

Report

CIF 809.5

County of Dufferin

Large Blue Boxes for New Amalgamated Program



Final Project Report, January 2015

Dufferin County

CIF Project number 809.5

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Acknowledgement:

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1 PROJECT INFORMATION

1.1 Background

As of January 1, 2013 the County was made responsible for all household waste collection services. Eight local municipal contracts were extended until May 31, 2013 and new waste collection contracts and program changes came into effect on June 1, 2013. The program now provides single stream recycling collection services to 21,784 households and 1,838 Multi-Residential units throughout Dufferin County.

1.2 Program Changes

On June 1, 2013 a new waste collection contract, blue box processing contract, Waste Collection By-law and policy came into effect. Details of the new program included biweekly curbside collection of garbage (clear bag program) and recycling with mandatory use of the Blue Box/Cart and Green Bin/Cart programs (per Waste Collection By-law). The program changes included the removal of problem materials (Styrofoam and plastic films) from the accepted materials list. This was the first time that many residents in the County, including the Township of Melancthon (1160 homes), were to receive curbside recycling services. In order to support the new program in these areas, households can receive up to two Blue Boxes and replacement of damaged bins for free. In response to this demand, County staff submitted an application to the Continuous Improvement Fund for funding towards the purchase of up to 5,000 Blue Boxes for the new program. The County took steps to ensure that Best Practice levels of recycling container capacity (~50 Litres / unit) was being provided to multi-residential units.

NEW WASTE PROGRAM STARTS JUNE 1, 2013

COLLECTION DAYS

- MONDAY
- TUESDAY
- WEDNESDAY
- THURSDAY

With new collection routes, it is important to have your waste at the curb by 7 a.m. on the morning of your scheduled collection.

June 1 marks the start of a new curbside collection program in Dufferin County. Keep in mind that starting June 1:

- Blue Boxes, Green Bins and garbage will be collected every week.
- Your current municipal bag limit will remain in effect and be converted to a weekly limit (as opposed to a bi-weekly or yearly limit) where applicable.
- Your collection day may change (see map).
- Yard waste will now be collected in rural areas on a call-in basis.
- Bulky items and white goods will be collected on a monthly call-in basis for a fee.
- Clear bags will be required for garbage. Each clear bag can contain two small "squeeze" bags and garbage can be placed at the curb in a container, if desired.

If you'd like a free sample and coupon for clear garbage bags, contact Dufferin County Waste Services.

WASTE SERVICES GUIDE

The Waste Services Guide, with full details about the new program, has been mailed to all households. If you did not receive yours, please contact Dufferin County Waste Services.

my waste

Managing your household waste in Dufferin County just got easier!

Download the 'my waste' app and never again lose track of your collection day. Find out the proper way to get rid of hundreds of materials, learn the locations, dates and times of special collection events, and much more.

Download the 'my waste' app from your favourite App Store.

It's FREE!

Available on the App Store | Google play

Contact Dufferin County Waste Services for more information.
dufferincounty.ca/waste | dufferinwaste@dufferincounty.ca | 519-941-2816 ext. 2620 | Sign up for the Dufferin Waste Bulletin e-newsletter at enq@dufferin.ca

Space provided through a partnership between industry and Ontario municipalities to support waste diversion programs.

1.3 Program Change Support

In conjunction with the above program changes, staff planned and carried out a number of initiatives to ensure the program would roll out and operate smoothly. Leading up to June 1st, staff initiatives included the following:

- A comprehensive Waste Services Guide was mailed to every Single Family household and personally delivered to each Multi-Residential property;
- Copies of the Waste Services Guide, a flyer including the sorting guide/calendar, magnetic sorting guides, various bag samples, etc. were made available at all local municipal offices;

- A comprehensive newspaper, social media, and email campaign was conducted;
- The My Waste App was launched, offering all pertinent program information on most Smart Devices;
- Staff attended a number of festivals and events to promote the new program, which included showcasing sample Blue Boxes, as well as a number of un-staffed booths at strategic locations across the County (municipal offices, arenas, community halls, grocery stores, etc.);
- Thorough monitoring and operating criteria for the waste collection contractor, including the use of Oops Stickers, waste rejection procedures, and reporting mechanisms to County staff in order to follow up and provide necessary information;
- Three editions of the Diversion Digest were bulk mailed to every household, detailing pertinent program information;
- The use of 17 road signs detailing that program changes were upcoming and directing residents to the County's website.
- Two highway Billboards were used one month preceding the program changes;
- Three buses and two bus shelters were outfitted with decals detailing program changes and directing residents to the County's website;



2 Results

2.1 Distribution of new Blue Boxes

The County purchased approximately 3,000 large (22 gallon) Blue Boxes for residents to participate in their new recycling program. The County purchased the new Blue Boxes through the CIF Joint Tender for capacity, which allowed them to realize cost savings on the containers and staff time savings since an RFQ or tender process was not required.

The County provided residents with the opportunity to pick up their new Blue Boxes from each of the 8 local municipal offices, plus the County of Dufferin headquarters (Court House). Blue Box 'pickup' days for the Township of Melancthon were conducted at their local municipal office and landfill. The County distributed approximately 438 – 96 gallon recycling carts to MR buildings to achieve the best practice levels for capacity.

2.2 Monitoring Participation in the New Program

Comparing the 2012 tonnage of marketed materials for the 8 amalgamated municipalities versus the first year of the new programs operation, Dufferin County saw an increase of 5 percent in Blue Box recycling. Based on current tonnage from 2014, Dufferin County is on track to meet or exceed the goal of a 10 percent increase by the end of 2015.



In addition to monitoring the amount of material collected and marketed from households in the County, Staff regularly conduct set-out and participation studies. This year, Management at the County attempted to decrease the burden of completing in completing their scheduled study, which would normally require two staff persons driving the collection route in front of the contractor to record data, by utilizing new technology.

The County purchased two (2) GoPro HERO3 cameras (pictured left) for use in capturing set out and participation data. The new cameras are easily 'suctioned' onto the hood of County vehicles, synced to smart devices to assess field of view, and automatically upload the video & sound collected to a cloud database for later analysis. The new camera system allows County staff to drive the collection route on collection day and collect all the pertinent information. Staff then process the data back in the comfort of their office. The data is stored and can be used for later analysis or reference.

Results of the curbside set-out and participation study completed this past summer, indicate that the Blue Box participation rate is 94.8% and that households set out approximately 1.344 Blue Boxes per collection. Analysis of the new camera system, versus the previous ride-along methodology, indicates a staff time savings of approximately 50%; the equivalent of one week of staff time in this case. The cameras are also utilized the Roads and Bylaw departments at the County.

3 Conclusions and Next Steps

The additional Blue Boxes and 95 Gallon carts have led to an increase in total recyclable tonnage. Adequate collection capacity at the curb is integral to the maximization of waste diversion. Next steps for Dufferin County include:

- Continuing promotion and education efforts to maintain or increase participation and capture rates and to decrease contamination in the recycling stream;
- Conducting a follow-up Participation Study in Fall 2015;
- Continue monitoring various program metrics to ensure waste diversion is maximized;
- Continuing MRF Audits to help identify contamination issues for use in P&E campaigns

It should also be noted that Dufferin County implemented a 1 clear garbage bag limit per week on June 1, 2014. This should also assist in our efforts to maximize waste diversion and achieve our program goals.