
Subject: 2016 Annual Solid Waste Program Report

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Department: Infrastructure and Environmental Services

Date: June 20, 2017

In accordance with the Procedure By-law, any Member of Council may request that this information Report be placed on an upcoming General Committee or Council meeting agenda for discussion.

Executive Summary

The purpose of this report is to provide an update on the Town of Aurora's waste and recycling collection programs, highlighting the following areas:

- The Municipal Technical Working Group advocates a phased transition for the Blue Box program
- Three key indicators were selected to advance our waste management program
- Implementation of the SM4RT Living Plan will leverage benefits across York Region municipalities
- Achieving overall reductions in waste tonnage requires changes to the current program and increased public promotion and education
- The Town launched a Customer Relationship Management software tool in January 2016
- The Textile Collection program has collected a total tonnage of 128,140 pounds of material, equal to \$6,407 in revenue
- E-waste Events collected 15.71 tonnes of waste

Background

The Municipal Technical Working Group was established a result of a February 8, 2016 conference, hosted by the Association of Municipalities of Ontario (AMO). The working group consists of representatives from:

- AMO;
- Regional Public Works Commissioner of Ontario (RPWCO);
- Municipal Waste Association (MWA); and
- the City of Toronto.

The working group was tasked with establishing a framework for a municipal entity to provide technical and advocacy support for municipalities and will hold consultations and negotiations around the transition to new producer responsibility programs under the Waste Free Ontario Act (WFO).

Analysis

The Municipal Technical Working Group advocates a phased transition for the Blue Box program to include options for municipalities

The Municipal Technical Working Group will inform Council of their recent developments on municipal advocacy efforts and will outline information on how a faster Blue Box transition may impact local and Regional components of the waste management system. Advocacy efforts include options for municipalities to decide whether to participate in the new program as collection/processing service providers or allow the producers to take over. The working group is attempting to collaborate with producers to come to an agreement, in principle, that can be presented to the Ministry for action. The Region's final report will be released in June 2017.

The Town of Aurora has contracted out its waste and recycling collection to a private contractor. The materials collected are transferred to Regional facilities for recovery, additional processing and final disposal. The Region manages several Community Environmental Centre's for resident drop-offs. The Town's collections program is focused on residential waste collection with some participation from the smaller industrial, commercial and institutional (ICI) sector. The 2016 client base is summarized below:

Table 1 – Summary of 2016 Client Base

Description	2015	2016
Households	16,643	17,321
Multi Residential Units	2095 units, 22 buildings	2207 units, 22 buildings
Town Facility Disposal Needs	9 locations	9 locations
ICI collections	125 locations	125 locations

Three key indicators were selected to advance our waste management program

The Town's Waste Management Strategy continues to concentrate on waste reduction programs, with significant focus on reducing overall waste tonnage collected while maximizing material recoveries and increase promotion and education. The Town works collaboratively with the Region, via York Region SM4RT Living Plan, to implement specific planning processes that form part of the Integrated Waste

Management Master Plan. Three key indicators were selected to advance our waste management program being:

1. Reduce total materials generation by 9.4% (30 kg/person/year reduction) by 2021 for a total waste generation of 289.9 kg/person/year.
2. Reduce organics weight collected by 15% (11 kg/person/year reduction) by 2021 for a total organics generation of 65 kg/person/year
3. Reduce total household garbage by 19% (21 kg/person/year reduction by 2021 for a total household waste generation of 88 kg/person per year.

The benchmark year for these targets were 2012 with a nine-year time horizon. The waste generation rates for 2012-2016 are based on the Region's tonnages from their Annual Balanced Scorecard (these rates do not include depots or business waste):

Table 2 – Waste Generation Rates from 2012-2016

Waste Generation kg Per Capita Targets	2012	2015	2016	2021
Total Regional Reported Materials*		359	326	
Town Curbside Collection Results				
Yard Waste	38	43	37	40
SSO	77	75	78	66
Blue Box	96	79	83	96
Garbage	108	100	121	87
Total Materials	319	297	319	289

Implementation of the SM4RT Living Plan will leverage benefits across York Region municipalities

Implementation of the SM4RT Living Plan is being accomplished through pilot projects and learning as new approaches are tested. Planning for current and future waste initiatives are outlined in Attachment #1.

Increasing public promotion and education will help achieve overall reductions in waste tonnage

In 2016, the Town actively promoted the benefits of waste reduction through the following program and activities:

- Display events at the Aurora Home Show, Aurora Eco-Festival and local fairs
- Communications via the "My-waste" phone app to 2,500 residents
- Information postings on Regional and Municipal websites
- Advertisements in the Notice Board and local newspapers

- 23,000 waste management calendars distributed to residents via Canada Post and at front counters at Access Aurora, Senior’s Centre and Public Library.

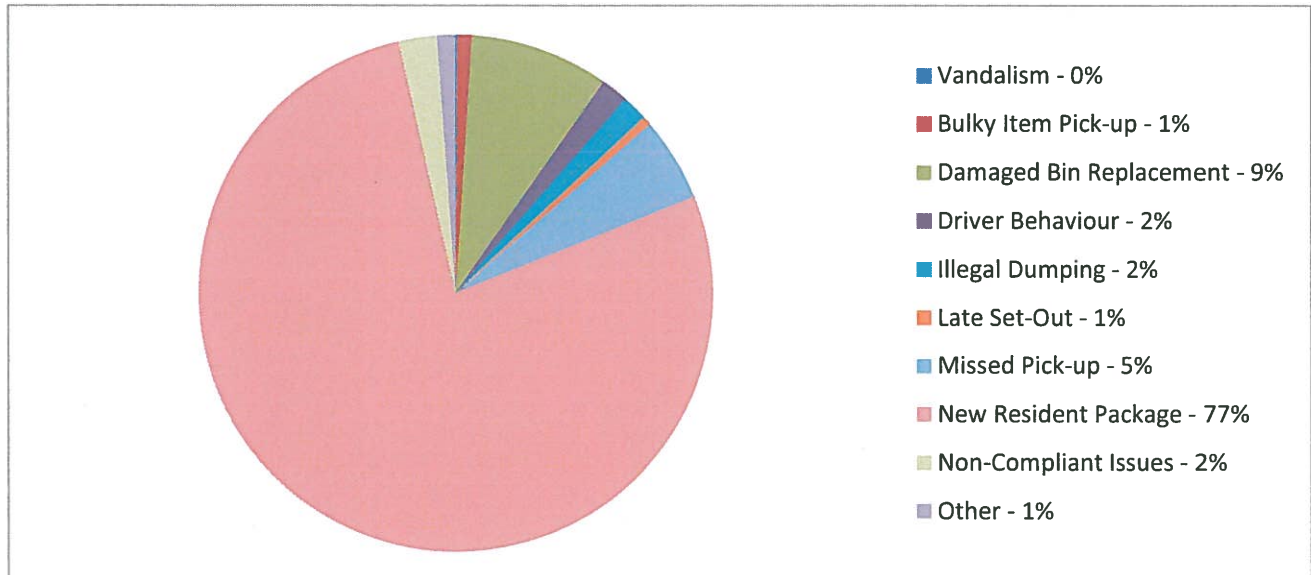
Overall material collection metrics have been stable since 2012 with waste initiatives focused on improving the below metrics:

- Source Separated Organics (green bin)
- Recycling
- Yard waste
- Waste

In 2015 the unverified curbside diversion rate was 61%. In 2016 Energy from Waste (EFW) was being used as landfill cover and this resulted in a significant bump to the overall diversion rate. Diversion rate calculations are not the main indicator of program success in the Province; rather, York Region’s SM4RT Living Plan “4R Hierarchy” places emphasis on reduction first, then reuse, recycle and recover.

Town launched a Customer Relationship Management Program (CRM) that improved staff ability to track and identify trends related to customer complaints

The majority of complaints related to GFL performance are now being tracked by Access Aurora and the Waste Recycling/Coordinator. Incoming calls/complaints tracked by the CRM totaled 873. Below is an overview of the calls/complaints received from January 2016-December 2016:



***this overview will provide 2017 baseline*

The Town of Aurora's existing phone technology does not have the capability to track or provide stats on all incoming calls/complaints. To improve efficiencies, GFL's new contract will include the phone technology that will allow the Town to detail specific KPI's on all incoming calls/complaints beyond the current CRM system.

The Textile Collection program has collected a total tonnage of 128,140 pounds of material, equal to \$6,407 in revenue

In July 2016, the Town partnered with the Region and Textile Waste Diversion to provide residents with new convenient options in re-purposing used clothing, textiles and household items. Residents can drop any textiles at the following four locations:

- Stronach Aurora Recreation Complex (SARC)
- Aurora Community Centre (ACC)
- Aurora Public Library (APL); and
- Aurora Family Leisure Complex (ALFC)

The Textile Waste Diversion collection contract agrees to pay the Town \$0.05/pound. This money is used to help pay for advertising and promotion and education for the Town waste/recycling programs.

The pilot project started with an area of 3,000 homes on the northwest side of Aurora. Door-to-door collection services were conducted on July 25th, September 12th, 2016 and January 9th, 2017. The program extended the door-to-door clutter collection to Aurora residents and is scheduled to continue on the first Monday of each month until December 2017. Changes to this collection schedule may be modified based on poor participation.

E-waste Events collected 15.71 tonnes of waste

In 2016, the Town organized three special electronic (e-waste) Saturday collection events at the Operations Yard and the new Joint Operations Centre. These events made it easier for residents to dispose of unwanted or obsolete electronics materials, and to comply with the electronics collection ban initiated through the By-law update in 2014.

Advisory Committee Review

Not applicable.

Financial Implications

There are no financial implications with this report.

Communications Considerations

No external communications required at this time.

Link to Strategic Plan

The solid waste program through its accomplishment in satisfying requirements in the following key objectives within this goal statement:

Promoting and advancing waste/recycling initiatives: through the use of effective education and promotion, staff will encourage focusing on reduction programs rather than diversion programs as new provisions of the By-law are implemented.

Alternative(s) to the Recommendation

None.

Conclusions

The Town's waste management strategy focuses on reducing waste at the source, resulting in less waste diversion. Compared to 2015, the waste diversion rate increased from 61% to 65% in 2016 mainly due to the Energy from Waste burnt ash.

To ensure our diversion rate continuously increases, we will focus on specific targeted promotion and education to residents about reducing overall waste through the 4R's reduce, reuse, recycling and recovery.

Attachments

Attachment #1 - SM4RT Living Plan Implementation

Previous Reports

IES16-063 – Solid Waste Program Report, July 12, 2016

Pre-submission Review

Agenda Management Meeting review on June 1, 2017

Departmental Approval

Approved for Agenda



Al Downey
Acting Director
Infrastructure and Environmental Services



Doug Nadorozny
Chief Administrative Officer

Attachment #1- SM4RT Living Plan Implementation

Year	Project	Objective	Status
2014	Multi-Residential Working Group	Supports multi-residential initiatives to create consistency and leverage experiences across municipalities. Decisions based on data gathering and analysis to verify project effectiveness	Meetings are ongoing throughout the entire Implementation Plan
2015	Food Waste Reduction Advertising Campaign	increases awareness of the food waste reduction message through promotion on N6 waste collection vehicles	Currently under review with Region
2015	Backyard Composting Campaign	Promote backyard composting to decrease the amount of organic material requiring processing	Complete
2015/ 2016	Curbside textile collection Joint Project with the Region	Work with Region/community partners to develop pilot program to increase textile diversion	Established July 2016 - currently a pilot project until December 2017
2017	Waste Electrical and Electronic Equipment (WEEE) collection in multi-residential buildings	Work with community partners to support drop off bins at multi-residential buildings	Rolling out program in Summer 2017
2017	Updated development standards for multi-residential	Update standards to improve reduction infrastructure in multi-residential and mixed use buildings	Currently under review with Town of Aurora Planning Department
2017	Textile collection in multi-residential buildings	Work with community partners to establish drop off bins for multi-residential buildings	To be rolled out in Summer 2017
2017	Curbside Giveaway Days	To divert reusable goods from landfill by promoting curbside set out of items for other residents to take free of charge on specific days during the summer months	Completed
2017	Revitalize Promotion and Education	Develop initiative to promote reduction and re-use with radio, e-advertising and newspaper	
2017	Did you know? Public Outreach and Education Campaign	Develop Promotion and Education video campaign to increase awareness about the current blue box and waste programs	
2018	Mandatory Diversion By-law	Amend the current by-law requiring residents banning textiles from curbside collection	
2018	2 bag system + tags	Each resident will be able to set out 2 bags of garbage. Any more bags will require the purchase a bag tag	
Future	3 stream collection at events and public spaces	Pilot to develop baseline data on capture of 3 stream diversion and options to be considered at public events and complete business case of effectiveness	
Future	Fees for bulky items and appliances	Consideration of a fee for bulky waste items and appliances	
Future	Community Gardens	Set up new areas for additional community gardens in Aurora	
Future	Camera – Illegal dumping Hot Spots	Three month Pilot Project using EyeTrax technology in catching illegal dumpers	