

		Aq	genda Item # 1		
Meeting Date	June 21, 2017				
Report Title	Overview: Support Prog	rams	т. Т		
Type of Report	Information Only	Х	Request for Comments	Request for Support	

Report Authored By	Section Review	Division Review
Mataly Wissel	Ana troublee (Chantal Mathieu
Nataly Wissell	Manager of Solid Waste &	Director of
Field Educator & Program Coordinator	Administrative Services	Environmental Services

Report

Background:

On July 12, 2016, City Council approved the Waste Collection Policy Implementation Plan. The Plan included the development of support programs and a home visit program to assist residents during and following the transition.

This report will describe the support programs and detail their uptake since inception.

Purpose and Details

Support programs were introduced to residents in September 2016. They were designed to assist residents who have temporary and extraordinary circumstances that prohibit them from meeting the weekly garbage unit allowance despite fully participating in all of the City's waste diversion programs.

Garbage Container Limit Exemption for Diaper Waste

The garbage container limit exemption for diaper waste is available for families with children under four (4) years of age. Approved applications allow the household dwelling to set out one clear bag of diaper waste for every child under the age of four (4) in addition to the weekly garbage bag/container/bundle limit. To qualify for this exemption, the household must currently be eligible for residential roadside garbage collection services. Applicants must participate in all of the City's waste diversion and recycling programs. Applications must be renewed annually for continued service and the exemption ends once the child reaches four (4) years of age.

2016 Highlights - Garbage Container Limit Exemption for Diaper Waste

From September 2016 to December 2016, Staff received 218 applications for diaper waste exemptions (see Table 1). The majority of the 2016 applications came from Sudbury, followed by Hanmer, Lively and Val Caron (see Table 2). While the vast majority of the applications were approved, one (1) was denied

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Report Authored By	Section Review	Division Review
Nataly Wissell Field Educator & Program Coordinator	Renée Brownlee Manager of Solid Waste & Administrative Services	Chantal Mathieu Director of Environmental Services

due to refusal to participate in the Green Cart program and seven (7) incomplete applications were received and are still pending.

Through the 2016 application process, 75 new Green Carts were requested to meet the program requirements. Therefore, 26% of applicants are new participants in the Green Cart program.

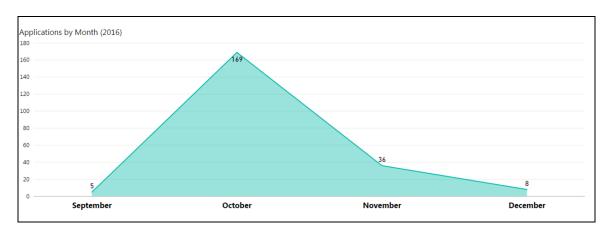
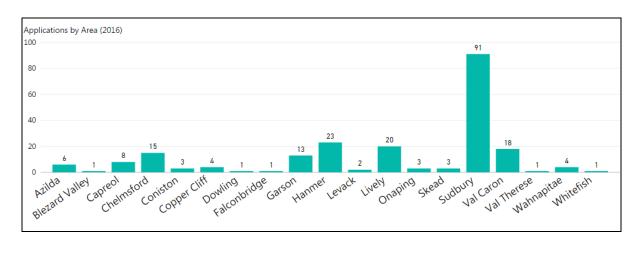


Table 1. 2016 Diaper Waste Exemption Applications by Month

Table 2. 2016 Diaper Waste Exemption Applications by Community



2017 Highlights – Garbage Container Limit Exemption for Diaper Waste

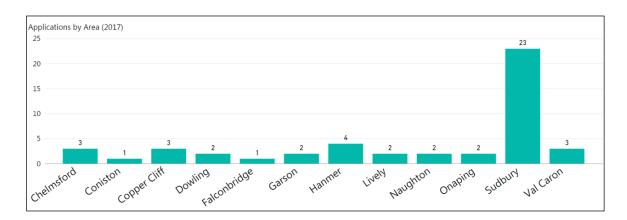
From January 1 to May 31, 2017, Staff received 48 applications for diaper waste exemptions (see Table 3). The majority of the 2017 applications came from Sudbury (see Table 4). Two (2) applications were

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Nataly Wissell Field Educator & Program Coordinator	Renée Brownlee Manager of Solid Waste & Administrative Services	Chantal Mathieu Director of Environmental Services

denied due to refusal to participate in the Green Cart program. Through the 2017 application process, 24 new Green Carts were requested to meet the program requirements. Therefore, 50% of applicants are new participants in the Green Cart program. Table 3. 2017 Diaper Waste Exemption Applications by Month $\frac{Applications by Month (2017)}{12}$

Table 4. 2017 Diaper Waste Exemption Applications by Community



Rebate for Cloth Diaper

The cloth diaper rebate is available to eligible residents of the City of Greater Sudbury to help offset the cost of the purchase of cloth diapers or to offset the cost of a cloth diaper rental program. A one-time rebate of up to \$100 is available per child under the age of 4. The rebates are processed on a first come, first served basis. The annual program budget cap is \$10,000.

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Nataly Wissell Field Educator & Program Coordinator	Renée Brownlee Manager of Solid Waste & Administrative Services	Chantal Mathieu Director of Environmental Services

To qualify for the exemption, households must be eligible to participate in the City's roadside collection program. Applicants must confirm that they participate in all of the City's waste diversion and recycling programs. Applications are not renewable and residents may only receive a rebate one time per child under four (4) years of age.

2016 Highlights - Rebate for Cloth Diapers

From September 2016 to December 2016, Staff received 36 cloth diaper rebate applications (see Table 5). The majority of the 2016 applications came from Sudbury (see Table 6). Three (3) applications were denied because the receipts predated 2016. Through this program, a total of \$4,348 was distributed to residents in Greater Sudbury.

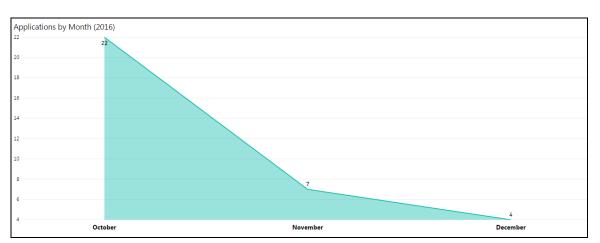
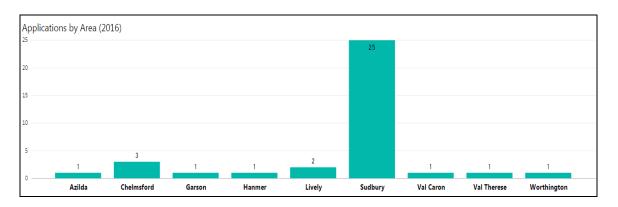


Table 5. 2016 Cloth Diaper Rebate Applications by Month

Table 6. 2016 Cloth Diaper Rebate Applications by Community



Meeting Date: June 21, 2017

Report Authored By	Section Review	Division Review
Nataly Wissell Field Educator & Program Coordinator	Renée Brownlee Manager of Solid Waste & Administrative Services	Chantal Mathieu Director of Environmental Services

2017 Highlights – Rebate for Cloth Diapers

From January 1, 2017 to May 31, 2017, Staff received 15 cloth diaper rebate applications (see Table 7). The majority of the 2017 applications came from Sudbury (see Table 8). One (1) application was denied because the receipts predated 2016. To date in 2017, a total of \$1,448 has been distributed to residents in Greater Sudbury through this program.

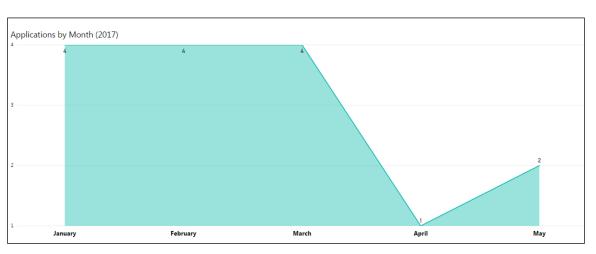
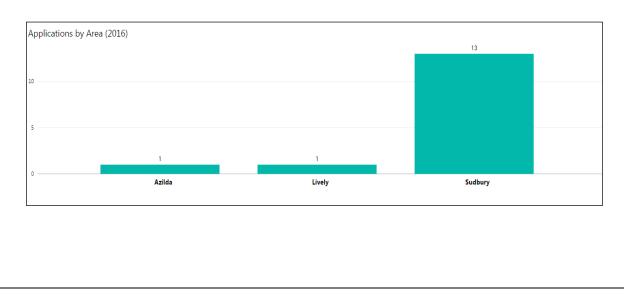




 Table 8. 2017 Cloth Diaper Rebate Applications by Community



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Report Authored By	Section Review	Division Review
Nataly Wissell Field Educator & Program Coordinator	Renée Brownlee Manager of Solid Waste & Administrative Services	Chantal Mathieu Director of Environmental Services

Garbage Bag Tags for Medical Circumstances

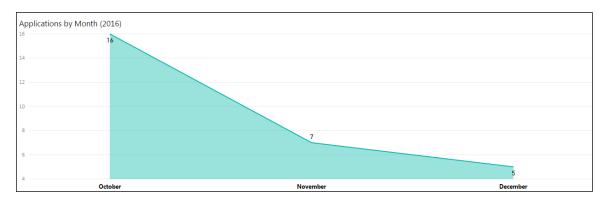
The garbage bag tag for medical circumstances program is designed for residents who may need to set out more than the weekly garbage bag/container limit due to medical circumstances (e.g. incontinence products, unrecyclable medical packaging, etc.). Residents may qualify for special garbage bag tags if they currently receive and are eligible for residential roadside garbage collection services and they participate in all of the City's waste diversion and recycling programs. Applications must be supported by a note from a regulated health care professional.

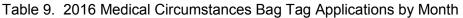
Resident's approved for the program are provided a maximum of 52 special garbage bag tags and they may re-apply every 6 months if the exemption continues to be required. Tags may not be given or sold to other residents.

2016 Highlights – Garbage Bag Tags for Medical Circumstances

From September 2016 to December 2016, Staff received 33 applications for bag tags for medical circumstances (see Table 9). The majority of the 2016 applications came from Sudbury followed by Hanmer and Val Caron (see Table 10). One (1) application was denied due to refusal to participate in the Green Cart program and four (4) applications were deemed incomplete because they did not include a medical note.

Through the 2016 application process, eight (8) new Green Carts were requested to meet the program requirements. Therefore, 20% of applicants are new participants in the Green Cart program.

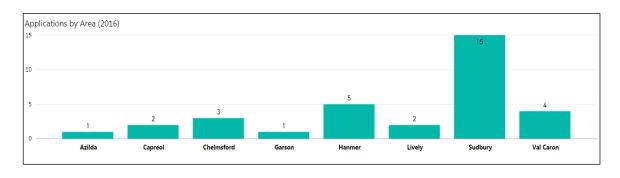




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Report Authored By	Section Review	Division Review
Nataly Wissell Field Educator & Program Coordinator	Renée Brownlee Manager of Solid Waste & Administrative Services	Chantal Mathieu Director of Environmental Services

Table 10. 2016 Medical Circumstances Bag Tag Applications by Community



2017 Highlights – Garbage Bag Tags for Medical Circumstances

From January 1, 2017 to May 31, 2017, Staff received 35 applications for bag tags for medical circumstances (see Table 11). The majority of the 2017 applications came from Sudbury, followed by Hanmer (see Table 12). One (1) application was deemed incomplete because it did not include a medical note.

Through the 2017 application process, 11 new Green Carts were requested to meet the program requirements. Therefore, 24% of applicants are new participants in the Green Cart program.

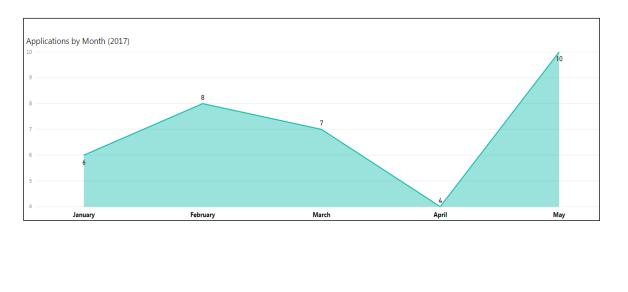
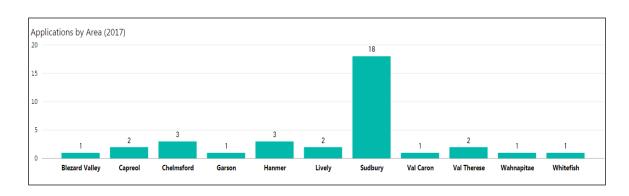


Table 11. 2017 Medical Circumstances Bag Tag Applications by Month

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Report Authored By	Section Review	Division Review
Nataly Wissell Field Educator & Program Coordinator	Renée Brownlee Manager of Solid Waste & Administrative Services	Chantal Mathieu Director of Environmental Services

Table 12. 2017 Medical Circumstances Bag Tag Applications by Community



Rebate for Dog Waste Digester

The dog waste digester rebate is available to eligible residents to help offset the cost of a dog waste digester. A one-time rebate of up to \$50 is available per household. The rebates are processed on a first come, first served basis. The annual program budget cap is \$2,500.

To qualify for the exemption, households must be eligible to participate in the City's curbside collection program. Applicants must confirm that they participate in all of the City's waste diversion and recycling programs. Applications are not renewable. Householders may only receive a rebate one time per household.

To date, there have been no applications for this program.



		A	genda Item # 2	
Meeting Date	June 21, 2017			
Report Title	Overview: Home Visit Educational Program Plan			
Type of Report	Information Only	Х	Request for Comments	Request for Support

Report Authored By	Section Review	Division Review
Makely Wissel	Have Fromla	Culaphtath
Nataly Wissell	Renée Brownlee	Chantal Mathieu
Field Educator & Program Coordinator	Manager of Solid Waste &	Director of
	Administrative Services	Environmental Services

Report

Background:

On July 12, 2016, City Council approved the Waste Collection Policy Implementation Plan. The Plan included the development of support programs and a home visit program to assist residents during and following the transition.

This report provides details on the Home Visit Educational Program Plan.

Purpose and Plan

The purpose of conducting home visits is to establish a relationship with residents of Greater Sudbury while, simultaneously, providing important information about ways to manage household waste.

Visiting residents in their homes demonstrates that the City of Greater Sudbury is genuinely interested in their citizens' concerns while maintaining its commitment to building a more environmentally conscious community by reducing the amount of household waste being sent to the landfills.

The home visit program aims to help residents acquire the tools and resources that will lead to successful management and reduction of their household waste as well as to educate residents on support programs and waste diversion options offered by the City.

During a home visit, residents will learn how they can become independent in their household waste management activities by using a variety of resources readily available to them. These tools and resources include:

- the Waste Wise App
- the Waste Wizard sorting tool
- waste information packages and magnets

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Report Authored By	Section Review	Division Review
Nataly Wissell Field Educator & Program Coordinator	Renée Brownlee Manager of Solid Waste & Administrative Services	Chantal Mathieu Director of Environmental Services

- the Environmental Services web pages
- calling the City at 3-1-1 and requesting to speak to a solid waste expert

The City recognizes that certain residents have special circumstances that may make it difficult for them to meet the garbage unit limit even if they maximize their use of the unlimited waste diversion programs. During a home visit, the Field Educator and Program Co-ordinator can assist residents to fill in their application, deliver additional Blue Boxes and Green Carts directly to the resident's home and assist the resident to setup an area in their home for the various waste streams. The support programs offered for these special circumstances are:

- 1) Garbage container limit exemption for diaper waste
- 2) Rebate for cloth diaper
- 3) Garbage bag tags for medical circumstances
- 4) Rebate for dog waste digester

Home visits will be offered in both official languages and will incorporate the following conveniences and features:

- Appointments will be available during business hours, after regular business hours on weekdays or on select weekends;
- Delivery of an iPad presentation and resource demonstrations;
- Encourage waste diversion and provide education on the various materials that are commonly sent to the wrong waste stream;
- Assess the resident's need for additional waste diversion equipment and arrange for the delivery of any new or additional equipment;



- Get the entire family involved and on board. If children will be participating in the home visit, the Field Educator and Program Co-ordinator will tailor activities and information for the children's age group;
- Review common hazardous wastes and make the resident aware of the services available for the disposal of household hazardous waste including the Household Hazardous Waste Depot and the Toxic Taxi;
- ➢ Review landfill diversion programs and exemptions.

Meeting Date: June 21, 2017

Report Authored By	Section Review	Division Review
Nataly Wissell Field Educator & Program Coordinator	Renée Brownlee Manager of Solid Waste & Administrative Services	Chantal Mathieu Director of Environmental Services

Expected Outcomes

By offering the home visit program, it is anticipated that residents will become fully aware of, and fully participate in the City's various waste diversion programs which will enable them to successfully and effortlessly meet the garbage unit limit. In addition, the City and its residents will form trusting relationships that will allow our community as a whole to work towards a more sustainable future.

Program Uptake

Home visits are offered on a regular basis whenever a resident is confused or has on-going collection issues. To date, three home visits have been conducted. Staff anticipates that the requests will increase over time.



Agenda Item # 3						
Meeting Date	June 21, 2017					
Report Title	Waste Diversion Equipm	ent				
Type of Report	Information Only	х	Request for Comments		Request for Support	-

Report Authored By	Division Review
Laner Brownlee	Childhalath.
Renée Brownlee	Chantal Mathieu
Manager of Solid Waste & Administrative Services	Director of Environmental Services

Report

Background

On July 12, 2016, City Council approved the Waste Collection Policy Implementation Plan. The Plan included a decrease from 3 to 2 garbage bags/containers/bundles every residential dwelling could place to the roadside for collection on a weekly basis beginning October 10, 2016. The goal of reducing the garbage limit was to increase waste diversion and increase participation in the Green Cart program.

In order to assist resident's to achieve more diversion, the Plan included the following diversion equipment support for residents:

- Blue Boxes would continue to be delivered to or picked-up by residents at no cost; and
- Big Blues (large capacity recycling containers with lids) would be sold at \$10 until 2026. This was a further subsidy for the container which was previously sold at \$20; and
- New and additional Green Carts were approved to be provided at no cost. Residents can order a new or additional Green Cart for home delivery or a broken Green Cart can be picked up from the roadside. Broken Green Carts are baled at the Recycling Centre and sold to plastic markets.

Equipment Demand and Budgeting

With these changes, Staff expected a higher demand for diversion equipment.

The 2016 equipment budget was overspent by approximately \$88,000 amounting to a total annual equipment cost of \$167,240.

To date, 68% of the 2017 diversion equipment budget of \$165,694 has been spent.

Report Title: Waste Diversion Equipment

Meeting Date: June 21, 2017

Report Authored By	Division Review
Renée Brownlee	Chantal Mathieu
Manager of Solid Waste & Administrative Services	Director of Environmental Services

It is anticipated that this trend for higher demand of diversion equipment will continue into the future and that the demand will continue to increase as the City moves to a one (1) bag limit in 2019. For these reasons, the future diversion equipment budget will require additional increases.

The cost of Blue Boxes and Big Blues is partially funded by the Resource Productivity and Recovery Authority (former Waste Diversion Ontario).

Table 1 below summarizes the distribution of diversion equipment since 2014.

	Blue Box	Big Blue	Green Cart
2015	10714	475	547
2016	13,501	1,629	1,875
2017 (Jan – May)	5,085	1,626	532

Table 1. Diversion Equipment Distribution



Agenda Item # 4						
Meeting Date June 21, 2017						
Report Title Field Education & Inspections						
Type of Report	Information Only	x	Request for Comments		Request for Support	

Report Authored By	Section Review	Division Review
Kyle Anderson Field Officer	John Bulfon Manager of Waste Collection & Field Services	Chantal Mathieu Director of Environmental Services

Report

Inspections of all waste collection routes within the City of Greater Sudbury are performed proactively and on a regular basis in an effort to ensure that all residential roadside collection locations are kept clean and presentable as well as to ensure that all residents are complying with the rules and regulations relating to roadside waste collection.

The Field Officer is responsible for the daily inspections of waste collection routes. Routes are selected and are inspected on a proactive basis on the day following waste collection. He or she will also perform reactive field inspections in response to complaints received from the public as well as from waste collection crews who document issues while working on their routes. While performing route inspections the Field Officer will also look to identify accumulations of roadside waste or litter and take appropriate action to ensure the waste is cleaned up.

When a problem is identified, the Field Officer will attempt to resolve the matter by making contact with the resident in person or by making use of the various educational materials available. The focus of this field work is to obtain voluntary compliance with regulations in a positive manner. In the event that the Field Officer is unable to make contact with a resident at their home, a door hanger will be left behind (refer to Appendix A). The door hanger will indicate that a staff member has attended their residence to speak with them, the time that they attended, the nature of the problem and what action can be taken to resolve the issue. The Field Officer's business card will also be attached to the door hanger.

In the event that compliance cannot be achieved in this manner, the Field Officer will use formal written warnings, Orders to Clean, or fines pursuant to the Waste Management By-law. All matters are documented and followed-up on as quickly as possible to ensure that waste does not accumulate and is removed expeditiously.

Thus far, the regular and proactive inspection of waste collection routes combined with a positive education based approach has shown to be effective in ensuring that waste collection routes are maintained in a clean and orderly state.

Appendix A





Agenda Item # 5						
Meeting Date June 21, 2017						
Report Title	Report Title (Large) Furniture and Appliances					
Type of Report	Information Only		Request for Comments	Х	Request for Support	

Report Authored By	Division Review
Samer Frounder	Chitapplate.
Renée Brownlee Manager of Solid Waste & Administrative Services	Chantal Mathieu Director of Environmental Services

Report

Background

The City of Greater Sudbury provides an extensive collection of large furniture and appliances, including electronic waste. These items are collected roadside for low density (6 units or less) residential homes on a weekly basis.

The list of eligible items is provided in Appendix A.

Most large items are collected in the waste collection vehicle along with the regular garbage bags.

Certain items are too large to fit in the garbage compartment of the waste collection vehicle or too heavy to lift by collection crews. This includes queen and king mattresses, cement laundry tubs, hot tubs, etc. These items are collected with a dedicated collection vehicle with a lift.

Many items on the list are collected separately for recycling or diversion. This includes:

- large appliances, such as stove, refrigerators, washers, etc.
- large metal items, such as file cabinets, BBQ's, bicycles, lawn mowers, etc.
- computer monitors and televisions, etc.

Items not eligible for collection under the large Furniture and Appliance program include:

- renovation/demolition waste type waste such as drywall, wood, piping, bricks, shingles, counter tops, etc.
- flooring/carpeting
- windows/doors
- fencing
- used oil tanks
- automotive parts
- tires

Report Title: (Large) Furniture & Appliances

Meeting Date: June 21, 2017

Report Authored By	Division Review
Renée Brownlee	Chantal Mathieu
Manager of Solid Waste & Administrative Services	Director of Environmental Services

Although the above noted items are not eligible for collection under the large Furniture and Appliance program, certain items, can be placed in a resident's regular garbage allowance. For instance, small pieces of piping or flooring can be placed in a garbage bag. Fence boards (with the nails removed) or carpeting can be bundled. A resident can place any combination of two approved garbage units per week. This can be two garbage bags, or one garbage bag and one garbage container (can), or one garbage bag and one garbage bundle.

Residents also have a variety of options to dispose of non-eligible (and eligible items). This includes, but is not limited to:

- donations to reuse organizations. Certain organizations will accept a wide range of new and gently used items. Commonly donated items include windows, doors, paint, hardware, lumber, tools, lighting fixtures, furniture and appliances.
- Selling items on Kijiji, Craig's List, Let it Go, Buy Sell Swap.
- Numerous Swap and Buy groups on Facebook, virtual yard sales, etc.
- Purchasing garbage tags The City has been selling garbage bag tags for over ten years. Tags
 provide residents with the convenience of roadside collection for additional garbage for a fee
 (currently 5 tags for \$10). In 2016, the tag program was changed to allow residents the use of
 garbage containers (cans) for additional garbage. Staff is currently updating the program to permit
 the use of tags for garbage bundles (carpeting, wood, etc.).
- Hiring a company to collect and deposit the items.
- Delivering the items directly to landfill.

At this time, staff is seeking input from Panel members on the program and program list:

- Should items be removed from the list?
- Should items be added to the list?
- If items are added to the list, should they be segregated for recycling?
- If items are added to the list, who should cover the additional costs?
- Should there be a limit on the number of items placed out for collection per week?

For discussion.

Appendix A

Furniture and Appliances

Weekly collection of furniture and appliances is available to low density (six units or less) residential properties on a curbside waste collection route.

Collection Requirements

Furniture and appliances are:

- to be placed at the curbside no earlier than 8:00 p.m. the evening prior to your collection day and no later than 7:00 a.m. on your collection day. Items will be collected within five working days (before your next scheduled collection day).
- to be placed in a visible location on the ground as close as possible to the roadway. For example, do not place items out behind shrubs, fences or snow banks.
- NOT to be placed on the sidewalk or travelled roadway. This area must be kept clear for road or sidewalk maintenance crews. This is especially important in the winter months.
- to be placed on levelled ground and not on top of snow banks. In the winter, shovel an area that is flat and place your items at this location. We don't want items falling, slipping or tipping over. This is very important for CFC-containing appliances. We don't want damage to the pipes that contain the CFC's. CFC's are considered ozone depleting substances.

If you can't meet the above-noted requirements, then the items can't be placed out for collection and should then be delivered directly to the landfill site.

Items Eligible for Collection

- Air Conditioners
- Armoires
- Baby Car Seats
- Barbeques
 - Propane tank must be removed and taken to the household hazardous waste depot.
- Barrels (large oak, metal or plastic)
- Must be empty.
- Smaller barrels should be placed in an approved garbage container as part of the garbage container limit.
- · Baseboard Heaters longer than 4 feet
- If smaller, place in approved garbage container as part of the garbage container limit.
- Basketball Stand with net
- Bathtubs
- Bed Frames
- Benches
- Bicycles
- Blinds longer than 4 feet
- If smaller, place in approved garbage container as part of the garbage container limit.
- Bookcases, Shelving Units (assembled)
- Box Springs
- · Brooms longer than 4 feet
- If smaller, place in approved garbage container as part of the garbage container limit.
- Chairs (kitchen, folding, patio, high chair, wheel chair)
- Change Tables

- Chesterfields
- Christmas Trees (artificial)
- Coffee Tables
- Computers (home)
- Coolers (large)
- Couches
- Cribs (fully assembled)
- Curtain Rods longer than 4 feet
 - If smaller, place in approved garbage container as part of the garbage container limit.
- Dehumidifiers
- Desks
- Dishwashers
- Drawer Chests or Dressers
- Drums (large oak, metal or plastic)
- Must be empty. - Smaller drums should be placed
- in an approved garbage container as part of the garbage container limit.
- Dryers
- End Tables
- Exercise Bikes (home)
- Exercise Equipment (home)
- Fan (large ceiling or floor fan) - Small fans should be placed
- part of the garbage container limit. Filing Cabinet

Items not eligible for collection under Furniture and Appliances

flooring/carpeting; windows/doors; fencing; used oil tanks; automotive parts; tires; etc.

- Floor Lamps
- Table lamps should be placed part of the garbage container limit.

· Regular household garbage; renovation/demolition waste (drywall, wood, piping, bricks, siding, shingles, counter tops, etc.);

It starts with you! We'll take it from here.

- Freezers (doors must be removed)
- Furnaces
- Futons
- Hampers (clothes hampers that are taller than 4 feet)
- Must be empty.
- Smaller hampers should be placed in an approved garbage container as part of the garbage container limit.
- Headboard and Footboard (for bed)
- Hockey Nets
- Hot Water Tanks
- Ironing Board
- Ladders longer than 4 feet
- Laundry Tubs (cement, plastic, metal)
- Lawn Mowers
- Drain fuel and oil.
- · Luggage longer than 4 feet

Patio Umbrellas (please fold)

Photocopiers / Printers (residential)

Rake, Shovels or Pitch Fork Longer

- Smaller items should be placed

in an approved garbage container as

part of the garbage container limit.

- Must be empty.
- Smaller luggage should be placed in an approved garbage container as part of the garbage container limit.
- Mattresses
- Microwaves

Playpens

than 4 feet

Range Hoods

- Ovens
- in an approved garbage container as
- Fireplaces (all types)
- in an approved garbage container as

REUSE!

Instead of trashing items in good condition, consider donating or selling them.

- Furniture / Appliances Refrigerators (must remove doors)
- Without counter tops, cabinets or plumbing.
- Skis longer than 4 feet Smaller items should be placed in an approved garbage container as part of the garbage container limit.
- Snow Blowers
 - Drain fuel and oil.
- Snow Boards
- Sofas

Recliners

Sinks

- Sofa Beds
- Stereo Equipment
- Stool
- Stoves
- Strollers
- Swing Sets (fully assembled)

Kitchen, dining, coffee, end,

- For example: plastic playhouses,

rigid plastic pools, rigid plastic

sand boxes, sleighs, hockey nets.

patio, pool, picnic, etc.

Tables

• Toboggans (child's)

Televisions

• Toys (large)

Treadmills

Typewriters

 Water Purifier Wheelbarrow

Vacuum Cleaners

• Trunks (must be empty)

 VCRs and DVD Players Washing Machines

Workout benches (home)

Toilets