Public Works
Operations & Waste Management Division

Multi-Residential Waste Diversion Program Update (PW11096a)
Public Works Committee
May 7, 2012

Providing services that bring our City to life!
INTRODUCTION

• Multi-Residential Waste Diversion Program Overview
• Waste Diversion Performance Factors
• Residential Diversion
• Challenges Affecting Performance
• Implementation Schedule
• Next Steps – Growing and Sustaining the Program
MULTI RESIDENTIAL DIVERSION

Program Overview

- Green Cart and Recycling Collection to 1,000 buildings (45,000 units)
- Roll-out over 3 years (2008-10)
- Building by building approach
- Focus on building superintendent and customized logistics
- Resident starter kit similar to curbside (mini-bin, recycling bag, communication materials)
WASTE DIVERSION PERFORMANCE FACTORS

• Participation
  The percentage of households (buildings) that are actively participating in waste diversion programs, measured over a two week period

• Capture
  The percentage of a waste stream (recycling, organics) that is captured in each diversion program, measured over a two week period, excluding contamination

• Waste Diversion
  The percentage of waste diverted based on participation and capture, excluding contamination

*If 90% of the households (units) participate and 90% of the material is captured, a diversion target of 65% can be achieved*
## RESIDENTIAL DIVERSION

### 2010 Diversion & Targets

<table>
<thead>
<tr>
<th>Description</th>
<th>Single-Family</th>
<th>Multi-Family</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Waste Generated (tonnes)</td>
<td>180,500</td>
<td>36,300</td>
<td>216,800</td>
</tr>
<tr>
<td>Waste Diverted (tonnes)</td>
<td>98,400</td>
<td>7,700</td>
<td>106,100</td>
</tr>
<tr>
<td>Waste Diverted (%)</td>
<td>55%</td>
<td>21%</td>
<td>49%</td>
</tr>
<tr>
<td>Waste Diversion Target (tonnes)</td>
<td>119,800</td>
<td>20,400</td>
<td>140,200</td>
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<tr>
<td>Waste Diversion Target (%)</td>
<td>66%</td>
<td>56%</td>
<td>65%</td>
</tr>
</tbody>
</table>

Source: 2012 Solid Waste Management Master Plan
MULTI RESIDENTIAL DIVERSION

Challenges Affecting Performance

• Communication – many players
  – Property Owners, Managers, Superintendents, Residents (owners, tenants)

• Accessibility
  – Absentee landlords
  – Part-time and occasional property managers/superintendents
  – Residents behind doors
  – Language barriers

• Tracking Contamination
  – Anonymity

• Infrastructure and Safety
  – Physical access, Site and building constraints, Fire safety and protection

• Need for ongoing follow-up
  – Support from City, turnover in tenants
## IMPLEMENTATION SCHEDULE

<table>
<thead>
<tr>
<th>Step</th>
<th>Timeline</th>
</tr>
</thead>
<tbody>
<tr>
<td>Continued consultation with stakeholders (e.g., building managers, residents) on key issues and barriers to waste diversion in multi-residential buildings and their possible solutions</td>
<td>2012 (ongoing)</td>
</tr>
<tr>
<td>Review of Waste Management By-law</td>
<td>2012</td>
</tr>
<tr>
<td>* Review, update and implement the 2007/08 multi-residential diversion strategy outreach materials</td>
<td>2012 – 2013 (on-going)</td>
</tr>
<tr>
<td>* Monitor and evaluate results (set out, participation, waste audits)</td>
<td>2013 (ongoing)</td>
</tr>
</tbody>
</table>

* Schedule reflects SWMMP review recommendations for improving Multi-residential waste diversion
MULTI RESIDENTIAL DIVERSION

Next Steps - Growing & Sustaining the Program

• Commitment to improvement
  – Through SWMMP review
• Continuous efforts needed
  – Outreach and monitoring programs
• Customer Service Coordinators and students
  – Direct follow up with superintendents/property managers
  – Further resident consultations
  – Set out and participation
• Tonnage and diversion analysis
• Garbage limits
• Fees for garbage over the limit
• Enforcement
THANK YOU

City of Hamilton
Public Works Department
905-546-CITY (2489)

www.hamilton.ca/waste
wastemanagement@hamilton.ca

Multi-Residential Waste Diversion Program Update