportunities for hard to dispose waste like lightbulbs, mobile pick ups for some material
382	Mandatory presence of these facilities in all residences and commercial buildings. Using only clear bags for garbage in these buildings.
383	Make green bin program mandatory for low to mid-rise residences. Provide larger bins that are more difficult to steal.
384	Each product (garbage, recycling or organic) should be disposed in the single chute on a specific day of the week. Special - coded in-unit garbage, recycling, & organic bins should be used by residents (& chutes are coded too) so that the chute won't open unless residents are using the right container for that day.
385	Make them roll better. Larger wheels might help.
386	provide training and resources to apartment/condo staff about accessibility.
387	I think having Ambassadors within condo buildings would help. Personally, I currently live in a house, so I don't experience the same problems that condo and apartment dwellers face. In buildings, having clear chutes (maybe chutes that separate recycling and garbage on the different apartment levels) and accessible recycling facilities are important. Also, making sure that garbage and recycling pickup services reach condos and apartments are necessary for any diversion to take place.
388	I think the biggest issue is in rental buildings and they need support. The tri-sorters in condo building work well and there are specific areas for toxic waste.
389	The city could mandate facility management to get involve in waste minimisation from the source through proper sorting, especially apartment building.
390	Give incentives for building owners to adapt a better solution to help tenants recycle more often. The chute would be ideal, but if that ain't possible perhaps a smaller container for recycling inside the building close to the laundry rooms could be the solution
391	Mandate that all buildings of all ages implement these programs, have inspectors come out and fine those who don't
392	mandate Tri sorters in all new multi-residential and help the industry develop
393	Better monitoring of waste collectors practices and strict cancellation of contracts where inappropriate waste collection practices.
394	Implement organics program in apartment buildings/condos.

Part 2 – Question 3B Continued

#	Responses
395	Mandating and supporting green bin and proper recycling in buildings served by private pick up
396	Provide green bins and blue bins for each condo unit, so it can be used as carriers to the shoot.
397	The biggest issue is making these programs available to all apartment buildings, and the city should be incentivizing that. Our building only recently got Green Bin, for instance, but we've live here almost 10 years. The management company said that the expense for having the program wasn't worth it unless they raised our rents, which if true, is counter to what the city's goals should be for waste management.
398	Owners of condos and apartments should be required to implement these programs. Each unit should only be able to deposit an amount of garbage equivalent to a house resident.
399	Higher frequency of pick up for condo/apartments
400	When I lived in Winnipeg, our rental apartment had easy to locate recycling containers. They had monthly statistics about how much we had diverted from land fill
401	Provide hands-on assistance, and funding where required, to help building managers set up a good place for blue & green bins.
402	Work with building owners/property managers to establish accessible programs in buildings that are also safe, clean and well advertised.
403	Recycling on every floor of the building
404	Better enforcement, and make all program accessible at the same convenience level. in my past experience, there was a garbage shute, but recyclables had to be taken down. teh recycling carts were often overflowing with 'junk'.
405	Mandate green bin use in all residential buildings
406	work with buildings to improve program layout, incentives for superintendents or property manager to make participation easy
407	Provide educational material to condo residents that show them how they can divert more from landfill and how to recycle their everyday items (pamphlets in mail box)
408	I don't know
409	The apartment managers can educate old and new residents. Thereafter give them small size, reusable recycle,garbage and compost bins. The residential buildings must have designated areas with larger bins where residents can dump the different waste.
410	Personal outreach in building lobbies for residents could be helpful (summer job for students? Volunteer hours for high school students?). Posters/labels on the bins. Educational sessions for building management so they can educate their tenants.They may post posters on each floor. The lower income apartments I have visited do not seem to have composting available. They usually have recycling but I think well meaning residents are confused about what goes where. And it is true that the garbage areas are not usually in places you may want to spend time sorting in. Compost can be messy so taking it down the elevator could be unappealing, especially if you have to carry it in a container so it doesn't leak and then bring the container back up the elevator. Not convenient if you wanted to take it on your way out of the building.
411	Work with Building Superintendents and Property Managers on programs and variations to better accommodate buildings, many of which were built before the current waste collection practices were implemented.

Part 2 – Question 3B Continued

#	Response
412	More education. Placing a flyer in each mailbox showing what is acceptable or not I feel would help immensely.
413	Make bins mandatory
414	There are many success cases in other countries for these buildings (apartment and condo) such as South Korea and Japan. Educating the residents of these building is very important to implant any programs.
415	By making resources more visible for citizens to use, more engagement with citizens through information sessions, workshops for children and residents, engaging with building managers of condos and apartments.
416	Provide educational materials with the bins about what goes into them.
417	Higher enforcement and penalties with non-compliant apartments/condos, increased advertisement on site for proper waste disposal
418	Increase pressure to continue supporting waste diversion.
419	not sure
420	Improve the educational aspect, i. e. inform the residents about the available programs, provide incentives for participation and make sure the information is available even to non- English speaking residents.
421	Enforcing better access to recycling and green bins in apartment/condo buildings. Making landlords responsible for waste diversion
422	Communicate directly w residents rather than relying on management to community. Go to farmers markets, set up booths in the community w incentives for visitors (contests, prizes, takeaway info)
423	pressure on apartment landlords and condo boards to put them in place. My building complains about the cost of garbage collection vs recycling; but lots of the garbage could be diverted to green bin if they were available
424	The green bin program was rolled out to my condo in the last 2 years. However, many units, including ours, never received a bin to collect our waste. Also, there has been very little information after we go the bins to encourage residents to use the service. I think we really need on-going training to help management effectively roll-out the program in our condo. We have over 20 floors, and the majority of residents do not use this service.
425	Have a representative from each building
426	Provide clear indication to landlords and apartment dwellers about how to deal with recycling and greenbin waste. Provide in-apartment sized receptacles for recycling. Provide education for tenants and landlords on how to better provide/access/use recycling and greenbin services. Assist those wanting to recycle more with information on easy ways to increase recycling.
427	Weekly pick-up of all dumpsters and compost bins
428	implement best practices used in some very innovative buildings, remind condo owners and renters that more recycling reduces garbage disposal costs
429	Make organics collection mandatory for all apartment and condo buildings, and follow to ensure they're being used.
430	Ensuring better evictions etc of those who-deliberately-refuse to correctly recycle/compost etc

Part 2 – Question 3B Continued

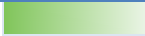





#	Responses
431	<p>Maybe short video clips on social media about how easy it is to detect what can be recycled and what cannot be. Videos about how super easy it is and requires no work.</p> <p>Also videos about how the waste lands look, news reports about people who live nearby such lands, about the danger for our environment.</p> <p>And about what amazing benefits it can provide.</p> <p>Also maybe videos about what happens to the stuff we recycle? For example videos about what can be made out of recycled materials, so people can see that it is useful and that we don't need new materials.</p>
432	<p>I am uncertain about exact items that can be recycled: eg plastic bags, do I need to collect them in another plastic bag until I have a lot all together? coffee cups - why can't they be recycled? for compost, do I need to cut off the tag with staple? BATTERIES AND CFL LIGHT BULBS - waiting a whole year for dropping them off? (envir days) need something more frequent/convenient!</p> <p>I would appreciate a video on the website, and more outreach/education. I also want ALL apartments to have access to green bin and other recycling and to use it - not just pay a penalty. Also, how items should be prepared for the recycling/compost.</p>
433	<p>I am uncertain about exact items that can be recycled: eg plastic bags, do I need to collect them in another plastic bag until I have a lot all together? coffee cups - why can't they be recycled? for compost, do I need to cut off the tag with staple? BATTERIES AND CFL LIGHT BULBS - waiting a whole year for dropping them off? (envir days) need something more frequent/convenient!</p>
434	<p>More information on where & how to dispose of electronics. More ways to provide for electronics disposal at high-rise buildings, especially for people with limited capacity to travel off-site.</p>
435	<p>I think my proposal would be applicable to apartments and condos.</p>
436	<p>Ensure green bin programs exist at all apartments</p>
437	<p>apartment buildings are run by those seeking profit; therefore, there must be either (1) financial incentives for adoption of tri-sort systems, or something similar, (2) financial disincentives/taxes for not adopting blue and green-bin collection systems, and/or (3) by-laws/legislation requiring the retrofitting/adoption of waste diversion programs in all multi-unit buildings. And accessibility should also be considered; having only organics and/or recycling collection in the dark basement of a multi-unit building is inadequate (safety, accessibility, ease of use, etc.). Both availability AND ease of use/access (i.e., compliance/use) must be considered.</p>
438	<p>N/A</p>
439	<p>More locations.</p>

Part 2 – Question 3B Continued

#	Responses
440	Require all apartments and condo buildings to provide the same waste collection services. It is confusing and frustrating to experience different service options in different buildings. Provide these buildings with free educational materials and free household tools such as 'kitchen catchers' for compost. Some programs are hard to access because many people don't have access to cars, so bulkier items are difficult to handle. This is equally true for dealing with household furniture, large amounts of clothing to donate, electronic equipment - but it is also difficult to get items home such as new compost bins and compost material from Community Environment Days.
441	Education, by radio, television, newspaper etc.
442	Incentives to get apartment building and condo managers to make sure that their buildings are proactive in getting rid of different types of waste properly. There should be no allowing people to opt out of green bin and recycling programs.
443	Tall buildings should better accommodate these programs.








Part 3 Question 4– 3Rs Reduce, Reuse, Recycle

4. The Draft Waste Strategy recommends six new programs that would be developed within the first 10 years to support the 3R's (reduce, reuse, recycle) across Toronto. Select the top 3 programs that you would like to see

Response	Chart	Percentage	Count
Food Waste Reduction Strategy to reduce food waste at home		46%	435
Textile Reuse Strategy to support reuse and recycling of used clothing and fabric		59%	555
Waste Exchange opportunities for communities through curbside events or supporting online exchanges		37%	352
Mobile Drop-off vehicles that travel to high traffic/high density areas to pick up reusable materials, or materials needing safe disposal like paint and batteries		63%	594
Sharing Libraries to borrow materials that are infrequently used like instruments, toys, tools and equipment		37%	345
Reverse Vending Machines where products are traded in to receive rewards		25%	237
Total Responses			940

Part 3 – Question 5 3Rs Reduce, Reuse, Recycle

5. Sharing libraries provide opportunities to sign-out materials that are infrequently used. There are existing sharing programs in some Toronto neighbourhoods for items like cars, bikes, tools, clothes, and kitchen equipment, as well as many resources through Toronto Public Libraries. What types of items would you be most interested to share or borrow?

Response	Chart	Percentage	Count
Kitchen tools		18%	166
Power tools		64%	609
Sports Equipment		28%	267
Toys		11%	104
Gardening Tools		54%	510
None of the above		19%	175
Other, please specify...		10%	90
Total Responses			946

#	Response
1	Camping equipment;
2	Cars, bicycles, paints, wood, construction materials, clothing
3	musical instruments
4	not sure....more interested in lending out
5	House cleaning tools eg. carpet cleaner
6	Expertise associated with the tools
7	Have all we need at this point in my life
8	books, videos, games
9	bicycles
10	books. maybe seasonal decor items.
11	Hobby tools- i.e. sewing machines, leather crafting tools etc
12	moving equipment / heavy lifting equipment
13	Snowblower, lawnmower, bicycle, shopping cart, hand tools, ladders, bicycle repair tools
14	light home reno tools (levels, pliers etc)
15	ladders
16	Lumber, building supplies, furniture, waste from houses smashed
17	Snow Blower, Vacuum cleaner, two wheel and four wheel dolly, Bicycle, hammer, tables, chairs
18	expertise
19	Not sure
20	textiles that cannot be re-used - dirty cloths - old cables -

Part 3 – Question 5 Continued

#	Responses
21	textiles
22	Books, art tools, projection screens... lots of things!
23	arts, craft, (textiles, 3d printing etc)
24	Question 5 does not seem relevant to an elderly male living alone in a condo.
25	Construction tools
26	CAD equipment, 3-D printers
27	Carpet cleaners
28	I am part of Repair Cafe for clothing repairs, using my sewing machine, darning needles and wool collection.
29	cars
30	Workshop tools or other large items like ladders, lawn mowers etc
31	cleaning tools like steam cleaner
32	books, electronics and accessories, used clothing or torn garments (cleaned of course)
33	DVD's
34	Bikes
35	Household cleaning equipment
36	Computer programs (Afove Suite...) to try at home computer
37	IIVING IN AN APT. I'M NOT SURE ABOUT THIS . . .
38	electronics
39	large equipment such as ladders, scaffolding
40	A comment on the question above: in my street, people put out what they no longer need, so I constantly leave things for my neighbours to pick, and get stuff that is useful to me.
41	Reusable plastic Moving bins and reusable packing plastic corrugated sheet - can be sterilized entered users.
42	I will donate gardening tools when we move from our house.
43	Ladders
44	Large arts and crafts supplies (incl. sewing machines etc.)
45	machine to wash rugs
46	Tools to help with home repair.
47	Camping equipment, event materials (eg tents)
48	Tall ladder to reach gutters
49	Instruments, art supplies, electronics
50	Instruments, Craft Supplies,
51	How could you trust that that the machine isn't damaged or dirty?
52	Household repair tools
53	Books
54	Snow blowers
55	Long ladders.

Part 3 – Question 5 Continued

#	Responses
56	powerwasher for balcony/terass area
57	bicycle repair tools
58	large tools like floor mounted drill press, rototiller and/or log splitter etc.
59	Games
60	books and craft equipment
61	If I wanted to get rid of this type of material/equipment/tools that were still in good working condition I would either have a garage sale or give to Value Village or to the collection agencies that continually contact to pickup gently used items. I know they are for profit but doing it this way does not cost the tax payer for additional program implementation.
62	Furniture
63	educational tools, such as whiteboard markers, lightly used digital cameras, calculators
64	Business machines (printers, scanners, fax etc.) and other gadgets that may be tossed away due to "upgrade" mentality.
65	Cars (hybrid/electric preferred), clothing
66	musical instruments?
67	camera equipment
68	Wood products
69	Hadn't realized such a program existed before this survey. Good to know! Hopefully there is one in my neighbourhood.
70	marquis tents and outdoor event items like BBQ's.
71	musical instruments, clothing (particularly formal wear, costumes), art supplies
72	computers. Printers
73	non-power tools for bike repair
74	art & craft supplies
75	Sewing equipment, medical aids - ie walkers, crutches
76	Books
77	Photography equipment
78	anything mechanical depends on how it is used and if it is damaged who is responsible for repair/replacement?
79	crafting equipment like sewing machines
80	Specialized tools for doing projects around the house, fixing things.
81	Art & craft equipment
82	Camping equipment
83	camping equipment

Part 3 – Question 5 Continued

#	Responses
84	Long ladder
85	Party supplies (chairs & tables), camping equipment, musical instruments
86	bicycles;e-bikes;
87	exchange ideas.
88	Furniture, outdoor furniture, home decor items
89	camping gear
90	camping equipment, art supplies (e.g. pottery wheel), vehicles, trailers, small watercraft (kayak, canoe, laser sailboat)

Part 3 – Question 6 3Rs Reduce, Reuse, Recycle

6. Are there local reuse and recycling activities in your neighbourhood (swaps, yard sale days, etc.)? How could the City help support these activities?

#	Response
1	mobile vehicle helps in downtown apt settings
2	There should be an easy website where you type in what you have (ie. an old Printer), and then options come up for where to donate them: schools, waste management facilities, etc.
3	Good question. Yes, during summer months there are lots of yard sales - less swaps. The City can support with offering advertising, venues (libraries, community centres, school yards) in order to grow smaller activities to larger community and hence, awareness. Councillors are a great venue and communication channel too.
4	Yes, there is a community yard sale where everyone within the designated area has their yard sales on the same day. There are lots of people out on the streets. It would be great to close traffic to the area for a period on that day.
5	support reverse vending machines, sharing libraries
6	There community clean up days that the city should have more and in rest of the year do recycling by picking up the garbage on the grasses and or any types of landscapes, ie alleys, sidewalks outside buildings, etc.
7	don't know
8	Yes.
9	It would be great if there were more; a once a year environment day is woefully inadequate.
10	No
11	Designate a city-supported yard-sale date.
12	I have organized yearly street sales for several years in collaboration with community centre. My co-op has a sidewalk sale every year. People don't buy much...not like other neighbourhoods.
13	Difficult to have these in condos. City could sponsor yard sale days on public property.
14	Such activities aren't really needed imo. What's needed is an easily accessible area in each apartment building where residents could drop off their unwanted but usable stuff and other residents could take it. Once a month such a site needs to be cleared and all the stuff shipped to a nearby secondhand store for donation.
15	Yes there are lots of swaps and yard sales. I think the city could potentially have certain days of the year that were "yard sale" days so that this was more coordinated and people would wait for these days to look for products they need vs going out to buy them. ex: kids bike yard sale day in early spring, gardening tools yardsale day in spring, winter sports yardsale in the fall etc...
16	None that I know of
17	Ward 21 will be having a Second Hand Sunday in April - I think you are already supporting that initiative! Promotion is always the toughest piece. Help with mail outs or ads etc would be awesome.
18	Not as far as I am aware.

Part 3 – Question 6 Continued

#	Responses
19	We have no such programs currently.
20	I don't think so.
21	As the populations gets older, and kids grow up, I suspect there is more purging going on. So maybe the city could facilitate free use of park space for "come and help yourself to my cast-offs" days.
22	Toronto Tool Library is in my neighbourhood. It is a fantastic resource for borrowing tools so that I don't need to buy and store them myself. Supporting such institutions (through massive education campaigns and awareness raising that these centres exist) could be a game changer for Toronto. We would also need more locations. I believe there are 3 locations now, all downtown. There could be many more. Or perhaps it's something like borrowing a book where you indicate that you want to borrow a given tool and it is delivered to your nearest branch for pick up.
23	More well-cared for and responsible donations bins (from reputable organizations)
24	i mainly make us of local thrift shops. I often see people leaving items on their front lawn for others to make use of.
25	Provide tool library memberships for free, provide items at community centres or other easily accessible locations, coordinate swaps/free sales in local parks.
26	Organized yard sales
27	I live in the downtown core, and to my knowledge, there are not many of these events due to lack of space.
28	Yes there are swaps and yard sales etc. However, many reusable items end up in the garbage. A separate pickup of reusable items once per month from curbside, to be delivered to existing charities would be helpful.
29	yes, the last two years, a real estate agent has organized a massive garage sale locally. Twice a year might be better.
30	Not sure if available
31	Yard sales, city could provide bags to put used clothing in then set up a. Day and pick up the clothing. This would help horders too
32	Have a community bulletin board in cyberspace for them. Have councillors attend those related to community groups to draw publicity and attention to them. Organize large-scale community sales in local parks. Model them.
33	By providing bins for recyclables and stuff that is not - Onsite or mobile shredders to reduce volume of large bulky items like furniture and mattresses
34	I don't know
35	advertise
36	None that are offered by the City that I'm aware of.
37	I'm not aware of any events in my immediate neighborhood.
38	I am not aware of any in my immediate community, but there may be some! Perhaps there could be a system or an events calendar specific to this that they City can promote on their website for people or groups holding events... the tool should be easily searchable by location, size of event, etc.

Part 3 – Question 6 Continued

#	Responses
39	They are infrequent & only volunteer run organizations. This needs to be a holistic approach - every library, permanent locations in EVERY community even if only monthly. Consistency is essential. Attack campaigns from a branding strategy - not just hoping for the best in people - make it impossible for TO residents to NOT know about these initiatives
40	No idea
41	None that i am aware of.
42	I am not familiar with these activities
43	Use of local community centre to advertise and support events.
44	No. The pervasive consumer mind-set is to consumer and throw away, this needs to change.
45	City / Neighbourhood Committees ... organizing a twice-yearly recycle / swap / yardsale day in local neighbourhoods / communities ... perhaps in a park or at a local indoor parking garage (if inclement weather comes on) ... with a few "rules" of etiquette (things NOT to sell like live animals, articles of endangered species, etc.), requirement that all items purchased must be removed on same day, and those items not sold / swapped must be removed by the person bringing them in (ie. don't leave articles / waste behind). etc.
46	There are a few individual yard sales but no organized events. There are smaller communities outside of Toronto who have a town or community yard sale. As well as allowing for more reuse of items, it makes for a closer community with people walking around and actually talking to each other. Other towns will hold a time when people can just put out things they no longer want and others can take it for their use.
47	There are great organizations already doing swaps, like Swapsity. Support these groups. Waste/battery drop offs are in obscure locations - make them as abundant as clothing donation bins. Groceries discriminate against single and small packages...maybe have food shares. train poeple on ways to reduce food waste - tie it back to money.
48	In Bracebridge, they have a "re-use it" centre. Seems popular for both pick-up and drop off and its free.
49	no, but there are nearby. I think mt councillor doesn't support these types of activities so if they were done through Parks & rec or a city dept that might help
50	no there aren't, maybe support through schools
51	Book a space where a community can sign up to consign their gently used equipment etc. through a representative and be paid out at the end.
52	we have a great facebook page for our neighbourhood where people can post things that they don't need anymore. City could help residents set these up or have waste management staff make recommendations as to how apartment buildings could set up swaps in their building.
53	There are social media driven programs that encourage swapping unwanted items instead of wasting them. The city can host these types of events in community centres or parks to ensure more community involvement- as well it would be helpful to promote these events through city-wide channels
54	The City could promote to encourage residents to do this and provide materials (how-to, things to consider, sample flyers).

Part 3 – Question 6 Continued

#	Responses
55	I believe that there are yard sales.
56	Years ago the idea of people putting at the curb their items they no longer wanted, ALLOWING the public to pick them up for reuse, I believe was never passed in Council, so never happened. Regardless, some people still cruise neighbourhoods and pick up items at the curb like pieces of furniture. I have also always wondered why city staff haven't promoted such a free event by allowing local residents to leave items in city owned locations such as community center parking lots? Owners would have to be there with their items that could either be free or for sale. The local council member would also have to be there to oversee the project that would be rotated throughout the city. Where there are no large city parking locations, perhaps the local Business Assn. might be subsidized by city funds to provide payment for the parking lot space, This is an easy way for the public to get rid of small excess items, especially important now that Goodwill has closed..
57	Maybe host a summer flea market once a year in each community where everyone can set up a "yard sale" table?
58	I live at Queen St E and Greenwood. I have lived there for 10 months. I am not currently aware of any reuse and recycling activities in my neighbourhood.
59	For Environment Days: more locations, more days, with free rummage sales and swaps.
60	They are free swaps within the community advertised online and word of mouth. Other services are offered to make it a more worthwhile experience and volunteers are always welcomed.
61	Pillage in the Village -- events at the school/community centre where people resell their used children's items
62	informally, people put stuff out on their lawns/driveways - perhaps help provide more opportunities for others to do this if they don't have lawns, driveways - e.g., encourage apartment buildings and condos to have space set aside where people can exchange items
63	City could promote these on a co-ordinated website.
64	marketing - online and other
65	None that I am aware of.
66	more frequently provide swap days at local community centres or schools, such as on a Saturday morning. These could also be days where people learn more about what to recycle, etc
67	Don't know of any reuse & recycling activities but would be glad to participate / volunteer.
68	Not really sure about whether these exist. We do have a tool sharing library. I guess more advertising of these events / services would help.
69	not that I know of. social media alerts might help
70	yes - funding, organization, promotion
71	yes. the city could circulate more information about these days and programs
72	battery collection
73	Providing a place to create events to exchange
74	None which I'm aware of.
75	Bunz trading zone, Trashnothing.ca

Part 3 – Question 6 Continued

#	Responses
76	Local councillor could coordinate street sales or have centralized places like churches or community centres where tables or locations set up free once a year to sell yard items (but not perennial vendors and artisans)
77	Use community centers and public centers as supervised tool libraries.
78	There are yard sales but they are becoming less frequent.
79	Get rid of all the illegal clothing bins. They are on every corner in Scarborough. The City should do this as clearly very lucrative if we have all these illegal bins. Make sure if something is set up it is watched so that funds are not wasted [Goodwill]. This should not be a big money maker for those at the top like the Managers at Goodwill. I donate to a local Animal charity shop OSPCA.
80	The annual Guildwood Yard Sale day is a very popular event for our community. Maybe it could be done spring and fall - or the City could promote other communities having the same activity.
81	Yard sales. CoT could share info about sharing programmes through my Ward Councillor's newsletter.
82	no
83	Advertising and promotion
84	None
85	No. City should be more aggressive implementing their strategy to make these useful programs accessible to everyone
86	not that I'm aware of
87	not that i know of
88	Street sales, yard sales. enviro days, Salvation Army Thrift store.
89	I currently do not know of any. The City could help with better media/outreach coverage.
90	Facilitate more small community barbecue + item swap days; distribute material about online swapping groups, create safe spaces to meet people to exchange goods.
91	some place on the web to notify people and an automatic email for swapping opportunities in your neighbourhood
92	BUNZ trading zone, neighbourhood-wide yard sales, Swap Shop at University of Toronto, and just picking up/leaving things on the side of the road. I have picked up compost during the spring from City events. I have disposed things at community environment days as well. Not sure how Toronto could specifically support these activities though
93	Interactive map of sales by neighbourhood or pick-up of free bulky items. I hate seeing good furniture go to landfill because no charities offer free pick-up.
94	occasional yard sales. no City help needed.
95	Not many in the area, in the suburbs I find people are far more wasteful than people downtown. Targeting marketing towards these areas could be a good start.
96	Yes, there are tool libraries and a new musical instrument library in my neighborhood. it would be great to see these at all public libraries in the city.
97	I am unaware of these activities happening in my neighbourhood

Part 3 – Question 6 Continued

#	Responses
98	community environment day would be great twice a year instead of once, or better yet have a smaller version every quarter. This would help with disposal of lightbulbs, batteries, paint, e-waste, etc.
99	We have a centrally located structure that holds clothing on one side and books and other misc items on the other. It acts as our own kind of used goods recycling depot and is maintained by volunteers. And there are several free book libraries on people's properties. Leave a book/ take a book. The city could help educate others about such opportunities.
100	Don't know.
101	Ward 21 - second hand Sunday, salvation army thrift store
102	There is an Environment day once a year, where you can take things that are not picked up at the curb/in apartments like toxic substances, bags, clothes etc. It would be excellent if this could be picked up at the curb at a designated time, 2-4 times per year.
103	Not really. It wouldn't help to have 'one day' city-wide with garage sales, because you couldn't be both a buyer and seller. It works now.
104	We take our reusable items to my mother-in-law's church for sale at the rummage sale. This is efficient and costs the city nothing. If the city wants to help, it could promote drop-off times for reusable items. A church on Walmer Road has a program to get business clothes to young people. Worth promoting.
105	I have not seen any neighbourhood yard sale signs in my area. If there were a designated weekend for this, I would be happy to participate.
106	A pick up of unsold items after yard sale days would be good idea.
107	There is a yearly street sale in my area. The city could help with advertising this event, or posting even notifications on Twitter.
108	Anytime I need to dispose of something I post it in the free section of Craig's list. People will come and take everything, from old building equipment to broken appliances to clothing and books. The city should publicize this and free cycle and other free giveaway websites. But by far the best thing the city could do to support these activities and encourage neighbourhood swaps is to charge for disposal of any large items (everything from chairs to couches and mattresses) and charge more for garbage collection. It is so easy to drop stuff off at goodwill or give it away on Craigslist - but instead people dump it on their front lawns or walks, which destroys still useable stuff and costs taxpayers money to dispose of in landfill.
109	Free advertising
110	I am not aware.
111	There are currently none that I know of. Aside from individual residents holding yard sales.
112	The tool library and the sharing programs connected with it are excellent initiatives and the City should support them
113	Promote them on city websites and in library branches, or perhaps help residents' associations publicize them.
114	A lending library for tools, The City could help with including such locations on the City website.
115	I believe there is one private tool library nearby.
116	Neighbourhood volunteer programs.

Part 3 – Question 6 Continued

#	Responses
117	Support The Furniture Bank so that they don't have to charge so much to pick up used furniture. Why are Mobile Drop-off Vehicles needed to deal with pots, pans, clothing when The Salvation Army does this. Perhaps for donors with no vehicle it makes sense.
118	some local yard sale days on streets, but they are organized by the residents and their success is limited to their knowledge of the events. Oftentimes, there will be a street sale one street over, but I know nothing about it. The city could take an active interest in promoting these street sales on their website or have local councillors organize the distribution of this information to residents.
119	Have a place on the web for. People to advertise yard sales. The councilor could send out the info and then maybe more neighbours would participate
120	There are lots of yard sales. City might help with advertising (website, etc.)
121	Better signs in area where and when local garage sales are coming up.
122	there are environment days in my area in the summer. Would like swap and yard sale days in my area
123	Local Counselor Environment Days. Need more of these. Also could hold more swap events in libraries etc. Designating certain weekends as yard sale days would be great!
124	Yes.
125	I don't know if we have those in my neighbourhood.
126	Advertise them and staff them by giving temporary jobs to people who need them
127	Publicize and promote Freecycling facilities, and Little Free Libraries for recycling books. Encourage food retailers to make expired food available to those in need.
128	Provide access to advertising, maps showing recycling/swapping, locations to facilitate swapping.
129	If I leave items I don't want out at the front they usually disappear very quickly. Not sure if the City could help except they could advertise this as a simple way to bring the neighbourhood together.
130	Find a sub for Goodwill....
131	None that I'm aware of
132	there are environmental days-though there seems to be fewer of them. There have been community yard sales, but they usually occur at times when it is difficult for me to participate. The city might be able to help by organizing a community wide event in a community park. individuals would sign up for a space and provide a deposit for the space that would be refundable if they used the space and non-refundable if they didn't show up.
133	There's a tool library. There are kitchen gadget swap days. I don't currently participate, but I might some day.
134	Local Councillor can encourage/advertise community swaps/sales.
135	Every weekend from May - September yard sales and garage sales take place in Christie Pits, Bloor & Ossington area. In the US many cities run local "swap meets" or in the UK "Car-boot Sales" held regularly (once a month?) in local parks. These are advertised via social media, radio, street papers etc. Anyone can bring goods for swap or sale. The city provides appropriate disposal bins for materials that do not sell and are not wanted. Local restaurants get in on the act with food trucks etc. Kids play in the park while parent peruse what's up for swap or purchase.

Part 3 – Question 6 Continued

#	Responses
136	There are lots of yard sales, which we occasionally visit. In 15 years we put stuff out once for our block's annual yard sale and street party. The Councillor's Environment Day activities are always hard to remember to get to drop of HHW. It would be good if our street could get a small thing to load HHW into, or something for these new streams if they are not collected curbside.
137	Repair Cafe travels all over the city.
138	Set up a site to advertise yard sales, to help avoid overlap in local areas, and items for swap or sale.
139	There's a tool library some distance away from me. Not being a car-owner/driver, I can't easily borrow larger power tools — just the kind of thing I don't want to buy because I don't need them often. Borrowing would make sense if I could get them dropped off at my house.
140	Church flea markets. Garage sales. I find people who could use our unused items. Unsure how city can help these
141	The annual recycle days at Wychwood park. More frequent ones would be good. Stuff continues to build up and go bad so it would be nice to have regular days at the barns to dump it safely and in an environmentally positive way.
142	Sponsor and/or advertise street or community yard sales.
143	Better toxic taxi pickups. (I realize these are on-call but often delays, lack of good communication, etc.
144	Annual yard sale (extravaganza!) City supports by closing the street.
145	If the City made us more knowledgable of these yard sales by emailing or putting out flyers or having a central info place or many local info places
146	Not that I'm aware of.
147	there are yearly yard sales. the city could help by hosting a swap similar to an environment day. Participants with stuff to share would sign up with a refundable deposit to reserve a space if they had a lot to give/sell. the deposit would be refunded if they showed up (ie didn't forget)
148	buy and sell used items in our neighbourhood via group on Facebook
149	No. It would be great to have it started in the community.
150	We have a neighbourhood list serv where items for reuse are often listed
151	Yes. Maybe help promote online.
152	Nothing happens here, other than Environment Day, which we have to drive to. The City needs to assist with setup of programs at public schools, which are more accessible.
153	Yes.
154	Yes! At Wychwood Barns. Problem for me, as I don't drive, is getting items there and bringing things back home.
155	Nothing in my building/neighbourhood.
156	It's difficult for those without cars to go to places where dangerous goods, tires, batteries and so on can be dropped off. Collection every couple of months would surely help here.
157	None that I'm aware of. And the community recycling days are so infrequent they are practically pointless to me

Part 3 – Question 6 Continued

#	Responses
158	yard sales but don't think City needs to be involved. Would like people to call Diabetes or other organization to take usable furniture, clothes etc. Or have the City do a pickup.
159	Organize them during Community Environment Days and publicize them to neighbourhoods
160	I don't believe there are such activities in my neighbourhood.
161	It's helpful when some one takes leadership to pick a day for a neighbourhood sale.
162	Traffic,waste drop off area coordinated, pick up of recycling after event
163	aDVERTISING THEIR EXISTENCE
164	Maybe, but I don't know of any
165	Yard sales and lots of my neighbours put out things marked free for others to pick up and use.
166	there are none
167	Would like a condo yard sale at my place
168	Yes.
169	During the spring and summer, neighbours on my street try and coordinate yard sale days. The city could help by having a yard sale section on its website or in community newspapers if not already.
170	Provide space on public property for thoses who don't have a front yard.
171	<p>What is missing is fixing cafés. When I was a teenager, living in Marseilles (in the early sixties) there were places where you could go to mend nylon pantyhose. And you could always fgind a place to fix umbrellas, appliances, etc.</p> <p>A comment on question number 7: I give these items to the Cerebral Palsy Organization, which has pick ups 3 to 4 times a year.</p>
172	Offer street pick ups where residents can bag and box reusable objects and divert them from the dump.
173	<p>I live in East York and once the good weather arrives there are numerous yard sales. The city might help support these by offering a website where people having such sales could advertise them free of charge. I've often seen neighbours put furniture and working electronics on the curb side a day or two before garbage collection. Often they are retrieved by people looking for just such items. I was able to rescue a dollhouse in much need of repair, which is now a gem.</p> <p>Environment days could offer not just ways to get rid of toxic substances, recycle various items and pick up literature on the environment, but perhaps also a swap market which would be advertised through e-mails or flyers by local councillors.</p>
174	There are swaps at our close City of Toronto Community Centre
175	not that I know of; need much more of this downtown
176	I haven't seen any... this may need to be done at a grassroots level, I think. Initiated by the councilors.

Part 3 – Question 6 Continued

#	Responses
177	Every year our part of the street has a multi-family yard sale. I have sold at low cost toys, clothing, household items, etc. Items not sold are either left at curb or donated. Perhaps sales could be publicized through the city, or a day or weekend designated for garage sales in parks or certain neighborhoods. Also, I think info on immigration settlement groups, or other groups that might have use of donations would be good to publicize.
178	Providing more publicity.
179	They are random and not well publicized. The City councillor's letter to residents would help. A regular day each month could be "Community Swap/Sale Day" throughout the year or from April to June.
180	not sure
181	Am unsure about this.
182	We have a charity drop off box in our recycling area
183	provide info on set-up and implementation of these activities
184	We often put items at the kerbside and they are almost always taken within a few hours.
185	Develop an app where you could list what you place at the curb and the neighbourhood so it would increase chances of it being pickup up by someone who needs it
186	Announce them more often. Goodwill was the best way to recycle. Too bad it's gone!
187	Yes such activities exist in our neighbourhood. The city could support with education and incentive-based programs to encourage neighbourhoods to undertake these activities. Post-yard sale support may be useful - education and support programs that assist people with the management of remaining items.
188	City councillor sponsored days. All councillors should do this.
189	There are but we do not participate. We are trying to declarer, not acquire more.
190	I don't know of any (which I take to be a problem).
191	The City can maybe cover some of the hard costs associated with getting these activities up and running? Like a fixed amount maybe - \$50, this could cover posters, snacks for volunteers, etc.
192	there aren't enough environmental days and the hours are to short. there should be more satellite locations open 7 days a week.
193	Not that I know of - maybe they happen and I don't know, which is a problem I think a large issue with swaps etc is perceived legitimacy, would be interesting if they could be hosted using city branding
194	Just FreeCycle. Somewhat local.
195	Increase frequency and improve accessibility of HHW drop off programs. It is not easy to dispose of HHW (especially bulky/weighty items) by taking them to City transfer stations, which are inaccessible by public transit and have limited service hours.
196	Host a large community yard sale & barbeque at a park. Provide tables to families if they sign up beforehand and allow them to sell their items there. Charge for food at cost. Will garner more attention than an individual yard sale.
197	Maybe but I'm not aware of any. The city should try to bring awareness to it.
198	not that I am aware of
199	City would have to change bylaw where it states only 2 yard sales per person yearly

Part 3 – Question 6 Continued

#	Responses
200	Yard sale. Promote the activities.
201	Yes, in the golden triangle every June.
202	many yard sales, but all individually organized - I would participate in a larger "group yard sale"
203	Help groups get started
204	Coordinate city-wide swap days with promotion and instructions to residents.
205	Promotional ability on the Toronto Website for events in local neighbourhoods
206	Yes, we have a neighbourhood yard sale. I don't know how better to support it.
207	City councillor has set up a garden - compost pick up day
208	Not aware of any.
209	In my neighbourhood (Bloor & Ossington), people often leave unwanted items at the curb and it seems that anything in good condition gets picked up by someone, from furniture and appliances, to magazines, to office supplies, even personal care products. Sometimes with poor weather (rain, wind) the items can get ruined or blow away. The advantage is the convenience - I don't know that the city could help, other than encouraging/promoting this type of reuse.
210	n/a
211	Yes, there are. Perhaps support could be in the mobile drop off vehicles to circulate end of day after a swap/yard sale?
212	My Councillor's Community Environment Day is about 3 km from my home. How are disabled people, or those without cars, supposed to take advantage of it? I would need to take two buses to/from the event, carrying who knows what with me. Even mobile drop-offs would only target "high-density" neighbourhoods. Why not have a rotating drop-offs/swaps in school yards, hitting each school at least twice a year? There's a school near everybody.
213	Little free libraries on front lawns. Voluntary curbside recycling
214	There must be such activities in my neighbourhood, but I don't know of them.
215	"Repair cafés" should be integrated into neighbourhoods, especially at Ward Environment Days, to offer a step to conserve items prior to the dumpsters offered.
216	provide space , encourage
217	Repair Cafe's could be supported by the city through promotion and funding. The city could facilitate integration of these events with the TPL.
218	Neighbourhood mom to mom sales. The City could assist by partnering up to have these events more frequently and also at city facilities. They could help promote these events on social media.
219	Encourage collective street yard sales, including ones where the funds raised are going to some good cause, and provide space for such sales when it is too cold outside. They are better than individual ones for both the buyers and the sellers.
220	Providing funding to support community reuse/swap/recycling events.
221	Two families have "Little Libraries" for book sharing.
222	Toronto should have an online (moderated) postings websites like Kijiji, but instead used for swapping items.

Part 3 – Question 6 Continued

#	Responses
223	I use Bunz trading an facebook user initiative. I guess the city could do something similar, or provide safe trading zones.
224	I donate to Salvation Army
225	yes. It's all individual driven.
226	Unknown
227	There is no neighbourhood activity
228	Occasionally, street sales
229	Allow us to get a permit locally - say at the library local branch. Too hard navigating City of Toronto website and all the rules. Definitely should not have to pay a fee for a permit.
230	At the end of the event, a mobile drop-off vehicle could collect the un-swapped/unsold items.
231	Neighbourhood wide yard sale every Spring in my neighbourhood, a great event. City could add a booth for waste such as electronics, batteries, old paint. City could use this as an opportunity to distribute compost, composters (AND information on rat prevention at the same time) and provide general information on waste diversion. Yard sales are a celebration of re-use, something detailing that process would be great.
232	yard sale
233	Offer venues, or a website to promote them
234	tie in with large community events eg Mayfair
235	Places to display flyers on streets, website to advertise yardsales, swaps. City events for swapping.
236	I'm not sure but i think Guildwood has some programs in place
237	Not that I'm aware of.
238	No, the city should provide bins for household items and reused clothing.
239	neighbourhood events are usually too irregular to depend on; something that happens once a year, usually on an inconvenient day, will be less successful than a weekly activity integrated into the local shopping mall.
240	More frequent hazardous waste pick ups or pop-up centers in local neighbourhoods would be great.
241	Use libraries which have free space that is underutilized for people to sell/buy goods with \$5/\$10 a table
242	None that I know of
243	I don't know if theses exist in my neighbourhood (city place)
244	yes, an annual yard sale day
245	Nothing formal just informal yard sales. The City could promote and support specific locations and days for exchange or sales of materials
246	No
247	Community Environment Days. They could be better advertised. I've only ever heard about them via my city councillor.
248	I do not know of any in my neighbourhood, other than the Salvation Army and Goodwill stores.
249	They need to be more frequent.
250	Make it easier to use public space (including roads) for such events and help advertise them.

Part 3 – Question 6 Continued

#	Responses
251	<p>Yes. Councillor Joe Mihevc hosts an Environment Day and Second Hand Sunday. The City could support these activities by promoting them and providing volunteers to help coordinate these activities. Both are great events!</p> <p>There is a farmers market in my Ward (The Stop's Farmers Market at Wychwood) and perhaps the city could offer demos at this and other community events to reach a wider audience.</p> <p>We need greater messaging about reducing waste rather than reusing items. The City could promote sharing program like the Tool Library and provide incentives for first time users.</p>
252	No not really. Allow community based companies to hold this type of event free of charge to the company and community.
253	I don't know of any but now that you ask, I'm going to look
254	Online list of materials, organized and itemized.
255	post notices on City website
256	Not at the moment.
257	There are facebook buy and sell groups. I need more opportunities to drop off used electronics. I have a VERY small space and I feel bad throwing them out, but I can't save everything for a year until my community environment day. ALSO, I selected ALL of the strategies in question 4, but I was only allowed to pick 3. They are all such great ideas.
258	N/A
259	None..... dumping sites provided by the City, where people can go and dump waste without being charged.
260	Advertise them on the CoT website
261	The City shouldn't be doing this, it's a waste of tax resources.
262	Not really, other than schools and offices.
263	Big notices on bus shelters
264	no there are not. More Training, funding would help
265	Not that I am aware of. The city could create "swap days" on weekends for people to trade and share effectively and efficiently. It would also be nice to have a program that is accessible so people would be able to swap on a weekly or bi-weekly basis so everyone can use the tools for their benefit.
266	yes - yard sales, and a block party
267	I know that in some small towns there are ReUse Centres that are managed by a group of people. Goodwill industries' CEO was over paid and people are shy to donate to a charity that isn't a charity. Value Village is too expensive and it's a for-profit pretending to be a charity. If we could have a reuse it centre or a book mobile that travels to communities to take stuff and give it away, it would divert a ton of waste.
268	Promotion needed. Greater frequency of programs. By the time I learn about a program, I already have plans in place and can't attend.
269	Have a page on the City website to place a notice of such activities; both public and private events. Everyone can go and check the site to see what's going on and where.
270	More environment days

Part 3 – Question 6 Continued

#	Responses
271	Make a priority within the city,
272	Yes, we have occasional yard sales and neighbours occasionally ask to borrow tools.
273	A neighbourhood or section of the city could experiment with semi-regular larger scale swaps and sales. A park or warehouse could be the setting....
274	Within our condo building, in the recycling collection room an unspoken practice is to leave items / products / magazines/ etc. on a display shelf for other residents to take freely.
275	More community billboards where information can be easily posted and viewed. Online communities with inter-neighbourhood reach (especially for streets that border two neighbourhoods).
276	By setting up or promoting swap programs in the community frequently.
277	Not that I am aware of
278	Environment Days are Great ... only once a year in our neighbourhood. More frequent Environment Days
279	In our neighborhood everyone puts unwanted items out on curb and it is picked up fast . I would like a place to drop off clothes other than value village
280	Encourage Boards/Property Managers of Town House Condo neighbourhoods to have curbside swaps/pickups.
281	None that I am aware of.
282	More support inorganizing those events winter time. Mobile Drop-off Vehicles great idea.
283	No there are none because we are a neighbourhood of highrises. It would be great but they are never held here. The city could organize neighbourhood sways and yard sales.
284	Maybe have annual days for these eg first Saturday of May.
285	BUNZ!!!! Amazing Toronto born story, support them!!!! My apartment used to hold a group yard sale but has stopped... would love to see such a thing promoted by the city.
286	Encourage, organize and schedule Yard Sale Days.
287	Not directly in my own neighbourhood, but I have participated in swap events hosted by community organizations such as Swapsity and Evergreen. Yard sales are more common, however, but I usually don't have much interest in those. Municipal officials should consider publishing an online calendar of swap events taking place around the city. Perhaps each ward should have several community hubs where people can borrow and/or donate things they only need temporarily.
288	not that I am aware of
289	Yes, "garage sales" and "street sales" -- haven't noticed any "swap days" -- but they are infrequent, privately orchestrated, inconveniently timed and they only advertise for buyers, not sellers.
290	There is a tool "library" in the area, however it is expensive if you only need to borrow one tool. Subsidizing efforts like that would make them more affordable and accessible.
291	Unsure.
292	Not sure. I have never read about one in my City Councilor's newsletter.

Part 3 – Question 6 Continued

#	Responses
293	The City could organize specific dates for yard sales and notify the community. Materials outlining what kinds of things to put in your yard sale would also be helpful.
294	The Toronto Tool Library is an amazing resource, and our household relies heavily on the Bunz Trading Zone to get ride of stuff we don't use and sometimes find stuff needing. Annually, we do a yard sale or participate in a neighbourhood one.
295	No, a spring curb swap
296	no structured daysb
297	Unsure, so I guess you could help by supporting a centralized online forum to promote such events! I would love to attend/participate!
298	No
299	Yes there are! They are awesome. Make free space available. Offer free pick-up for swap leftovers. MORE SPACE AND LOCATIONS FOR THE TOOL LIBRARY!
300	Not sure
301	We don't Preallyhave these in my neighbourhood.
302	not that I know of
303	Yard sales, and I use the website bunz to trade items. The City could help connect people to spaces to use for these events, and also reduce red tape of getting events like these to happen, since they are better for the environment and should be prioritized. The City could also share these events on their site etc.
304	No, currently there are no local reuse or recycling activities in our neighbourhood. The City of Toronto could help support these activities more if they would implement a day dedicated for these endeavours.
305	More media advertising on these programs
306	not aware of these
307	Not in Ward 34 that I am aware of. If there are, they are not well advertised.
308	Adopting the Freecycle.org website. Its a great website to give and take stuff for free!
309	Have a Toronto waste exchange website whereby members could advertise their material online for reuse to other members across the City. City resources could be used to reduce and reuse material being sought. Have a member resposible at the excahnge point using the City resources for reuse or exchange.
310	Promote certain days for curbside shopping / collection to allow people to share unwanted items before the unwanted items get picked up as garbage. If the idea is promoted by the City then it removes the stigma.
311	No
312	there used to be neighbourhood clothing swap - that was a great way to recycle clothes and accessories that involved the whole family Yard sale days also
313	Once a year in my area we have a community yard sale, this is done at your own home or many organizations will accept your items for their sale. Neighbouring communities also do this.

Part 3 – Question 6 Continued

#	Responses
314	Adopt car boot sales on weekends in large easily accessible no-fee charged public areas - UK model. Web page on toronto.ca where street-wide yard sales can be posted (and automatically removed post the event)
315	Yes there are and I am not sure of how the City could support other than to allow posting of signs or allowing parking and allowing the events are certain areas that may otherwise have required a permit. (Forgo some of the beauracracy where possible)
316	Informally. In our neighbourhood, people put out things they no longer need with the word "free" on them.
317	We host annual swaps at work, participate in TerraCycle and provide educational events. Increased access to general information.
318	Not currently.
319	Really Really Free Market
320	Many organizations and individuals are already doing this. Maybe the City could invite them to announce their activities on a 'Second Hand Exchange Site' on www.toronto.ca
321	Bunz trading zone has been an amazing resource to exchange unwanted items
322	No such activities in my area, other than individual yard sales in neighboring areas.
323	No
324	private yard sales, MP/councillor-hosted Environment Days
325	No, there are no events like that.
326	None that I am aware of. I live in CityPlace.
327	Yard sales
328	There always seemed to be more such events in the west end; now that I live in the east, I see fewer events advertised and even when I look for info about where to bring batteries, light bulbs etc for disposal, I find less.
329	I am not aware of any. I think the city would have more success if it were to tackle the lack of waste receptacles to start with, then perhaps aim to add in the "compostable" section on the bins. Why not dissuade businesses from creating waste? Not the sort of carbon-tax nonsense program, but something that enforces consequences when a location fails to meet a standard. Otherwise you are letting people monitor themselves, and that means cutting corners to save money. Also, people do not cook as much at home. So the cutting the waste aspect could be to encourage taking the time to buy local produce over takeaway.
330	Yes, they exist in or near my school, but I'm not sure if they exist where I live
331	Yes. Also tiny libraries - which are great! And just putting useful goods out on the front lawn - inevitably someone will pick them up within a few hours.
332	Yes, there are such activities.
333	There is an annual yard sale on our street. What isn't sold typically gets thrown out.

Part 3 – Question 6 Continued

#	Responses
334	There is informal swapping that happens daily when people put out items on the sidewalk, and they are usually picked up by others promptly. Something to help with furniture swapping would really help, since it often gets ruined when it rains.
335	yes, but we could have more - neighbourhood-wide yard sale days with some sort of pick up at the end of the day
336	More frequent environment days - I wait all year for one and then it falls on a day when I have to be out of town. I don't know of swaps or yard sale days; I would participate if possible
337	Promotion!
338	Many people online (freecycle etc) have excess furniture they want to give away, but lack transportation (both givers and receivers). A platform for volunteers using bikes with carts matched with donors for transport to neighbourhood reuse centers or directly to receivers would help. Or separate pickup of these items so that they are not left out on the curb, to be ruined by bad weather.
339	I see yard sales sometimes, but I also see people just leaving reusable items beside the garbage area, where things could get ruined or rained on. If city of Toronto could collect donatable items or clothing curbside, that would be amazing. More frequent community environment days or city services to pick up reusable items from your door would help.
340	Free pick up of items not sold
341	Yes there are many yard sales. An online advertising page for upcoming yard sales, managed by the city would help. Social media via the city to advertise yard sales could also help. Huge flea markets held by churches could do with a City stand that takes e-waste and safe disposal items as well as provide info about the 3 rs
342	There is not. The city could create an event for the neighbourhood to partake in at a local community centre
343	Have one day a month when people put out furniture or other objects they do not want. Other people can go along streets and pick up what they might need.
344	Permanent compost sources in communities. Local bins for specific items such as material waste or toys
345	Informal. Within families and friends
346	Yes. I go to yard sales and the Environment Days. There is only one ED this year but for those people who might be away it's a project to get to another depot across town.
347	People put furniture outside their homes on random days. It would be interesting to have a few days a year where people take these bulky items to a central location, like a local parking lot, etc, for a neighbourhood freecycling event.
348	More advertising
349	There are lots of yard sales, etc. The problem is getting rid of things without having to organize a yard sale. I typically drop my stuff off at Value Village because it is closest and most convenient. I would prefer to donate it to an organization that would give it out to people who need it.
350	Our community, a triangle of 3 streets, emails when trying to get rid of something still usable. Description and when it will be out on the street. Nearly always claimed before the garbage pickup.

Part 3 – Question 6 Continued

#	Responses
351	I do not know of any
352	Not available.Charities sometimes pick up from house.
353	Value Village and Salvation Army provide invaluable services. It is incredibly handy for me to take reusable items to my neighbourhood Value Village. My sons school is currently collecting used textiles which is immensely useful as well. I would like to see more textile collection for repurposing textiles, and more repair cafes for electronics.
354	Have had area-wide garage sale for the past two years. Organized by a real estate agent. I hope he does it again this year.
355	I'm unaware of such activities in my neighbourhood.
356	Annual Habitat for Humanity fundraiser streetsale on Palmerston Blvd; annual giant yard sale in Trinity Bellwoods. Perhaps the City could promote and encourage similar street or neighbourhood swaps or sales.
357	Local Green P lot could be used for a community yard sale or similar event.
358	Not sure. Provide printed info to residents associations about what other groups are doing. Joe Mihevic's ward and the Wynchwood Barns do things that others could follow.
359	yard sales, community drop off for recycable items
360	I think all the activity you wish for above should be done by the private sector.
361	The city could include swaps in e-days.
362	?
363	Yard sales Book exchange
364	In Davenport, Dufferin Grove, we have several active community list serves where people will sometimes post the need for ladder, wheelbarrow etc, and others will respond. Good mechanism for community building, sharing. City not needed to help.
365	I would suggest selecting one specific Saturday each warm season month to be a city-wide yard sale day, for example, the second Saturday in each month beginning in April through to November. (or every second month, or only spring and fall months) Yard sales are most popular and effective: when there are many yards offering items for sale on the same day, within walking or biking distance of one's home. To enhance the popularity and effectiveness of these city-wide Yard Sale Days, the city could prepare a set of guidelines to assist those who wish to have a yard sale, but lack experience.
366	Not that I know of
367	I live in a co-op, we have a tool share collection in the building. Some of our members have yard sales. Also, the gardening tools are shared. I don't know how the city might participate with other events.
368	Our Community Centre has a free table once in awhile
369	No. many elderly and families with young kids in our area. No time! Perhaps councillor's office could throw an event to get the ball started
370	Provide support to those activities with advertisement, space and staff to organize and training volunteers locally.

Part 3 – Question 6 Continued

371	Yes, we have a yard sale day in the park. I would like to have a renovation and construction swap. We need to notify the residents more, maybe with advertising in the community newspaper.
372	Advertise the event
373	Not that I am aware of.
374	Goods put outside after garbage day for neighbours to "help themselves". City could post notices by neighbourhood of upcoming events.
375	More local posterboards for those who don't read newspapers, or a semi annual newsletter would help us remember programs and locations.
376	Make public space available for these activities, eg: parks.
377	provide official panel to ads these site for car driver. website to gather all these activities and to be able to find them efficiently.
378	Yard sales are common. City could provide a location and advertising for a large yard sale where many folks could sell or trade stuff.
379	Yard sales could be promoted on-line.
380	No.
381	Offer incentives to communities and neighbourhoods who participate.
382	Operate re-use centres for exchanges
383	None that I'm aware of.
384	organize at parks
385	??
386	The city should not spend money to duplicate things that are already in place. There are lots of yard sales in our neighbourhood. There is a bin for donation, and everybody knows that Value Village is accepting, not to mention other smaller thrift shops. One thing we don't have (or don't know about) is a way to recycle unusable clothing, if that is possible. We are in the eastern Beach, maybe the outer reaches of Scarborough need more support.
387	Better advertising of activities is needed. If there are such activities in my neighbourhood, I am not aware of them.
388	Send trucks to pick up items not sold or exchanged
389	I only notice sites and apps like Kijiji and VarageSale
390	I live in and am a board member of a Housing Co-operative in Malvern. There are about ten other co-ops in the vicinity. The city could organize a re-use/recycling event in the local community and appeal to the co-ops through their office and/or board of directors.
391	Yes. They could have community yard sale days in the Park.
392	Yes, there are yard sales, repair events and occasional swaps. The City could support these initiatives by providing free or discounted space (ie. in community centres), help in promoting them (ie. through social media) and direct funding/sponsorship.
393	No. Unsure.
394	N/A - I live in another municipality
395	There are yard sales; people mostly leave things at the curb they don't want and others pick them up; a yard sale app or free for pick up app might help.
396	Not that i know off. Tools recycling would be great.
397	Yes. Just re-tweet and post on facebook.

Part 3 – Question 6 Continued

#	Responses
398	there is bin available to donate clothing items close by where I live.
399	Yes, the Toronto Tool Library (http://torontotoollibrary.com/) and the Sharing Depot are in my neighbourhood. The City could help by promoting these services to local residents.
400	Recycle days drop-off are often so busy that it is difficult to get in. If there was other drop-off days, ie: schools it would be helpful. At the moment I take hazardous materials to Disco Road
401	Yard sales in the Beaches. I'd like the city to help in raising awareness about swapping and bartering.
402	not that i am aware of
403	no
404	NA
405	There are such activities?? Maybe the City should make them more well known. Is it on the City's website?
406	Organize a community swap or yard sale day at least once a year in every neighbourhood and for every apartment/condo.
407	yard sale.
408	distribution of knowledge via the 3Rs Ambassadors networks. subway marketing (that's how i heard about the waste wizard, and the public comment sessions)
409	I don't know of any neighbourhood recycling activities close by me. It would be great if I actually knew these existed and where. Social media would be the best way to notify me of these locations, dates and times. I never know what to do with used batteries and don't like keeping them in a plastic bag for when 'I remember' to take them to a local store that would recycle them.
410	Providing transportation or human resources to move things.
411	Yard sales are popular. Lists of yard sales in Wards could be posted. Ward Facebook sales are popular and well used in my Ward. The City could offer the promotion of Ward/Area facebook sales. A "How to get Facebook sales started in your Ward" instruction pamphlet might encourage other Wards to begin what appears to be very successful in my Ward. City discouragement of valuable used goods getting into the waste stream.. City no pick-up rules and/or rules about what you can expect when you don't manage your set out of goods at the curb prior to a " City waste pick-up. I am talking about people who clean out, then set out hoping that someone will pick it up and then leave it at the curb expecting that the City will clean up after them.
412	Not that I know of or have been told about.
413	The City of San Francisco has comprehensive zero waste guidance that might be helpful for the city to reference. On another note, informal clothing swaps among friends are great and there are already many successful Facebook buy/sell groups for neighborhoods (e.g., Liberty Village Buy Sell)
414	Yard sales. City of Toronto can help promote these events through social media or newspapers (ones read on the TTC). As well encourage or organize community sales large enough that neighborhoods can get together and sell their slightly used items (could be held at a school gym or community Centre. .etc)
415	Advertising/central advertising
416	Not that I am aware of

Part 3 – Question 6 Continued

#	Responses
417	Tool Library
418	many people leave things on the street for free - city could promote 'curb alert' system (+ bunz trading zone)
419	yard sales
420	Not that I know of
421	An online community "bulletin board" where I could type in my postal code and see what swaps/yard sale days that other local community members have posted.
422	None of note
423	There are yard sale activities in the neighbourhood. I found it not easy for a single family to hold a yard sale. Would be nice if the City can help, but cannot think of any suggestion now.
424	Nothing of this nature in my area
425	Creative Reuse Centres. see https://www.facebook.com/Creative-Reuse-Toronto-469122896580494/ where I have been trying to set this up - but the cost of space is prohibitive and I am a senior (artist) currently needing a walker. If the city could provide a space - it would be a great chance to set up a pilot project in Parkdale and if it worked - to set them up in other neighbourhoods. Please see the organizational charts and info in the photos. Get in touch with me if you are interested. The internet sharing right now is a fad - and this kind of sharing and reuse needs a far broader approach centred in a particular space, so that it becomes normalized.
426	Advertise. Have the ward Councillors send out information. If they are annual events, put them in the waste calendar.
427	No idea! I've donated clothing to a bin in my neighborhood, but I'm not sure where that goes.
428	Repair Cafe Toronto! They repair anything from the public for free so things stay out of landfills. The City should fund organizations like this.
429	we go to yard sales
430	There are many yard/street sales as well as the Sale for the Cure. There is a tool library nearby. City Councillor Environment Day (once a year). Lots of Little libraries.
431	Not sure.
432	Some reuse/ recycle activities on our street & neighbouring streets in spring - I also make sure I drop off clothes & other recyclable goods to groups like the Salvation Army, my church, etc...
433	Give out signage, arrange to close roads, publish advice.
434	Occasional informal garage sales.
435	Yes- Tool Library
436	Lots of lawn sales; little free library. Lots of people leave items outside their homes or beside the park for others to take. It might be useful for the city to have designated places where people could leave their unwanted items. Many people leave large items at the entrance to the park and it can get quite unsightly. I even had to notify 311 to have a large desk (which no one wanted) taken away. One neighbour used to have a regular clothing exchange, which was wonderful.
437	Yes, lots of yard sales. Designate an area at local library or church.
438	Clerical and promotional assistance for Riverdale street sale, etc.
439	Nothing is happening on Queen's Quay

Part 3 – Question 6 Continued

#	Responses
440	yes -have joined a few groups on facebook. Social media is good for advertising these events
441	I have been very supportive of reuse in the past - picking up items at yard sales, second-hand, etc. Recently, after having had bed bugs in my multi-unit residential building (even though a minor case), I am uncomfortable borrowing anything from the library or buying anything second-hand. If the City could take steps to be vigilant about bed bugs in libraries and second-hand stores, etc., - and then communicate out about it - this might encourage others to reuse.
442	By working with landlords to have these activities in their buildings.
443	Advertise them on TV
444	Lots of swaps and yard sales happening thru our neighbourhood Facebook pages. Not sure the city needs to devote their time to this.
445	Remove permitting of garage sales.
446	Am unaware off any.
447	I have not heard about such activities in my neighbourhood.
448	Advertise these events on website/blog
449	Yard sale; city to permit parking on streets close to building
450	Host events that allow residents to drop off household items and clothing that are in good condition and have neighbors either purchase them or pick up free of charge.
451	Our superintendent recycle all electronics, paint and other hazardous materials, LED lights, batteries and all plastic bags. Additionally we have a bin for clothing and take appropriate bottles to the Beer Store. We also have a lending library for books.
452	a few - hold them at community centres on a scheduled basis so they become part of a communities routine
453	We do have an annual yard sale but could implement a swap sale
454	Nil. I would take no part in any such activities. Waste of time. I do not care.
455	I have never seen these and I live downtown. If they exist they need to be well advertised both in buildings and social media.
456	In Ward 41, I hear of none of these events. The city could partner with the local libraries to arrange such events, as I see the local library as the main hub that gets people connected.
457	The Tool Library is in my neighbourhood and I wonder if they can link with the City to get more items to loan out.
458	No
459	Allow more posterage in the neighbourhood.
460	yes. The city could help promote these activities through councillors and information sharing. Social media would also help...
461	I don't know if there are. The City could coordinate with apartment, condo and community events such as barbecues so waste is collected at the same time.
462	Mostly individual. Making an effort to coordinate community events might help, or designating "hubs" - known community centres or businesses where people can meet safely and exchange goods, or drop off items for others to pick up at a later time.
463	Toronto Tool Library, Bunz

Part 3 – Question 6 Continued

#	Responses
464	Organize more of them. Better advertising.
465	I live in a suburban area of Toronto (Ward 4) and there are very little programs here. Actually, there are no programs that I am aware of, except for community environment days - and I head downtown for those ones anyway.
466	Yes, but no in the immediate buildings downtown. These could be part of community environment days, which should be expanded.
467	Not that I know of.
468	There aren't any such activities in my area, or at least I don't know about them. The City (via my Councillor, perhaps) could support these activities by designating a certain day (Reuse and Recycle Day) at a local community Centre.
469	I am not aware of any
470	There is a lack of these initiatives in the suburbs and in TCHC communities. The City could use the Environment and Energy Office and the Green Living Volunteer team to engage under represented areas of the city.
471	no
472	Have more official events instead of independent sales and swaps
473	There are yard sales - I don't see the city needing to support those. Maybe having more of the Environment days, so that if people miss one they can still attend another?
474	I don't know.
475	there is a tool library, lots of yard sales.
476	There are online swap and trade groups, and some of them our in our area. One of the biggest issues with this type of activity is safety, because you often have to meet someone at their house, or you have to have a stranger to your house, and there's no one to monitor what occurs. Establishing safe meetup points that are central to many areas and are monitored could help to legitimize the process and allow more people to feel comfortable engaging in swap activities.
477	Yard sale days but they are few and poorly advertised so I always miss them
478	There are yard-sale days, but not organized "swaps"...maybe there are legal issues which the city could help figure out, maybe some relevant forms so that people don't worry about liabilities. I think that various materials need to be recovered/recycled. first, wood products -- lots of 'fixable' things are thrown out, lots of wood fibre could be recycled, so we don't ahve to cut down trees. second, fabric. my cousin has a factory that recycles fibres into useful product like rags,stuffing, etc...this should not go to landfill.
479	Yes there are, mainly on Facebook. Would be great to have designated safe meeting places during the day at city offices/rec facilities to help people meet up (rather than giving out home addresses).
480	Organize them
481	Curb-cycling (placing free items out on the front lawn) is widely accepted in my neighbourhood. There are enough passers-by that any useful items are claimed within 24 hours. Few people have the time to do a garage sale. We just want to get rid of a few items as soon as possible.
482	These need to be publicized more.
483	Yes: the Toronto Tool Library: more grants, and help with accessing a bigger space as the library grows

Part 3 – Question 6 Continued

#	Responses
484	Yes. Advertised in local community papers.
485	occasional yard sales not well attended.
486	There has been an infomal street yard sale last year, but nothing that is organized.
487	Host swaps at City centres like Mel Lastman Square, make it a community event
488	Not that I know of, other than clothing drop-off stations.
489	many people use neighborhood facebook groups to swap, sell, items
490	The city can support swarp or yard sale days and may be make it a community/neighbourhood event. so that more people can participate. Raffle draws can also be done during this neighbourhood or community event.
491	I believe we have a Tool Library nearby. City could help promote these resources to residents - perhaps in the waste calendar or online.
492	There are enough.
493	Yes! Facebook has many "pay it forward" websites where everything is FREE and others where people sell at very reasonable prices. I belong to approximately 7-10.
494	no
495	Sometimes happen but it'd be nice if the city helped increase the signal maybe through online sources as it's hit and miss seeing them posted in the community.
496	Not many in my neighbourhood. The City should encourage these types of activities by having city-wide weekends maybe twice a year when residents could put out usable items for others to take "community giveaway days"
497	Creating local recycling centre could help to share and swap many items, which should not end up in landfill.
498	More frequent events need to be conducted in addition to the community environment days. The City can partner with other support groups for these events
499	Create a website to allow people to advertise on a large scale
500	A designated day for a street wide yard sale could encourage use.
501	By actively participating. I'm sure city has items that they could also fall into the category of items for reuse or recycling. City could coordinate/arrange events where local and city could promote reuse(yard sales,etc.) and recycling days .
502	Provide funding to groups running these events.
503	The Really Really Free Market Toronto is a great example of a citizen-led waste reduction strategy. They need more promotion in order to get more volunteers and/or maybe some way of compensating these volunteers for their time in order to keep people doing this important work (tokens? metropass?) Second Hand Sunday is another example, which should happen in every Ward.
504	The yard sale in our street is only once a year, and, if we miss it, we have to wait for the next opportunity.
505	Not to my knowledge
506	Unsure, just moved. Should be central list available of these programs?
507	Not that I'm aware of - relatively new to the area. Put info on Twitter and have local councillor tweet (I follow both the City and my councillor)

Part 3 – Question 6 Continued






509	I live in Ward 19, but I'm aware that in Ward 21, citizens have organized a Repair Cafe, where neighbours who have different types of skills volunteer to fix things that are brought to the farmers' market (volunteers skilled at sewing mend clothes, volunteers skilled in carpentry may help fix damaged furniture, etc.) - to help prevent those items from going into the waste stream. It would be great if the city could help foster the replication of this in other wards.
510	N/a
511	nothing that I am aware of, and on top of that the very Busy Goodwill store in our area was closed down.
512	Guidelines and tip sheets for swaps, combine swaps with Community Environment Days, permission to use City property (parks, arenas, libraries or other meeting spaces)
513	more posters/ads etc located in the various neighbourhoods.(AS WELL,those who receive emails from folks in various resident/community organizations could send out emails of these events....to others who should know about them.....)
514	we have had lawn sales occasionally
515	I don't know
516	Provide funding for the Tool Libraries, Sharing Depot and Kitchen Library which currently exist.
517	Not aware of any in my neighbourhood (Oakwood Village) - might be something but I don't know
518	Advertise, provide rewards, use of space
519	There is one major annual yard sale day.
520	No.
521	Yes. The City could seek to have an agreement with local major newspapers (e.g., Toronto Star, Globe & Mail, Metro) to have a page or half-page dedicated to various City waste initiatives (lending library events, neighbourhood-wide yard sales, street sales, clothing swaps, freecycle events, compost pickup, etc.). And have a website link dedicated to this, searchable by postal code or address, and date - possibly also by drop-down menu of event type.
522	There is a nearby annual compost drop, garage sales and a couple curbside mini library boxes. It would be great to have swap events. I think the City should provide incentives, etc. so that each neighbourhood has a sharing library with a woodworking shop. It would be great to be able to rent/borrow bikes and bike trailers to enable more people to transport items to and from home.
523	people often leave reusable stuff at the curb for others to take, but I'm reluctant due to bedbugs. Could use more education on how to share/reuse items without risking transferring the little critters.
524	no
525	I am in ward 21 which has an active environment group
526	Yes, many people have yard sales.

Part 3 – Question 6 Continued

527	Yes, many! Swaps, yard sales, local thrift stores, and many people just put items on the curb for anyone to take. The City could support some of these activities by making residents more aware of them and possibly offering local depot spaces where items could be dropped off and picked up without fear of weather damage. It's sad to see so many great items ruined because they were put outside without protection from rain/snow or picking (e.g. taking drawers from a dresser and leaving the empty dresser). There is a bed bug fear for many, so the City could help by screening or cleaning certain risky items like sofas, chairs, carpets? As mentioned earlier, many people have no access to vehicles so it's difficult to get items dropped off where they belong such as Habitat Restore, charities, etc. Discounted pickup services or cheaper rates for carsharing if you are dropping off goods could motivate more people!
528	We have a tool library and a stuff trading place is going to open soon.
529	Organize larger community yard sales.

Part 3 – Question 7 3Rs Reduce, Reuse, Recycle

7. The Draft Waste Strategy recommends Mobile Drop-off vehicles that would travel to high-density neighbourhoods across Toronto to collect recyclable and reusable items like clothing, pots and pans, dishes, books, etc. If implemented, how frequently would you use a Mobile Drop-off service?

Response	Chart	Percentage	Count
Never		5%	50
Once a Year		15%	147
Every 6 months		38%	362
Every 2-3 months		30%	290
Monthly		12%	114
Total Responses			963

Part 4 – Question 8 Community Partnerships

8) Do you know of an organization that the City should consider partnering with to deliver waste reduction or reuse programs?

1	FoodShare, Furniture Bank, Tool Library
2	Salvation Army, Oasis
3	Gopher Leads
4	The City needs to look at progressive European cities to see what they are doing to reduce waste. The only way to really reach people is through their wallet -- you must implement a requirement to recycle, a tax for not complying, or incentives for large companies to have to divert waste.
5	No but I would hope there is some cost sharing and capacity consideration in the arrangement versus off loading to community/volunteer groups.
6	Aangen community centre
7	The Kitchen Library, The Tool Library
8	follow examples of other cities like Guelph or Vancouver
9	Hospitals, Universities (great volunteers) and Schools
10	no
11	Ontario Go Green
12	no
13	no
14	TEA
15	St. Lawrence Community Recreation Centre
16	United Way, Diabetes Org, Salvation Army, Red Cross, Unicef
17	Salvation Army
18	Don't know of any
19	Jewish Russian Community Centre has a donation program for the needy.
20	None specifically. There are several environmental groups I am aware of.
21	Urban Street Organics
22	don't know
23	There is a TO group, but I can't remember their name.
24	TEA for waste reduction, in particular; Toronto Tool library already running tool sharing; TPLs and/or community centres might be able to help with reuse programs
25	TEA, Evergreen Brickworks, Toronto Waterfront, Toronto Parks, TDSB, Catholic School Board, TTC
26	No.
27	TEA makes the most sense. Maybe Pollution Probe? TAF?
28	Toronto Environmental Alliance, RCO
29	Ecoschools does excellent work in conjunction with schools. Tapping into this already existing relationship and groups already motivated to tackle this issue makes sense. My school already does their own reuse centre (Dr Norman Bethune).
30	Toronto Environmental Alliance, Toronto Urban Growers, The Stop
31	no, but a number of charities pick up stuff.

Part 4 – Question 8 Continued

#	Responses
32	I would of said goodwill, but... Diabetes Association
33	Not sure
34	Partners in Project Green
35	Good Will, Salvation Army, Habitat for Humanity's ReStore; consignment shops run by charities or community groups; pet rescue groups (for carpet, blankets, baskets, etc etc)
36	Salvation Army
37	No
38	From a consumer point of view, beer stores where we already recycle bottles would be good sites for new/expanded recycling programs.
39	<p>Textiles: I see several donation drop off boxes throughout the city. I frequently get calls from a Diabetes association for donations. It's unfortunate that Good Will closed as I used to utilize them frequently for donations.</p> <p>Sharing Libraries: There was one or two sharing libraries at one of the event's the City hosted, so I trust those would be accounted for already. I am not aware of any others. It would be interesting if sharing libraries could be used by commercial businesses as opposed to just residents. It may be especially useful for small business.</p> <p>Food waste: the last few nights I went to Tim Hortons later at night, early morning (after 12am) and there was very limited food available for purchase. When I asked about it, the staff in each location indicated that after the shelf life they just throw the food out. I think something should be done about that. If I am hungry and want to buy slightly stale food, I should be allowed to (or sell it at a reduced cost) or donate it.</p>
40	Terracycle, tea (toronto environmental alliance) repair cafe ... off the top of my head
41	No.
42	No I do not
43	no
44	encourage various charities to offer pickup of items that can be donated and used by others instead of having them just thrown out. Also include more information about reduction and reuse in schools - teach the kids and they will teach the parents
45	Swapsity, Tool & Kitchen Library, IKEA (they already collect batteries and light bulbs - and are better at promoting it than the City...)
46	Value Village
47	TEA
48	Local charities submit what they need, and people can go on a website and see what is needed and drop it off at a designated location (e.g. Community Centre). A lot of time, you have something to donate, but you don't know who needs it.
49	Toronto Environmental Alliance
50	Habitat for Humanity
51	tool library
52	Neighbourhood organizations (e.g., DECA)

Part 4 – Question 8 Continued

#	Responses
53	no
54	No
55	More furniture MUST be recycled or forwarded to a place like the Furniture Bank or similar group instead of going to landfills.
56	no
57	No
58	Public school councils.
59	<ul style="list-style-type: none"> - Textile Waste Diversion Inc [textilewastediversion.com], - Canadian Textile Recycling Ltd [canadiantextilerecycling.com], - Consulting Efficiency Nova Scotia (mercury recycling), - Consulting the province of Alberta Beverage Container Deposit (all beverage containers including glass bottles, metallic cans, TetraPaks, gable-top cartons, bags-in-boxes, plastic bottles and jugs, drink pouches, milk container pouches, are charged deposits at the point of sale; 10¢ for containers 1 L or less, 25¢ for containers larger than 1 L), - Consulting Prince Edward Island Beverage Container Management System [(http://www.bottlebill.org/legislation/canada/princeedward.htm)] (Liquor up to 500mL: 10¢, fully refundable for refillable containers, 5¢ refundable for recyclable containers; Over 500mL: 20¢ fully refundable for refillable containers, 10¢ refundable for recyclable containers; Other beverages: 10¢ fully refundable for refillable containers, 5¢ refundable for recyclable containers) - the Salvation Army (1-800-725-2769) National Recycling Operations, - a new Toronto Goodwill-style network of stores.
60	The Really Really Free Market Toronto
61	cooperative housing federation of toronto
62	No
63	Provide more support to and get data from such organizations as Value Village or the Salvation Army who collect furniture clothes and other items that people no longer want or need. These organizations both for profit and not for profit are already doing a great deal to keep stuff out of the landfill and provide ways for citizens to get the things they need at a reduced cost. Habitat for Humanity is a huge help with furniture, doors, kitchen counters - the city could partner with them to do collection days of big items, and in turn help them with the storage of these items until they can get them redirected (sold, in many cases) to builders or DIYers.
64	Bring back Stewardship Ontario's hazardous waste program in which we could take all kinds of hazardous waste to Home Depot, Canadian Tire, etc. What a shame that this is no longer possible.
65	TEA
66	Value Village

Part 4 – Question 8 Continued

#	Responses
67	the Clothing Drive: initiated to support Syrian refugees coming to Canada
68	Furniture Bank naresh.desilva@furniturebank.org
69	East Scarborough Storefront
70	Terracycle
71	No
72	No I don't
73	Trash Nothing?
74	Habitat for Humanity
75	Furniture Bank
76	Get Reel
77	I don't know, but it should not be for profit organization.
78	YMCA
79	No but I think more needs to be done. Some people still see waste reduction as optional due to so many not participating. It needs to be made mandatory. Incentives like coupons, rewards etc like the beer store program are good. People who are not the type to bother will if there is a reward. Also hammer home the money issue. Ads that state how many millions are wasted and what could be done with the money if more participated.
80	ZooShare - they need a steady supply of bio-digestible waste and they would use it to produce "green" electricity.
81	Grocery stores (Loblaws, Sobeys, Longos, Metro, Walmart)
82	Green 13
83	Schools, libraries and churches since most neighbourhoods have those features.
84	None
85	Any of the present clothing recycling companies
86	Value Village, Salvation Army, Goodwill Industries, Talize, Habitat for Humanity (tool share), Horticultural Societies (garden supplies share), Longe & McQuades, AGO (music instrument share),
87	It would make sense for the city to coordinate collaboration between ALL INVOLVED in waste management.
88	TEA- Toronto Environmental Alliance
89	Toronto Environmental Alliance (for publicity)
90	Tool library
91	no
92	No I do not.
93	Second Harvest, The Furniture Bank, Kind Exchange, Repair Cafe, etc etc etc
94	Project Get Reel recycevhs@projectgetreel.com A mobile pick up of VHS tapes and other recyclable media formats. The fees that they require for their service should be subsidized by manufacturers and the city Waste reduction funds.
95	Create a fully recyclable to-go coffee cup and a cafe association to sell them to members, add their branding, etc.

Part 4 – Question 8 Continued

#	Responses
96	not after the demise of Goodwill
97	Swap Shop at University of Toronto?
98	Value Village
99	no
100	TRCA/Partners in Project Green; Summerhill; EverGreen; FoodShare toronto; Wychwood barns organization, Goodwill/Habitat for Humanity/Salvation Army; For profits like value village, Diabetes clothing collection; For Profits like DYN to collect Textiles
101	no
102	Food packaging. The amount of food packaging on things in the store is astounding. Everything is in packaging. I bring my own bags and buy things which are loose whenever possible. You need to start at the source. The packaging of everything in the store, is the place to start. Partner with Loblaws, Sobeys, and whatever other grocers to incentivise food suppliers to pass on the packaging. I asked my dad once (who grew up on a farm in saskatchewan, if he is ever daunted by all the garbage we produce, and asked him what they did with garbage on the farm. He said - they didnt have any waste - everything got used. A reusable flour sack, tobacco tins were used for parts for the tractor, and there was nothing else left. We need to get back to some old school mentalities to solve this issue.
103	no
104	The Toronto Botanical Garden.
105	Toronto Environmental Association
106	The Toronto Environmental Alliance
107	The Christian Resource Centre in Regent Park has a Clothing and Household Program that is free to residents on a monthly monitored basis. they take casual clothing, small household items for kitchen, bathroom and bedrooms.
108	Toronto Environmental Alliance
109	Unfortunately I do not.
110	No
111	Cerebral Palsy Foundation and Diabetes foundation both do regular pickups for household goods like clothes etc. They do this for free and a it is a great way to pass on still good items. Having a city mobile pick-up might duplicate or compete with these charities, so the city should consult with them to see how they can support each other.
112	tea
113	Local recreation centres would be a good central location. It's where most people in a community find themselves at one time or another. My local one, Trinity would be an awesome location. Considering the density, condos, people without cars. Holding it once every 3-4 months might be effective.
114	We donate used clothes and other things to Cerebral Palsy and Habitat for Humanity. Such organizations should be included in planning for a more centralized system.
115	Toronto Environmental Alliance
116	Toronto Environmental Allincance

Part 4 – Question 8 Continued

#	Responses
117	The Diabetes association picks up goods for reuse. I donate many kitchen reusables to a women's shelter. People may be more inclined to recycle these items if they know they are also helping others and know where the items are going.
118	no
119	Require supermarkets to sell at a low price, or give away, unsold fresh food. Expand the Second Harvest restaurant collection to include more restaurants.
120	Possibly TEA
121	Local residents association PARA
122	Resident associations
123	Toronto Environmental Alliance
124	No
125	TEA
126	Toronto Environmental Alliance
127	Toronto environmental alliance
128	TEA
129	Toronto Environmental Alliance
130	Condo boards
131	Neighborhood associations, Food co-ops
132	TEA, Refugee support groups (to equip arriving refugees), The Furniture Bank, Transport and storage are challenges in collecting/distributing re-cycled goods. The City perhaps could offer this support.
133	TEA?
134	yes.
135	Tool Library; Steam Labs space
136	Resident and neighbourhood associations.
137	Given that there's no more Goodwill Industries in Toronto, how about the Salvation Army or Value Village.
138	Toronto Board of Education Churches and Religious Institutions
139	Toronto Environmental Alliance; Environmental Defence
140	Tool Library, Immigrant Sponsorship Groups, Fill the Goodwill Gap
141	TORONTO ENVIRONMENTAL ALLIANCE
142	yes! the OFCP.ca and other charities who do pickups; this one is the cerebral palsy pickup.
143	I'm not sure if I can think of one specific organization, but I do think many businesses are trying to be more socially responsible (e.g. food waste reduction for something like restaurants across the GTA)
144	Ontario Electronic Stewardship (OES)
145	no
146	Toronto Environmental Alliance
147	Orange Drop
148	Whatever the Salvation Army is using for textile recycling.

Part 4 – Question 8 Continued

#	Responses
149	Toronto Environmental Alliance
150	No.
151	Tea
152	no
153	No
154	TEA
155	Any of the Goodwill-like organizations.
156	Evergreen brickworks
157	Organizations that cater to newcomers
158	No
159	No, I'm afraid I don't.
160	TEA
161	We made regular use of Goodwill Industries. Not Value Village (Diabetes and Cerebral Palsy who pick up for them) because of the for profit aspect. Would do more recycling with an organization that would pick up. Services like the furniture bank and reStore would be good as long as they pick up the items/materials.
162	Artsjunction through TDSB
163	Furniture bank. Salvation army
164	Toronto Environmental Alliance
165	Toronto environmental alliance
166	TEA
167	The Toronto Environmental Alliance, clothing pickup programs like the Diabetes pick-up
168	OFCP, Value Village...
169	don't know
170	The Association for Cerebral Palsy, Value Village
171	Certainly the city could help organization like Second Harvest and the Daily Bread Food bank. The city could fine supermarkets for tossing items that still have a perfectly good life span and reward them for helping such organization as the aforementioned. Restaurants might also fall under this rubric.
172	Not sure
173	Community Care Access Centres as they're going out to lower income homes all the time and as I understand this is a demographic that is participating among the least of all the demo groups.
174	I know that the Toronto Environmental Alliance has a heavy stake in this initiative.
175	Local schools?
176	No
177	ReStore, Ontario Cerebral Palsy ASs'n
178	not sure
179	Several charity groups will pick up donations.
180	community centres and parks and rec for drop off locations.

Part 4 – Question 8 Continued

#	Responses
181	TEA
182	nope
183	Toronto Environmental Alliance
184	Goodwill
185	No.
186	Looking for where to suggest that manufacturers be obliged to foot the cost of packaging. Not here, I guess.
187	Toronto school boards - connect with students (direct link to families & community) and eco projects / plans
188	Toronto Tool Library
189	Food share, use composting to feed a massive vertical farm downtown
190	not at this time
191	I think community outreach is extremely important and thus the inclusion of actual citizens/students etc. to implement any initiatives would be really helpful.
192	No
193	ALL BUSINESSES! Starbucks/Tim Horton/Second Cup should charge for paper cup as opposed as offering a discount if you bring your own cup. Retails stores, groceries stores should not offer plastic bags. Toronto should set the exemple not only for Canada, but for North America. Restaurant should reduce their waste too, taxes should be proportional to the amount of waste. Or tax refund should be offered when good behavior (so partnership with the province).
194	No
195	Furniture Bank
196	no
197	Perhaps city libraries would be more involved in waste diversion programming, or community centres.
198	TEA Toronto Environmental Alliance
199	No.
200	no - how about connecting to community markets
201	not aware
202	No
203	n/a
204	I miss having a goodwill to donate to and reduce my need to buy new items.
205	TEA
206	GHD Limited
207	TEA
208	Repair Café Toronto
209	Toronto School Board
210	Repair Cafe Toronto

Part 4 – Question 8 Continued

#	Responses
211	Ensure that the City Councillors have well advertised environment days with ALL aspects of 3R program elements available. Additionally, the City should do a proposal call for organizations who would like to assist with waste reduction/reuse programs and community education. The Toronto Environmental Alliance comes to mind.
212	Anywhere that sells those miserable new lightbulbs that we can't throw out. Stores should take back what they sell. Or, have the mobile pick up do the fluorescent mini and tube bulbs. They are dangerous to store and move around. Back to incandescent for me.
213	Evergreen, the Toronto Tool Library, the Kitchen Library, Bunz Trading Zone
214	TEA
215	terracycle
216	NA
217	Canadian diabetes association
218	i do not know of any
219	Salvation Army or similar charities
220	None
221	Clothing Stores -Encourage consumers to bring back clothes to the stores where they bought them and have their manufacturers recycle the items into new clothes. Make these corporations accountable for recycling and disposal of their products.
222	Local residents' group - here it is Bloor West Village Residents' Association (BWVRA)
223	Second Harvest, Goodwill (it may reboot Goodwill), food bank, refugee organizations.
224	Habitat for Humanity, Curbside maker type event/fun competition (making new products from junk, judging to be done by age category)
225	are many in the city
226	salvation army,
227	Second Harvest, Salvation Army, Supermarkets to have drop off boxes, and food waste education
228	Parks and Recreation could better promote a drop in area, since people like to think a park is a good place to drop off their junk and garbage (NOT!) so perhaps implementing a local garbage area for paint collection, metal or batteries.
229	How about community and social services agencies across the city. (non-profit organizations)
230	SKETCH working arts
231	Eglinton Square Shopping Centre, Golden Mile Shopping Centre, Parkway Mall, Shoppers World Mall.
232	http://projectgetreel.com/
233	Possibly the Stop
234	not sure
235	Toronto Environmental Alliance
236	The Salvation Army Thrift Stores ,Good Will and Value Village
237	No
238	Toronto Environmental Alliance
239	Tdsb

Part 4 – Question 8 Continued

#	Responses
240	No.
241	settlement agencies,toronto community housing
242	Tool Library, Kitchen Library, Sharing Depot
243	Toronto Environmental Alliance, Toronto Tool Library, Bike Pirates, Charlie's Freewheels,
244	No
245	Merchants that already participate in the disposal of certain hazardous materials such as electronics, batteries, paint, CFL bulbs, etc...
246	The furniture bank
247	FoodShare - Food waste, composting education
248	Wychwood barns
249	N/A
250	local residents and community groups , thus creating employment and jobs for locals .
251	Community health care centres, community centres, social service agencies, hospitals
252	Oasis?
253	Salvation Army
254	Terra Cycle, The Tool Library, The Library of Things, Second Harvest, Community Centres, Farmers and Flee Markets, Environmental Trade Shows, Bunz Trading Zones
255	Chain retailers especially hardware and electronic stores
256	Evergreen
257	Evergreen for food waste reduction? Mattress can be taken apart for useful products and recycling. Perhaps Sleep Country or another mattress sell or manufacturer?
258	Food banks.
259	Repair Cafe
260	Tim Hortons, Grocery stores, Fast food places
261	The Sharing Depot, Toronto Tool Library, BUNZ
262	TEA, LiveGreen
263	The City should consider partnering with the Diabetes and Kidney Foundations.
264	We really miss the Goodwill organization and do not want to use Value Village because it is a for profit privately owned company located in the southern U.S
265	No
266	no
267	Project get reel
268	No
269	No
270	Furniture Bank
271	There are many organizations although I do not have a name of a particular business. H & M Conscious for recycling clothes. I found out about their promotions. They recycle clothes. The public would receive \$5.00 off a \$30,00 purchase for one bad of recycle clothing. They would not end up in garbage!

Part 4 – Question 8 Continued

#	Responses
272	Collectors of used goods.
273	Salvation Army
274	Ring Around The Bin Ashbro Inc.
275	No
276	no
277	A number of charities have pick-up programs - may be good partners?
278	Yes, the Ontario government.
279	Yes, my business - From Smart To Art (junk transforming business)
280	Sorry I do not
281	Companies that sell electronics eg Best Buy, Apple, Future Shop. It would be helpful to have a service which removes personal data from computers, cell phones, tablets
282	Green Living!!! Help them do more!
283	Grocery stores
284	Canadian Tire, Rona, IKEA
285	Toronto Environmental Alliance & Evergreen in general, as well as Not Far from the Tree & Second Harvest for food waste reduction.
286	I have seen a computer recycling business on Gerry Fitzgerald Drive, but I do not really know it; have not been inside their office.
287	Toronto Environmental Alliance
288	Unsure.
289	The Restore. Salvation Army.
290	Second hand shops
291	Buns Trading Zone, Tool Library
292	toronto environmental alliance
293	tchc
294	The TDSB and TCDSB.
295	St. Michael's Hospital
296	No idea
297	TAF; Friends of Dufferin Grove; The Tool Library; The Federation of Rental-housing Providers of Ontario (FRPO) Certified Rental Building (CRB) program.
298	Furniture Bank
299	No
300	Supermarkets
301	Salvation Army, church groups, Value Village?
302	Toronto Environmental Alliance
303	Library
304	Not in particular but talk to Halifax. I know they had some crazy recycling movement back on the day that helped reduce a lot of waste
305	Second Harvest, The Toronto Tool Library, Bunz website, Kind Exchange,

Part 4 – Question 8 Continued

#	Responses
306	Canadian Diabetes Association
307	nope
308	no
309	Waste Reduction Group Inc (www.wastereductiongroup.ca)
310	RCO, AMO, Value Village
311	Foodshare, tool library
312	Any non profit organization
313	Toronto Environmental Alliance, Ontario Greenbelt
314	The United Way to pick up donated goods and distribute them to those in need.
315	Food waste is a big item, however I am not familiar with organizations other than municipal food banks that would benefit from City participation.
316	Live Green & Change.Org
317	The various BIAs throughout the city.
318	Establish some criteria for organizations and business to meet in order to be included in the process. Already companies like H & M are inviting the public to bring in used textiles to drop-off boxes in their stores world-wide. Other companies will probably follow
319	Terra Cycle
320	Furniture Bank - only charity that offers pick up of furniture.
321	Large Property Management Companies
322	Centre for Immigrant and Community Services Friends of Rouge Watershed United Way YMCA/YWCA Boys and Girls Clubs of Canada United Way Toronto Hydro, Toronto Water
323	No
324	FoodShare, Not Far From the Tree
325	Toronto Environmental Alliance
326	Toronto Environment Alliance
327	Salvation Army
328	Toronto Environmental Alliance and more local partners -- would be great to involve all of our local community centres
329	Furniture Bank, Repair Cafes
330	None come to mind. The city has the means to research this opportunity, I suggest you do so.
331	No
332	No
333	No

Part 4 – Question 8 Continued

#	Responses
334	Clothing Drive - make it city-wide instead of only Victoria Park/Danforth which is not a convenient location for many of us, especially not if dropping off too much to carry on buses and subways (would take me a bus and two subways and at least an hour each way).
335	BUNZ (Trading Zone)
336	http://www.diabetes.ca/how-you-can-help/clothesline
337	no
338	Second Harvest, Tool Library, Repair Cafe, Furniture Bank, Zooshare, Beer Store, Goodwill, Salvation Army,
339	Local churches who have annual flea markets get a huge amount of 'waste' items that people have donated. The City could take the items that are not sold. Waste reduction could be much better in shopping malls e.g Sherway
340	Not sure what you mean but how come places like Starbucks are allowed to not recycle !? It should be mandatory for all businesses !
341	No
342	Repair Cafe Toronto
343	Charities must have an overflow of things they don't sell. Clothes that can be shredded for another purpose. I take old running shoes to a Nke shop, the shoes are used used for Astro turf
344	Toronto Environmental Alliance
345	no
346	Tool Library, Furniture Bank, Food Share, Salvation Army, Second Harvest
347	No
348	Salvation Army
349	Do not care as long as the donated clothe to not end up in a 3rd world country
350	all those charities
351	No
352	TEA
353	Community Health Centres, Recreation Centres,
354	Private sector firms such as Viking Recycling (They've tried to engage the City in carpet recycling without much success)
355	no idea
356	I think we should do more out reach in school and possible with green peace
357	Salvation Army and cie
358	no
359	DIG-IN, BIG
360	No
361	The Salvation Army Thrift Stores or Value Villages
362	Repair Cafe
363	TEA
364	Brickwork! An excellent organization!
365	freecycle

Part 4 – Question 8 Continued

#	Responses
366	Friends of Withrow Park. Project Neutral. TEA.
367	Not right now
368	Work with schools to have kids clothing/toy swaps, with pickup of items that don't find a new home at the end of the event. EcoSchools.
369	No
370	no
371	Toronto Board of Education - and consider local schools as venue for trading / recycling
372	There is a tool sharing place on the Danforth.
373	Salvation Army and cics, NPOs
374	Diabetes Clothesline program.
375	No
376	No.
377	habitat for humanity
378	Tools library, freecycle.org
379	large corps for waste reduction
380	If we're talking residential food waste reduction, the City could be working in tandem with food security and local food related groups on policy, education/awareness and skill building.
381	no
382	The Get Reel Initiative/Project - Philip Yan (co-founder) - Goal is to collect VHS tapes and reuse usable parts. (I still have mine but want to get rid of them. It would be convenient to drop them off at a kiosk at a City building)
383	Habitat for Humanity, FurnitureBank.org
384	Kijiji
385	Christian Horizons, Association for Community Living, Meta Services and many others who serve people with exceptional needs.
386	Toronto Environmental Alliance
387	Toronto Tool Library, Sharing Depot, Repair Cafe, Clothing Repairathon, Second Harvest
388	Resident associations
389	Daily Bread Food Bank, Diabetes Association
390	schools
391	Green for Life
392	Second Harvest - for food waste redistribution at the industry level.
393	Toronto Environmental Alliance
394	tool library, staples, sustainability consultant network
395	no
396	The Toronto Tool Library; the Toronto Public Library
397	AgriProtein Technologies to recover nutrients from food waste for livestock feed
398	TERRA CYCLE ... cigarette butt recycling
399	Other Charities that are not visible during Environment days.

Part 4 – Question 8 Continued

#	Responses
400	Toronto Tool Library
401	toronto tool library
402	Enviromentum, a Project of Tides Canada
403	Salvation Army
404	repair cafe toronto second harvest
405	Frogbox.com I've used them a couple times moving. Huge time saver and reduces waste.
406	The City should keep lists of community organizations and then approach them about the feasibility of partnering to deliver waste reduction or reuse programs within a designated area and a timeline.
407	City of San Francisco - http://sfenvironment.org/zero-waste
408	A transportation operator like the TTC or Uber.
409	Terracycle
410	none
411	Enviromentum, a Project of Tides Canada
412	Enviromentum, a Project of Tides Canada
413	Enviromentum, a Project of Tides Canada
414	bunz trading zone, toronto tool library, ?
415	major grocery chains(esp. Loblaws) should be engaged to provide a serious bulk food option, in which people bring their own containers and NO plastic bags or containers are provided
416	Enviromentum, a Project of Tides Canada
417	Unsure of the City's current level of involvement with these sharing organizations, but they need help to expand their operations and raise their media profile. Very few people seem to know about these great services: http://thekitchenlibrary.ca/ http://torontotoollibrary.com/
418	toronto public library
419	Enviromentum, a Project of Tides Canada
420	School boards and Cooperatives and Social Housing Agencies
421	Habitat for Humanity
422	https://www.facebook.com/Creative-Reuse-Toronto-469122896580494/ Not yet set up. Would be interested in working with Greenest City, Making Room, the Tool Library and businesses and individual artists.
423	Toronto Environmental Alliance
424	Live Zero Waste - they take pledges to reduce waste, and they post suggestions and encourage community discussion on how to reduce waste (both on their facebook page and on their website) - http://www.livezerowaste.org/
425	Repair Cafe Toronto!
426	Not Far From the Tree; LEAF (in Leslieville); Second Harvest
427	No.
428	Not for sure - but I suspect there would be interest in partnering...

Part 4 – Question 8 Continued

#	Responses
429	Toronto Environmental Alliance - TEA
430	Greenneighbour21
431	"Enviromentum, a Project of Tides Canada"
432	No
433	Toronto Green Community has considerable outreach to apartment tower and settlement communities, which may be valuable "sinks" for reusable material.
434	Canadian Diabetes Association, Oasis Clothing Bank
435	You are presently working with a number of good organizations. Reach out to community or resident associations also.
436	Currently use Cerebral Palsy and Diabetes for used item pick-up; City should partner with sustainability organizations to help people understand the importance of reducing consumer spending and sustainability
437	I wonder if the City is able to have some influence or to support residents in reducing the amount of unnecessary (not related to hygiene for example) packaging from manufacturers, food vendors and businesses?
438	Salvation Army Store on Parliament St., Goodwill would have been great but is gone.
439	The tool library
440	City of toronto community centers citing as a hub for education and even host reuse events.
441	Do not know of any
442	Enviromentum, a Project of Tides Canada
443	No
444	519 community centre?
445	Boards of large condo complexes
446	No.
447	seniors' organizations
448	our organization: the South Riverdale Community Health Centre
449	Toronto Environmental Alliance
450	No organization come to mind.
451	Parkdale Tool Library, Valu Village, Toronto Public Libraries
452	not sure
453	Project Neutral, Toronto 2030 District (mainly focused on reducing GHGs related to waste reduction)
454	Montgomery's Inn, Richview Library, Toronto Libraries in general - they are all easy to find and generally open to the public.
455	Textile Museum, 800 Got Junk and similar and Furniture Bank, if they don't already do it.
456	TEA Toronto
457	The Jane/Finch Community and Family Centre.
458	I am not aware of any
459	TEA, Evergreen Brickworks

Part 4 – Question 8 Continued

#	Responses
460	The Circular Economy, Cradle to Cradle , Blue-Green
461	no
462	No
463	Diabetes Association of Canada (they do a clothing pick up)
464	Tool library
465	Houselink Community Homes
466	no
467	Animal shelters and wildlife centres are great places to reuse textiles like towels. Not Far From the Tree is an organization that aims to reduce the waste of naturally growing fruit from Toronto residents' fruit trees.
468	companies that recycle wood and fibre
469	Toronto Environmental Alliance
470	Hacklab, Site3 and other maker-spaces have equipment for shared use. The City could promote these organizations, offer grants or loans to buy more equipment, or subsidize their space rental.
471	TEA
472	Toronto Tool Library / Sharing Depot
473	No
474	no
475	There are several organizations who collect items for reuse. The Canadian Diabetes Society (?) comes to mind
476	Ecovert Sustainability Consultants
477	no
478	Ecosource
479	Kijiji - this is an amazing site for re-using items. There are already many organizations that pick up used clothing and used clothing bins in parking lots. Perhaps the clothing that is too old to re-use or donate could be separated and recycled in some way with the city. Partnering with Libraries - that are already in many communities to offer a sharing library onsite. May increase traffic and use of the library for books as well.
480	None
481	Yes! Every grocery store should be giving their day old bread and such to their local food bank. The food supplied now is canned crap.
482	Toronto Tool Library and Toronto Lending Library
483	Toronto environmental alliance, tool libraries (not sure if these qualify though)
484	Lystek International Inc.
485	Toronto Environmental Alliance
486	No
487	TEA, Greenpeace ?
488	Enviromentum, a Project of Tides Canada

Part 4 – Question 8 Continued






#	Responses
489	Compost Council - The City used to encourage backyard composting - Why is that not longer happening? The Green Bin is great for folks without backyards, but anyone with a backyard should be composting their vegetable food waste!
490	No.
491	no
492	Malls, farmers markets, grocery stores
493	Recycling Council
494	Furniture Bank, The Repair Cafe, FoodShare
495	It would probably be valuable to get in touch with the Ward 21 Repair Café (described in pre. answer) to see how the city can help replicate this in other neighbourhoods. Bike repair hubs like Bicycle Pirates (and there are 4 others downtown) should be promoted and supported by the City, because we want to promote cycling for emissions reductions, and we should foster repair programs to keep older bikes running.
496	BCS, colleges
497	toronto tool library
498	No
499	Yes - second hand businesses like Once upon a Child, Play it Again sports - the City can help them track and calculate environmental impact of resales. Food-related organizations can help people learn about composting and reducing food waste at the same time.
500	H & M--->for their "bring in your wrecked/torn/damaged clothing" program.This could/should happen for damaged/irreparable shoes (and other such footwear) as well....
501	Second Harvest
502	irbe.org, enviromentum.org
503	Toronto Environmental Alliance
504	Communicate with Toronto residents.
505	Furniture bank & habitat for humanity
506	The Scott Mission, Artsjunktion, Toronto Tool Library, Institute for a resource-based economy (IBRE), ontario Ministry of Environment and Climate Change
507	Sharing libraries, perhaps TEA
508	T.E.A.
509	Parkdale Project Read
510	No

Part 4 – Question 8 Continued

#	Responses
511	groups doing work in the sharing economy such as Repair Cafe, Toronto Tool Library, Zipcar/Autoshare/Car2GO, clothing and other thrift shops like Kind Exchange, Salvation Army, Value Village. Environmental groups like Toronto Environmental Alliance. Swap initiatives like SwapSity, Kijiji, Craigslist. Charities that redistribute items such as Furniture Bank, Second Harvest, religious institutions and other community service organizations. Secondary Technical Schools (e.g. Central Tech - TDSB) that run shop programs or adult programs focused on repair and maintenance could breathe new life into tired pieces of furniture, bicycles, etc. Toronto Public Libraries!
512	there are some anti-poverty coalitions that would probably have great ideas about how to help out with sharing the extra stuff people have.
513	Nope.
514	Tool Library, The Sharing Depot

Part 5 – Question 9 Program Authority and Enforcement

9) Which of the following measures do you think would be most effective to improve participation in waste diversion programs (e.g. Blue Bin recycling, Green Bin compost) in Toronto? (Other, please specify...)

Response	Chart	Percentage	Count
Banning certain products from garbage (e.g. construction waste or mattresses)		35%	339
Imposing additional fees on certain products or packaging		50%	466
More comprehensive enforcement of existing by-laws and fines related to littering, illegal dumping, and improper use of waste		70%	652
None of the above		6%	57
Other, please specify...		35%	325
Total Responses			933

#	Response
1	need more enforcement staff to help
2	In tandem with targetting industry.
3	New rules to require all buildings (all residential and businesses) recycle, compost, and safely collect hazardous waste
4	Education linked to the pocket book
5	education, education, education creating peer pressure. A more simplified system of recycling. It is still confusing.
6	Education (advertising examples) on reorganizing your garbage in the house. I don't think people visualize this as they don't see the first step starts in the house and how to make that easy change from one huge garbage to one huge recyclable bin, one green bin and a small actual garbage bin.
7	Electricity from non-recyclable waste, Electricity from organic waste and organics
8	Force producers to reduce packaging and use reusable containers with deposit fees
9	If the city allows a type of product to be sold/used within the city limits, the city should take the responsibility of having responsibility for that material to be collected/recycled.
10	1) easy accessability 2) education / inspiration. ... banning unrecyclable stuff is helpful too of course.
11	Charging per weight for garbage
12	need to inform and educate re: important need to divert food/organic waste from garbage
13	Reduce plastic packaging on products and plastic bags. Bring back plastic bag fee
14	Education: signage at P.O.P.; mass media advertsing.
15	Support local efforts.
16	Spot Waste audits looking for recyclable or reusable items in general garbage. Such audits should focus on high density buildings such as condos and apartment buildings.
17	Enforcing the current rules. When we received last bins with bar codes were the bar codes enacted and rules enforced?

Part 5 – Question 9 Continued

#	Responses
18	Depends who is being charged, I think manufacturers should be faced with additional fees for unnecessary packaging and businesses should only be able to give a certain amount of single serve packages out per customer (including napkins)
19	Doing lots of motivation before even mentioning the big stick. It brings out oppositional behaviours. Find and promote champions and mascots.
20	For waste that shouldn't go in the garbage that doesn't go in the blue/green bin (e.g. batteries), it's really difficult to figure out what to do with it, and all the options are sort of a hassle. There should be drop off locations, or a pick up once every few months, or something like that. Also it's very confusing what actually goes in the Blue Bin, I'm never sure what plastics/synthetics can go in, and I don't know whether it's worse to throw non-recyclable plastic in the Blue Bin or recyclable plastic in the garbage.
21	Think of incentives instead of punishments. The approach from government should be to encourage participation not punish everyone for a few guilty parties.
22	improve recycling opportunities for minor construction waste, e.g., pieces of dry wall, lumber off-cuts, etc left over after minor home repairs. Maybe the proposed mobile pick-ups?
23	history tells us fines, bans & negative reinforcement don't work. How about finding a system of positive reinforcement?
24	Impose a levy on the ICI sector.
25	Informing residents of what can be recycled and composted. Also informing them what kinds of bags they should be using to put their waste in. Many people believe that coffee cups can be recycled. I know that many coffee chains use cups that have plastic lining in them and therefore cannot be recycled. If more people had this information they would properly dispose of them.
26	an easy win is to bring back the 5 cent fee for plastic bags, removing it was stupid
27	increase the disposal fees for condominium, apartment and commercial buildings for garbage, encourage them to use blue and green bins
28	Education. In different languages - get out to the local ethnic newspapers (of which there are literally dozens and have educational articles, their radios), schools and community. charge much more for garbage bins. Make disposal and donation areas centralized and more numerous. When we do spring cleaning, we just take it all at once and be done with it, rather than have to find the odd locations, scamper around, only to be told we went to the wrong place for this exact item. Make it a 1 stop shop and easy. Else the good intentions just end up in trash and wasted gas from running around.
29	Education through schools and evening TV news
30	More advertising on what is recyclable
31	Having clear labels (e.g. a graphic showing if it is a blue bin product or a green bin compostable product) on all consumer goods; making sure that recycling plants have a better way of sorting products so that waste can be diverted
32	Make recycling mandatory
33	Guilt the shit out of people.

Part 5 – Question 9 Continued

#	Responses
34	Make manufacturers responsible for recycling packages of large items like appliance boxes, used cars, and create incentives for manufacturers to use less packaging materials. Some countries in Europe are good role models for this but hard to implement just in Toronto and need provincial or federal support.
35	ban provision of plastic bags by stores and let people bring their own or purchase reusable, less harmful bags from store
36	Clear information on what is recyclable (or a simpler diversion process in the first place, i.e., not asking people to figure out what kind of plastic is recyclable, but accepting everything and sorting it out at the recycling facility)
37	Mandatory 20-cent recyclable/reusable beverage container deposit and a 5-cent-per-item tax on all plastic containers/products.
38	bring back the charge for plastic bags - it made a real difference - & now plastic bag use increased again after the fee was removed
39	higher waste fees
40	BAN single use water bottles for in home use AND charge a \$.25 deposit fee on all bottles. Bring back the shopping bag fee but increase it to \$.25 or more.
41	Mandatory organics and recycling program participation
42	pricing waste for producers to shift and reduce waste production
43	Giving the opportunity to people to get the compost for their own use in their garden if they contribute properly to the green bin
44	Deposit return on all drink containers
45	make store owners identify with a sticker packaging that can't be recycled and impose a fee
46	Provincial legislation
47	Mandatory green bin program for private companies and for all buildings public or private, enforcing if the option is provided
48	Making it simpler. For example, people can't get through their heads that black plastic containers don't belong.
49	Enforcement on dumping issues. Packaging laws. Make it mandatory. Fines, Hire some staff to do the work not just more managers and consultants.
50	Too much plastic is ending up in Lake Ontario. Bring back the fees charged on plastic bags as one way to reduce this waste.
51	More public garbage and recycle bins in the valley at St. Mark's Rd. Implement green bin compost everywhere especially for dog waste.
52	better public advertising campaign
53	Personal home/apartment visits to educate and inform like a welcome wagon
54	enforcing manufacturers to use less material in packaging (packaging for toys is ridiculously bulky and mostly non recyclable)
55	Changing laws to reduce packaging
56	Encourage business recycling with financial incentives

Part 5 – Question 9 Continued

#	Responses
57	Education Education Education. People need to know and understand how much waste they produce. Every week, its removed from their curb without them having to think too much about it. Also, EPR programs are pure crap. the producers are simply going to pass the cost on to the consumers or label things with "recyclable where programs exist" knowing full well the materials are too intensive to recycle. Consumers need to be made more aware so that they can make educated purchasing decisions and participate fully in diversion programs.
58	apartments/condos have ready reference (on bulletin boards) of non-acceptable garbage and what is now acceptable in recycling plastics. (in pictures and different languages as appropriate to the building)
59	pick up organization that work for the city - and take care of the waste - many times you don't trust certain non profit groups .
60	No longer subsidize landfill-waste collection: users should bear full costs on a per-litre or per-kg basis
61	In Guelph, any waste (garbage, blue or green) would not be picked up if it was not sorted properly
62	Make the packaging producers only use recyclable materials for all their products or face "Cost of Waste Disposal" fines. Have manufacturers establish return of their product depots .
63	Pickup of materials that shouldn't be put in bins, so people have an alternative. Too far to drive to drop-off places.
64	I find it hard to know what plastic to put in recycling
65	Better education about the program, especially as criteria change.
66	inspection, now, is laughable. start with improper use of recycling bins. issue warnings, then fines. fine ALL tenants in highrises, even if some respect the rules.
67	People are always going to need to get rid of construction materials. These just get taken to weigh stations at dumps anyways, which go to land fills, so thats not helping. It still needs to be removed. You should be pushing products which are not made with petrochemicals and can biodegrade, like woods, cottons, metals, etc. which would break down faster. You should impose fees on all product packaging - at the source level - the company - not on the consumer. You need to think bigger change here.
68	Education needs to be improved, especially when more itmes are allowed into recycling programs, but also about refusing garbage in the first place. Refusing plastic straws, lids, bottles etc.
69	Ensuring that the systems operated by the City work seamlessly and are regularly modernised.
70	a rule requiring that all businesses and high-rise buildings have the same access to recycling and composting services that houses already have.
71	Sorry, I don't know and appreciate the ramifications of some of the above, so won't comment
72	Banning packaging that renders otherwise recyclable materials not recyclable, such as sealing flyers in plastic bags (few people will separate them).
73	Action which would encourage less packaging - I'm not sure fees which get passed on to consumers are the way because often there is no competitor product to buy.
74	Bring back the plastic bag charge

Part 5 – Question 9 Continued

#	Responses
75	Putting the onus on business, like cafes for example, to inform customers that those take away cups are NOT recycle. They are garbage. This is a HUGE problem because everyone I know automatically contaminates recycling with them. I think the lids are recycle though. Either way, this should be a law for any food take away businesses, to make abundantly clear on how to dispose of their packaging.
76	Placing a surcharge on disposable takeout coffee cups and on coffee pods
77	Recycling needs to not be a choice. Packaging a big problem because some products only come in non-recyclable packaging so if they had a fee maybe companies would find better packaging instead of losing customers.
78	Manufacturer pay fees on excess packaging. More staff to enforce existing by-laws; our City sometimes looks like a dump!
79	enforcement of by-laws often require several visits for a single problem when residents do not comply. Perhaps having fewer warnings before the fine and definitely an increase in the fines so having an enforcement officer respond to a violation is not cost prohibitive
80	Smaller bins and more frequent pick-ups. The current bins are very difficult to store with small home and are unwieldy to maneuver for many people
81	Education. I continue to be surprised by items that can go in the blue bin as it seems to be an evolving list and people may be quite confused about the green bin. I know my son is completely confused about actual composting and people might participate more if they actually understood what was going to happen to their green waste.
82	a rule requiring that all businesses and high-rise buildings have the same access to recycling and composting services that houses already have.
83	accept more items in recycling and provide employment to people to sort items.
84	Have a simpler method of knowing what can be recycled. Presently, it is too complex, especially for the plastics. Kawatha Lakes takes everything that is plastic.
85	More convenient drop off hours at CofT waste management sites.
86	The reuse program could be enhanced and enforced for articles like furniture, mattresses and construction waste especially.
87	some fashion of an incentive program
88	require the same access to recycling for high rises and businesses
89	Mandating that new buildings that have garbage chutes also have recycling equivalents that are just as convenient
90	A rule requiring that all businesses and high-rise buildings have the same access to recycling and composting services that houses already have.
91	We need enforcement because some of my neighbours just don't care.
92	More education and publicity
93	I think mattresses should be accepted .
94	Make it so cheap for businesses to participate in recycling, they'd be silly not to do it.
95	Clear explanations of what goes where, also charge for construction waste or furniture, big items
96	Charging a fee for garbage disposal; increase availability of public recycling bins and green bins
97	Fees, particularly on plastic bottles, need to be imposed on producers

Part 5 – Question 9 Continued

#	Responses
98	Organizations such as schools that generate a lot of garbage because thousands of people attend everyday should be able to sort more effectively.
99	Like Europe ensure minimal packaging of products....and all packaging must be recyclable. All food products should be recyclable eg no black plastic for frozen meals or takeout containers
100	Continual PR and education. More use of all media. People just do not know enough.
101	promoting use of smaller garbage bins (offering exchange of larger garbage bins for smaller ones) to encourage people to produce less garbage and pay attention to how much can be recycled or composted (ie. tissues/papers towels etc.) that they end up putting in their garbage.
102	Legal enforcement of recyclable packaging for all mass-market consumer good, clearly marked. Too many packaged products are either not recyclable, or ambiguous .
103	I tghink the diversion would be more effective at the source: No over packaging, replacing styrofoam with pop corn (non GMO), selling products in bulk instead of individual containers, etc.
104	The problem with bans is that people will simply clandestinely dump such items in our ravines on even on the street. Imposing additional fees on certain products and packaging is a good idea as long as it's the manufacturer to pays the fees. Penalizing the buyer, when nothing else is available is wrong headed. The excess packaging currently being used by manufacturers is appalling.
105	Before you start fining people for putting stuff in the wrong bin, or even refusing to empty such bins, you must move to much simpler recycling rules. For instance, if it's plastic, it goes in the blue bin. Period.
106	finest are always a winner!
107	I think the fees need to be borne by the producers, probably via municipal and provincial laws... it would be unfair for consumers (who may be impoverished) to pay fees... packaging and distribution companies need to concentrate on creating compostable materials for their packaged goods.
108	more availability of things that could be purchased in bulk: pet food, detergent, etc., or require that all packaging be recyclable
109	Excess packaging is very noticeable in especially in the chain grocery stores mostly for their convenience or efficiency.. There should be fees charged for this.
110	the fees on products or packaging should definitely be imposed on producers and they should not be permitted to pass those fees on to the consumer
111	a lot of people are super lazy and uninterested in changing their habits. You need to give them something simple and uncomplicated, having it be directly profitable to them would encourage them. Like Edmonton's recycling program.
112	more education emphasizing the impacts of waste reduction , e.g. capturing, easy-to-read pamphlet sent to households
113	a rule requiring that all businesses and high-rise buildings have the same access to recycling and composting services that houses already have.
114	no charges for bringing renovation waste (e.g. wood, drywall, metal) to transfer station; even better, curbside pick up of this waste periodically.
115	Hit the manufacturers in the pocketbook. I feel strongly about this.
116	create a more positive (i.e. "carrot") approach - e.g. earn points / reduced fees

Part 5 – Question 9 Continued

#	Responses
117	Rewards/credits for waste diversion
118	pass on cost to manufacturers that use too much packaging consumers should not have to pay extra
119	Fees on the companies that create the waste so they will reduce at the source.
120	A less complicated system. Nobody really knows what is recycling or garbage.
121	No plastic bags. No plastic disposable dishware. These are not even innovation. It is just catching up with most of the big cities in Europe. Public bins' placements seem random. Many streetcar stops do not have a bin near by. Many public bins are broken.
122	a rule requiring that all businesses and high-rise buildings have the same access to recycling and composting services that houses already have.
123	Increased fees for larger garbage bins. Clearer guidelines for how to sort refuse.
124	Start with the packaging companies
125	lobbying to reduce packaging on purchases of all sorts
126	Make it easier for people to do the right thing at the same time as making it harder for them to do the wrong thing
127	Fine households and businesses who don't comply with regulations.
128	A rule requiring that all businesses and high-rise buildings have the same access to recycling and composting services that houses already have.
129	not sure
130	audit people's garbage to check for recyclables, with warning letters/fines
131	Increasing accessibility and availability of these programs!
132	banning items such as Styrofoam or plastic bags or excessive packaging.
133	A rule requiring that all businesses and high-rise buildings have the same access to recycling and composting services that houses already have.
134	multi-language education programs rewards programs and recognition of 'local heroes'
135	separate waste after it's picked up so that landfill space is not wasted
136	Laws should force businesses to change and reduce their packaging practices.
137	I worry about bans. We hike along the East Don south of Eglington. People tend to dump things that can't go in the garbage.
138	Property tax credit voucher for dropping off garbage or recyclables at waste management depot
139	Waste management fees on packaging is the responsibility of the provincial government.
140	a rule requiring that all businesses and high-rise buildings have the same access to recycling and composting services that houses already have.
141	available recycling option for mattresses
142	Neighbours need to rat out offenders
143	Increase fee for large residential bins. Increase refund for small bin
144	incentives to participation. A few 'carrots' as well as 'sticks'.
145	Make it easier to dispose of e.g. batteries, lightbulbs. Not everyone can drive to a waste site, we all have drawers of that stuff and I imagine out of frustration some gets tossed in the garbage.
146	pickup of items wanting to ban from garbage
147	mandatory recyclable coffee cups

Part 5 – Question 9 Continued

#	Responses
148	Most residents are lazy and do not want to separate from their garbage toxic waste or metal/electric waste. A pick up or curb drop off is the best solution as they do not want to drive to another place just for a can of paint.
149	Provide slip to identify what the excluded item (improper use) should be put in
150	expand range of products/materials eligible for Blue Bin program
151	simplify participation - collect mixed stream and let robots sort it out; surcharge manufacturers for non-Blue-bin packaging materials so that their higher prices would influence consumers
152	benefits to condo management for implementing and promoting green bins and blue bin recycling.
153	Taxing/charging for the sale of goods based on their packaging, to encourage more options for consumers.
154	I'm not sure
155	negative actions never work well. in the City where space is at a premium, some people would be seriously impacted through penalties, eliminating certain items from garbage, etc.
156	A rule requiring businesses and high-rise buildings to have the same access to recycling and green bins as residential homes.
157	Many convenient locations available for disposing of hazardous waste such as batteries, lightbulbs, etc.
158	Improved design of green bins for the kitchen; Greater education about green bin program
159	Having people collect recycling on certain days that have been disgarded illegally and paying a flat rate per pound of recycling.
160	Legislation for manufacturers to drastically reduce packing.
161	a social media campaign or door-to-door campaign
162	Education and communication (awareness)
163	impose penalties on producers not residents
164	Strict rules on waste disposal, and fines for littering and using bins incorrectly. Education of Residents is CRUCIAL.
165	Incentives rather than penalty
166	Make the manufacturer responsible for his packaging
167	Celebrate reduction by providing incentives to better behaviour. Apps, games etc
168	Implementing garbage regulation and rules where city staff fine individuals/corporations/businesses for putting food waste and recyclables into the garbage
169	I think the less punitive approach the city takes is great - focus on educating people, schools are a good place to start, kids are very effective advocates at home
170	I think we have too many fines at the consumer end. Have you ever walked past McDonalds at garbage time? It is piles and piles of garbage bags. How do we make them use more reusable cups in their "restaurants"? My half a garbage bag is nothing in comparison to what the companies spew day after day.
171	better education
172	Ban mattresses from regular pick up but have a special pick up days every couple of months for similar items such as mattresses, pillows, etc..

Part 5 – Question 9 Continued

#	Responses
173	More drop off locations and available 24/7 for drop off
174	Educate home owners with more information (print, TV, and web) on what can be recycled, what can be out with gargage, and tell home owners how to get rid of items that are not part of the City's waste management program.
175	Tell people what to do, where to go, and where to put it. Contact stores and manufacturers to alter their packaging if it causing problems. Have a trained, volunteer, resource person in each ward or smaller arean in each ward
176	Incentive: For every ton of landfill reduction annually for the city, year over year , those \$x dollars (equivalent to the cost of trucking the same amount to Michegan landfill) will be directly added to Recreational budget for playground enhancements, parks beautification, etc.
177	Hire garbage collectors who care about their job and not throw the bins in the street.
178	Green bin program requieres a racoon proof solution!
179	providing other options. e.g furniture bank mattress recycling program, vermicomposting program
180	More education
181	Charge retailers for disposal of packaging
182	Consider options for residents with transport and physical challenges who are unable to make use of depots.
183	A watts from waste programme for recyclable garbage and biogas from sewage and the green bin.
184	If City prohibits or makes it harder to dispose of things, people will dump more illegally.
185	Charge the manufacturers of black plastic until they replace it or make it recyclable
186	Helping/forcing apartments to provide proper, even GOOD, bin drop off setups with up-to-date information.
187	I'm not sure if banning certain types of waste or imposing additional fees would be effective. The manufacturer should be the one to take responsibility for wasteful packaging. Additionally, I think diligent sorting of garbage and recyclables can help contribute to a bigger waste diversion rate.
188	very clear up-to-date lists of what is recylable and what is not, and why
189	Lock on my blue bin to keep people from throwing junk into it that shouldn't go. One person threw McDonald's waste and a used condom in there! He might have had fun, but it was not fun for me to clean up. It was disgusting. Since it was my blue bin, though, I felt responsible to make sure only the proper things were in there.
190	Force the companies that produce packaging to recycle it or otherwise create incentives to take it back.
191	Having a physical place where condo/apt residents always know they can drop off their things at, at anytime, in the city. Most working familys do not have time to recycle larger/complicated recycling things until the hours between 8-9pm. And Saturdays & Sundays are the only times off for fun with family and rather not use that precious time to go to the "recycling-junkyard".
192	More education! People simply don't know how waste diversion works and the impacts that the program can have on the city.
193	Fines for organic or recycle waste in the garbage charged to property tax payer
194	stop bannig stuff and pick it up
195	Education

Part 5 – Question 9 Continued

#	Responses
196	Bring more awareness
197	How on earth would banning construction waste or mattresses improve green bin performance? What the f*? If you would like more construction waste recycled, then impose higher disposal fees on construction waste haulers to encourage sorting after acceptance; provide money back for recycling at depots and offset that with higher garbage fees (to encourage sorting), and accept recyclable construction waste materials, scrap metal etc. curbside or at highly local depots at least once per year or 6 months. I have a small pile of drywall and scrap metal at home and no way to get it recycled (no car.) The problem is NOT that you haven't fined me enough for putting it in the garbage. The problem is I have no cost-effective way to divert it!
198	Maybe it's the pick-up time. Change the hours garbage is collected, whether it's blue, green or black bin. I've heard of many people dumping blue or green waste into garbage because they've missed the early pick-up
199	We need to change the culture, especially in buildings. The ads with the 2 funny garbage men were great way to spread the word.
200	FINE FOR LITTERING
201	Crack down on private waste haulers who continuously bring mixed loads of garbage & recyclable materials to the City's Transfer Stations and hold them accountable instead of turning a blind eye.
202	Force retailers to take back any packaging materials from products they sell. They will quickly force their suppliers to reduce excess packaging as the retailer will not legally be able to simply put this material in their garbage.
203	Banning products promotes illegal dumping. Product Stewardship from the Packaging Industry is a must. Taking back of certain packaging that is in perfect condition for reuse by the Vendor. Drop off depots at large box stores in lieu of additional fees. I think the onus is on the Vendor for recovering their packaging whether for reuse or recycling.
204	Requiring all condos and apartment buildings to have programs and enforce their use.
205	Anything to create more ownership over garbage! Transparent bags?
206	To the largest extent, rules and regulations should be at least provincial
207	If materials are banned alternatives (recycling capacity) need to be in place/developed to manage that banned items
208	more acceptance of recyclable materials at the department level (straws, foils, certain plastic wrapping); more available and accessible recycling, green bin programs in commercial/non-residential buildings
209	Many businesses don't separate garbage from recycling from food waste. I'd like to see bylaws, compliance education and if need be enforcement targeted first and foremost at businesses
210	This needs to be imposed on businesses, not just individuals. You will not reshape the wasteful society we have by adding more fees to the working man.
211	I think you could charge a fee for mattresses.
212	Make the guidelines actually make sense so people can know what to do with unlisted materials
213	No useful input here
214	Education?

Part 5 – Question 9 Continued

#	Responses
215	More education on waste. So much is put in waste that should be consider hazardous or it could be reused.
216	enforcing condos and appartments to have waste diversion programs that work
217	monetary incentives are most effective, also more access when in public spaces (on the streets the bins are always overflowing and that acts as a disincentive to put waste in proper bins
218	forcing condos, apartment buildings and commercial places to have and comply with these programs
219	Making it easier to determine what can be recycled and what cannot be
220	A rule requiring that all businesses and high-rise buildings have the same access to recycling and composting services that houses already have. Ban organics from garbage like cities in BC.
221	Businesses and high-rises should be required to have the same access to recycling and composting as houses do.
222	Make it mandatory , fine people and inspect and regulate
223	All businesses and high rises provide services for recycling and composting that houses do
224	In Germany gum is wrapped, here: wasteful blister packs. Construction waste, so much can be reused.
225	Increasing the compost bin will cause people to. Stop composting. We do not need another bigbin on our properties.I compost vigilantly and only fill it 1/2 with a family of 4. Cook all food.
226	This is an amplification of the box above. Walking to work, I see blue bins overflowing with what I know to be garbage. Some people do what's right, some people do what's right if they're told and some people need a telling backed up by fines.
227	Education and motivation! and especially make it easy and not time consuming for hard working people. Extra fees and trips to the transfer stations only make it harder on people and they will find an easier way.
228	thorough education about bylaws and programs
229	identifie households that do not use green bins and educate occupants
230	I have reservations about enforcement in that I wonder if it encourages an increase in illegal dumping.
231	provide alternatives to waste collection. I feel terrible adding garbage but mostly don't know where else to go with it. If I knew where to bring my old mattress I would do so. Banning certain products from garbage will be only productive if an alternative will be offered. .
232	Rebates on garbage collection fees
233	Promoting the use of outside composting bins
234	one of the biggest challenge for residential waste diversion seems to be apartment buildings/ condos, so need to incent owners of these to participate.
235	Comprehensive enforcement is essential
236	Banning certain types of packaging in the city, banning plastic grocery bags, better education about why it's important to comply
237	better public education, publish waste calendar twice a year
238	Do a waste audit and determine where the biggest issue is.
239	Many products are ridiculously over-packaged.

Part 5 – Question 9 Continued

#	Responses
240	Cash incentives to recycling (similar to metals - appliances never stay on streets)
241	you need to reach to most people who don't know can;t understand the difference between each items etc. le many older people don't have patience and time to sort.. I can at home, but my partner cannot comprehend the difference between on items another... Maybe more an incentive program.. you get as opposed t pay..
242	education
243	More education and constant messages everywhere such as on CP24, in the office, and in residential buildings. Better use of signage showing what can be recycled or green binned (pictures and listings of what can be recycled are effective, the more pictures the better. There's a poster (the large one that is included in the City's Waste Disposal Calendars sent to residences) by the blue bin here at work and the visuals make it easier for people to quickly decide what belongs where. Consistent use of bin colour is also important, I've noticed sometimes that bins are not being used for its true intention which causes people to become careless as to where they put their disposables. I think Tim Horton's 3 tiered garbage stations are an example of good, consistent use & disposal branding (similar to the City of Toronto street garbage bins (although I preferred the previous 3 slot models to the current 2 slot ones) and make it easy to dispose. That combined with visual posters are educational and helpful for people I think. Also clearer and targeted messages appropriate for location e.g. what to do with straws, lids and cups at food courts, coffee cups and lids at work, light bulbs and lighters at home, etc. I find it super convenient that there is battery disposal at my workplace. I would bring in even more items if the kiosks were available here and or at (my local) City community center(s).
244	An average citizen cannot determine this. You need information and expertise, to make a decision based on cost effectiveness. For example, is putting garbage in recycling bins a big problem or a small problem?
245	Having blue and green bins in food courts and public areas
246	People have no invested interest in recycling or diversion but penalizing them financially is only like another tax. Their investment can be realised by contact with other people who are invested and who promote diversion in all of its aspects.
247	People don't know what can be recycled & what can't. Education on what's appropriate for which bin is needed!
248	control cigarette butt litter
249	Punitive fines will make people through away in parks, alleys, ect to avoid fees
250	1.With so many in car cams, we should be able to send in videos of offenders & the licence plates to fine them. 2. Yes impose packaging laws so more packages use recyclable materials too. Apparently bubble wrap is not recyclable, so ban it, for example.
251	don't collect garbage or recycle bins if waste is all mixed together.
252	Make all the bin sizes the same price: Free. It makes no sense to charge more for a large bin, since small bins mean more frequent stops by the garbage tuck and increased wear and tear on all equipment. I lived in Guelph for 2 year and had a large bin. I put it to the curb only every 2 months.

Part 5 – Question 9 Continued

#	Responses
253	integrate proven methods in the behaviour change literature. All which have been demonstrated to be much more effective than 1) command & control builds resentment 2) fees are temporary behaviour changers and also build resentment 3) enforcement is expensive (I know preaching to choir). Evidence-based behaviour change concepts are inexpensive, and have the potential to build sustained motivation
254	Many dog owners do not pick up their animal's litter. Community poop boxes could be added to litter containers for that purpose.
255	making it easy for people
256	The banning of products should be under a Producer Responsibility Program so that those wastes are managed in a responsible manner. Imposing fees on certain products or packaging is done in other provinces as deposit return programs which are an ideal way of managing additional products and packaging that do not easily fit with the City's recycling program.
257	From a multi-residential perspective, penalizing residents without providing them recourse to alter their actions is unproductive. Waste diversion programs need to be mandatory in multi-residential buildings, which can then be enforced via the measures listed above.
258	Reduction and reuse strategies have to be prioritized, especially with regard to business and large industry (e.g., food salvage from restaurants)
259	Improving packaging standards. Promoting reusable containers for liquid products such as shampoo, soap, beverages, cosmetics, etc.
260	Incentives to get people started..especially for the organics program in buildings
261	continuing education
262	Making it easy to figure out what goes in what bin (which may include imposing labelling by-laws on packages and products that are more intuitive than the number-based recycling system now.
263	meat and cheese are impossible to buy, except in pre-sealed plastic which becomes garbage. It ought to be required by law that they be sold over the counter wrapped in butcher paper
264	expand what can be recycled or if packaging currently cant be recycled then ban its use for products to be purchased and used by the public.
265	getting apartments/condos to recycle/compost
266	Enforcement is probably expensive. Education may be the best.
267	Make it easy to donate or recycle. Would work far better than fines. Although fines may be necessary in some cases.
268	a rule requiring that all businesses and high-rise buildings have the same access to recycling and composting services that houses already have
269	What would people with old mattresses need to do. Right now, I see them put out & later a 'special' garbage vehicle picks them up. Is there another possibility...
270	Implement a Zero Waste program, first requiring businesses and buildings to recycle and compost the same things.
271	For those residents who do not organic EVER, they should have their garbages audited for organic waste and be fined.

Part 5 – Question 9 Continued

#	Responses
272	I thought mattresses and construction material were already banned from garbage. I think one of the biggest obstacles to more people recycling is the fact that it's so darn complicated. You almost have to have a PhD in "garbageology" to recycle properly. The rules are confusing (e.g. ice cream cartons go in the green bin, but waxed boxes go in the gray bin) and they keep changing (black microwave containers now go in garbage). Most people I know just can't be bothered. Also, the fact that there are no green bins in public parks results in a lot of unrecycled waste. I have a dog, and I confess that I never carry her poop home to put in my green bin. We had a poop bin in the park for a short time, but it was removed.
273	franchise model for hauling and processing, to reduce the number of different programs available in public and private spaces
274	Rules would need to be fairly clear - at the moment, so many things are recycleable that it may be easy to think "oh, it's probably recycleable".
275	Ban bottled water.
276	more education around how to recycle
277	The City must ensure that all condos and high-rise residents have equal access to green bin and recycling programs.
278	Packaging that cannot be recycled at a profit or composted should attract a PHAT (Pollution and Headache Added Tax) that increases every 6 months.
279	More education campaigns. People still have doubts about how to dispose some stuff. Green bin requires special attention, mainly in regards to compostable things out of the kitchen. Maybe introducing a bin for making easier the separation of waste in washrooms could be helpful...
280	The city should also make sure all businesses, shopping malls, etc... offer the same diversion programs that are available at home
281	penalties for building management if they do not instruct staff to 1. check bins frequently to ensure proper use 2. follow up with tenants not complying 3. city workers should refuse to collect bins that are not properly sorted, having full contaminated bins is a sure way to force compliance with multi-resident buildings. After all many municipalities refuse pick up of improperly sorted garbage/recycling/food
282	Introducing incineration
283	street competitions - biggest waste reduction
284	Mandating use of clear bags for regular garbage.
285	increase types of materials allowed into recycling/composting program
286	Mandatory recycling in all businesses/office buildings with fees associated with divertable waste that is not properly sorted
287	Reducing the number of materials taken by the program and focus on eliminating those materials from use. Confusion is biggest reason that people participate improperly - there are too many disposable items to keep track of and recycle properly
288	Incentivize people to use blue bin, green bin, rather than fine them for using garbage.
289	Increase fines won't help. Would be more helpful if 311 had one line for unusual items to be picked up by scheduling a date to pick up those items such as construction materials, mattresses, old furniture, people are busy everyday. don't have the time to take care of those issues alone
290	Making it easy to recycle minor construction waste, e.g., lumber cut-offs, pieces of dry wall, etc.

Part 5 – Question 9 Continued






#	Responses
291	Need easier electronic, medical and battery disposal services
292	more public education, e.g. billboards? I thought construction waste was banned from garbage already. If anything is banned from the garbage, people need to be informed about how to dispose of it properly.
293	Make it mandatory for landlords to provide organic waste collection bins
294	Ban on packaging. Mandatory return of containers like beer store does
295	Stop junk mail, flyers etc from being distributed.
296	Fees on extra garbage, credits for donations of clothing
297	Charge retailers for not providing alternative packaging.
298	Increased cost for larger garbage bins
299	rewards rather than penalties - determine why programs aren't utilized - what are the barriers?
300	Encouraging home composting with information and equipment
301	altering garbage chute for organic waste-- incentives not fees
302	Incentives for proper waste management - instead of punishments (e.g. reduction on utility bill?)
303	More convenient drop off of household hazardous materials and batteries. Mobile Drop off service would help with this as I don't see people driving to a depot to drop off a few batteries or expired medications.
304	I have people past my house daily who drop their trash into my blue bins, a non recycled item. Would I be charged for that?
305	Reward the participants
306	a rule requiring that all businesses and high-rise buildings have the same access to recycling and composting services that houses already have
307	more education programs
308	I am also in support of "Imposing additional feespackaging" HOWEVER problem with this is some people would start dumping packaging where ever they can in order to not pay fees ! Instead start to charge people at point of sale this would hopefully start reducing packaging or even better eliminating packaging completely where feasible!
309	Making it easier to dispose of waste instead of illegally dumping
310	We want zero waste for our city. We need a rule requiring all businesses and buildings to recycle and compost the same things. Also, we should encourage the switch from disposable to reusable (ex. too often disposable plates and cutlery are used for corporate parties, coffee pod machines are used in offices, etc. These should be banned).
311	Much more expensive black bin/garbage fees
312	We need to make sure all buildings, including condos, apartments and the commercial sector need to be using all of these service. We need to make sure the green bin program and recycling is mandatory for everyone in the City, and that the same rules apply everywhere!
313	Ban on plastic bags!! Please!!
314	gbanning products from garabage is ok as long as there is an viable alternative for things such as construction waste and mattresses
315	Make it mandatory that all businesses have to compost and recycle and collect hazardous waste

Part 5 – Question 9 Continued

#	Responses
316	Short, info-leaflets, in various languages, that highlight what is banned and where it should go; these could also go home with neighbourhood children after their classes discussed the 3 Rs.
317	1) Have trucks etc come by (OR-perhaps-have certain drop-off locations available;here in the City of Toronto) to pick up certain items that (presently) cannot be recycled;SO THAT these items can be later placed in incineration locations elsewhere in the Greater Toronto Area. 2) As was the case in the past;have a) large blue bin/shells available at GO TRAIN stations for those to drop off newspapers etc; and b) have large blue bins available at transfer stations (such as the one at Midland north of Ellesmere) to drop off excess newsprint/bottles etc.
318	Make it easier to do the right thing, right now it's way too complicated to figure out what goes where.
319	Education, education and more education
320	I think incentives for companies to drastically reduce packaging would help as well. Also, as a society we should change our focus from quantity to quality, to discourage the manufacturing of furniture, appliances, electronics, etc., which are made to last a short time... essentially disposable. For example, many people now replacing a 30-40 yr old fridge can expect the new one to last a few years before they need repairs, only to find out the replacement parts are no longer available. Or it is cheaper to buy another unit instead of fixing it. With the gains made in technology, there is no reason products cannot be made to last much longer than ever before. We are going in the wrong direction.
321	Education.
322	Lots of education. I know educated and caring people who don't know what is recycled, eg plastic bags. People also need to be made to care.
323	A rule requiring all businesses and buildings to recycle and compost the same things would make zero waste a lot easier
324	All buildings (residential, business, schools) should require the same waste services. All places should offer *at minimum* full recycling services and organics collection. No reason why they shouldn't also have a clear system for collecting electronics and other hazardous wastes like paints, medicine, etc.
325	Product packages should be better regulated.

Part 6 – Question 10 Where you Work, Shop, Eat & Learn

10) What challenges do you experience with garbage, recycling, or organics programs outside of your home? (Other, please specify...)

Response	Chart	Percentage	Count
The programs and acceptable materials are different than what I have at home		29%	265
There is nowhere to divert my organics (compost)		46%	422
There are not enough recycling and organics bins available in public spaces		54%	502
None of the above		17%	155
Other, please specify...		28%	259
Total Responses			923

#	Response
1	anonymity in apt/condo & odour
2	my office building does not recycle effectively
3	At First Canadian Place where I work, individuals have options to divert waste but many choose not to. The bins are scattered around the kitchen. All 3 bin options (garbage, recycle, compost) need to be together in one unit so it's a no-brainer.
4	The lack of care other people take in how they use or don't use programs.
5	clearly label LANDFILL and then recycling-green; in public spaces most people just deal with all as landfil and does not discriminate
6	We still see garbage outside the waste recycling bins provided
7	Lots of businesses (cafes ect.) don't actually offer a choice. They usually have just one bin.
8	Plazas and Malls have none or very poor recycling programmes.
9	Colours for waste segregation receptacles must be consistent. Restaurants/fast food places do not recycle.
10	I have everything at my front door outside my townhouse
11	Coffee cups are a huge issue since most of them don't recycle
12	every plaza, every major store must legally have an easily accessible recycling, organics, and garbage bins!
13	I work in a hospital and the waste is terrible. Hospitals as places of health should be obligated to have a state of the art composting and recycling program
14	Hard to know for sure where to put what you have in your hand - better signage is needed, especially when rules differ. Customized location-dependent signage would be helpful (e.g. in a food court, what packaging currently used by vendors goes where?).
15	misinformation at some retailers re: what can be recycled in our community (my pet peeve: coffee cups - CAN'T be recycled, despite some cafes encouraging 'recycling' of their coffee cups.
16	Nothing but garbage is collected at my office
17	public bins should distinguish between organics and other recyclables (as at home)
18	There are more packaged goods available away from my home and not a lot of places to buy unpackaged food so I generate more waste.

Part 6 – Question 10 Continued

#	Responses
19	I still must put some packaging material into the general garbage that is not recyclable. No non-recyclable packaging material should be allowed within City limits. This by-law should especially apply to all retailers.
20	i don't really notice what anyone (ie. businesses) outside my home is doing, except for the neighbours.
21	GFL does not follow city rules on garbage the will take extra bags with no tags they will take recycling filled with trash or trash filled with recycling.
22	I see much commercial waste all lumped together in garbage, stuff that could be recycled. Some establishments have divided bins, but when collecting, it all gets put together!
23	In the building where I work, there is no facility for separation of compost, recycling and garbage. As a result, everything is treated as garbage (although some of us do take materials home and recycle or compost that way). Separation should be made compulsory at work places.
24	I see other people are doing it wrong and other people seeing it follow the wrong procedure. There should be a joint effort between connected municipalities (e.g. Mississauga and Toronto) to streamline accepted materials so that there is not the variance between the two. This causes confusion. The same goes for shopping centres and office buildings, they usually have their own programs that are slightly different than each municipality that they are located in. Toronto could partner with private sector consulting firms to reach out to those areas and assist commercial clients in procuring services, as some companies do not have the budget.
25	There is NO incentive for people who misuse these programs to change, no incentive for them to stop littering. You & I might do it because we have a certain value set, unfortunately many others don't. Let's help them join the cause by incentivising the process!!
26	Better info-dissemination on recycling-locations for various household items (batteries, electronics, wire & cords, etc)
27	I work in new building in Toronto, there are blue bins, but nothing for organic waste
28	Make businesses that are large enough - and enforce that they must have multiple bins. Rather than punish residents.
29	organic composting smells if not disposed of in 2 days
30	people are too lazy to use compost facilities at work; not enough recycling and compost facilities available at work places, restaurants, in public, etc.
31	confusion about where to place certain materials (i.e. styrofoam, paper, plastic); lack of clear signage
32	Mall food courts certainly are not composting organics
33	People steal my garbage bins. Think of the size of the garbage and recycling bins, and then think of that tiny little white strip where you are supposed to write your address. Why do you make that white strip so tiny and small. Make it a gigantic square so I can write my house number on it.
34	Lack of reverse vending machines for recyclable/reusable beverage containers
35	skepticism about the efficiency of public recycling bins

Part 6 – Question 10 Continued

#	Responses
36	There are not enough garbage bins in public spaces, either - and some people obviously use them to dump garbage so that they're overflowing, e.g., near Delaware subway entrance
37	i don't find private waste collection to actually recycle. I think it al goes in garbage bags at the end of the day
38	people still dont know what can abd cant go into each bin. infographics may be possibly useful to combat this
39	The bins in public all get treated like trash bins. They need to be more seperate. Also the bins in the park are so ugly. Other cities do not have these ugly bins in their public spaces. It makes Toronto seem like a backwater. Seperate bins for dogs waste in parks with brown paper bags and cardboard inserts like they have in Prague would be an improvement.
40	Sheer ignorance by other employees
41	Inconsistency in bin shapes and colors and massaging in various locations and offices and organizations
42	Inattention or ignorance. I just found tin foil in the compost bin at work!
43	There are dog shit bags and cigarette butts dumped everywhere. I have been to other countries where people do not do this. Quite a revelation. More bins for the dogshit , enforcement, Make companies like Tim Hortons help pay for the clean up . Their customers are chronic litter bugs. They will come up with something to cut the litter if they have to pay more.
44	Especially organics - where are the facilities outside my home? In Charlottetown P.E.I. there are facilities on the street corners.
45	Not enough garbage and recycling bins in the valley at St. Mark's Rd.
46	containers are already full
47	People do not sort and do not seem to care in public spaces, transit
48	Construction products are not encouraged to be recycled, such as lumber, fixtures, windows, doors, appliances, etc
49	Accessibility
50	maybe the industry should label their containers to indicate which bin it belongs to aside from the recycling sign - if the symbol is the same -then you know you're not making a mistake
51	Sometimes the labels are confusing; and at other times there aren't enough differentiated bins
52	Blue and green bins should be EVERYWHERE through out the city. They should also be larger than garbage bins.
53	All plastics should be only of a recyclable type
54	I have big issues with restaurant waste. I find it incredible how hard it is for them to recycle and compost.
55	(1) Ontario is Canada's ONLY province with no deposit legislation. (2) City is still much too lax with food courts, take-out places, coffee shops: many provide un-recyclable containers.
56	while i recycle actively my family does not to the same extent
57	Commercial Businesses are not obligated to actually recycle their waste, only to offer source separation on site. the "3Rs" regs need to be strengthened and the authority/resources given to actually fine the IC&I Sector. The new Waste Free Ontario Act is a disaster that clearly is the result of kathleen wynne taking a giant bag of cash from John Coyne.

Part 6 – Question 10 Continued

#	Responses
58	Garbage, Recycling and Organics is mixed together in malls.
59	I live on Toronto Island and am surrounded by park land. I struggle with the idea raking my leaves, putting them into paper bags and having trucks come over here so that they can drive them to a composting facility somewhere in the city. Why don't we have a composting facility here? I also struggle with seeing the garbage cans on the island filled with plastic bags of dog poop. Would love to see alternatives to people picking up after their pets and then putting in the trash. I know it's compostable but most people don't take it home with them.
60	Condos present special problems with organics.
61	I have trouble disposing of the small amount of toxic waste (batteries, paint, etc.) I have no car and wait all year for the local environmental day and if I miss it am in trouble.
62	Garbage and recyclables are collected separately but disposed of as garbage
63	There aren't any organized programs for proper waste management. For example, recycling and garbage go into the same bin, except for cardboard.
64	Not enough sincere effort by businesses to divert. Make it law, make them train the staff and enforce it.
65	Restaurants should HAVE TO recycle. I can't believe what I throw away at Tim Hortons, Starbucks etc and I don't just mean the coffee cups. There should not be an option to allow this much waste.
66	Confusion over what is recyclable and it isn't. Also unmarked plastics.
67	hospitals can do it..why can't the city offer more alternatives for reducing.
68	size of bins in too large
69	Some places (e.g. Port Union Community Centre) don't even have outdoor garbage cans anymore.
70	It is unclear how to use bins. Vendors should not be using materials that are not recyclable.
71	Always very unclear in fast food outlets, which items go in which bin.
72	there are some places that just do not offer places to recycle, like my local hockey rink, has been like that for years
73	Not always obvious, easy or clear how/where to dispose of household items that could be recycled such as toasters/electronics/etc. It would be good if a new 'blue' bin could be added for those kinds of things.
74	People at work don't follow the rules.
75	Need to either ban non-recyclable packaging or find a way to re-cycle it.
76	none
77	Starbucks doesn't make provision for recycling.
78	Although city guidelines are comprehensive, there are materials we need to get rid of but find no clear direction on how we can do that. For example, glass - after a great deal of time on the Internet, I still don't know how to get rid of glass we don't need.
79	Malls need to recycle!
80	I haven't seen any suggestions for textile recycling. I tend to wear clothes out, so charities wouldn't want them.
81	It seems that businesses and non residential buildings could abide by the same bylaws as residential and that alone would clean up most of the mess at landfill sites

Part 6 – Question 10 Continued

#	Responses
82	The actual bins are unwieldy and hard to lug up and down a flight of steps to street.
83	We can't recycle coffee cups!
84	Most common place restaurant (ie Tim Hortin's) do bot provide sufficient recycling container options. Also, many places automstically give you wasteful one time use bags/packaging.
85	When I eat out, I don't trust the purveyors to recycle so I sometimes takes bottles and cans back home with me.
86	Cigarette butts everywhere, ban smoking on city streets and any public place, including parks.
87	the organization I work for promotes different information for recycling than the City does
88	Many people are uninformed and discard their recycling and waste into the wrong bins
89	On the TTC subway system, the recycling bags and garbage bags have the wrong items thrown into them.
90	Recycling and composting is not convenient, not easily accessible and not actively promoted among condos such as the North York area
91	Most people seem to ignore the sorting aspect of recycling putting garbage where paper should go or plastic in the garbage, etc.
92	More assistance to the school boards is needed. The waste is unacceptable.
93	There are many, but we need more. I would also appreciate a separate compartment for coffee cups which I believe are non-recyclable yet continually clutter up the recyclable compartments, as there is great confusion what to do with this item.
94	the WORST is that most restaurants or food purveyors are NOT using biodegradable containers, cutlery, etc. plus are offering plastic water bottles. This is horrible and there need to be incentive programs or outright bans (like on bottled water and plastic bags) to force this issue. People/businesses are just NOT listening or complying.
95	Most companies or negligent to their waste...probably because controlling how their customers dispose of products is too difficult.
96	I would like to see fast food coffee cups recycled
97	All of these are available in my condo
98	I have witnessed the dumping of recycling and organic bins into the garbage by building maintenance crews (e.g., at St. Lawrence Market)
99	Are recycling bins in public places actually recycled? Or do they just get dumped in the trash? I just take my stuff home and throw it out there.
100	councillor needs to do better job on informing constituents on community days
101	Retired
102	It gets confusing. More ads in free newspapers like NOW help when there is an addition to article that can be recycled.
103	many public events / buildings do not provide opportunities (e.g. bins) to do so
104	People not caring about whether they mess up the streams (i.e., putting garbage in a recycling bin)
105	we all know that raccoons are an issue if the green bin is turned over by them city waste workers will not pick it up. not the residents fault they should pick up even if it has been overturned, when items fall out of the truck they are left on the street. need more responsible staff picking up compost

Part 6 – Question 10 Continued

#	Responses
106	The labelling is vague so I'm not sure what goes where.
107	People litter and don't recycle. Bins are always broken and most of the time not in the places where you need them.
108	The recycle guidance is a joke. Color of the plastic really? I mean, plastic is plastic. If some plastic are not recyce, it should not be sold. Every store should access recycle and offer reward. Plastic bottles should be refundable (like in many cities in the worlds). EVERY CAN RETURNS SHOULD BE LEAD TO A REFUND, not only alcoholic bevarages.
109	residents at TCHC do not put the appropriate materials in the correct bins
110	Too much packaging and products are still not recyclable.
111	Park and Street side Recycling & garbage bins are not separated and everything is mixed up
112	I actively recycle - better access to batteries drop offs??
113	It is not always clear what shoud go into the public recycling bins and what should not.
114	Ryerson University (where I work) has no comprehensive plan or process for waste reduction
115	I don't understand why there is a general lack of blue bins in public spaces. This should be paramount to ensure the people participate in the same programs that they participate in at home.
116	Rules for plastics are complicated
117	The City does not recycle common hot beverage cups. Corporations such as Starbucks and Tim Hortons are able to say they are recycling these cups when the city does not have the capacity. These corporations should have to pay for the recycling practice.
118	It doesn't appear that all places are actually recycling. Restaurants use black bags for recyclables (I don't believe this is actually being diverted). Consider banning use of black garbage bags.
119	education and behaviour is different than that of home, and office does not seem interested in improving. Impose fees on building management or waste contractors and have better resources to encourage office sustainability as well as home sustainability.
120	Hospital waste /recycling is not done optimally. So much plastic is thrown out unecessarily
121	My recycling, garbage and green bin are in my driveway. Sometimes animals will get into the bins. - Make the bins more animal proof. - Also find a way to prevent neighbours from throwing their garbage in my containers to dodge the utility fees
122	finding waste in recycling bins and recyclable items in waste recepticals.
123	The city multi-use bins are all broken. In some locations there is just an old style everything bin. Fast food outlets don't all follow a waste programme.
124	not enough cigarette disposal places in the city
125	See garbage men drop recyclables in with garbage and not seperate
126	The exterior of the bin are really dirty
127	Difficult in understanding what goes/is accepted
128	I'm not aware of any public audit reports or certification credential to let me know that a particular industrial, commercial or institutional player is performing well or poorly, so I'm not influenced to modify my consumption behaviour. The green/yellow/red health stickers on eateries at least pushes me away from red or yellow establishments.
129	older office buildings don't have mandatory recycling or green bins.
130	people do not pay attention to signs and just throw everything in the garbage

Part 6 – Question 10 Continued

#	Responses
131	It does not appear that custodial staff have been trained to handle diverted waste products. It all goes to disposal
132	Fellow employees don't understand recycling rules and aren't used to recycling. Need a visit from someone to show organization what to do.
133	My office is in an industrial building where there is no recycling or green bin program. While we pay a private company to offer these services, other companies may see no incentive to do so.
134	individuals don't pay for the resulting waste... so they care less
135	We need some type of recycling program for coffee cup!
136	I have no issues with this, but I can see other do.
137	no green bin in many city of toronto buildings
138	I wonder how businesses i.e. restaurants are disposing of their food waste (and other waste) and whether they are disposing of waste in an environmentally responsible way
139	City Hall only puts out a few garbage containers. Forces the choice of recycling or organics only. Leaves the consumers left holding the garbage until they can find a garbage containers somewhere.
140	more accessible at work than at home in a high rise apartment.
141	Our Apartment doesn't even have green bins, only "recycling" and garbage. The recycling is not used properly and people dispose garbage and scraps in it.
142	There need to be green bins where there are recycling and garbage bins, I have NEVER seen a compost bin anywhere in the city's public spaces. I see a lot of recycling bins being improperly used. There needs to be better visuals for what goes into recycling and what goes into garbage and more regulation toward making sure individuals properly dispose of their waste.
143	Garbage and recycling bins are not emptied often enough. Especially in my parks (dufferin grove and Trinity Bellwoods).
144	outdoor bins are often full and then people dispose incorrectly. it is discouraging. its not clear if typical items like coffee cups can be recycled or not. so half of people recycle, half dispose. "fake" recycling systems like in tim hortons, where they claim coffee cups are being recycled but they can't be as they are waxed, provides confusing and contradicting information.
145	No easy way to recycle or dispose of hazardous materials and metals
146	Eating out: Usually no way to separate organics, garbage and recycling in shopping malls, fast food restaurants, etc. I would like to see this mandated and enforced. Right now most goes into garbage. Even then enforcement is an issue e.g. Coffee/donut shops, etc.
147	Fast food places encourage waste. They MKUST be forced to recycle. People are not well versed on recycling certain materials. The list changes (IE: some plastics now accepted).
148	AS I said earlier we really miss the Goodwill for clothing and no longer needed items.
149	McDonalds often have no recycling bins, or only "bottles and cans", no "paper" no "organics" recycling bins. Other fast food places too
150	more / better garbage & recycling bins
151	There needs to be a 'return to nature' way of dealing with dog poop. I.e. park vermicomposting
152	Not always sure of eligible items

Part 6 – Question 10 Continued

#	Responses
153	The street bins with the step bar are simple a joke. Separate this stuff later or treat it all as garbage. Also the bins in the parks are very ugly. Why do other cities find garbage bins that aren't big ugly plastic blobs?
154	I did not understand the question. Some of the other questions are also unclear. Make sure writers have good language skills and have the wording reviewed/checked.
155	The facilities as plazas, malls, civic centres, libraries are very poor compared to what we do at our home.
156	The public garbage and recycling bins are generally overflowing
157	I'm bullied and laughed at at work when I try to help promote something as simple as putting paper in the recycling bin, instead of the trash.
158	My company does not have compost or organic waste bins in the building--everything goes in the garbage. The list of acceptable recyclables is different from what I am used to at home. The city's public waste bins do not have separate waste compartments either. Having to save my garbage for a more appropriate place to put in is cumbersome.
159	Trespassers dumping the wrong kinds of waste into my blue bin.
160	Recycling standards in workplaces/office buildings are different than for residential. I end up bringing home recyclables because there is no place to discard them.
161	Are there condo/apt bins for broken electronics/paint/batteries/broken lightbulbs etc?
162	The recycling in available public spaces is mixed with garbage when City of Toronto picks it up. I have seen this happen on several occasions -- it all gets dumped into the same compartment of the pick up truck. Very disheartening.
163	Have no way of knowing whether restaurant, coffee shop etc. that I attend are doing all that they can to recycle.
164	Office cleaners put everything in one bin. Need greater enforcement
165	i don't want to carry my recycling to a public bin. Need somewhere in my building to drop things off.
166	Private businesses lie about recycling and garbage, when really they put everything in the garbage in the back.
167	Usually take everything home. We need more packaging to be recyclable like toothpaste tubes, deodorant bottles/holders
168	Different locations, such as malls, have different policies as to what recycles. Hard to find organic collection sites/malls etc.
169	There is too much confusion. It is not clear what goes in what bin.
170	Businesses are not doing enough.
171	disposing of paint, batteries and electronics - and small construction materials
172	LAck of information about what goes into recycling and organics in public spaces for those that don't live in Toronto
173	Poor clarity on what goes where.
174	The rules should really be the same as for residential areas
175	Garbage and recycling bins are not close together.
176	No recycling and organics bins available in restaurants and food courts.

Part 6 – Question 10 Continued

#	Responses
177	There is not enough info on what is recyclable in bins and what is litter; there are so many non-standardized, divergent bin systems throughout the city (city bins vs TTC vs private businesses)
178	Secondary schools (though not a City responsibility) need to have such bins to encourage good habits for youth
179	The locations are out of the neighbourhood, and that makes it difficult to prioritise.
180	Often there's confusion in malls, food courts about what can be recycled, etc. as it's different than the city program (ie private contractor).
181	People in public don't throw out their stuff into the right bins. For example, recycling bin has waste in it. Compost has recycling in it. The public doesn't sort.
182	need greater consistency, more/better signage and bigger bins on the streets so they're not overflowing
183	Employees who do the collecting often dump everything together even if the public has carefully used recycling bins - notice this especially in subway stations and hotels
184	I have heard of cases where recycling or organics for patrons in businesses (e.g. coffee shops) gets mixed with garbage when disposed of
185	Extremely rare to see an organics bin at work or public place. My work plaza does not even have recycling, and City of Toronto should enforce businesses to at least have recycling. I and other businesses I've spoken to feel the need to bring recyclable materials home or to city street bins.
186	Casual restaurants often do not have recycling bins for cans, bottles, paper, etc.
187	Bin doors do not open
188	Try to recycle food waste in my composite bin in back garden but we then get mice and rats. Therefore we use city waste recycling.
189	Clarity about what is recyclable and what is not I.e. Plastics
190	Recycling items are unclear and often aren't intuitive.
191	I hate seeing discarded newspapers in the regular garbage when I am at the arena. People are lazy, signage must be very visible .i never see organic bins when I am out. bins
192	i often work in City of Toronto buildings but some don't have green bin programs and have limited recycling.
193	excessive packing on purchased items
194	not sure what plastics and glass goes in the blue box. The staff at your booth at shows do not have the answers, only a brochure. Not having a garden I am not sure how to dispose of the soil from my planter boxes
195	Custodial services at Civic Centres are very poor.
196	Not all companies provide recycling and those that do have non-standard containers so you're never sure you are putting things in the right bin.
197	The Toronto city garbage units, the ones with the step lever to open the garbage, are horrible. In my neighborhood, about 50% of them work. Replace them with ones that work better.
198	We make garments. Have to through out a lot of fabric scraps in the garbage.
199	Recycling etc is available, but cleaning staff mix garbage and recycling together and throw it in the trash
200	My workplace does not have recycling pickup

Part 6 – Question 10 Continued

#	Responses
201	limited commitment to recycling
202	Disposable Coffee Cups should have their own disposal bin, and we should get the equipment that is needed to recycle or compost them. They should not be thrown into landfill.
203	The different programs lead to overall confusion about what goes where.
204	People ignore the "rules" and put anything in any bin
205	The question of whether my waste will end up where it was intended for.
206	We do the same amount of recycling at work as at home.
207	I'm not familiar with what's acceptable in the blue bin on ttc for example
208	There should be an affordable small size garbage can with 2-3 compartments where people could use them in small rooms and condos. It's difficult to keep 2-3 big garbage cans in one tiny room and it make it difficult to recycle.
209	People often don't sort their items in public bins - ie. they'll put any item into any bin regardless of the label on the bin
210	inconsistent looking bins - litter vs parks vs home
211	I just notice that they are not used properly. If the recycling portion of the city waste containers are full, people just use the garbage side.
212	some people just don't care.
213	There is no flexibility for certain times of year where recycling may be more (like christmas wrap). Make this an event to draw attention to its importance.
214	pictures of what's recyclable show in front of garbage. I care a lot of recycling and I get confused.
215	The homeless guy at the comment sessions nailed it. He knows. Universal color coding is the only way to go. Think of power cords for cell phones. I have a drawer of about 15 different charger plug-ins. Eventually it go so crazy and so wasteful and irritating that they said - "All chargers are micro-usb". Thank God. We need the same think god moment. Color-coding!
216	I never know what goes in which bin. contents are always mixed making it hard to tell. sometimes the options aren't available.
217	Extended producer responsibility should step in to step up the convenience of recycling, reusing and the management of organics in public spaces. City events and City managed public are the responsibility of the City and should be managed to meet future diversion targets of the City...like Zero Waste.
218	Even if sorting is available, materials are usually contaminated (e.g., food and recyclables) or mixed upon disposal.
219	Businesses use too much packaging
220	more guidance needed on what goes into which bins
221	the TDSB snack program should be forbidden from using cheese sticks and yoghurt pouches which generate thousands of plastic garbage items every day, and teach children to reach for colored plastic when they go to buy something.
222	People do not put them in the right bin, may be because the Instructions on what are accepted are not clear.
223	Businesses that do not recycle or have organic waste disposal (restaurants)

Part 6 – Question 10 Continued

#	Responses
224	There are now garbage and recycling bins in city parks, but there are no green bins. Green bins need to be in parks for those who have picnics, dog waste and those who just want to use a green bin rather than tossing the item(s) in the garbage bin.
225	No one knows how to recycle properly.
226	generators of waste are not motivated to reduce, i.e.. quick service restaurants and coffee shops
227	Public bins are rarely used correctly
228	At some work places in Toronto, I have heard that the "blue box" and garbage are emptied into the same containers.
229	Every street corner should have a Garbage and Recycling bin. Many people will not go looking for one if it's not convenient to get to.
230	Am never sure which materials can be recycled
231	No green bin at my office!
232	The programs in my condo and office building (both where I live and work) do not accept as many items in their recycling program as the City does as part of the regular residential program.
233	fast food restaurant I find usually have one multi bin for recycling but up to 6 or 7 old school garbage bins that most patrons use. Ban the single use garbage can in malls, fast food restaurants etc
234	street garbage bins - full or broken
235	The city garbage/recycling units are dirty and difficult to use/broken often
236	Unclear what goes where when outside of the home.
237	many private businesses don't offer the opportunity to properly dispose of my litter (blue box options etc)
238	There is no recycling or compost in the building
239	The city's street bins are in the wrong place - usually far from the corner and far from transit stops - people won't walk 30 ft. out of their way to throw things out. My guess is that this is done to make it easier for trucks to empty them, but that's missing the point if the users don't use them.
240	The building where I have my workplace offers neither composting nor recycling. This is a big problem.
241	People ignore signage and throw garbage into recycling bins
242	Disposable cups and food waste goes to garbage. There are no programs enforced especially at work.
243	there is very little control...at airport, for instance, people mix up garbage and recycling, so it is likely all going to landfill
244	Discourage use of bottled water.
245	While many places have recycling bins there is a concern that materials placed in external recycling bins end up at the landfill
246	The signage on bins is hard to understand and not consistent
247	If everything was accepted everywhere I feel you'd have less problems.
248	Especially lack of organic in public space!!!
249	Would like to see more businesses adopt wider use of recycling programs. Restaurants and fast food places can definitely do more.

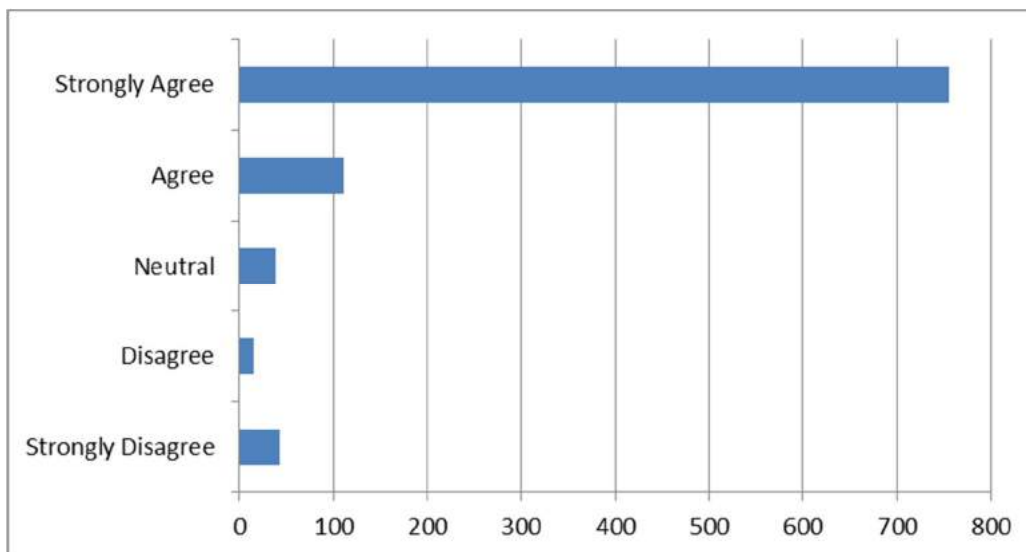
Part 6 – Question 10 Continued

#	Responses
250	Need more bins, bigger bins and better signage. Also VERY IMPORTANT city needs to enforce littering , recycling, etc laws!
251	Often recycling and garbage bins are not used right, so maybe a poster hanging over the bins with images of what goes in which bin will be helpful.
252	My company says that recycling is too expensive. What if waste pickup was LEGALLY REQUIRED by the city to be a two-bin pickup? A package deal, by law. People/companies could of course CHOOSE not to put anything in their recycling bins, but the recycling pickup happens alongside the garbage pickup whether you use it or not. That would give companies more incentive to recycle.
253	FAR TOO MANY PEOPLE place non-recyclables inside various recyclable bins....AND....FAR TOO MANY PEOPLE place the wrong items in green bins as well.....
254	My garbage cans have been cracked and broken by GFL. I continue to use them.
255	Tim Horton's and other fast food outlets have NOTHING for recycling, and they do not seem to care
256	no faith that the City actually does stream separation at public waste receptacles; a lack of clarity on what actually is recyclable
257	unclear about what is recyclable in public bins
258	bins aren't serviced often enough, some items just don't fit through the holes in our city litter bins (e.g. styrofoam take out food container), what is 'recyclable' isn't the same at home as it is a work - very confusing!
259	Other people put garbage in recycling and organics bins

Part 7 – Question 11 Zero Waste

11) The Province of Ontario recently introduced new waste legislation that aims to move towards a Circular Economy, and a proposed strategy with a visionary goal of a "Zero Waste future". A Zero Waste goal places emphasis on preventing waste (e.g. reducing packaging), rather than dealing with it when it gets to a waste management facility. A circular economy shifts the way we view waste. It requires a change in the way we think about waste, how products and packaging are designed, and how waste is managed to maximize resource recovery. Do you support including the visionary goal, "to work towards a Circular Economy and Zero Waste future", in Toronto's Long Term Waste Management Strategy to align with the Provincial goal?

Response	Count	Percentage
Strongly Disagree	42	4%
Disagree	15	2%
Neutral	38	4%
Agree	110	11%
Strongly Agree	756	79%
TOTAL	961	



Part 8 – Additional Comments

Do you have any additional comments?

#	Response
1	The City needs to start with large buildings and landowners -- they have to start with the big landlords, like Brookfield, and make recycling mandatory for buildings. Work with the landlord to come up with retro-fitted bins for all 3 materials to ensure that people are properly diverting waste. The City can also look towards other cities who have made waste diversion a priority and use those cities as a model.
2	I'm very happy this process is taking place and I strongly support the ideal goal of zero waste. Thank you and good luck!
3	need a catchy phrase as in San Francisco: zero; 50%; 100% - zero waste; 50% fewer private use of vehicle trips and 100% renewable energy need to set 3Rs for business; demolition; commercial etc - not just residential and mutli unit
4	- more involvement and grants to scientists or environmental studies groups at universities to develop in-Toronto ideas to deal and use and profit from garbage and recycling and composting - Toronto should be a leader in this - more involvement with younger people in schools to develop ideas
5	What are you/we going to do about recycling? Does the glass or paper actually get recycled? A lot of people say that it isnt
6	This is such an important strategy for the future, keep up the good work.
7	1. Ban all single-use disposable plastic bags. Let corporate retailers figure out alternatives. They have been wilfully negligent to date. 2. Ban all single-use disposable plastic water & other liquid bottles. Let corporate retailers figure out alternatives. They have been wilfully negligent to date. 3. Impose a 25 cent/purchase city-wide surtax on cigarette, gum and fast food purchases to pay for litter reduction. 4. Impose a \$2 per food/beverage order for vehicles using fast-foot drive-through lanes to penalize air pollution and encourage exercise.
8	Maybe we could charge an exorbitant price for garbage bags.....!!
9	Public spaces need more consistent maintenance. There is a lot of garbage and recycables in public spaces e.g. sidewalks, parks, grass, ravines, allies, etc. We more city staff cleaning up the city.
10	The most important part of waste reduction is REDUCING WASTE AT SOURCE. That means not producing it in the first place. Why are we allowing manufacturers to produce plastic packaging that doesn't biodegrade only to have it land in landfill or in our recycling bins where the taxpayers have to pick up the cost of disposal? We need the City and the Province to legislate against single use plastic like plastic cups, straws, bags, etc. These items are causing an environmental nightmare.
11	Thank you for your important work!
12	I think consultation with the environmental groups to get their input is important.

Part 8 – Additional Comments Continued

#	Response
13	As a family physician who is deeply concerned about health, I think it is crucial that the city invest in a sustainable and innovative waste strategy. If there is to be a future for our kids and their kids we need to dramatically change our habits and culture. I think that similar to some other places (such as PEI and Rwanda) only compostable plastic bags should be permitted and any item that is not easily compostable or disposed off should have an additional waste tax as it will cost us all to try to get rid of it. There should be much greater emphasis on composting, clean energy, recycling and waste reduction and severe consequences for polluters.
14	Toronto needs to figure out how to work with other municipalities to make manufacturers produce products that last longer and that are repairable. One way might be to incentivize longer product warranties. The products that are piling up in the waste stream should be pretty easy for you to identify - start with the worst offenders. From my perspective, microwaves, electric kettles, and printers seem to break almost annually. Long lasting models apparently do not exist - at least I've not been able to find them. Maybe you could promote them somehow - make them readily available to people - and let manufacturers compete for the recognition. If you can find them! Also - what's with the disposable coffee cup problem? Surely there's a way to stop all those cups going to landfill. One way would be to have a reuseable cup exchange - so you can exchange your used reuseable cup with a clean one at your favorite coffee spot. Or put a deposit on reuseable or recyclable cups so people return them for money (e.g. like beer bottles).
15	Good luck and thank you
16	Keep up the good work/visionary leadership. We need strong leadership in this area!
17	This is an issue of paramount importance. I believe a great deal of the population has no idea about/understanding of the entire waste reduction situation. Their ignorance is based on a lack of exposure to and education of the facts. The beginning of the cycle is to drastically reduce packaging and the end is to have people develop habits of proper disposal.
18	I think manufacturers must use less packaging and should be responsible for recycling when it is returned eg Liquor and beer bottles.
19	Thanks for asking these questions.

Part 8 – Additional Comments Continued

#	Responses
20	<p>I 100% support Toronto's visionary goal of striving for a Zero Waste Future. We can't do this without also engaging businesses or those who make products sold in this city. In addition to this, Commercial Properties should also be held to the same standard as residential properties. Commercial properties and high rises should be legally required to provide the same diversion opportunities to their occupants and tenants - recycling AND composting.</p> <p>Basic awareness is still lacking however. By this I mean knowledge about what goes where. The City of Toronto should provide clear guidance (with perhaps templates) on what signage should look for. Even as a well educated industry member (I manage a green building certification program) I still feel confused about whether or not my coffee cup should be recycled or put to landfill.</p> <p>In addition, the issue of take away containers should really be addressed with clear guidelines offered to businesses, easily accessible guidelines so that they are aware of their choices. Some use take away containers made of compostable materials but these materials are not necessarily compostable in the City of Toronto, leading to a wasted opportunity. Knowledge surrounding this issue should be broadly disseminated. I know business owners are craving information so they can do the right thing (they want to be smarter purchasers, they want to know what ingredient list they should be looking for, they want to understand the City's requirements).</p> <p>Thank you so much for this opportunity and for taking this amazing direction!</p>
21	Mandated organics in office buildings and apartments
22	10 years seems too slow -- we should be doing more, now
23	We think the City can move much faster than the timeline in the draft strategy - Toronto is ready now!
24	<p>House collection times need to be more consistent</p> <p>Green bin more raccoon/ squirrel proof</p> <p>More lawn/ garden waste collection days</p>
25	<p>I worked in retail during and after the time in which we had a mandated fee for plastic bags. People responded to that and many started bringing reusable bags or not taking a bag when they didn't really need one. However after it was lifted, slowly things went back to how they were before and I saw a lot fewer people carrying around a reusable bag. I think this method works to curb behavior. I think it would be a very good idea to implement it on an item like coffee cups, that can't even be recycled.</p>
26	<p>I don't believe the City has worked hard enough to date, to implement the 3 Rs to the extent possible. Commercial and high-rise buildings in particular have not been required to participate to the extent that they should have. The City started the program well, but in later years has not maintained the necessary increases in participation that it could have. A re-energizing of the waste-reduction program is long over due. Further I think the City can move faster than that being proposed in the current strategy. I'm not impressed with the past performance or the tepid proposals in the current strategy. Toronto is ready for zero waste now, not over future decades. The City must do what is possible now to avoid the use of landfill and incinerators.</p>

Part 8 – Additional Comments Continued

#	Responses
27	I think you should encourage neighbours sharing putting garbage or recycling bins out. I think it would save time for the waste removal trucks if they only picked up full bins. In my case, no problem. I have two compost bins, and freeze meat bones until I can put them in a green bin (twice a year). Sometimes I have such a small amount of garbage, I'd like to top up someone else's bin. In the past, people thought I was nuts carrying a plastic garbage bag to use; I'm so glad more people are carrying bags with them to shop. More people could refuse to have a new sweater wrapped up in tissue paper, etc.
28	Stop trucking our trash.... Update commissioner incinerator and deal with our trash locally using new furnace tech with zero emissions
29	<p>Toronto needs to be far more serious about waste reduction as a first step and first priority. The waste management is costly in financial and environmental terms. Toronto needs to lead not follow Ontario's implementation of the Waste-Free act. It will not regulate so much as set goals. An early start makes that much easier to achieve leaving time and energy for the more difficult aspects.</p> <p>Toronto needs to motivate and even regulate the ICI sectors to massively reduce their wastes too. Even though largely handled by private firms they are a burden on Toronto's road system, cause traffic and odour issues, and ultimately effect the health of all downriver and downwind communities - Toronto is both of those from where most of the ICI garbage is going.</p> <p>Garbage mining of old and active dumps will generate value in recovered goods and materials. Shredding and compacting will by time and space - the final frontiers, Kirk would say),.</p>
30	Zero Waste is a laudable goal that consumes a lot of resources some of which could be put in to rehabilitating and modernizing existing landfills and introducing practices where less volume is required and resources are recovered from the buried "waste" as well as using aerobic landfills that almost eliminate methane production and reduce leachate treatment requirements. The technology and practices are out there that no municipality need to ever look for a new site for a landfill
31	I really want to see the Zero waste target. The Green Bin is great, but Blue Bin is confusing and I'm never sure what plastics or other synthetic materials go in there; is there no way to have plastics marked in a way that you know whether they go in the recycling (e.g. those numbers in the arrow triangle?). There needs to be better ways to dispose of different materials that shouldn't really go in the garbage, but aren't for the Blue or Green Bins. If there was a drop off location in my neighbourhood where I could leave batteries, organics, fabric materials, etc. I would totally use it; now I have to wait for once a year environment days (so I have to remember and plan months in advance to go), or travel far distances to a drop off, or schedule a pick up for a small amount of material that I have to prepare a package for on my porch.
32	Why can't black plastic be recycled? I see a lot of restaurants using black plastic take-out containers which are all labelled "Made in Canada". That means somebody is using black plastic to make these, so why not offer them recycled plastic? I'd like to see the City partner more with private industries like this to make use of recycled and reusable materials. I think you've come a long way, but there is still room to go.
33	I was involved in waste reduction groups in the '80s. Glad to see progress has been made
34	Let's not wait any longer to improve our diversion programs. Zero waste should already be the community/municipal standard. Let's get moving!!!

Part 8 – Additional Comments Continued

#	Responses
35	<p>I hope that if you have captured my collective comments you will see that I am passionate about this, about the environment, about the earth! I also believe that all the efforts we've made over the years, that continue to fail to gain public support (a majority, not just the minority like myself) Must be taken into serious consideration. I believe that the failure as I noted earlier is that today's society works much differently (whether we like it or not, whether it is good for the planet or not) ... I say, who care's ... we Need success for the Earth's sake, so we do whatever it takes to convince people to get on the band wagon ... They need a WIIFM (what's in it for me) ... while we're at it why don't we borrow the idea from our southern neighbours (i forget which town at the moment) - Offer homeless/marginally homed individuals daily work whenever available to clean up ... yes, pick up garbage. maybe even some minor green space work (raking etc ... reduce the gas guzzling leaf blowers used by city workers)</p> <p>At the end of the day there are endless out of the box thoughts that could lead to Real solutions ... Stop looking at the waste management strategy as a bubble of a single issue - the solutions will come from a higher level look at the whole problem from start to finish. (ie: buying habits ... I don't see you addressing the issue of over-consumption, corporate waste-where's that on the table?)</p> <p>The time has come to put our environmental issues on the surgical table ... because band aid solutions just won't work anymore!</p>
36	<p>Waste reduction really should not be a huge priority since the City can do very little to really affect consumption. The ICI sector is the main area that needs to be addressed.</p>
37	<p>The City needs to have an honest debate about incineration of garbage. Most of the discussion in the past has been based on emotion, not science. Incineration is safe with today's technologies but we continue to pollute with the hundreds of garbage trucks we are sending down highway 401. Incineration could produce electricity while our present mode fills holes in the ground, which then produces methane.</p>
38	<p>Need to heavily tax restaurants for use of non-recyclable containers and utensils such as coffee cups, styrofoam, etc.</p> <p>Need to ban or heavily tax single-use products such as k-cups, nespresso, etc.</p> <p>Do something about cigarette butt litter... not just putting in butt stations, but, heavily fine/ticket people who throw their butts on the ground.</p> <p>More e-waste recycling programs, for larger items too such as laptops, monitors, TVs, vacuum cleaners, etc.</p>
39	<p>"Circular Economy" ... confusing & indirect. Get to the point in plain clear language. Over 50% will read it, move on, & forget it.</p> <p>"Zero Waste" ... Beautiful goal that's impractical to hit ... so why state it. Clear plain language of a realistic target that's attainable in 1 to 5 years by all citizens.</p>
40	<p>Packaging should definitely be reduced. I realize that a lot of the packaging is to prevent theft as opposed to protecting the item from damage. Stores could use a reusable sleeve that can only be removed by the cashier when the item is purchased. This was previously done in record stores with tapes and CDs. A larger plastic packaging was added to each for display in the store and removed at the cash desk when the item was purchased this made the item harder for someone to steal, but the packaging did not end up in the landfill because it was reused</p>

Part 8 – Additional Comments Continued

#	Responses
41	Support biodegradable products as well. Make it a great incentive for companies to switch over to equivalents that are greener. We see them for lightbulbs but also cutlery, lotions, plastic bags, etc
42	I have a comment about the questionnaire itself as someone who has studied survey design: I suggest you change the question at the beginning asking what would get you to participate in the Blue Bin & Green Bin program. I suspect that most of the people who will bother to answer this survey already participate. I suggest you add that as an answer option or ask the question differently with that in mind.
43	<p>Until merchandise is packaged in non-recyclable materials, I do not think it is possible to have a "zero-waste economy".</p> <p>Even plastic bags are recyclable and there are Oxi-Bags that decompose. We should encourage technologies like this. Give incentives to businesses for using Oxi-Bags instead of the cheap plastic. The current mercury lightbulbs need to be abolished - they are more harmful than any incandescent. Mercury needs special handling - it is a chemical - and not everyone is going to put themselves through disposing of them properly.</p> <p>Technology also drives people to want the newest gadgets. This creates a lot of waste as well, because a lot of times these devices work perfectly. So if we can get more people to exchange with each other the better.</p> <p>Encourage more Green bins for sure, and Blue Bins programs.</p>
44	<p>Our city is doing okay in terms of looking for solutions to our waste issues. We need to encourage more people to be enthusiastic about the goals and advantages of waste-reduction strategies as well as recycling, composting, and reusing! There needs to be clearer and more available information about the repercussions of waste and how it is damaging not only our environment but also our global health.</p> <p>Firmer legislation regulating non-compostable/non-biodegradable/non-recyclable consumer goods is NECESSARY. There also needs to be better ways of encouraging business and residents who choose to make full use of the city's recycling and composting programs.</p> <p>A better way of sorting waste, such as multi-sorting receptacles-including an organic waste option-near public transportation stops would be a good place to start. A lot of city centre (community rec centres) have recycling bins but, at the end of the day, just toss all of their waste materials into one dumpster that inevitably goes to a landfill. There is not a proper procedure that is enforced when it comes to actually sorting out waste from recyclable materials.</p> <p>As someone who is passionate about reusing, I find that there is not sufficient information readily available on how best to reduce our individual carbon footprints. Please help by having more information about organizations/agencies that we can connect with in our search to reduce (and hopefully- ELIMINATE) unnecessary waste</p>
45	Until condos, apartments, businesses, etc are forced to recycle and use green bins etc, please stop forcing more and more regulations on single family dwellings
46	I support the circular economy waste strategy as long as costs are not imposed on businesses that make participation prohibitive and increase the business tax burden

Part 8 – Additional Comments Continued

#	Responses
47	<p>Council members must be so committed to waste reduction that they strongly vote to create it through recycling monies in the city budget.</p> <p>Interestingly when promoting apt. recycling in 2002, only Toronto and York apartment lobbies were the focus, with Scarborough where huge number of immigrants live, as well as Etobicoke and North York not being specifically covered by staff with education materials and city displays, so to me, there was a lack of commitment to promoting apartment recycling in all areas.</p> <p>There should be a media push again to get more Apt. Ambassadors to meet regularly, discuss issues, and get support from solid waste staff. Supers should be made to attend education sessions and get tested for answers at the end of the course, with perhaps the apt. building owners being made to pay them for attending the recycling education classes. Apt. owners and their office staff should be required to hand out recycling / green bin information to all new tenants.</p>
48	<p>In the home, there is some confusion and uncertainty at times of what to recycle, it seem to be changing all the time. The recycle charts the City previously handed out where very helpful. We attached these to the varies recycling bins at home and it helped tremendously. It would be great to receive updated charts which could replace the old ones.</p>
49	<p>I'd like to see the compost turned into soil enhancers and then used for local gardening projects. I think it's important that we grow our on food locally when we can as there so many upsides to eating locally.</p> <p>Composting and gardening go hand in hand.</p> <p>But that makes take away from the City's goal of putting condos and concrete everywhere possible.</p>
50	<p>It seems most people don't know how/what to recycle. Lots of people put things in the recycling that are not recyclable (like tissues or the wrong kind of plastic). The only reason I know what's recyclable is that I'm a nerd and I like to know things, but nothing is going to make regular people want to find out if one kind of plastic is recyclable or if tissues are green bin or recycling. As a result, lots of recyclables are going to landfill and lots of junk goes in the recycling, and the whole process is a mess.</p> <p>There's also a perverse incentive to "recycle" everything since recycling is free and garbage costs money. Sometimes even I will toss something in the recycling if I'm not sure about it just because I knew my trash is almost full.</p> <p>I also suspect the "all recycling together" system destroys more recyclables than it diverts --- paper included in that collection must be soggy and covered in food by the time it's processed, and can't be suitable for recycling back into white paper. Looking at my paper recycling all mixed in with cans and bottles makes me cynical about recycling, because I don't see how it can possibly work. If it does work, I'd love to know how.</p> <p>I think the answer is first, to try and control the amount of packaging in the first place, and second, to accept that regular citizens are not the right people to decide if something is recyclable. The best municipal waste diversion system I've heard of is the wet-dry system, which keeps recyclables clean and lets the professionals decide what's recyclable, not busy and overwhelmed (and indifferent) citizens.</p>

Part 8 – Additional Comments Continued

#	Responses
51	<p>A few small steps forward would be:</p> <ul style="list-style-type: none"> - Implementation of a mandatory deposit of 20 cents for all beverage containers, accompanied with reverse vending machines. - A 5-cent-per-item tax on all plastic containers/products, including textiles made with plastic, as well as plastic bags and all disposable items including coffee cups and filtered cigarettes. - A \$10 per-item tax on all vinyl products including communications materials, construction materials, clothing, belts and shoes. - Implementation of community free stores for storage, free donation and free acquisition of any products, similar to the monthly Campbell Park's free market.
52	Get more citizens involved in the process with diverse opinions and backgrounds.
53	Only that the focus should be first & foremost on reduce, then re-use - recycling is a more distant third, though well ahead of garbage landfill.
54	<p>Packaging is a big issue - both in consumer goods and grocery items. Bring back the fee on plastic carrier bags. Fees and fines work well as disincentives. More education is also required. The U of T campus has a really comprehensive program, including organics and coffee cups. Coffee vendors have none. If people and businesses still don't understand the necessity of a vast improvement in their use/reuse practices, we have a very long way to go.</p> <p>Educators may be needed to take on businesses one at a time, and enforce behaviour with fines once the education has occurred. Why can't there be this kind of incentive from within the business community itself? Surely there are those who are leading the pack. They could start to educate others instead of its always being the government that has to do everything. A partnership is needed.</p>
55	The education and support for initiatives is an important piece. I'm trying to get a zero waste program started in my community. From speaking to business owners I know that the most immediate motivator would be higher waste disposal fees.
56	No
57	<p>Only use recyclable coffee cups.</p> <p>BAN the sales of bottled water in bulk to consumers - appeal to their sense of donating that money to countries who really need the water instead. Show how much money they waste on something that is practically FREE.</p> <p>Introduce bulk sales of reusable containers for water and educate how easy it is to refill rather than lug home and store cases of what I call OLD water. Who wants to drink OLD water with all those chemicals that have leached into it.</p> <p>SCARE people on the consequences as apparently saving money doesn't seem to work.</p> <p>BUT also add in deposit fees to bottled water so that at least the bottles would be recycled more. In Italy, the deposit fee is greater than the cost of the water.</p>

Part 8 – Additional Comments Continued

#	Responses
58	<p>City of Toronto is doing a good job of dealing with a growing amount of trash!! The onus must be placed on manufacturers to be much more conscious of package and eliminate packaging wherever possible. Grocery stores could be doing a lot more to reduce plastic bags, even the little clear bag you put your veggies in. Government could support them giving out reusable veggie bags that can be laundered and don't add much to the weight when weighed on the counter scales. We have to come up with a better way of displaying things like meat - the foam plate with the cling wrap wrapped over it has got to go. Better incentives for bringing your own bags or maybe "renting" reusable shopping bags (for those days you spontaneously went to the supermarket and don't have your carry bags). We really have to work very hard at not creating the waste in the first place. I also don't think we do a very good job at all of celebrating those people and programs who have mastered this and are doing it already and who we can emulate. You could make a deal with Metro newspaper (the free one) to put a champion on the front page every week for a year. Or on CBC television or radio. Meanwhile you could get high school and college film/video/journalism students involved by producing Vines or short videos/social media celebrating or promoting certain positive activities happening in their communities - schools, neighbourhoods, churches, apartment buildings etc. Video competitions would create buzz among young people and also give them an outlet to showcase their talent. Also young artists can create art using trash and this could be part of Nuit Blanche or a similar city - wide exhibition. Also corporations might fund programs like that, and they also might fund research or training at the community level. For instance some pilot projects could be funded by a large corporation, hiring people to act as trainers in their communities for a short period of time (a few weeks or months). Waste audit and Baseline surveys could go out in their community first to find out what folks know and what they are currently doing. Then after the trainers do their work, another survey and waste audit could be performed to see the difference. There is only so much you can expect volunteers to do (I know you already have a volunteer program) - and while I'm not suggesting more full-time people, I think that when you are doing any transitional phase (such as this waste strategy and waste collection re-vamping you are doing) providing a budget for training is really essential. While having the tools is critical (enough waste bins, mobile drop off trucks, community environment days where people can bring batteries or textiles or reusable stuff) I think education, training, solid waste curriculum and awareness are not being implemented as well as they could be. While such things as posters, the online Waste Wizard, and even signage on bins are good things, people need to be better trained and supported by local champions or experts to do the right thing. For instance, why is it that the Red Cross or St. John Ambulance have you do your First Aid and CPR every year or two in order to stay current? Much of the material is the same, but guess what? Important aspects are lost - we forget them. Can you remember how many times to pump the heart before administering breaths? When was the last time you upgraded your CPR? One could argue the same information provided by the city gets lost after awhile on most of us. We get busy and our brains are literally being pulled in 20 different directions these days. I can "think" I put my Tim Hortons coffee cup in a certain bin, but if I see enough other people putting it in the WRONG bin, eventually I will too, because we are easily influenced by what is going on around us, and we can't trust our memories. I didn't mean to go on and on about this but I am passionate about the importance of training the public in this area. A small amount of effort will go a long way to continuing to allow citizens to help themselves battling this war on waste and climate change. Thanks for this opportunity.</p>

Part 8 – Additional Comments Continued

#	Responses
59	I went to Stephen Holyday's web page on the Toronto website and there's nothing there about anything the city is doing, never mind waste diversion. Our councillors can do a lot to get the message out!
60	I still struggle with what plastics are acceptable in recycling bins and what plastics are not. I also don't understand the consequences of error - is it worse to err on the side of putting garbage in the recycling, or recyclable materials in the garbage? I'd also like to see Toronto as taking as many items as possible for recycling, reuse or compost. Other cities are better than Toronto for certain things (though we are better for others). For example, why can Ottawa take corks in their compost bin, but we can't? Looking forward to more and more waste diversion, and SO greatly appreciate all of the work that has been done and is being done!! Very exciting :)
61	The City of Toronto's waste diversion targets are being held back predominantly due to the poor participation in the city's waste diversion programs from multi-residential dwellers. There should be a much greater enforcement level from the city for those residents using enhanced communication information and by-law enforcement officers. In addition, as it pertains to the payment system for single family homes there should be a greater emphasis placed on charging more for the two largest dry garbage bins and more of a financial incentive for those who divert the most waste and have the smaller two dry garbage bins. Therefore, more detailed communication from the city (Including tv and social media ads), greater by-law enforcement for non-compliance, increased financial rewards for waste diversion champions and having the city partner up with organizations such as "Value Village" would go a long way towards increasing our waste diversion numbers.
62	please ban single use products such as plastic bags
63	Thank You!
64	I think a circular economy is critical. it requires collaboration across all levels of government as well as public private and not for profit sectors
65	I am 24 years old and I do not see the same interest in these programs or interest in waste reduction for other youth my age. I think the City, province etc should try to outreach further to these age groups as they are the future.
66	I fully support a zero-waste goal! Toronto can be a world-class city, and that includes being an environmental leader. The number of people I see who don't participate in organics or recycling collection boggles my mind. We need to really focus on waste prevention, diversion, and management!
67	Toronto should be producing bio gas from greenbins and garden waste. The resulting gas could either be collected and used for heating or it could be burned to run electrical generators. This is really a no-brainer. All that methane is just going up into the atmosphere.
68	Let's make this fun too! It will require cultural shifts like our energy and lifestyle changes for climate change. Let's have free stuff giveaways, like free plant days June, for all the extra plants), free book days (summer reading time?) and free toy days (just before Christmas!). How about arts displays of recycled goods, one-of-a-kind furniture recycled from lumber or other goods. How about a house built entirely from used building materials, and 100% renewable energy supply as well? Lets show others what leadership Toronto can give. Remember, the blue box started here!
69	Recycling of baby car seats is needed, major landfill issue

Part 8 – Additional Comments Continued

#	Responses
70	Regulate private waste management company in a way they operate consistent with the City. Regulate businesses to divert just as everyone else. Have consistent message in public and private. Some of the bins in the city look fancy with push steps, etc but not functional and always broken.
71	Thank you for the work you are doing. It is so important.
72	Stop pussfooting around and talking and do something. Hire some staff, enforce your own bylaws, clean up the litter. Make these programs mandatory. Stop trying to coax building, businesses etc to do it. If they don't make them pay more taxes, fines etc. Enough is enough. By the way. The City of Toronto office I worked in did very little recycling. Food waste, paper metal all mixed into one bin and into the garbage. Managers having meetings at our location put all their garbage in one bin even when I moved the blue bin right next to the garbage. How does the City expect the public to recycle etc when they do not do it in their own buildings??? Which building? Social Services 111 Wellesley Street East. All staff have easy access to blue bins, paper bins etc. Most don't bother.
73	Incrementalism is NOT going to get us to these laudable goals. We need courageous leadership on this issue. The cost of a compromised environment is more than can be measured in dollars and cents.
74	Please roll out the new green bins asap. I walk my dog early and they are always tipped by wild life. Please implement green bin compost everywhere across the city.
75	lobby the provincial government to implement a zero waste strategy, with funding to supports its implementation at the municipal level, including a producer pay requirement
76	Need positive messaging, communication is critical, advertise in transit vehicles & at stops, incentivize the public
77	Your efforts are commendable, and I understand it will be a long battle. The city of Toronto is on the right track its just the public is lagging behind in its participation. I do not trust private waste companies, the waste issue has become too critical to trust the profit motivated companies with.
78	Zero Waste is a dream but I approve of the dream totally. Ban plastic bags.
79	is it true that if a recycling (or compost) bag contains a non-recycling (or not organic) item the whole bag goes to waste? That is the impression of almost everyone in the downtown core where the concourse level has a recycling/organic program, and people make mistakes with which bin to use for what and end up throwing everything in waste or in recycling and mixing items up.
80	We should take steps to reduce the extra packaging. We must educate our children on the importance of "not littering" so when they become adults they know the costs involved. We must educate the tax payers as to the costs of garbage collection that they pay for in their taxes. We must get on with it and not be so entertaining about the public's participation. If you, as planners, cannot make intelligent decisions then we are in trouble with your hire.

Part 8 – Additional Comments Continued

#	Responses
81	I wish I could have commented on the previous question. Those are just words. Its nice to say that we'll work towards a circular economy, but realism must kick in at some point - NOT EVERYTHING CAN BE RECYCLED. Furthermore, THERE NEEDS TO BE AN END MARKET FOR RECYCLED CONTENT. Perhaps focus efforts on educating the public so that you can collect clean recyclables WHILE ALSO ensuring that the recycled content produced has a use. Also, ensuring that TORONTO deals with TORONTO's waste (not Michigan or New York or China or....)
82	City should not only wait for the provincial initiative. City should be more aggressive and implement their own program by creating more awareness among the residents. City should not waste time in public consultation, rather work with the building management and make some real regulations to mandate the accessibility of their programs.
83	Glad to see that Toronto is not considering garbage-burning.
84	no
85	Simply to emphasize support for the zero-waste goal, and the need to use pricing tools as a primary driver.
86	I think we are doing a great job, but from what I see many people are still ignorant of the concept of recycling and its importance. Education, posters, mail-delivered flyers, advertisements, i.e., radio, TV, Facebook etc.
87	Overall, blue and green bins should be found everywhere, not just where we live but also where we work and play. The City needs to be more strict with picking up garbage that is not sorted accordingly. Why are natural resources continuously being extracted at HIGH rates when we are just throwing these items in a landfill or incinerator? As the saying goes, one mans trash is another mans treasure. Something like Kind Exchange could be implemented for more than just textiles and I wonder why it hasn't been done. Please take full advantage of the current programs in our city that are truly living the 3R model. Lastly, there needs to be extended producer responsibility; please do not leave this up to the province. Toronto was once a leader and we can be again. People are proud to live here, why not give them more reason to feel pride for this city by creating a greener one?
88	Partner with the companies that collect household "junk" to lower tipping fees if they recycle some of the materials picked up as part of their business. e.g, paper, furniture etc..
89	It would be great if the city could find ways to turn unrecyclable garbage into energy, e.g., incineration plant, biodigesters. We could divert landfill and create energy as well.
90	putting out "garbage" should be more expensive, there should be a bigger education program, green bin for apartments and condos
91	I would be in favour of any initiative which encourages manufacturers and retailers to minimize packaging and to use packaging which is easily recyclable. Manufacturers and retailers should take responsibility for the goods they produce and the associated packaging. The costs of disposal should be included in the price. Consumers are usually not offered a choice of packaging and/or don't understand the issues involved. To me it would make more sense to address the problem at its source than to try to educate every consumer about the choices available, and motivate them to make the correct choices.

Part 8 – Additional Comments Continued

#	Responses
92	Ultimately, I think, industry needs to drastically shift toward collaboration with waste management authorities in order to reduce waste in this world and promote reusing, recycling and reducing. But there is a huge motivational element to it was well. People don't understand waste and are not motivated to change unless they are more educated, I suppose
93	Please delete the words "could become a world leader" (or similar) from this Draft version. The expression is presumptuous. Toronto is WAY behind compared with, for example, many German cities of TO's size. This Draft also presumes concerted, cooperative, community activities aimed at waste reduction. This is, sadly, unrealistic: the trend in big cities is towards isolation, not community, especially in high-rises, where tenants, even owners, very rarely even know each other. Even in low-rise residential areas, community action requires dedicated individuals to keep up momentum. .. and these individuals are becoming rarer and rarer. "Everybody is busy."
94	I live in a condo in Old Town. Now that Goodwill is gone everyone just piles up their unwanted furniture and unwanted (but still good items) in the loading dock. I have picked up a perfectly good dresser, futon frame, 1950s desk and bookshelf in the past 3 months. I used to take things to Goodwill but there are no places like that in this neighbourhood. When my parent's visit with their car I send it all to Brampton with them and they take it to the Salvation Army.
95	Zero waste is a lie.
96	Is there a long term plan for E-Waste? I find the current e-waste collection is not practical nor convenient enough that a lot of people I know would throw them directly into the garbage.
97	I read that a lot of the green bin items end up in landfill rather than composted and the diapers get burned. This is disappointing and I hope it has improved since that article came out (from Toronto Star 2008).
98	Everything is so over packaged, from food to children's toys. Have you attempted to open a toy lately? They might be anti-theft measures, but the cost is astounding for everyone else but the manufacturing/packaging companies. Incentives should be given to companies and suppliers who can eliminate waste altogether, not just alter the packaging to be 'green'. These green packages still take up space and weight in disposal bins and still take time to break down. Another thing are boxes. People do a ton of online shopping these days, which uses so many boxes. If there were an easier way to reuse, or drop off boxes that would be good. I hate trying to squish them into the recycling boxes, and also hate having to bundle them with string, its ridiculous. We need box trolls or something, where people can be paid (like the beer store or LCBO) for rounding up boxes and turning them in, to be recycled. If we did that people would gather them up for you! I never have a beer can on my front lawn for more than an hour.
99	I think Torontonians have no idea how embarrassing it is that we ship SO much garbage to other communities. If we were made to face the reality of our actions, it would inspire change. A visual display of how much garbage one household makes in a year would be very powerful. I think aiming for zero-waste is important, do-able and necessary.

Part 8 – Additional Comments Continued

#	Responses
100	Believe improvement is very dependent on effective education/communication/training programs, even for dealing with the waste rules today - many people still do not seem to understand or follow the rules.
101	Recognise and advertise the costs of not pursuing your long term strategy, but also allow for increased costs for aggressive implementation. Don't be frightened of increasing taxation in a variety of forms to ensure a sustained and effective implementation of the plan.
102	We need to implement this strategy much faster. It should not take so long to implement. We also need to force manufacturers to eliminate their packaging, and our goal should be to not have any waste and to greatly reduce our dependence on recycling as well, since it too can be environmentally destructive and costly. Dumping our waste into private landfills is not a solution. We must try to eliminate our waste as much as is humanly possible.
103	magazines and inserts inside newspapers; door to door flyers generally go straight into recycling. Over packaging has become a nightmare with heavy plastics (which i understand because of theft and shoplifting). Unfortunately I don't have a suggestion as to how to legislate less. It's up to consumers to complain. Have you ever tried to find the phone number to cancel an unsolicited magazine from Shoppers Drug Mart (GLOW), Holt Renfrew or other store where you have set up an account? Unsolicited mail from those companies should be banned, just as unsolicited telemarketing over the phone.
104	I wouldn't mind seeing inspectors spot-checking people's bins. I see many recycling bins overflowing with garbage and vice versa. Some people naturally do the right thing; some people do the right thing if told what it is and some people do the right thing after they've been fined a couple of times (see David Ogilvie's Confessions of an Advertising Man, an early chapter on George Gallup, public opinion and the campaign to stop littering in New York).
105	I would like to see more enforcement of regulations and more support for businesses and people in multiple dwellings to help them get on board. I am also disturbed by the amount of dumping that happens in city parks. This needs more enforcement.
106	We need to deal with our waste issues in our own neighbourhood and should not be imposing on other communities.
107	Move to Zero Waste now!! And please impose fines or refuse to pick up useable household items. Finally, institute deposit programs so that manufacturers need to take responsibility for the waste they create with their products. Disposable drink bottles are a huge blight and environmental hazard. By having deposit return and reuse able bottles we would eliminate a large amount from the taxpayer funded recycling scheme and force the consumer to be aware of the packaging of the product they are buying. Manufacturers need to shoulder more of the burden - dealing with waste at the end of its is much harder and more expensive than producing less waste to begin with.

Part 8 – Additional Comments Continued

#	Responses
108	I believe that zero waste starts at home. If everyone did it and carried on to care outside their home, we'd be doing well. But many people still do not get the message that it takes everyone's participation, no matter how small, to save our environment. I return to the take away coffee cups, because they are the worst. Seriously. Spend the funds on a simple campaign targeting them. I just had a conversation with a neighbour who told me her and her husband argue constantly about this. I told her they are garbage. That the wax liner, to make it a useable cup, is not recycle friendly. But, correct me if I'm wrong.
109	Banning materials without putting options in place would be a mistake. There must be somewhere for mattresses to go...
110	Let's get grocery stores to stop wrapping produce in plastic. Let's get manufacturers of everything to stop wrapping their products in SO MUCH packaging. Let's ban Styrofoam. Let's ban plastic water bottles.
111	We can learn from other cities, as they can from us.
112	Zero waste is possible and should not be a long term vision but an actual goal! Cities in Brazil pay transit and food coupons for people to collect recyclables. It is totally unnecessary for Toronto to be shipping so much waste to landfill, especially in years from now. If a company makes waste they should participate in recycling it (in thinking fast food here).
113	no
114	Some day we'll be mining our dumps to get the metals, and maybe other things, out of them. We are living as though the earth has infinite resources. Entitlement and "convenience" must end for us before we cause our grandchildren to live in privation. We are borrowing from our grandchildren now -- stealing, perhaps.
115	Keep at it very important initiative
116	We should all protect Mother Earth, individually, by doing whatever it takes.
117	It was very difficult to choose a maximum of three programs that I think should be implemented because I feel that we need to do everything we possibly can at this point. We have doddled along for so long, doing less than we could have and now things have reached a desperate stage. Implement everything.
118	Have packages to show a symbol of where the empty belongs
119	We need to accelerate the pace of change towards zero waste, including holding retailers accountable for eliminating unnecessary packaging immediately.
120	Education in schools would be excellent. I am a strong advocate of reduced packaging, composting in my yard, then recycling the things that end up in my home but i am always lecturing my kids and their friends about the right place to put things and the things they should look for when shopping to reduce waste. i think there is a lot of laziness that could be curbed by increasing prices on extraneous packaging or making it more costly to throw things away rather than recycle them. Not sure how to do this but there is a lot of apathy and "select" confusion regarding waste. I am constantly made fun of by my son's American college friends when I have to explain to them over and over about which bin to put their waste! I'm ok with that though and hope that you can think of ways to curb our stuff.

Part 8 – Additional Comments Continued

#	Responses
121	Honest, readable annual reports from the city based on the selected metrics
122	Great survey! BEST of LUCK!
123	I would like to see an initiative to support the delivery and packaging of goods in bulk, with consumers filling their own reusable containers. (detergents, juices, cereals, etc) This would cut down on packaging and therefore garbage. Convenience foods (ie. 6 crackers and dollop of cheese whiz in a plastic serving tray should attract double taxes. This is difficult at the municipal level, but worth the effort.
124	I work hard to reduce my waste. I have a small garbage bin and I set it out every six months (maybe with this period it may turn out to be four months due to furnace filters). It's a question of determination. I am frustrated by the complexity of the recycling rules. I am assuming no black plastics are allowed, or films, but often I am driven to the website and I'm still struggling to stick to the rules because I don't understand them.
125	We should impose the bag tax again. I think that many people were coming on board and then it was canceled. We should encourage less packaging. There should be an emphasis on reuse and repair. Companies that sell products with excessive packaging or items that break down easily or cannot be repaired should be responsible for the appropriate disposal of their products.
126	Need to have manufacturers/providers of goods/services on-side through regulation, laws and/or incentives to reduce packaging, food and product waste.
127	Schools have implemented Eco-school initiatives. Kids need to learn from a very young age how to handle waste responsibly. City should try to get into the schools to speak directly with students. Implement programs that instruct and encourage students to become leaders in this-
128	There are plastic net bags for use when buying fruits and some vegetables. They can be re-used instead of using yards of plastic bags. Plastic bags can be re-used if people put them into a bag for bags when grocery shopping.
129	I think you need to make it convenient for people to use blue bin and green bin disposals in apartment buildings - as soon as people have to leave their floor to go to the basement participation rates will drop. Making them take this stuff off premises is doomed to failure. The proposals for roving depots and 10 or so permanent ones seemed to have overly optimistic targets and weren't proposing really feasible ways to make significant change happen.
130	As 3R ambassador, trying to do my part at condo meetings and through powerpoint presentations to the condo boards to promote our condo starting the green collection; to no avail thus far. Our AGM is this month. I'll be speaking up again (3rd or 4th year requesting this - this time I'm going to ask for a show of hands from owners to see who is supportive of this and have it recorded in the minutes.)
131	Thanks for asking

Part 8 – Additional Comments Continued

#	Responses
132	Its about time to have a city plan to make electrification for cars universally obtainable. That includes demands on builders to provide every parking spot to have the option to have a place to plug in an electric or hybrid vehicle. The apportionment os the cost and metering of the units could be legislated so that only those utilizing the outlets would be billed.This is not technically a 'waste' issue but I thought I'd add it. What greater waste cost to the environment is there than gas guzzling cars. I own two so I'm not trying to be 'holier than thou' in this argument but the future must be faced head- on with a clear eye.
133	I strongly agree with reduction of packaging at source. In my household, that material is the primary source of recycling material and garbage (materials not accepted in the blue bin).
134	I very strongly support the zero waste goal. It is upsetting that that is not a key point of the Toronto Long Term Waste Management Strategy.
135	You've forgotten an important 'R' - refuse. And we need to move faster on the whole process. Climate change isn't waiting.
136	TORONTONIANS WANT A WASTE FREE CITY NOW! WE CAN DO IT! THANK YOU
137	if the City wants to eliminate all the waste then it must include the private businesses and apartment buildings and especially the construction waste.Also the reuse component of the 3 Rs for furniture, mattresses and construction materials and a better system of collecting organics from restaurants where the trucks collecting the material would not leak into the city streets and sewers; some trucks still deliberately dump overflow of organics into the sewers directly.
138	Waste management needs to be faster in creating diversion
139	The city could do a better job providing organic recycling bins in public areas. Currently the only ones in this neighbourhood are beside the off-leash dog park. Pedestrians have no option but to put their organic waste in garbage bins.
140	So much take-out food comes in non-recyclable containers; is there are a way to enforce recyclable or even compostable containers for takeout food? To (once again) tax/phase out plastic bags. Create dis-incentives for hard plastic packaging of food?
141	I think the City can move much faster than the timeline in the draft strategy - Toronto is ready now! Toronto should do whatever it can to avoid disposal in incinerator or landfill
142	A circular economy would include promoting local buying. However, local buying can sometimes be more expensive or less attractive otherwise (eg. seasonal produce, etc). We need to highlight local options that can replace off-season imports.
143	I support the goal of zero waste eventually. I believe there will have to be a big effort to education people in the importance of recycling and composting and how this can be accomplished.
144	Glad to participate!
145	Thanks for all your work TEA people!

Part 8 – Additional Comments Continued

#	Responses
146	I would like to see reduction of packaging, that those who sell over-packaged goods be responsible for the packaging. If they were forced to accept packaging back we might have less of it.
147	Enforce biodegradable packaging. Subsidize it if necessary. Learn from San Francisco's experience - I think we have a similar culture and don't need to reinvent the wheel
148	Don't know if this is a good place to mention that streets in West Toronto have more plastic litter than they used to. And I think it is from the recycling trucks and waste handlers not being careful - in addition to everyone with a plastic bottle not making the effort to put it in a bin.
149	I think increased education and information about how to reduce waste, stressing the environmental importance of doing so, and serious assistance and support to programs at the same time as serious economic penalties for non-compliance. Make the fines so crazy high that no person would dare throw toxic waste in the toilet or storm drain, drop a cigarette butt on a street, also make the trash bin really small like the green bin. Also, food should not be sold in any packages that cannot be recycled in current programs. Maybe make the bins for garbage smaller and smaller and the pick ups fewer and fewer, have an upper limit on large item trash per household per year, Good luck to you, it is a very difficult issue to address, but it is very important to the health of the planet and the people.
150	Principles of a circular economy should be entrenched in all of the city's future economic development plans.
151	1. Coffee takeout cups should be required to be recyclable. All takeout foam and plastic containers should be recyclable. 2. All the the above need bolder recyclable signage. Trying to locate current markers is too difficult. 3. Get rid of plastic drink containers. Make deposit on return glass containers mandatory.
152	Packaging is a huge part of the garbage I throw out. Any initiatives to force the reduction of packaging for retail items would help. At the very least, the plastic used in packaging should all be of a type that bio-degrades, or recycles easily.
153	Bringing Condos and businesses into recycling and composting up to the level practiced by houses will make the largest impact towards achieving zero waste. The focus should be on compelling these locations - their management and residents - towards green practices through practical and convenient programs.
154	Getting rid of batteries is a major challenge. I am able to do this quite a distance from my home and it's not always convenient. Having this included in our recycling programme would be most beneficial.
155	It is always best to stop creating waste in the first place. I would focus on eliminating or reducing the top 3 - 5 materials that end up in the garbage from the get go. My guess is that there are more reusable materials than people in Toronto want to reuse. Who can use them? Who might want them? Wouldn't it be interesting if there were some low level technology that would convert our kitchen waste or plastic and run our lights or heat/cool our living space. You can bet less stuff would get into the waste management system. Has the city experimented with building paving materials made from collected waste that has potential for widespread use in the city and beyond. Perhaps a group of cities in Canada can fund a suitable research university to create products like these. Perhaps the city can generate better tasting water so that people will use fewer plastic bottles.

Part 8 – Additional Comments Continued

#	Responses
156	Take care of apartment, Congo type buildings...where the majority of population lives!
157	<p>Yes, where I reside in a condo in Market Square we have a huge clothing box in our recycling room and it is all picked up once a week and it is filled once a week.</p> <p>But I have no idea where it goes, is it sold, is it used for rags for construction sites, does it go to 3rd world countries.</p> <p>I WOULD be interested to know.</p> <p>My main concern is and always has been the tremendous waste in mfg. packaging. RIDICULOUS AND SHAMEFUL in my opinion. It is high time this practice was banned and made UNLAWFUL WITH HUGE FINES.</p> <p>Growing up during the 2nd WW we took bottles to get them refilled with turps sub. vinegar and so forth and just about everything was LOOSE and if we could do it then why are we ALL pandering to the large corporations who are using packaging which is UNECESSARY . . . This has gone on for far too long. Don't get me going because I'll never stop I am so ANGRY.</p>
158	Europe is so far ahead of us. We need to get on board much faster.
159	Start with the "wealthy" areas with huge bins put out at the wrong times and fine the hell out of miscreants and make an example of them with lots of press and then expand that work.
160	Turn off the lights in high rise buildings at night!
161	This is all well and good, but most of the rest of the province's cities and towns are still dumping 100% of their waste in landfill. We need to educate people. We need provincial \$ and legislation.
162	Other countries already have much stricter recycling laws--e.g. Germany. Surely the experiences of these countries could inform our own approach, rather than having to stumble forward improvising as we go. This is not new...my mother used to tell me about the strict recycling regime in place in Canada during WW2, and was glad to see it partly re-introduced in the 1970's. And we are still puzzling about how it can work, and whether it is economic, and whether people can understand it at all.
163	<ul style="list-style-type: none"> - The toxic materials and electronics should be picked up by the City. Also, we need: - Phasing out of planned obsolescence (light bulbs and nylons used to last forever, and appliances useful life is getting shorter and shorter - Keeping products compatible with ancient models (e.g., we should not have to replace a coffee maker just because the jar is broken) - Encourage fixing stuff by having well equipped places for that purpose. This would in turn help some people get some extra income. <p>Reducing waste also applies to the food we consume (and waste):</p> <p>We need to stop the practice of discarding misshapen fruits and vegetables and selling them at discounted prices or donating them to soup kitchens. It is ridiculous that the food banks ask for unhealthy canned products, when there is fresh food that goes to the dump. Setting up places that cook up the rejects (including close to expiry date products) and have take out would divert a lot of food out of landfill. And when people have to leave, and have perishables in their fridge, this could be donated through a collection program.</p>

Part 8 – Additional Comments Continued

#	Responses
164	Toronto schools need help in achieving successful recycling, compost and reuse strategies.
165	Toronto is doing a good job but, of course, there is still much to be done. The area that needs to be worked on most is diversion from apartments, condos, and businesses. Restaurants in particular could be doing a much better job in recycling compostable materials; offices could do more with paper, ink jet cartridges and definitely in the conservation of energy, particularly lighting. Office towers are ablaze long after most staff have left not only wasting electricity but killing thousands of birds. All new office buildings, condos and apartments (why aren't we building more rental units?) should have to incorporate full recycling services, green roofs and plant trees around their buildings. East York at the moment is going through a period of "development" with contractors buying bungalows, tearing down all but one or two walls so the new build can be termed a "renovation". All of these developers should be forced to plant a tree on the front lawns of those houses not already having one; ditto the backyard. I've also noticed the amount of wasted lumber, bricks, fixtures and other useful items that end up in dumpsters. Could the city collect this material through special dump sights, sort it and offer it for sale? The developer would of course be charged but perhaps less than he would normally be levied at a traditional dump sight. Alternatively the developer could offer useable items for sale on site thereby saving dumping fees.
166	I am looking foreword to participating in any way I can help
167	It's bad enough that one has to read page after page of detailed information about what's recyclable and what isn't – clear plastic, black plastic, hard plastic, stretchy plastic, coated paper, greasy paper, aluminum foil, aluminum food trays – but what makes it impossible to be a consistently good recycler is the fact that the rules keep changing. I've been trying to do my bit since this started in the eighties, and I find it impossible to remember what goes where from month to month. And the city's Waste Wizard never seems to include the item I want to find out about. When I visited Edmonton ten or fifteen years ago, I asked my friend, "Is this plastic container recyclable?" "Of course," she told me. "It's plastic, so it's recyclable." If other cities can do that, why can't Toronto?
168	like I said, need strong and immediate incentives and disincentives for businesses and restaurants to STOP using plastic and Styrofoam containers, glasses, cups and cutlery. It's terrible for the environment and most of these people will not do anything till they are forced to. Ban plastic water bottles for sale and eliminate plastic bags. The only entity benefiting is the plastics industry.
169	In the Education section, I didn't notice anything about encouraging/including information available to schools and their students (other than mention of high school students being trained as 3R representatives). If you get younger kids fired up about specific ways they can help with environmental issues that will affect them throughout their lives, they will pester their parents to use the recycling/garbage/composting bins consistently and correctly.
170	I love Toronto, and I really appreciate all the work that you (the city workers) do.
171	Encourage manufactory and stores to provide LESS packaging or recyclable packaging.
172	Pressure should be brought to bear on companies manufacturing consumer products that use excessive amounts of packaging materials to reduce these amounts. This could provide a substantial reduction in waste generation.

Part 8 – Additional Comments Continued

#	Responses
173	I'm very excited that Toronto wants to explore being a zero waste city -Let's go for it! manageable solution is to limit prepackaging of vegetables and meats. Also should bring back the 5cent plastic grocery bag charge.
174	I am excited to learn that you are planning a zero-waste economy
175	I am sick of subsidizing needless garbage. Packaging that cannot be recycled or composted should attract a Toxins and Headaches Added Tax, which would rise every six months, until manufacturers got the message and started making their packaging from farm waste or yard litter, which can be composted and whose production cost is comparable to that of non-recyclable plastics.
176	Even with all types of recycling available in our condo some still refuse to participate. Too lazy.
177	citizens are motivated. there needs to be accountable and transparent handling of recycling and organic bins when citizens are conscientious enough to separate their waste. There needs to be more drop off sites accessible throughout the year rather than the current annual environment days. we must ensure condos have access to the necessary recycling programs otherwise we are defeating our efforts, squandering motivation, and losing the battle to protect the environment. there also needs to be related public policies, such as reduction of the use of cars and increase the use of, and availability of public transit (better TTC shelters!).
178	There should be more coercive measures in place . Voluntary participation has gone on for far too long. This is 2016 for goodness sake! Most people neither know nor care. - \$\$\$ are their only incentive. - people with gardens should not have their compost collected by the City; it should be their own responsibility. - lobby for an outright ban on the distribution, free or otherwise, of plastic bags in supermarkets and other shops.
179	I think Toronto should become a leader in achieving zero waste. Surely there is something that can be done about all the packaging that goes to waste. At my small local supermarket they have even started to package all their fruits and vegetables in styrofoam bases covered with Saran wrap. They are deaf to any pleas that they not do that. I no longer buy my fruits and vegetables there bot they don't seem to care. We try very hard to have no non-recyclable waste in our house but packaging makes this impossible. And don't get me started on the packaging used in restaurants for take-out lunches. We could do so much better!
180	The people who are already recycling aren't really your concern, it's the people who can't be bothered. Give them an up front monetary incentive. Look how well the beer store bottle return program works. Also, we need the condos and businesses to recycle. Make them. Please.
181	Toronto should commit to a Zero Waste goal. The City can move much faster than the timeline in the draft strategy - Toronto is ready now!

Part 8 – Additional Comments Continued

#	Responses
182	<p>Much more could be done to reduce packaging waste. Is it possible to implement legislation that limits the types of materials allowed for use in packaging, so that, for example, there would be only be 3 kinds of plastic companies are allowed to used for bags, wrapping, and packaging, and 2 kinds of plastic used for bottles and tubs, etc. (which I would assume would aid in the ease and economy of recycling efforts)? I would love to see all plastic, all glass, all metal recycled.</p> <p>Also: What happens if the wrong materials get put into recycling bins (which I'm sure happens all the time)--does this cause a major problem with the recycling process? When unsure of it's suitability for recycling, is it better to put an item in recycling or to put it in garbage instead? We need regular updates on what is acceptable, recycling etiquette, and the success/problems occurring in the system.</p>
183	<p>I think bringing back Goodwill would help; also enforcing recycling in condos and apartments buildings more strictly with fines if they didn't co-operate</p>
184	<p>It was encouraging to browse through the city's long term waste strategy.</p> <p>Food waste and construction/renovation/demolition waste are key areas that should receive rapid attention. Education, incentive-based programs and enforcement are critical strategies.</p> <p>To produce a generation that thinks differently about waste, the city needs to work with the Ontario board of Education to integrate waste management education in primary and secondary schools curriculum</p>
185	<p>We must do everything we can to avoid disposal in incinerators or landfill. Eliminate unnecessary packaging. Make battery disposal easier. Eliminate plastic bags. Educate the public and supermarkets on the reasonable use of bags (e.g., don't need a bag for one or two green peppers... A sign over the bag dispensary would be an easy first step).</p>
186	<p>Overall reduce the waste (go to source) instead of constantly working to find solutions to reducing/improving recycling & composting</p>
187	<p>We need to see our garbage in order to fully absorb the impact our waste mgmt has. And only personal penalties will implement wide spread change.</p>
188	<p>What to do about cigarette butts and the buttheads that produce them?</p> <p>What about our waterways? Your survey doesn't explicitly address the problem with substances and matter flowing into the sewers and Lake O.</p>
189	<p>I would love to see neighbourhood recycling depots for glass and clean paper items, so the can be properly reused or recycled. More emphasis needs to be place on reducing garbage so perhaps penalizing retailers who use to much plastic packaging</p>
190	<p>It is wonderful the Toronto has a recycle program but acceptable items change regularity without enough information. The staff on the trucks often won't pick up some recycle material even though it is acceptable. Solid Waste staff need to be more "service friendly"</p> <p>So many places are looking at dealing with pet waste turning into hydrogen gas this doesn't seem to be anywhere on Toronto's radar. There are great programs in Wales (this is corporate partnership and co funded with the government, many municipal vehicles run on the "poo gas") and and in the US this needs to be looked at in a serious way.</p>

Part 8 – Additional Comments Continued

#	Responses
191	How do people get involved?
192	<p>Bring back the plastic bag fee. There were far fewer plastic bags blowing around outside when that fee was in place.</p> <p>Don't just look at the consumers. I would love to be able to not buying over-packaged goods but as long as the packaging is cheap companies will continue to over-package.</p>
193	I would like the city to focus on reducing food waste from grocery stores and restaurants. I believe that a lot of this food could go towards soup kitchens or food distribution centres and towards people in need. Stricter fines should be put in place for businesses that waste food.
194	<p>I think the beer store shouldn't be the only place that accepts recycling. Every store should accept empty cans. Also, all cans and bottles should be deposit bottles, not only alcohol. Many Europeans have been doing that for decades!</p> <p>Plastic bags should be forbidden or really expensive. You should have to opt in for plastic bags instead of being asked all the time by the cashier.</p> <p>I'd also be happy to collect paper and glass separately.</p>
195	<p>I've been doing this survey on my tablet and I've not been able to enter text in some of the fields where additional comments have been requested.</p> <p>I fully support the long term waste management strategy and encourage a zero waste goal. I do feel like so many companies employ styles of packaging that cannot be recycled which is incongruous to such a goal: Chips in plastic foil lined bags, children's purée in plastic squeezzy packages and of course Keurig coffee pods. It makes me upset because I don't want to support such business practices. And then family members make jokes about it, or about us. My parents (in their 70's) do not believe that recycling matters and that everyone of us can And should(!) contribute. So much of my time is spent encouraging them to do so but I feel like a lot of literature doesn't really 'speak' to them.</p>
196	<p>Toronto is late. I am glad there is such open and public initiative. This is an opportunity to set an example across Canada.</p> <p>Public bins are a poorly managed. Nobody recycle properly in in and collector have to merge the garbage when collecting.</p> <p>Certain downtown neighborhoods are dirty. Main intersections do not have bins and people litter in between traffic light poles and electric poles. Many public bins are just broken or soo dirty that I don't even want to get close.</p> <p>The recycle program is too complex. The city should triage paper, glass and plastic per household.</p> <p>ALL BUISINESSES should be a part of it, accepting return of plastic bottles, glass bottles and papers.</p>
197	No
198	We need to avoid incineration and huge landfills and exporting waste
199	Advertise to the public to "re-think" what they are about to buy and what they do buy.
200	I'm pleased to see this consultation take place, and excited to be in a city that is so proactive in reducing waste!

Part 8 – Additional Comments Continued

#	Responses
201	Give people options to replace existing behaviours. If the options are more pleasant, easier, provide benefits, the uptake and cultural acceptance is easier. People only resist if they feel bullied or penalized for their current practices. Currently it is difficult for individuals to properly dispose of construction waste as the hours are restricted to improve availability for City Trucks. This creates an atmosphere where individuals put their larger waste items in other people's construction dumpsters. Currently I take my metal recycling up to Muskoka as it's available during regular dump hours and easier than collecting enough to make the trip to the Toronto
202	I want Toronto to be a leader in waste reduction. Toronto should do whatever it can to avoid disposal in incinerator or landfill.
203	Everyone should be involved with better managing their waste. Thank you
204	Very important work, good luck with this!
205	I frequently walk through the ravines in Toronto and am just as frequently dismayed and disgusted by the amount of litter and waste dumped in these places. It is quite common to see construction waste dumped over back fences as well as litter consisting of plastic bags, coffee cups, styrofoam food boxes, cans and bottles to name but a few. I would dearly like to see some effort made by the city to improve this situation. I live in a neighbourhood in which there are three high schools; many students take their lunches to our ravines and leave all their litter behind.
206	We must have a harder/closer deadline/timeline for achieving these goals of waste reduction/diversion.
207	I believe that the citizens of Toronto are ready for measures to be implemented now, so the City should be confident to move much faster than the timeline in the draft strategy. We should do whatever we can to avoid disposal in incinerator or landfill.
208	The city's design of waste bins is terrible. In particular, the public waste bins are so poorly designed as to act as an obstacle to participation in our city's waste reduction programs. When the city next has the opportunity to redesign the waste receptacles, please hire a real designer with experience in user-interface and product design (rather than an intern or marketing firm). Have them spend some time doing research in Germany and Denmark so that they can be inspired to provide us with an integrated, easy-to-use design solution.
209	The focus for restrictions (taxes, bans, etc) should be placed on producers, who are benefiting most financially from the government management of waste. The focus for behavior change should be aligned as an improved quality of life: Easily understood recycling practices, increased access to shared resources, increased access to repair services, upcycling food waste to composting, etc.
210	Toronto has done an admirable job to date on helping residents and businesses reduce waste. But we need to go further. A zero waste goal is a laudable target. We should return to a ban on plastic bags. Ban the sale of plastic straws and yes I know that's symbolic - but unless we rattle people, change doesn't occur. We should publicly rule out the potential for waste incineration because of the association with dioxin and other chlorinated compounds. The amount of electricity that an incinerator could produce is just not worth the impact on public health. Let's get serious about installing programs and facilities in multi-res properties. As the city continues to grow, more people are living in these types of properties - they can't be forgotten. The city also has to get serious with the province over rules for private haulers, as these firms compete with the City and in many cases haul waste to places and facilities that the Toronto councillors would never approve.

Part 8 – Additional Comments Continued

#	Responses
211	<p>always keep in mind the factor of accessibility. I have a 92 year old father who can't read the flyers and can't see everything on television so a combined effort to ensure all modes of education are made. Also, I have family moving in from another city and they are always confused about what goes where. New cards need to be sent to homeowners with the various "top 10" things that go into each bin. For example, paper towel goes in organic, not garbage. Make sure to collapse Kleenex boxes in order to make more room in your blue bin. Things like that.</p>
212	<p>1. The strategy really needs to implement strong bans (consider what other cities have done. i.e. NY bans styrofoam takeout containers/cups). Express why the 3Rs are important, but stress penalties for non-compliance. Enforcement will help people do the right thing. I've never known anyone to get a ticket for littering, yet people do it all the time.</p> <p>2. Enforcement needs to be taken more seriously. Are there statistics on police handing out tickets for littering and if so, this should be advertised and promoted for people to not litter so easily (I see people throwing their trash out of their car window while driving all the time! Another infuriating/waste related pet peeve is people who leave their waste in food courts for someone else to clean up for them, or people casually leaving their empty coffee cup on a ledge at a bus stop - on that note, the subway receptacles are great - yet liquids from coffee cups is an issue).</p> <p>3. EPR is a great idea and I'm thrilled that this is proposed for the new strategy (and Bill 151). More advertising on this new bill and terms associated with it needs to be advertised to the general public. Promoting what can go in the blue bin is still great, but larger initiatives need to be advertised more frequently and in the right locations (subways, morning papers, social media, commercials).</p> <p>Thank you and Keep up the great work :)</p>
213	<p>Zero waste is a great goal.</p> <p>1. Let's have the City require that all businesses and high-rise buildings have the same access to recycling and composting services that houses already have. Make it a level playing field.</p> <p>2. Packaging is 90% of my (residential) garbage.</p> <p>I think there should be regulations for packaging. Toronto is great for great plastic bag & bottle recycling. But frozen President's Choice vegetables, and many drug store candies now come in stiff stand-up plastic bags that can't be recycled. The City/we need to take on the companies that are using and selling them.</p>
214	<p>Recycling needs to be aligned across the province or at least within the GTA. It's useless to have each business, mall, institution, etc. have its own recycling program. This adds to much frustration as one has to study some cryptic signs first to determine where waste is suppose to go. That I toss in the blue bin or green bin needs to be the same whether it's at home, on the TTC or the local coffee shop.</p>
215	<p>I think we should push to be waste free sooner! Implementing organics and recycling in apartments and condos is a huge step that is super important.</p>
216	<p>Residential Homes are pretty good in waste management, I think the focus should be of enforcing waste management in apartment buildings and condominiums.</p>
217	<p>keep it up. It's all about behaviour change at the end of the day. Sometimes fees are necessary to encourage that.</p>
218	<p>Toronto Environmental alliance should have a strong voice in working with the city!</p>

Part 8 – Additional Comments Continued

#	Responses
219	I think if we send out messages through social media/TV on the negative effects of consumerism on our society and predict what will happen and where will the waste go if we continue to buy and throw away items. - where will we live if we have mountains of junk. Make a funny but effective cartoon advertisement , for example of a mountain of garbage and have a few houses on top
220	Consistent recycling standards, applied to public and private collection sites.
221	I feel that the City's efforts in the 3 r's only accounts for less than half of the waste in Toronto. Organic waste from restaurants, supermarkets and smaller food retailers is huge, and is mostly carted away by private haulers, to private landfills. To the best of my knowledge it is not separated using the 3 r's. In this manner a huge opportunity to capture and utilize methane gas from organic waste is lost. Will the Zero Waste legislation affect private garbage disposal ?
222	The idea of organic diversion in businesses should be explored. I bring the compost generated by 5 workers (coffee grounds, orange peels etc) home to the co-op's green bin.
223	WATER bottles, plastic drinking straws ... These can be banned and should be. City should offer discount reuseable water bottles and great use of those wonderful city water trucks that go to major events. They should circulate like ice cream trucks.
224	Make it manditory for coffee cups and food wrappers to be recyclable. Require recycling in business. Better strategies on excess food going to organizations and food banks that need it. Education on food waste.
225	must be practical, measurable test then rollout provide case studies and best practices
226	I am very worried about the state of some parks around the Scarborough bluffs. A lot of litter. I walk my dog and pick up full garbage bags of litter at each of my walks! Not enough garbage bins is an issue. I would also like to see the City BANNING the use of plastic bags. This is a very serious ecological issue. There is no need to manufacture more plastic bags!! It is time the city adopts a NO policy. Finally i think the City should pursue an education program withing City managed schools, a child who is aware on how our waste is managed can make better decision that would start with his school. thank you
227	No, thanks
228	As you plan neighbourhood/mobile waste stream intercepts, design for older, pedestrian people who cannot travel more than one kilometre, nor often, and cannot carry weight. Seniors and disabled Ontarians who depend on services such as grocery delivery, wheel-transit, and parcel delivery, need equivalent waste management services. Consider tactics to manipulate food retailers so that the cost for one unit weight is a low as a bulk weight so that people don't need to buy three times as much as they need only to have one third of it rot before they can use it. Food waste might be a side-effect of bulk food pricing. Integrate neighbourhood recycling and hazardous waste collection into every public library facility if you can't figure out how to handle it within a mixed waste stream.
229	there needs to be something implemented for better recycling of take away coffee cups. They are a huge problem. Every Starbucks, Tim Horton's, etc. should have a separate bin that is exclusively for recycling the coffee cups. Otherwise the only way they might end up in the recycling is if you take them home and put them in your blue bin.

Part 8 – Additional Comments Continued

#	Responses
230	Do not consider reverse vending machines that give money.
231	I'm glad you are doing this strategy and these consultations!
232	Dealing with garbage as an end product is only part of the solution. Steps have to be taken to make businesses reduce packaging and unnecessary waste products. The City has to have a strategy for both sides of the equation, producers of waste as well as users.
233	I would like to see more items included in recycling such as ,plastic juice straws and cereal and cracker liner bags.The idea of zero waste sounds great .I imagine that we would be going back to simpler times of purchasing meats form the local butcher shop wrapped in paper!
234	Get more landfills
235	I think the key is raising awareness about waste diversion. This comes in many forms, such as advocating for better use of compost and recycling, but also encouraging residents to look at what they buy differently in terms of waste (ie. food without packaging, etc.) This educations NEEDS to come from our governments, or many will continue to ignore the issue.
236	Peace be with you.
237	Thank you for listening to us!
238	I am thrilled that the City offers the Blue and Green Bin programs but it is critical that these programs are available to all residents, condo and apartment dwellers included.
239	make people in downtown recycle like the rest of us
240	As a business owner, we serve our customers coffee and tea. We have already implemented handmade coffee sleeves in order to reduce the amount of waste. We need a solution to reduce our coffee cup waste. Perhaps, a program for businesses that reward the business that only serves their drinks in recyclable travel mugs or travel glasses.
241	The importance of waste diversion starts with teaching children at young ages. This such be emphasized consistently and regularly.
242	I work on the 2nd floor at City Hall and am bewildered by the lack of knowledge and effort by Council staff to file debris into the correct bins. People routinely place debris where they hope it should go ie, paper coffee cups and tin foil into recycling. Would it be useful to do a campaign which target the top 3 or 4 contaminators for recycling, such a coffee cups, black plastic etc.
243	More enforcement needs to be created in waste services to ensure full participation. We are committing crimes indirectly and directly against our environment without any implications on how it truly affects us.
244	I am so inspired by this strategy. There are so many great ideas. Please help families solve the "inside our small kitchen waste sorting issue". There is NOTHING for purchase in the greater marketplace. I need more opportunities to get rid of electronics. Have you considered a red bag straetgy - where i put my electronics in a bright red plastic bag (purchased from the city perhaps) within my garbage and then at the water sorting facility, they can easily idenitfy and separate my electronic waste out.

Part 8 – Additional Comments Continued

#	Responses
245	N/A
246	<p>Zero waste - the outcome must be because the products made are: recyclable or compostable. Products made from recyclable materials that are not post consumer recyclable are garbage. Products made from biodegradable plastics are garbage. Products made from non recyclable materials are garbage.</p> <p>Zero waste should lobby to stop making these products, not try to recycle garbage. (ie City Hall simply takes the garbage containers away)</p>
247	Long term waste strategies to implemented from schools level and supported through private public partnership and not only a local authority issue.
248	Excellent strategy!
249	<p>Dear City of Toronto,</p> <p>I highly request the education of landlords and residents on the importance and requirments of composting and recycling. Our apartment DOESN'T RECYCLE PROPERLY because people think it is a garbage bin, and there is large amounts of litter. Again, the landlord doesn't attempt to change anything. The best way is to educate citizens thoroughly, and then place hefty fines on those caught litteirng and not using bins correctly. In Chicago, for instance, new laws required recycling in all apartments with 5 dwellings or more. Toronto has a large recycling and littering problem, we need to enforce laws by having police and volunteer citizens. Roadside littering is a problem, I have noticed on highways, the overpasses that cross the 401 for example, there is a lot of litter under the overpass which goes over the higway. This is a great goal, for Toronto to get cleaned up and educated, especially on recycling and littering. The best way is education and strict laws and ENFORCEMENT. In my case, our apartment doesn't recycle and I don't have a a choice to recycle at home.</p> <p>Thanks you,</p> <p>A concerened Toronto Resident.</p>
250	Ensure that all condos have the appropriate green bin/recycling facilities. The last building I lived in, (217 St George Street) didn't have green bin facilities for the waste and residents had to put organic waste with the general waste. I believe the City had issued the building with a warning but the super/management of the building were so useless they never acted on it.
251	We need to get rid of plastic bags and wrapping
252	This is a critical initiative. How can I get involved?
253	I would like to see organic (green bins) for composting throughout the city. Often times I find myself on sidewalks, in parks, outside community centres or in the subway having a compostable snack/meal and do not have a means for composting it because there are no public bins citywide. I also think more information, outreach and incentives for citizens to use the green bins over trash cans in their homes, at work and in public would help to divert a lot of unnecessary organic waste from our bloated landfills and provide rich topsoil for community and private gardens (thereby creating a circular economy).
254	<p>Composting is not welcome in residential neighbourhoods as it encourages/feeds rats</p> <p>Toronto has a terrible rat problem that is ignored</p> <p>The health ramifications of rat infestation are like a ticking timebomb</p> <p>Remember the Great Plague</p>

Part 8 – Additional Comments Continued

#	Responses
255	Extended producer responsibility for end of life/product disposal (deposits on products or materials that are harder to recycle or dispose of).
256	The city needs to make more aggressive strides toward reducing waste and increasing awareness. A lot of the programs and incentives I currently see are strongly voluntary based. There is still a garbage mentality among Torontonians because we subsidize garbage bins and have not made strict laws or regulations toward recycling and composting. Without the proper fining policies or laws, people will continue to dispose of waste improperly because there is very little consequence for doing so. People think in short term ways and throwing a plastic bottle into the garbage seems like nothing to someone who is unaware of the wide-scale and long-term consequences. If there was a fine for throwing that water bottle into the garbage, it wouldn't happen. The city need to "walk the walk" and not just "talk the talk". Long-term strategies will benefit the social, economic and ecological aspects of the city and create better futures locally and globally.
257	love my composter - 2 yrs running. If they were on display at the local garden centres, and hardware stores I'd wager more people would install them.
258	corporate responsibility is important and needs to become a focus in the city.
259	Batteries , expired pharmaceuticals, etc need to be separated and dealt with
260	Please improve hazardous waste recycling.
261	I believe there is large problem with contractors/developers who do not do a good job of controlling waste and recycling materials. Their sites are not inspected, particularly in residential areas.
262	I would like Ontario to put more emphasis on reducing packaging, especially hard plastic packaging such as used for electronic devices, razors, etc.
263	I think the City has done a great job of moving waste management program forward so far. Keep up the great work!
264	Catch up to the latest technologies. Recycle, generate electricity, heat, from clean incineration. Convinced the public incineration clean and point to other countries as examples. Be tough but be fair. I do realise that tougher laws also increase illegal dumping over fences and onto lots.
265	1.Even the smallest size Blue bin recycle garbage container is difficult to clean inside. They get really dirty and stinky even though we wash all the recycle containers we put out. 2. I understand there is no money for the city in recycled glass and that it is a financial liability. If this is true for Toronto why not tell us and we could put the glass in the garbage where it is inert and likely causes no toxic problems.
266	No
267	Bins that prevent raccoons from opening the bins. Garbage collectors who put the bins back on the sidewalk and not in the street.
268	Racoon population is directly related to org stream, fix the stream and reduce the population. Let's be smarter than the racoon! proper waste management by all citizens should be mandatory to get org waste out of garbage. For those space constrained - neighbourhood or common bins. fine polluters and litterbugs (mainly kids in groups) - teach zero tolerance in schools re littering and vandalism. Carrot AND STICK approach! My kids were young enviro ambassadors and proud to be.

Part 8 – Additional Comments Continued

#	Responses
269	Community events promoting zero waste ideas in the cityay help alerting the public about garbage issues
270	Toronto should be looking into more integrated resource recovery and waste management facilities. The programs today seem very disjointed. We should be recovering and recycling 93% or more the the current waste streams (MSW, ICI, Bulk and Hazardous).
271	I believe that there needs to be integration of the various levels of government to encourage zero waste. We should not be importing poorly made items that the municipality will need to handle in the waste stream. I think that some advertising in public spaces should be mandated to be for the public good. i.e educational and informative such perhaps itemizing costs associated with waste or waste-water for instance. I think the city should look into insulated and interchangeable vermi-composting stations where organics could be placed in public settings such as parks etc.
272	We need to teach the public the benefits of recycling.
273	Is recycling being taught (in detail) in our junior and senior schools? Have businesses have to use only biodegradable bags and let them charge for them. Ban plastic water bottles in the city of Toronto Let our city be a city that other cities aspire to be like!
274	To me, the beat thing you could do is get packaging reduced -- it is ridiculous how much cardboard and plastic is used for one tiny item!
275	How about those racoon proof green bins? Or cull the racoon population in Toronto. I often miss the green bin collection because I cannot leave out my green bin overnight due to racoons and my garbage pick-up is too early.
276	Ring Around The Bin is an excellent product to stop the decomposable bag from falling down in the kitchen waste bin. You simply snap on the plastic Ring over top the compost bag, and your bag will never fall down again when you place organic waste inside the compost bin. It's manufactured in Pickering, On. Top Rack dishwasher safe. It's the clean and easy solution, that encourages people to use their organic waste bin.
277	Always participate in programmme as best I can. Would benefit from easy to access online material to explained ongoing information and changes
278	I have seen small scale bio gas plants in the country side. Why isn't Toronto producing electricity or gas to heat buildings with the methane from green bins and garden waste? If they can do this in the country side for a number of years now why is Toronto not trying this too?
279	Make sure that the survey questions and options are clear - I hate guessing or having to figure out the next step, e.g query re Circular recycling.
280	Too much excess packaging and recyclable packaging everywhere. ie groceries, fast food, almost everything ie food should not be in Styrofoam trays.
281	In my opinion, it's time to refocus from "where or how to dump garbage" to "how to use it". We need to start looking at garbage more as "RESOURCE", rather than "WASTE".

Part 8 – Additional Comments Continued

#	Responses
282	I think we're doing quite well in many ways. I believe the home collection programs are wonderful and wouldn't want to change collection of large items such as mattresses.
283	CLOSE HIGH-RISE APARTMENT GARBAGE CHUTES!!!!
284	How to educate the people who don't care a jot about the environment?
285	All of my additional comments can be found in the "other" section of previous questions. I feel both the city and its citizens need to do everything possible to reduce the amount of waste being produced on a daily basis. Of course I try to do my part as well. But I think it is hard to dispose of garbage on the go responsibly if there are a lack of organic waste compartments and/or only one bin for all kinds of waste. More education is also needed so that people understand how to properly dispose their waste. If we're going to impose fees on disposable packaging, the manufacturer should be forced to pay for this without being allowed to pass it on to consumers.
286	We also need short term solutions that will take us to the zero waste objective.
287	While I support a circular waste management system in principle, I also support freedom of choice and free enterprise. Are the two mutually exclusive or can they be reconciled somehow?
288	Rules around plastics are exceptionally confusing.
289	We need to properly educate people about how to reduce, reuse and recycle, but we also need to educate people on the positive impact of this work - how it feeds our economy, how it supports our environment and how easy it is to change our habits. From my perspective, I rarely see City staff educating people. I see very few resources and the resources that I have seen are in English (the one's I've seen delivered). It is a constant process. You can't mail one piece out and assume that everyone received and understood it. There has to be far more follow up.
290	I think the government needs to be realistic about moving towards a zero strategy. Punishing consumers for buying things they need from manufacturers who refuse to use recyclable or reusable materials isn't the way to go. If the government is going to legislate, then legislate that manufacturers must produce their goods in the right packaging. Punitive taxes and fees don't do anything except make it harder for people to buy things they need. Government should have the tax payers in mind when they legislate something like this.
291	Make sure your system works for people without cars. Have some ttc and pedestrian accessible sites. Too often I am told I have to drive it to a transfer station. So I just put stuff in the garbage instead. I am not paying for a taxi to throw stuff out or get a new bin..
292	education and enforcement are key elements in getting people involved - both children and adults
293	I really have witnessed City of Toronto waste disposal collection mixing garbage and recycling in their pick up truck, as well as placing recycling that they spilled back in the trash rather than the recycling. It would be great to have education/enforcement for the pick up people as well.
294	No

Part 8 – Additional Comments Continued

#	Responses
295	there is a lack of alignment between the city's recycling programs, and the packaging used by grocers/restaurateurs. We need the city to make it clear to consumers and businesses what the best choices are. (Pick THIS over THAT.) although the waste wizard is good, my family is still confused by which plastics go where. What about that hard plastic container that deli cheese comes in with the soft plastic top? I think a picture gallery of yes-yes-no from an actual waste audit or sorting system would be great. I use an App called "Think Dirty" that uses UPC codes on personal care products to tell you how body-safe the contents are and to recommend alternates. This kind of app for city residents (scan or search the product, find out how much waste it produces as a score from 1-10, recommend similar similar product with higher scores) could be a GREAT way to start taking about waste in a really universal way.
296	I'll say it again, the 7am pick up time is too early. You would have more participants if you made it 9am. Residents could take it to the curb on the way to dropping off kids at school or on their way to work. Mornings are rushed as it is. I can't put out my green bin at night because of raccoons and 7am is too early. So I miss collection every week, which means it gets out my garbage bin.
297	How actively do industry & commercial enterprises in the city participate in waste reduction? Is there a website that will let me know who are doing the best at recycling?
298	PLEASE TAKE EVERYTHING I MENTIONED BEFORE INTO CONSIDERATION. IM A RYERSON STUDENT STUDYING IN THE URBAN AND ENVIRONMENTAL STUDIES PROGRAM AND IM VERY FASCINATED WITH WHAT IVE LEARNED SO FAR BUT IT SADDENS ME THAT A LOT OF WHAT I LEARN ABOUT SUSTAINABLE CITIES ISNT RELEVANT IN MY OWN.
299	thank you for making this survey available to the public. Word needs to get out to as many people as possible that they have a stake in the future of our city's waste and that they have a chance to shape that future.
300	The City should absolutely be supporting sharing, reusing, trading initiatives in the city in order to promote consuming less. The City should also consider launching a website like the WRAP has done in the United Kingdom called "Love Food Hate Waste" that gives people tips on reducing waste (the city of Vancouver has partnered with them to start one too). Also, the city should support getting Goodwill stores back in Toronto, because this was a great place to donate good, buy used goods and provide employment and support to communities that really need it.
301	Understandably, it's a bigger issue than just banning it as corporations are involved but please consider banning plastic water bottles.
302	I am glad the city of Toronto is taking additional steps on waste management.
303	good luck!
304	Frustrating that now we can recycle soft plastics and the packing then changes to noisy plastic like frozen food bags which used to be soft plastic. The businesses should choose packaging that is only recyclable. Blister packaging of many items and the clear plastic can't be recycled so it shouldn't be used.
305	Thanks for doing this! We need to be a global leader in Waste management! The steps you are following will get us there! Thanks!

Part 8 – Additional Comments Continued

#	Responses
306	Resources have to become available to all in order to have successful environmental waste management system in City of Toronto.
307	The City should set up neighbourhood based programs whereby residents and neighbours can help one another build resilient communities as they work toward circular economies, zero waste and carbon neutral communities.
308	work with local shops and restaurants to reduce take out food packages and food packaging - more access to refillable purchases i.e. laundry detergent, dish washing detergent, maple syrup etc. - create returnable packaging such as the glass milk bottles that are returned - standard take out containers that can be used in local neighbour hoods - this is one of my largest quantity of items i have in my waste
309	The public has to be more willing to go along with diversion, otherwise it will be a mitigated failure. People, both private citizens and businesses have to make the effort to separate their garbage & recyclable materials at curbside, at the workplace and on the job. And every effort must be made to have no mixed loads allowed at the City's Transfer Stations.
310	Don't reinvent the wheel - adopt existing highly successful best practices from around the world - 95+% of which can be discovered online, i.e., no need for expensive boondoggling trips all over the globe. Use virtual tours, video conferences and reduce the carbon footprint for such discovery. 10 year horizon sounds too long for the program - Space-X can create a whole rocket program in much less time - this isn't rocket science, but it is good science!
311	More diversion programs & awareness campaigns are required, it starts with the children, you should consider conducting presentations throughout the various school boards, in community centres as well as childcare centres. In addition you require staff that are actually passionate about the environment & waste diversion not someone who goes out & completes very dry presentations .
312	The Waste management strategy needs to take into account the impact of the strategy on the broader environment as well. Shipping garbage to distant landfills generates lots of greenhouse gas emissions and these should be considered. If the cost of moving slowly is more greenhouse gas emissions, then the strategy needs to be accelerated. To promote more recycling etc., the answer may be to institute a carbon tax on disposals.
313	I find the LTWMS lacks vision. Why not set a goal that Toronto by 2030 should landfill max 1% and specify how to get there, what investments would be required. With the current 50% there is a long way to reach such a goal. The rest of the world is far ahead of Toronto. Sweden, Germany, Switzerland are below 1% and aiming for 0% landfill. I understand that you want to wait for the Waste-free Ontario Act, but at the same time, one gets the impression you expect that the City will play a smaller role under that scenario. Most likely, the Act will require more recycling etc. Why not prepare the City to play a more active role in that work.
314	In order to improve performance of recycling and organics programs it would be interesting to know what are the most frequent materials disposed of in such programs, i.e. receive feedback from recycling and organics management facilities in order to inform people what we're doing wrong.
315	Education is currently based on resources adding additional barriers to understanding programs. Educate at contact with campaign that focus on what not to do with recycling and what is not accepted to prevent contamination. Also reminding people of the cost of garbage and free diversion programs.

Part 8 – Additional Comments Continued

#	Responses
316	<p>I am very happy to see the strategy document and believe it to be excellent. I am happy to have the opportunity to take the survey.</p> <p>I believe that education is key and that how it is done needs review and improvement by communications professionals. There are many aspects to RRR and it's a complex concept and entails a basic shift in attitude and habits. People have little time and little ability to focus, especially for more than a few seconds, so one of the challenges is to get their attention, keep it, appeal to them on a meaningful and basic level, and commit them to making change in their lives.</p>
317	<p>Large items such as mattresses (even relatively new ones) are a challenge for people to recycle in any way.</p> <p>Organizations such as Second Harvest need to be partnered with the City to reduce the monumental food waste of grocery stores, restaurants.</p> <p>Education is key (see schools comment) and making it easier for everyone to reduce and recycle by having bins wherever people gather.</p>
318	The city needs to change its entire mentality of big-business before human life. Encourage local economics, and empower the youth to action for themselves.
319	I appreciate your working on the difficulties that garbage creates.
320	Mobile drop-off is a good idea because the depots are only accessible by car, so people who don't drive have no way to drop off hazardous materials. I can only support zero-waste if the rules actually make sense; the current rules do not make sense and if the new rules are similar I will not be able to support them.
321	I like the Nathan Phillips Square event idea! More of this! How about in local parks, May and October, like the compost and dangerous waste items days - or in conjunction?
322	<p>1. I really like the idea of a circular economy. Also think we need to do a better job at making things made out of recycled material more readily available (though it's not really City waste management's job I know!) - ie why is it so hard to find garbage bags made out of recycled plastic? Why use raw petroleum to produce garbage bags!</p> <p>2. Another challenge is educating people to put (correct) things in correct bins. My downstairs neighbour puts all compostables in garbage. The other challenge is the multitude of things that can (and can't) go in recycling ...clear plastic cups are OK but coffee cups aren't...one almost needs to study & memorize the list. No wonder people are confused & put the wrong stuff in. (though don't get me wrong, I'm pleased we can recycle so much compared to other places!)</p>
323	Education of waste and waste management should be fostered in the academic curriculum.
324	<p>Waste diversion in schools is terrible. It has slightly improved with some organic bins being used sometimes, but it is mainly paper recycling. Schools should be part of the education plan, as well as the enforcement.</p> <p>I feel education is important, but the plan seems to move very slowly. I think we need to have higher targets and really get going on this. Waste reduction/diversion helps with climate change as well. These are pressing issues, and they need to be dealt with!</p> <p>By-Laws for condos and apartments need to be written now. There is no excuse for people living in them to not have access. These by-laws should have already been in place - we are behind the times!</p>
325	glad to see this happening -- we live in Atrium 2 at 65 Spring Garden Av. -- I think it's a model - Jack Murray

Part 8 – Additional Comments Continued

#	Responses
326	We can get to zero waste faster, we need more access to green/blue bins in public spaces/apartments/buildings/sports events, we need to avoid landfills and incineration Thanks for making the survey
327	Public recycling and green bins are often full of garbage because people are unclear (e.g., where to put coffee cup lids) or unmotivated. Need better signage (that does not require English literacy) and some sort of incentive, perhaps aimed at kids and teenagers. Kids will teach their parents and teenagers need positive peer pressure
328	Thank you!
329	In support of Circular Economy, start developing 'material passports' for City buildings, so that materials can be reused.
330	Toronto should do whatever it can to avoid landfill and incinerator disposal. The City waste strategy should move much faster and not focus on diverting garbage to private landfills for the first 4 years, and rather start working on real instant solutions like more access to green bins and education. Toronto should ban plastic bags and plastic water bottles like some American cities, or at least enforce fees. Paper coffee cups should have fees enforced as well. Organics should be banned from the garbage. Toronto should create green jobs by hiring people to educate and provide outreach in waste diversion, as well as expand green bin program to all buildings. I would love to do this kind of work for the city Lastly Toronto should commit to a zero waste goal like other major cities have done.
331	I fully support the City's efforts to reduce waste, I hope we'll see more in the future.
332	Move much more quickly towards goals. We are already far behind where we should be.
333	Make it mandatory for all businesses to recycle! Mandate that companies must use 100% recyclable or compostable take out containers and bags. Educate young people in schools.
334	Perhaps city employees might visit neighbourhoods on garbage day and post notices on those pushes without green bins. Recycling and garbage bins might be randomly checked and notices issued for those who do not separate their waste (like my neighbours)
335	We can do better! Work with stewardship councils to have companies reduce pkg, tell us how to reduce or recycle it clearly on pkg. Take persons cleaning in homes- they can't read English, often have little training. Make this a topic for LINC etc. Bolster and support programs in the schools. Help kids to teach parents. you are expecting NGOs to carry to much of the burden.
336	The city should require that retailers recycle or dispose of the packaging that comes with the products they sell. The city should focus on reduce and reuse over recycle. The city should provide free community space specifically for activities such as swaps and free repair activities like repair cafés.
337	My son bought three things home from the hardware store. Half the packaging, plastics, did not have a recycling code on the back; unnecessary, lots of packaging is now recyclable. Ask a professional on a job site how waste can be diverted or sorted. Banning mattresses from pick up, what is the alternative? An alternative has to be available. rather than passing along the problem. How is an elderly person or a person without a car supposed to manage? Advertising campaigns: SIGNAGE?.. " are you doing your part?"

Part 8 – Additional Comments Continued

#	Responses
338	More focus on reduction of plastics is needed - not just in the waste stream, but in the production and purchase of bags, packaging, and disposable items in the first place. Good waste management has to address the sources of waste, not just its disposal. Recycling is not sufficient as a waste management strategy for plastics.
339	The residential bins are ugly and very impractical for many people to use. I have arthritis in my hands and have great difficulty using the green bin. Some neighbourhoods may benefit from a central waste depot area like they have in many European cities. This would certainly improve the aesthetics of many town house complexes.
340	Really upset about the new compost bins coming. I think it is mainly an initiative to work with The garbage truck dump technology! They have not done their research on how much people Put in the bins. I never see extra overflow compost bags. As well alot of,people in my neighbourhood (beach) put dog waste in compost bins!
341	More plastic waste managing
342	Why does it take years for government to accomplish anything? These are things that we needed to have done decades AGO, not decades in the future. There are citizens doing all of these things on their own, encouraging and educating others to join them, while the city projects decades of study and implementation. We don't have decades. Rent 20 storefronts around the city and start making drop off more accessible to people. I use the Scarborough transfer station and I probably would not use it if I didn't have a car because getting anything there is next to impossible without a vehicle. When I finally get in there, I typically leave my HHW unattended on a rickety table in an open garage. Not hard to raise the bar on this level of service. While you are using the storefronts, you can study and implement better ways to do it. We are spinning towards disaster here and all levels of government are holding consultations. Many people in my age group are downsizing and are scrambling around trying to get rid of things they no longer want or need. By the time you folks get anything in place, many of the baby boomers will already be in long term care. Get busy and do something to help out.
343	It is obvious when you look at how and what people put out for city pickup that many people have no idea. And these incl very intelligent well read citizens - I don't know how you improve the message you need to disseminate
344	I believe a large problem is that retail uses excessive packaging, and does not consider recycling or re-use in their packaging.
345	The city needs to ban practices that make otherwise recyclable products un-recyclable, such as flyers and free magazines that are delivered in plastic bags (I gather that a bagged flyer cannot be efficiently recycled and is treated as garbage). At the same time, the city needs to work to make the recycling process more capable, so it can cope with items like bagged flyers. Many (most?) people can't be bothered separating flyers from bags or rinsing containers and the process should recognize this.
346	Finding ways to produce your own food year round reduces packaging from buying produce. We went to a lecture on this.

Part 8 – Additional Comments Continued

#	Responses
347	<p>There should be more focus on reducing the production and use of plastic. I am very concerned about plastic entering natural systems and water systems. Plastics should be taxed, and plastic bags should be outlawed. We should encourage a culture of reducing our use of plastic. It seems there is still a lot of plastic that can't be recycled - cheap toys, plastic parts, many kinds of packaging and soiled packaging.</p> <p>Toronto should do whatever it can to avoid disposal in an incinerator or landfill.</p>
348	<p>would like to see more frequent street cleaning</p> <p>clean street reduce littering and protect our sewers</p>
349	<p>There are grocery stores in Europe that aim for zero packaging - all packaging is reusable. I would like to see such businesses given encouragement/incentives to set up in our neighbourhoods - not sure how; rent subsidies?</p>
350	<p>I feel strongly that there needs to be a strong public education component to the Strategy. There is still a lot of ignorance and therefore a lack of concern amongst the general public.</p> <p>Although I'm not a fan of punishments (ie. my concern that some aspects of enforcement may encourage an increase in illegal dumping), I do believe that manufacturers must be held to account for the ridiculous amount of unnecessary packaging they produce.</p>
351	<p>As per my earlier comment, I've worked with a number of leading edge waste recovery companies. All of them indicate difficulty in generating any interest from the City.</p>
352	<p>All commercial and industrial buildings and all condos and apartments should be recycling.</p>
353	<p>I am sad to see that many households on my one-block street do not seem to use their Green Bin. We are mostly renters here and there seems to be lack of personal responsibility for looking out for one's neighbours and community.</p>
354	<p>A lot of recycling should be eliminated by concentrating on packaging i.e. its elimination.</p> <p>Present recycling need a mind shift. We all feel very righteous trundling our blue bin to the curb and feel we have done our bit to save the earth. A measly effort, worth perhaps 10% of the 50% that is claimed. Skeptics like me want some true financial facts and what actually happens to this diverted material. Zero waste is technologically possible but not a real world practical solution. The cost at this time does not make this wish attainable unless we are willing to pay or cut back on other city services.</p>
355	<p>I divert all my organics, either to the compost bin in the garden or to the raccoons and opossums. What I can't compost they eat, bones and all. I have well behaved raccoons. They have not destroyed my house, they don't get into my garbage as there is nothing there for them to eat and they have never menaced me in any way.</p>
356	<p>Information provided through calendars (particularly) and website is outstanding -- great go to resource to which i refer all the time. Challenge is things that are not accepted (such as electronic waste, paint cans etc that pile up in our home until we take them to the dump up near our cottage in a small township, where appropriate disposal and waste diversion is easier than in Toronto), or that others can use.</p>

Part 8 – Additional Comments Continued

#	Responses
357	<p>POINT 1: EDUCATION IN SCHOOLS - Not only should ALL of Toronto's schools be absolutely compliant with Toronto's waste management rules, knowledge of the program itself should be an integral part of the elementary school curriculum, starting in kindergarten or grade 1. These early learners should be required to understand in detail the specific items that can and cannot be put in the blue and green bins. They should be tested on their knowledge of the program. When young children understand the reasons for the zero waste goal plus the specifics of the program, THEY WILL EDUCATE THEIR PARENTS! (Our daughter, who is 7, certainly understands the need to recycle, and her young brain sometimes remembers better than we do what is acceptable in the blue bin and what is not.)</p> <p>POINT 2: ENFORCEMENT - This is the key to compliance. Many people are basically lazy and as a result will often pay only lip service to recycling without making any real effort to understand or comply with the details of the program. The proof of this is to observe the contents of garbage and blue bins (often overflowing, by the way) that our neighbours put out for collection (can be readily seen as they are emptied into the waste management vehicle on collection day). Although enforcement is a challenge, there must be many ways to achieve compliance, for example, refusal to pick up garbage/recycles that are non-compliant; spot checks; fines, i.e. tickets given to offenders (as with parking tickets) with the enforcement officer taking a digital photo of the offense with the offender's residence shown in the photo; snitch line; etc.</p> <p>Actually, perhaps the Parking enforcement officers (the most "eager beaver" team in the employ of the city, I should think) could have their mandate expanded to include the issuance of garbage offenses tickets since they currently roam to all parts of the city and seem to be able to spot an illegally parked vehicle at quite a distance. [Note that although I have received my share of parking tickets, I do support Toronto's parking policies, and the doggedness of the Parking Enforcement Officers in "encouraging" us to adhere to it.]</p>
358	Continue to Build bike Lanes. Ev charging stations.
359	Two waste materials that are confusing for the members of my co-op to dispose of is wood and metal. We don't have car owners in the building and so taking items to the depots is not possible.
360	We do our own composting We have 2 bins and we have worms in our compost whereas the city of Toronto compost has none but the city bins take bones and meat that has gone bad.
361	<p>Educational campaigns need to be better designed, easy to understand, friendly, and simple to digest. Communications from the City are poorly designed.</p> <p>Community incentive programs might also be an idea: i.e. Meet or exceed your goals and the community is recognized in some way, such as new playground equipment, or trees?</p>
362	We need to promote and change our cultural norm of shopping for what we want to what we need and that can be done via exchange of things one no longer need or use; circular economy is the most effective way to reduce tremendous amount of garbages produced by the manufacturers. It will creat a new culture of consumption with a conscience!
363	Everyone needs to take more responsibility for their garbage to reduce what is shipped to dumps. Recycling should be taught is schools. Children can help to change the mind-set of some adults who think recycling is not important to our future.

Part 8 – Additional Comments Continued

#	Responses
364	Together with the U.S. and other countries we should be putting into place legislation to require all food and consumer packaging to be recyclable. I don't believe that incineration is a good option. We should make longer product warranties mandatory (10 years). Products that are not built to last should not be sold.
365	Reduce reuse recycle
366	Industries that encourage consumers to spend more will have difficulty supporting "reduce" and reuse of their products. Anything that decreases the purchase of new products will decrease profits. Consumers' continued spending may generate more waste than the lack of reuse or recycling programs.
367	I think the calendar needs to be simplified. There is a lot of information in there but it takes some effort to access it.
368	Toronto can and should accelerate its waste reduction strategies. Also, thank you very much for putting together this survey!
369	Continue to monitor any programs that you start for improvements and changes.
370	Need more uniformity of guidelines for both individual homes, multi dwelling and office towers and better enforcement to get everyone to comply and participate.
371	Reducing packaging might be simpler if the whole country was on board. It's hard to change a manufacturer's packaging practices if they have to do it too many different ways. If there was a country wide law about acceptability, then it might be less painful. Costco has a locked cage for some valuables. Instead of making larger packaging to prevent theft of smaller items, there could be cage recommendations for all businesses.
372	Most of the smaller centres in Ontario have no recycling at all (or nobody uses it). Everything goes to landfill.
373	The focus needs to be on increasing the 3Rs in high rise buildings.
374	No.
375	It would be nice to recycle more reno waste such as wood products and clean scraps.
376	Freecycle has been around for many years now. Members offer things to other members for free. It allows people to reduce waste ending up in the landfill.
377	There needs to be more bins, resources available in public places and organizations/ work places
378	Thank you for including food waste reduction in this process and ultimately the strategy.

Part 8 – Additional Comments Continued

#	Responses
379	I strongly support the efforts to reduce waste, recycle and reuse. We need more programs, clearer and targeted messaging (visuals) about what and how items can be disposed of properly. Make it more convenient for people to get rid of their waste such as chemical, battery, light bulb, VHS tapes drop off at their local community centers or at their workplaces. I know that local pharmacies will take expired medications so that's helpful. Consistent and proper use of the bins with consistent colouring being used is important (I have seen all shades of Blue!) and all bins should look the same, standard issue. Get Condo developers to build waste disposal for garbage, green, & blue directly into each unit with the Condo Board of Directors being responsible for educating the condo owners of how to dispose of responsibly. This would also make it easier to indentify those individuals who might be non-compliant in which case a fine could be issued. Also perform compliance checks on apartment buildings and impose fines on landlords if they aren't providing the facilities to dispose of properly or not providing enough bins. And, please keep up the great work you're doing. I've noticed improved outreach, engagement, and communication over the last 5 years and the waste wizard commercials were hilarious! (http://www.coloribus.com/adsarchive/tv-commercials/city-of-toronto-recycle-your-unwanted-electronics-13902605/) If you could do more of those, I think that's a great way to get people to notice (laugh!) and talk about how to dispose of their items.
380	Collection of reusable items is already easily accessible. Focus on recyclable items.
381	I believe that our society already has many people who would be enthusiastic and energetic about diversion every day and everywhere. They are not presently contributing to their community as much as they have the potential to and with some or a lot of training they could be enthusiastic and energetic advocates for diversion in all of its different aspects. They are developmentally disabled adults and I have written a letter to the Public Consultation Unit detailing my proposal to employ people of this description.
382	This is a super important issue and I am glad that the City is looking at ways to improve Waste Management in the City. Good Job!
383	I work for the City of Toronto at 50 Booth Ave and find that recycling/green bin programs aren't followed in my office. Garbage and recycling go into the same disposal bins, and there aren't any green bins. I would love some input on how to improve this situation. Thanks in advance!
384	I think there should be strict fines for littering. Maybe parking enforcement officers could double as non-littering enforcement. Also, it should be the responsibility of residents to keep clean the sidewalk and street in front of their homes - so litter doesn't gather in the gutters.
385	I think part of the waste strategy needs to include discouraging businesses from using disposable coffee cups, plastic containers, etc. These items end up on our streets as litter and in our landfills.
386	I believe the city of Toronto does a great job getting the information circulated and providing weekly green bin pickup. I would like to see manufacturers lessen the packaging, particularly cardboard to assist in reducing the amount of recycling.
387	I'd like more awareness to be spread about composting (green bin), what goes into recycling and what doesn't. In addition more receptacles which are accessible for disposal of hazardous household waste so it doesn't go into a landfill - e.g. nailpolish.

Part 8 – Additional Comments Continued

#	Responses
388	<p>All of our best and most successful technology has come from copying what nature does. We have not done this with organic recycling. Bio digesters and traditional composting are part of that process but do not recover the high value food nutrients that have taken enormous amounts of energy from farming, processing, transportation, retail handling etc.</p> <p>We need to incorporate an insect into the organic recycling system to really make progress in this area. One day we will have to as food shortages increase from population growth.</p> <p>I am dumbfounded that City planners (here and in other municipalities in North America are not beginning to incorporate this inevitable component in a comprehensive recycling program with zero waste and circular economy as its intent.)</p> <p>We have to get over our aversion to insects (like we did with the honeybee which has become very valuable to us in agriculture)</p>
389	<p>Typically there is good intention but poor execution. I do not support extra fees, more fines, and increasing administrative costs. This then becomes part of the tax base and is seen as needed revenue for the City. Encouragement instead of punishment is preferred. I like the Christmas tree program because 1) it doesn't cost anything, 2) it is good for the environment , and 3) we have usable mulch, wood chips at the end of the process.</p>
390	<p>In addition to my comment on in car cams recording incidents, I meant as in littering. As I have seen lunches tossed out by the roadside.</p> <p>Glad to hear the province is pushing for ALL residences to have Blue and Green Bin programs. Maybe the Province can use tax incentives for companies to build recycling centers that accept a vast array of recyclable materials, as I see there are a few items oddly not accepted. For example once the 905 are took styrofoam at the curbside Blue bin and the City of Toronto did not. Now they do. Funny recyclable black plastic tubs are not recyclable in the city. Perhaps finding another recycler or as said the Province can encourage that sort of company to build in the province.</p>
391	<p>It is one thing to have organics and recycling bins in the public but it is another thing for public to use them. I've examined recycling and organic bins in the public spaces in CNE or shopping malls, everything gets thrown out in all bins. People don't bother diverting the waste.</p> <p>There needs to be more education to the public in general. I am very surprised to see how uneducated people are regarding recycling and composting.</p>
392	<p>People don't want to think about garbage at all. It should be a simple decision. Encouraging manufacturers to use a smaller portfolio of packaging methods would make it easier to know how to dispose of trash. It needs to be quick and easy.</p> <p>We have those packaged meat liners to absorb blood and stuff and the liner is glued to a foam tray, making the whole thing trash. Make the liner out of compostable materials and don't glue it to the tray, so the liner can be dumped with all the food scrap, and the tray can go in the blue box. This eliminates a major source of stink from the trash bin, and people will be able to wait longer before putting the (large) trash cart to the curb, thus reducing the number of stops the garbage truck needs to make.</p>

Part 8 – Additional Comments Continued

#	Responses
393	<p>The strategy should include words along these lines: "Programs with goals of behaviour change should consult and integrate the concepts of evidence-based approaches from the behavioural sciences" - Generally people assume they know the best way to communicate or at least a good way. In this case environmentalists as a movement just do it wrong consistently. To qualify this statement: "97% of scientists agree climate change is happening" is the line shouted far and wide by the exasperated environmentalist community. Why hasn't it worked? It is a hammer. It says from an environmentalist to someone less engaged "your bad and you need to do something now or else". For an audience it feels like a threat, and it encourages them to simply deny a problem even exists. Human behaviour change principles don't change regardless of whether its about smoking, drinking, drugs, or waste diversion. The behavioural sciences have been exploring these concepts for decades and the best solutions for driving behaviour change are sitting right there, waiting for us. Let me help you to capitalize on these benefits.</p>
394	None
395	wish it were easier to recycle/properly dispose of Compact Fluorescent Light-bulbs and batteries, in particular.
396	Yes. Might be nice to focus more on how to avoid producing waste. Focus more on reduce and reuse rather than recycle. Work with buildings to help them baseline and then reduce waste. I'm part of my building's green committee but we get so little support from management it would be nice if the city could be a collaborator and maybe offer some incentives.
397	Where there is waste, there is a "better" way. Zero Waste and the Circular Economy will require extraordinary efforts in collaboration, and cooperation and extraordinary resolve to change and "do better". Everyone's efforts must be focused on eliminating current "wasteful" patterns and establishing many paths to a healthy, safe and sustainable future for upcoming generations.
398	Given that the majority of Toronto residents live in multi-residential buildings, there needs to be a priority set on improving waste management in these buildings. Apartment residents do not have the same waste disposal options as single-family homes, like setting large waste items on the curb to be picked up. This leads to a lot of illegal dumping in multi-res buildings. Waste diversion programs exist and have proven to be highly successful in single-family homes -- I would strongly recommend not just extending it to the multi-residential sector but also making it mandatory to provide these programs to residents.
399	I'm encouraged by the focus on reduction and reuse within this strategy. As a zero waste researcher in Toronto, I believe innovative solutions focused on the beginning of the supply chain - designing for reuse/recycling - are ideal. More info on my zero waste research available here: https://urbanbandit.ca/what-is-zero-waste/

Part 8 – Additional Comments Continued

#	Responses
400	<p>Add organics bins to outdoor 3-in-1 bins. Create posters for all the hint that clearly outline what goes where. For example, pictures of straws that goes in the garbage and juice box in recycling.</p> <p>This waste strategy and the reasons for it needs to be promoted more! Everyone I've mentioned this to had no idea about it (these are people in positions of authority). Let's face it, people do not like to read. Therefore, we need more visuals throughout the city (street art, posters etc.), communication on social media, communication with private companies and school boards..etc. Don't be afraid to tell people the truth about our current waste crisis. I think the part of the reason why people see it is a non issue is because we have learned to sugarcoat a lot of the really problematic issues.</p> <p>Provide a lot of support and information for immigrant and migrant communities.</p>
401	<p>As a behaviour change problem, waste diversion and management will need to focus on reduction of current barriers against the 3Rs while increasing barriers (e.g. recoup-able fees like in the alcohol recycling process) to deviation from using these programs. These changes will need to be made as close to the end user as possible (as opposed to focusing on centralized programs).</p>
402	<p>Thank you! This is important.</p>
403	<p>it would help to discourage people from buying things (especially furniture, kitchenware, clothes) new when so much perfectly usable stuff gets thrown away.</p>
404	<p>I strongly endorse the zero waste economy.</p>
405	<p>I have a problem with seeing chairs, couches etc going into the garbage. I would like to see items such as this available for sale to someone who could use them. Most places will not take them. Also, I can find nothing indicating what could be done with heavily used clothing or other material items (eg: towels, placemats , dishcloths , worn out clothes etc)surely some business must or should exist that could re-make them into new products!</p>
406	<p>We need the environment to survive and it is the duty of every human being to preserve it in whatever way possible. A strong compost and recycling program is a step forward to doing just that.</p>
407	<p>Thank you for creating this strategy document and survey. I strongly support bold waste management programmes for Toronto. Our city is wealthy, privileged, and high-functioning in the global context, and we have the power to be a world-class example of municipal sustainability.</p>
408	<p>Great strategy, too bad about the low quality organic collection but it does make it easier for the residents who are not used to organic collection.</p> <p>Try having collection on one side of the road only to reduce pick up time/shorten routes.</p>
409	<p>Proud to see the City moving in this positive and thoughtful direction.</p> <p>The waste management education process should start in primary school and continue through high school.</p>
410	<p>I think this is an excellent program and the City should start enforcing the by-law to get 90% compliance.</p>
411	<p>Waste management needs to go far beyond the current silo thinking and look at ways that it can be used as a focus for community-building and education that goes beyond recycling.</p> <p>My ideas for a creative reuse centre do just that. The reuse/repurposing of materials is just a beginning of what it is possible to do - including: employment, volunteering, skill-building, education, creative problem solving, local business incubators, community interaction - and fun.</p> <p>https://www.facebook.com/Creative-Reuse-Toronto-469122896580494/</p> <p>Waste management is a city/societal issue. It needs really creative thinking and working with the community to make the changes that will benefit all of us.</p>

Part 8 – Additional Comments Continued

#	Responses
412	<p>I'm really glad this survey is being done - I think there could be a lot more information out there on how people can reduce their waste. I do think, though, that this is also tied to what the city requires of vendors. Banning plastic bags was a good start - it forced a lot of people to address that aspect of waste. Here are some thoughts on other things Toronto could work on:</p> <ul style="list-style-type: none"> - more lightbulb disposal boxes. I have nowhere nearby to take old lightbulbs, and these really shouldn't go to a landfill. Perhaps public libraries could have a city pick-up? - for that matter, more disposal boxes for batteries - incentive for restaurants to use recyclable or compostable takeaway containers (no more styrofoam!)
413	<p>I wish there was up-to-the-minute media available to make our waste a less abstract concept. Create online visuals of our landfills and how full they are. Update the graphic weekly with how full they're getting and make it so that students or community groups can visualize how much landfill space they've saved with their eco initiatives. Gamify the dump and getting it down to zero.</p> <p>I recycle religiously yet I have no idea of the process after it leaves my house. This should be common knowledge. There should be tours of the recycling centres, or at least videos of the entire process. Maybe there are and I haven't seen them, but as an information junkie, if I don't know about them, I doubt they're being promoted enough.</p> <p>Lastly, there should be a repair cafe in every neighbourhood. So much of what we throw away can be fixed, but more importantly, we need to bring back repair skills and the valuing of individual objects over a long period of time.</p>
414	<p>I have been in touch with Mr. Crisanti, my councillor, and with TEA which strongly supports good environmental practises.</p>
415	<p>I think more emphasis could be put on "Reduce" primarily and "Reuse" secondarily. It seems to me that many people think they are doing well because they "Recycle". Personally, I think we all get a "D-" for recycling. Don't buy so much stuff! Also: leave the packaging in the store. I know in the short run this can make things worse if the store doesn't recycle. BUT. If enough people did this the stores would ask the manufacturers to "stop with all this packaging already."</p>
416	<p>Helpful comments & questions. I wish to support waste reduction as much as possible. My neighbours have commented that my recycle bin (large) & garbage bin (small) are not what they have used ---- we've talked about that. I think there are ways to go & obviously the city is thinking / planning for that.</p>
417	<p>With Zero Waste as a goal, interim objectives should be defined that serve as stepping stones to get there. For example, first make composting and recycling mandatory. Second make what can be composted or recycled the same, regardless of whether you're a house, building or business. Etc.</p>
418	<p>Let's continue to work towards being a leader in waste diversion!!</p>
419	<p>I'd love to see a zero waste future, but I don't know if it's possible.</p>

Part 8 – Additional Comments Continued

#	Responses
420	<p>The City has come a long way but it looks like the general public are either apathetic or unknowledgeable about the waste diversion programs. Perhaps you can set up random stations (in parks or subway stations, where the trash/recycling bins are located) and give out prizes /incentives to see how knowledgeable people are and to encourage them to learn/participate more.</p> <p>I would also appreciate it very much if you can re-consider the idea of keeping the autumn mechanical leaf collection option, if not expanding the area zone where this operates. It would decrease the man-power and resources (paper bag manufacture) involved in ridding seasonal leaf/yard waste.</p> <p>Thank you very much for your effort and doing a good job in helping Toronto and the environment!</p>
421	<p>I do not know how to make people "care about environmental issues." I do know that if there is a financial penalty related to environmental issues, people care alot sooner and quicker.</p>
422	<p>Should encourage grocery stores to reduce plastic packaging for fruits and vegetables. Should have incentives for people to use their own produce bags -currently they are very hard to find, but can be easily implemented.</p>
423	<p>It could be helpful if there were some place where Torontonians (public transit accessible and accessible outside 8-4 hours) could just drop off items that were brand new (but which the owner could not use), which the individual could confirm was bed bug-free. I think some charities are looking for brand new items but it is hard to find out exactly which one, where and how to reach them. I think brand-new items are viewed differently than used items and it could be valuable to be able to put them to a different use (e.g. I recall that new toys (only toys though) are requested for holiday drives for children).</p> <p>The zero waste strategy sounds like a key step in reducing waste in Toronto- having less packaging/ packaging that is easier to recycle or reuse.</p> <p>For reducing food waste, it might help if individuals could buy items loose (avoiding waste of the amount that cannot be used) or if the pricing for smaller and larger quantity items were a little more similar (rate by unit).</p>
424	<p>I have difficulty with the amount of packaging that goes with products. We use far too much. I have mentioned this earlier in the survey, but I would like to see bottled water banned - as far as I am concerned, bottled water is the biggest scam worldwide.</p>
425	<p>I notice many people in apartment buildings do not recycle. Maybe they are lazy, maybe it's just too hard or too confusing to sort and put the recycling where it belongs on the apartment grounds. Whatever the reason is. Since many people put everything down the chute on their apartment floor than why not take it all, have 2 sorting factories on in the West and one in the East, hire unemployed Torontonians to sort the items and recycle that way for apartment buildings.</p>
426	<p>Wow. This seems like a really comprehensive strategy. The document is impressive. I am relieved that there is mention of preventing waste through banning and fines, particularly when it comes to packaging. I would like to add to education that there should be city-wide contests/events, and challenges for the cleanest school, cleanest business, neighbourhoods, etc.</p>
427	<p>As well as diversion, the city should have a strategy for incineration. Incineration can also provide electrical power and heat to the city.</p>
428	<p>A goal of zero waste should be at the forefront of any strategy going forward.</p>
429	<p>Packaging can be made from farm litter; the packaging could then be composted.</p> <p>Citizens should not have to subsidize the production, disposal and storage of needless packaging.</p>

Part 8 – Additional Comments Continued

#	Responses
430	I would love to collaborate with you!!
431	Ban plastic water and pop bottles. Make the pop makers use glass bottles again. And no plastic disposable water bottles should be allowed.
432	The implementation of 3Rs measures in the draft strategy takes way too long. The city should start acting immediately and not wait to move forward with the 3Rs. We have to stop sending valuable materials to landfill asap!!
433	I think this is an important initiative.
434	Our experience in our condo is that the people who have a direct investment in the cost of these programs are committed to them. Owners of condos follow the rules. Renters, less so. I don't think this is unusual. So if you really want to have more adherence to existing programs or successfully introduce new ones, the targets should be rental accommodation. Large buildings. We are enforcing within our condo building because we have few renters and can take action with them. Large rental apartment buildings (I have a friend who lives in one and used to own a house and is appalled at the lack of R R R that happens) seem to be less inclined to adhere. So determine the offending buildings. Provide training. If there is no improvement, implement such stiff fines that the property management will have no choice but to pass them along to tenants. This would likely require a revision to the landlord and tenant act. So upon reflection, I have no ideas.
435	1. Over all happy with city service, I am east of Yonge St. 2. Frustrated that there is NO accountability for what is put in garbage/recycling bins. Superintendent at our building never checks for bin content, what ever is in a bin goes to the curb, worst part is the bins are always dumped. 3. Frustrated that black garbage bags are allowed at all in the city, clear bags in other municipalities make it easier for collection staff to monitor bin contents, residents are more compliant. 4. Probably will never understand why manufacturers don't reduce packing, saves transportation, energy etc etc etc. Cereal etc are one of the worst. 5. Why coffee chains have not solved the lid issue.
436	I am very keen on supporting our condo complex to divert more of garbage, especially organic
437	Zero Waste will NEVER happen! It is being conceived by stupidly idealistic people who do not understand how people behave. There are far more important areas for the Ontario government to deal with than Zero Waste -- will never happen!
438	Compost piles have brought rats into my neighbourhood. Food waste should be recycled via the green box, not via compost piles.
439	WE need to start incinerating garbage rather than burying it
440	Awareness campaigns to help people understand the costs of too much residuals (mixed waste) and the societal benefits of waste reduction
441	The waste recovery facility is a great option.
442	Packaging waste is at an insane level. Is there a way to incentivize reduction, other than encouraging us not to buy things we throw away? HOW about, an "if you sell it, you MUST take back the packaging and recycle it rule"? Too hard to police? I buy very selectively, yet still it burns ma that the city, and not the generating corporations and retail companies pay for clamshell plastics. Then there is all the styrofoam! Most heartened by cornstarch based foam pellets, but so often they get mixed in with real styrofoam. I think a major point is to seriously encourage biodegradable packaging. And ban plastic bags. Again.

Part 8 – Additional Comments Continued

#	Responses
443	City needs to also focus on the first R of the 3 R's "Re-Use". We also need to encourage people to only buy things that they truly need...although this would clearly impact the overall economy. Perhaps the City needs to look at this holistically and where other investments can be made that would have positive outcomes on reducing waste (e.g. investment in new and innovative "green" business etc.)
444	Even with high diversion rates there is still a transportation problem - waste to energy should be on the table for discussion.
445	Society will have to change from success being large scale consumption to sharing
446	We absolutely need a long-term waste management strategy with a goal to be waste-free at some point this century. We need it to improve our quality of life but more importantly, to improve our children's quality of life. I fully support a circular economy.
447	I REALLY want to see more organic bins and composts in public spaces. Currently, I go to school, and my university doesn't have a single compost bin - so if i want to drop my apple somewhere, I have to either throw it on the curb, or in the garbage! I live in a home in a suburban area, so it is really hard to access community services. Our community keeps to themselves, so if there were a few programs (mobile trucks, ect) it might be better to do them downtown, or at a transit accessible location.
448	The city has come a long way and in a house all our neighbours participated. In the condo there is a tri-sorter and specific area for other materials and clothing so that helps, but the big need is in the multiresidential homes that don't have these programs. More educations and incentives are needed. Excess packaging is still a huge problem everywhere.
449	I am excited that these initiatives are proposed as anything that reduces garbage for reuse needs to be tried.
450	Education is important! I still struggle to figure out what goes into the blue bin, so I use the online Waste Wizard. What do others do when faced with the same questions? Are they motivated to find out?
451	Availability of products for purchase by weight or half portions would reduce our organic waste in the city as a big portion of households in Toronto are couples or small families with busy lives that not always can cook or even when they cook often, a lot of food is wasted. Packaging from grocery stores are usually too big. Toronto has many couples living in common-law, retired couples or students that live independently. To families, they could still use big portion packaging or even buy as they need By reducing meals size would also incentivate them to cook at home and have a healthier lifestyle
452	Residents should be encouraged to have their own compost bins in their backyards or shared bins in their neighbourhoods. There should also be compost bins in schools!
453	I am happy to hear from my councillor that plastic water bottles are supposed to be banned at City Hall. I'd like to see the sale of plastic water bottles phased out completely. I don't know whether the city can do anything to encourage manufacturers to take responsibility for their packaging? And the idea of "cradle-to-cradle" products is something I would like to see supported.

Part 8 – Additional Comments Continued

#	Responses
454	Most waste in our home comes from packaging. We try not to buy products with excess packaging but it is difficult. City should consider waste to energy facilities and community waste chute services in new buildings and communities like in Denmark and Sweden.
455	Packaging is a huge issue, especially now that online shopping is popular. Businesses should be held responsible for the waste that they produce.
456	<p>It will be hard for Ontario to engage in a zero waste circular economy on its own. Most things aren't manufactured and packaged here. I am interested to learn how this can work, without Canada, North America, and even the World engaging in the same goal. This is not to be discouraging at all - I think it's an amazing goal. But we will need to be very careful not to set it up in a way that things are packaged at their source, and then the package is removed or changed when it is designated for Ontario.</p> <p>Also, to truly reduce waste, we need to incentivize more responsible consumer behaviour. You can purchase an unwrapped shampoo soap bar, or a large plastic container of liquid shampoo that produces much more waste and has further environmental consequences in transport, etc. If that type of option is still to be available to consumers, there should be a tax on the comparable product with the wasteful packaging, as well as programs that highlight different and more responsible options.</p>
457	Refurbishment isn't really well used. We should have simple ways or access to people that can refurbish household appliances/ materials properly.
458	<p>We have do do much, much more to prevent waste, rather than "manage" it. It's like health care -- we are spending so much money and attention on "cures" and "treatment" and not enough on health promotion and disease prevention, even though we know the root causes.</p> <p>We have to recognize and deal with why we have so much waste to deal with at landfills -- too much stuff, too much packaging, no responsibility from the producers of the products for its end of life. I like the "circular economy" approach because then we should not allow things into our lives and businesses unless we know how it will go out in a sustainable way.</p> <p>The concept of "quality" needs to be revived. Simply disposable products, products designed to break or be replaced after a few years...this just causes major cost and environmental problems for Toronto.</p> <p>It seems that Torontonians with curbside pickup and gardens have been doing a great job on organic waste but ALL organic waste has to be collected and composted, including from tall buildings, restaurants, malls, businesses of all kinds; this is a valuable resource and shouldn't be wasted.</p> <p>One thing we should not do is burn garbage...some people say that it is a good source of energy, but there is good evidence that it doesn't work well, very expensive, and is not a large or reliable source of energy, especially compared to solar which is very clean, getting very cheap, and never runs out (and we want garbage to be reduced, not perpetuate it).</p> <p>On this point, it would be important to measure the greenhousegas emissions from Toronto's garbage, and do everything possible to eliminate that, which goes hand in hand with the circular economy.</p> <p>Thank you.</p>

Part 8 – Additional Comments Continued

#	Responses
459	The issue of garbage coming from condos and apartments has to be a focus. Also, we need to have more accessible water fill up stations around the city and eliminate plastic water bottles.
460	Need stronger laws & policies to reduce packaging and other waste from manufacturing.
461	Education is clearly a key. I would like to see bottled water actively discouraged and composting encouraged. But businesses need to be targeted as well.
462	No
463	Allot of the thrust of 3 R's has not had programs to keep it in the minds of people. It is time to re-energize the whole way of modern life in the city. Instead residents particularly in apartments have allowed laziness to overtake action. One way is to reach the young first and work oneself back.
464	Keep up the good work!
465	companies that use excessive packaging should have some sort of financial consequence. too many food items have excessive waste, same for kids toys. the packaging is very excessive. As well, the movement to decrease plastic bags seems to have dwindled, they should be banned.
466	I think it needs to be easier for residents to properly dispose of hazardous materials when you don't have a care to drive to the waste management facility or to a home depot/ikea etc (for batteries/CFL bulbs etc). Also there needs to be an easier way for residents to dispose of construction waste (small quantities). The time and hassle to go to the Leslie Spit for a small amount of concrete waste for example is absolutely ridiculous and makes me better understand why people might be tempted to dispose of these items improperly.
467	There is an opportunity to help keep medications out of our water stream by encouraging medication drop off at the mobile trucks you are proposing. There may also be some collaboration opportunities with Toronto Water in promoting drinking tap water. This would help eliminate plastic water bottles in our waste stream. I think posting tap water testing results would help people feel more aware of what's in their water. Also, offering water testing for residences is a great initiative that more people should know about. There are some real opportunities with the reduce aspect. We need strict packaging rules and guidelines. We should not be selling products with packaging we can't recycle. This would likely be a collaborative effort with provincial government (and federal?) and private companies. Keep up the great work! There are some good ideas in here and the consultation seems thorough.
468	A difficult issue with the varying groups, residents, businesses, tourists. Education is a key component. I feel the city of Toronto does a good job with the waste collection. Waste diversion/breakdown to hazardous waste, regular waste, recyclables and organics at the pick up source is good. The biggest problems being multi-residential buildings and the food serving industry. Newer technologies may be an answer with a method of dividing waste into the best streams and possibly in eliminating waste in ways other than land filling.
469	No
470	It would be nice to see information on what's available for the 3 r's as Toronto already has some good programs but many people don't know about them (so more education maybe?), the timeline seems to far away we should move to a zero waste strategy now, we should avoid incineration and landfills as disposal options.

Part 8 – Additional Comments Continued

#	Responses
471	<p>We need a faster timeline. The time for this is now.</p> <p>We need to ensure we avoid disposal in incinerator or landfill.</p>
472	<p>The City needs to make its waste strategy and waste diversion efforts more visible to the public through regular engagement across the city.</p> <p>Young children and youth need to be informed with strong learning messages to instill the values of 3 R's for a brighter future.</p> <p>A zero waste commitment needs to be made so that businesses, government and citizens all can adhere to a shift in mindset for a sustainable future.</p>
473	<p>We need to ban plastics wherever possible, No more bags! Also just as important to cleanup existing plastic litter around city commercial and industrial areas and parks and ravines (very dirty with mostly plastic packaging).</p> <p>City has to start getting tough with manufactures and distributors of these packaging products. All plastics must be recyclable no exceptions!</p> <p>City has to strengthen and reinforce and accelerate enforcement of bylaws to reduce waste.</p> <p>Packagers need to pay their share for the destruction of the environment, they should be producing less product waste and materials should be able to breakdown and be safe for the environment.</p>
474	<p>Deposit schemes on bottles and jars! Why is this so rare? How could you make incentives for companies to bring this back? How could you involved the big supermarkets? As far as I know, there are only two companies that do this right now: The Pinehedge yoghurt/kefir company and Harmony Milk. Consumers pay 1-2\$ deposit on these bottles, and thus they never forget to bring them back. I lived in Holland in 1995 and there was a 1\$ deposit on all bottles, heavy plastic pop and water bottles as well as glass. You would return them to a reverse vending machine at the supermarket, and you'd get your money back as a credit note that could be used at the supermarket. It was a very intelligent scheme. What would it take to do this here? Loblaw's/Metro/Sobey's etc. need to be involved in these conversations.</p> <p>Deposits also make sense financially - If a company's truck is delivering bottles to the supermarket, then they pick up the empties on their return trip. Fewer trucks driving around empty makes sense environmentally as well.</p> <p>What about Packaging Reduction awards? Highlighting companies that are making an effort to create packaging that is lighter, more recyclable (or better: reusable)... In Europe, you can buy mustard, yoghurt, cheese and hazelnut spread in "jars" that are actually glasses or ceramic cups. Thus there is a continued, everyday use for the container.</p> <p>So many ideas are out there. This is important work. Please continue to work hard on making a zero-waste future possible!</p>

Part 8 – Additional Comments Continued

#	Responses
475	<p>One of the biggest frustrations when shopping for goods and groceries is the amount of packaging that is used. It is very often redundant, excessive and sometimes altogether unnecessary. There should be strict guidelines or regulations on how businesses should use packaging in a much more mindful way, for example, when packing fragile items like porcelain or art objects. Sometimes when I order something online or get something delivered to my door, it comes in a big box filled with paper or plastic pellets that are very bad for the environment. Grocery stores should encourage the use of reusable bags more effectively and provide incentives for that as well as charge more for the use of plastic bags. There should be special policies for the use of disposable cups, plates and cutlery, both by residents and businesses like take-away places. There should be a ban on vending machines in public places and streets. Another thing that could be done to reduce packaging, is to provide opportunities for bulk storing and buying of laundry and washing liquid, paper napkins, toilet paper, etc. These should be sold in big tanks or containers and customers would have to bring their own bottles or containers to fill them.</p>
476	<p>I have a pile of electronic waste and batteries at my house that I keep meaning to dispose of properly, but it's remarkably difficult to do so. It's not entirely clear (e.g., orange drop) where to dispose of these things on a regular basis, and the drop-off points are few and far between. I basically have to make a special trip to dispose of these. The community waste days are great, but I missed the last one in my area, so the waste electronics and batteries are piling up. I suspect most people don't go to the trouble, and just throw out their batteries.</p> <p>Every store that sells batteries should have a place to dispose of them. This is what I was used to in Europe, and it was very convenient.</p>
477	<p>We need to prioritize getting the same access to programs to everyone in the City, at home, at work, and everywhere else. I've noticed that so many City facilities, including rec centres, don't even have green bins available. And at my workplace, we currently have no organics collection. The same rules should apply to all of us, everywhere in the City.</p>
478	<p>After seeing the film "The E-Waste Tragedy" last year at the Planet in Focus Film Festival in Toronto, I became even more concerned with e-waste, and how we dispose of it. I STRONGLY recommend that everyone involved with Toronto's waste reduction programs watch this film, and I would ask the City of Toronto to work with Queen's Park and Ottawa to ensure that Canadian's e-waste is not being illegally dumped (here or overseas), that more citizen ("consumer") education be done to raise awareness, and that disposal agencies be required to be more transparent about their methods.</p>
479	<p>Please consider making it mandatory for companies to use reduced packaging and provide incentives to major outlets (Loblaws, Food Basics, Shoppers, etc) to reduce packaging or increase recyclable packaging.</p>
480	<p>We should aim for zero waste, we can't just send waste to another community's landfill, we need to take responsibility for our own waste and there are easy ways to do it if we start with better education.</p>

Part 8 – Additional Comments Continued

#	Responses
481	<p>1) I favour having various charitable organizations having bins that accept newspapers etc located in various public places; here in the City of Toronto. One such organization (apologies for not-presently-remembering their name) used to have such a bin outside what used to be the Saint George's Anglican church on the south side of Saint Clair Avenue East; east of Brimley. Certain folks who now go to worship services at the Grace Church (in southwest Scarborough [http://www.gracechurchscarborough.com]) may well recall the name of this charity/organization.</p> <p>2) Is it possible to have a list made available (on, say, some kind of CITY OF TORONTO webpage) of which churches/other places of worship/community centres/other such organizations accept (from various members of the general public) bags of clearly-clean empty pop/aluminum cans? I know that at present the Toronto chapter of the HABITAT FOR HUMANITY organization has dealings with certain folks in a few places of worship (Wexford Heights United Church is presently the only one that I know of) who raise money for them via collecting (a number of times a year) a certain amount of aluminum pop cans... from what the greater general public gives to them. (There used to be a number of such open bins at a few HABITAT FOR HUMANITY Re-Stores; where members of the general public could/may drop off such aluminum pop cans....)</p>
482	<p>I can't find any way to recycle fabrics. During the depression rug factories took cloth waste and made rugs out of it.</p> <p>There's a need to be filled.</p>
483	What is a circular economy?
484	Let's do this!
485	<p>I think the coffee cup waste from fast food should be penalized with a fee when you don't bring your own mug.</p> <p>Same: charge for plastic bag - reinstate 5 cent fee or ban altogether</p> <p>Plastic water bottles - ban them. What a waste of oil or charge HUGE fees if you can't ban them.</p> <p>LANDFILL - WHY NOT COLLECT AND SEE THE METHANE? I hear that's 11% of the contribution to our CO2 emissions.</p>
486	Improve access to recycling, organics and other special waste items e.g. electronics in high-rise buildings. Target access to such facilities equal to that for private homes as a soon to be reached goal across the city.
487	<p>I am doing my own preliminary research to convert all kinds of garbage into construction material. I would like to know if City of Toronto has done any study to this affect. If that is case then I would like to have access to that study (material). Now I am semi-retired and would allocate more time to this project. This is on plate for the last 5 + years.</p> <p>I WILL PURSUE IT EVEN IF I HAVE SPEND MY OWN MONEY</p>
488	It is critical that we find ways to enforce good laws around packaging. Packaging must be reduced and it starts with businesses taking responsibility for their products.

Part 8 – Additional Comments Continued










#	Responses
489	<p>1. to keep up with the Zero Waste Act and the draft strategy for a circular economy (MOECC), the City must consider ways to minimize unnecessary waste. low-hanging-fruit culprits that come to mind include plastic bags and coffee cups. Look to Ireland for how they handled this - by really upping the price to pay for bags (something like 80 pence); 5 cents is a pittance and nowhere near sufficient incentive for people to bring their own bags. A workaround for many (which I've observed) is simply to grab a handful of the free produce bags. These too should come with a cost; to me, it borders on the ecologically criminal for people to bag all of their produce (I've seen single items in their own bags). Also, coffee vendors should either charge for coffee cups and/or provide a discount to customers who bring their own reusable mugs - optimally both (charge for disposable cups and discount for reusable vessels - a two-pronged approach).</p> <p>2. please prioritize looking into the beneficial use of the captured methane/biogas from your anaerobic composting facility(ies). This is a potent greenhouse gas (GHG; 27x the ozone-depleting potential of CO₂), and methane has the higher molar heat of combustion of all natural gases - a precious resource indeed. Egg-shaped anaerobic digesters (Germany, and Hyperion wastewater treatment plant) were found to be the most efficient design for gas capture and generation rates (way back in 2003 when I was doing my Master's - new designs may have come to light since then). Definitely cogeneration should be considered; e.g. gas turbines, low- and high-temperature fuel cells. (gas turbines in 2003 were found to be the most cost-effective cogen option). Cogen also provides financial incentive to the City since it will feed into the grid and reduce the need for purchasing foreign electricity and/or rely on non-renewable electricity generation.</p> <p>3. consider partnering with organizations that collect furniture (charities are great for this; Red Door, Furniture Bank, etc.) - too often, I see perfectly good furniture (bed frames, mattresses, couches, chairs, etc.) put out on the curbside and either picked up by garbage collectors or left out in inclement weather, becoming damaged and useless - finding a way to coordinate pickup or furniture for reuse to the homeless/needy would be amazing. Perhaps a centralized warehouse(s) whereby those in need (homeless, recent immigrants, poverty-stricken families/households, etc.) can come and select what they need. But public education would be key here; it doesn't matter how great the program is if no one knows about it...</p> <p>4. construction waste remains a major source of materials going to landfill that could be beneficially reused. I see perfectly good lumber, drywall, insulation, cinderblocks, etc. placed in garbage bins destined for landfill - there's a great opportunity here for a (free) dropoff for reusable construction materials. Sure, contractors may turn their nose up at much of this, but many many do-it-yourselfers (DIYers) would love to get this, and an organization/charity could use it to build shelter/homes for the homeless.</p> <p>5. you guys have done a great job at public outreach and education on the long term waste management strategy. I've attended a few sessions and benefited greatly from them. I look forward to seeing all that the City will do.</p>

Part 8 – Additional Comments Continued

#	Responses
490	<p>It is extremely encouraging to learn Ontario is working to become zero waste. That's great!!! I would love to see this throughout Canada and globally. I believe Canada should aggressively further develop and invest in sustainable energy technology, net zero homes, and phase out ecologically disruptive energy sources.</p> <p>I hope there is an urgency to implement these changes, and that this shift includes the elimination of the cruelty suffered by the animals involved in our food and textile industries, subsidies/grants to encourage healthy/safe barns, outdoor spaces and fire prevention/protection systems for these animals, as well as a return to natural and toxin-free food crops and products.</p>
491	<p>Other major cities in the world have figured this out. We can't be world class if we're knee deep in garbage.</p>
492	<p>I would like to see as many places to deposit household hazardous waste (like paint, batteries, or compact fluorescent bulbs) as there are places that sell it. Our environment day in this ward had lineups of people who had saved stuff for a whole year - I believe more frequent collection would help prevent some of this stuff from getting into regular garbage.</p> <p>Toronto is doing great stuff with green bins and I'm glad that we have easy access to recycling and compost where I live.</p>
493	<p>I hate raccoons</p>
494	<p>It might seem a bit draconian, but maybe it is time to ban certain items such as water bottles, that contribute to the waste stream. It is also time to change the three r's so the first one is refuse. We have to stop producing the waste.</p> <p>I also find that the educational material is not reaching the audience. Could it be stuck to the recycling bins so people will see it and hopefully read it.</p>
495	<p>I sincerely hope that the province Zero Waste initiative includes private collection and disposal of waste from food stores and restaurants, which I suspect is greater than the accumulation and collection of waste by the city.</p>
496	<p>All city-owned and city-served buildings should have proper waste diversion services - practice what you preach! Level the playing field by making all residents required to source separate the same wastes - especially recycling and organics! It shouldn't matter who is picking up their garbage, they should still have to follow the rules. I think the timelines in your waste strategy are way too far off in the future. Many of the ideas you propose are at least 4-5 years away when there's no reason you couldn't do it right now.</p>
497	<p>Education of citizens about the value of separating waste properly into Blue & Green Bins is very much still needed.</p>
498	<p>This problem would better solved at its source. Packaging of products should be better regulated to minimize waste. Plastic bottles should be glass, plastic bags should be paper.</p>
499	<p>In my experience most people have no idea what goes in the recycling or compost. Make it as simple as possible.</p> <p>Focus on reducing waste at the source, encouraging purchases in bulk (e.g. food, cleaning products etc).</p>

About You

A. What is your age?

Response	Chart	Percentage	Count
Under 15		0%	1
15-24		5%	47
25-34		19%	175
35-44		17%	153
45-54		20%	178
55-64		18%	167
65-74		16%	146
75-84		4%	39
85+		0%	3
Total Responses			909

About You

B. What is your gender?

Response	Chart	Percentage	Count
Female	<div><div></div></div>	63%	568
Male	<div><div></div></div>	37%	333
	<div><div></div></div>	1%	5
Total Responses			906

#	Response
1	Gender is a social construct.
2	How is that relevant
3	Why do you need to know






About You

C. Do you live in Toronto?

Response	Chart	Percentage	Count
Yes	<div><div></div></div>	94%	835
No	<div><div></div></div>	7%	58
Total Responses			893





About You

C. How many years have you lived in Toronto?

Response	Chart	Percentage	Count
Less than 1 year		1%	12
1 - 2 years		3%	24
3 - 5 years		6%	49
6 - 10 years		8%	66
More than 10 years		82%	677
Total Responses			828









About You

C. What part of Toronto do you live in?

Response	Chart	Percentage	Count
Etobicoke		8%	67
Toronto/East York		72%	592
North York		10%	83
Scarborough		10%	84
Total Responses			826

About You

D. I live in a:

Response	Chart	Percentage	Count
House		64%	580
Apartment in a house / duplex / triplex / townhouse		11%	97
Apartment in a low/mid-rise building (less than 12 floors)		6%	50
Apartment in a high-rise building (more than 12 floors)		4%	40
Condominium		10%	88
Co-operative		2%	18
Townhome		2%	17
Other, please specify...		3%	23
Total Responses			913

#	Response
1	apartment above a shop
2	I live in downtown Toronto
3	Above a retail store
4	community housing
5	Attached house
6	rented shared accommodation in a house
7	In 2015/16 our family lived for 6 months in rented apartments and witnessed how much less recycling and composting was practiced in condos compared to houses.
8	Until very recently-we lived for more than 10 years in a low rise apartment building that had poor recycling management
9	Apartment above a store.
10	Semi-detached house, sharing a driveway and wall with my next-door neighbours.
11	condoninium town house
12	more than one home
13	Fourplex
14	condo townhouse
15	condo townhouse
16	A multi-use live/work artist studio in a building with non-profit cultural agencies and other studios.
17	long-time apartment dweller, recent condo dweller
18	Second story above a business
19	I live in a house in Brampton but I work in Toronto
20	Rooming house
21	above store front apartment
22	Semi-detached house
23	I live in the full basement of a semi-detached house;in the south-west part of Scarborough....

About You

E. How many people live in your household?

Response	Chart	Percentage	Count
6 or more	1	16%	145
	2	39%	356
	3	19%	169
	4	18%	167
	5	5%	49
		3%	23
Total Responses			909

About You

F. How did you hear about this survey? (Other, please specify...)

Response	Chart	Percentage	Count
Environmental Organization		31%	281
At a Community Environment Day		0%	3
Print Advertisement		0%	2
Online Advertisement		2%	16
City of Toronto Website		11%	99
Waste Strategy Email List		19%	170
Another email list		6%	52
My City Councillor		4%	35
Social Media		8%	74
News Story		0%	1
Friend / Family / Neighbour		8%	70
Other, please specify...		13%	116
Total Responses			919

#	Response
1	city staff
2	Public Meeting
3	TEA
4	TESS
5	Draft Waste Management session on March 29
6	Weather network advertisement
7	City of Toronto Employee Email - Monday morning news
8	Councillor Matlow's community email, who is not my local council member
9	Live Green Newsletter
10	live green email
11	saw an ad on TTC monitors about long term waste management plan
12	LiveGreen email
13	Waste strategy meetings and films nights held recently
14	workshop
15	Waste Strategy Consultation
16	at Waste Strategy event
17	Dufferin Grove listserv
18	e mail. I send in 311 litter issues , lots of them Scarborough is one big litter pit.
19	Live Green News
20	webinar
21	When I emailed ideas to the department I was invited to participate.
22	I'm omnipresent.

About You Continued

#	Response
23	TEA - Toronto Environmental Alliance - and you should do a better job at making these available to people.
24	TEA
25	Toronto Environmental Allience
26	TEA/environmental organization
27	I forget , there is so much discussion about this topic
28	TEA online newsletter
29	TEA
30	Toronto Environmental Alliance
31	TEA - Toronto Environmental Alliance email
32	TEA
33	City of Toronto website promoted for other reasons in a print ad
34	TEA email
35	TEA
36	TEA
37	Toronto Environmental Alliance
38	T.E.A.
39	TTC advertising
40	City of Toronto Waste Strategy public meeting (re. multi-unit residential buildings)
41	TEA
42	TEA
43	TEA
44	Toronto Environmental Alliance advocacy email
45	TTC media on subway platform.
46	TEA
47	at the Waste Recovery and Residual presentation on Apr 12
48	Through employee email.
49	Employee News email
50	monday morning news
51	City of Toronto Monday Morning News
52	Meeting with Solid Waste
53	InsideTO
54	Dufferin Grove community listserv
55	was emailed to me. Not sure from who
56	Attended a Waste Mgmt sponsored screening of a Food Waste movie at OISE.
57	Email
58	Toronto Waste Strategy email
59	Dufferin Grove Friends

About You Continued

#	Response
60	came by email
61	City of Toronto email lists
62	community mailing list
63	Work place
64	you sent me an e-mail
65	Friends of Dufferin Grove
66	School project
67	TEA
68	GM sent to all SWM staff
69	Through my colleague, Emily Alfred, is the waste campaigner at the Toronto Environmental Alliance (TEA). She encourage all staff to take the survey.
70	Toronto Environmental Alliance
71	an email from TEA
72	Tea email
73	TEA
74	Toronto Environmental Alliance
75	Jim McKay
76	Work email
77	Toronto Environmental Alliance email
78	City Employee Newsletter
79	TEA
80	Tea mailing list
81	Brickwork
82	Toronto Metro newspaper
83	From Solid Waste General Manager
84	COT Morning news.
85	Employee News - Monday Morning News
86	Toronto Employee News - Monday Morning News
87	Strategic Communications daily email - City of Toronto employee email
88	City of Toronto Employee News email
89	Employee news
90	TEA
91	I attended a session Reduce, Reuse, and Recycle: Waste Diversion in Houses, Apartments, and Condos
92	Weekly Employee News email
93	Colleague
94	SAHRA
95	colleague

About You Continued

#	Response
96	Volunteer came to my door
97	Live Green
98	Emailed to me
99	Work
100	City of Toronto email: Monday Morning News
101	Colleague
102	Spoke with Robyn Shyllit Sr. Public Consultation Coordinator
103	working for the City
104	work colleague
105	South Riverdale Community Health Centre
106	community health centre
107	Colleague
108	Through a "Healthy Environment" listserve
109	Toronto Environmental Alliance
110	Evergreen Brickworks swap day
111	TEA rep knocked on our door
112	TTC ads
113	TEA
114	Many ways. Why can i only select one?
115	From Michelle Kane Project Leader
116	long-term waste management strategy public information session/meeting