



Bag Limits & PAYT Policies: Do They Affect Diversion?

Jeffery Fletcher
The Blue Mountains

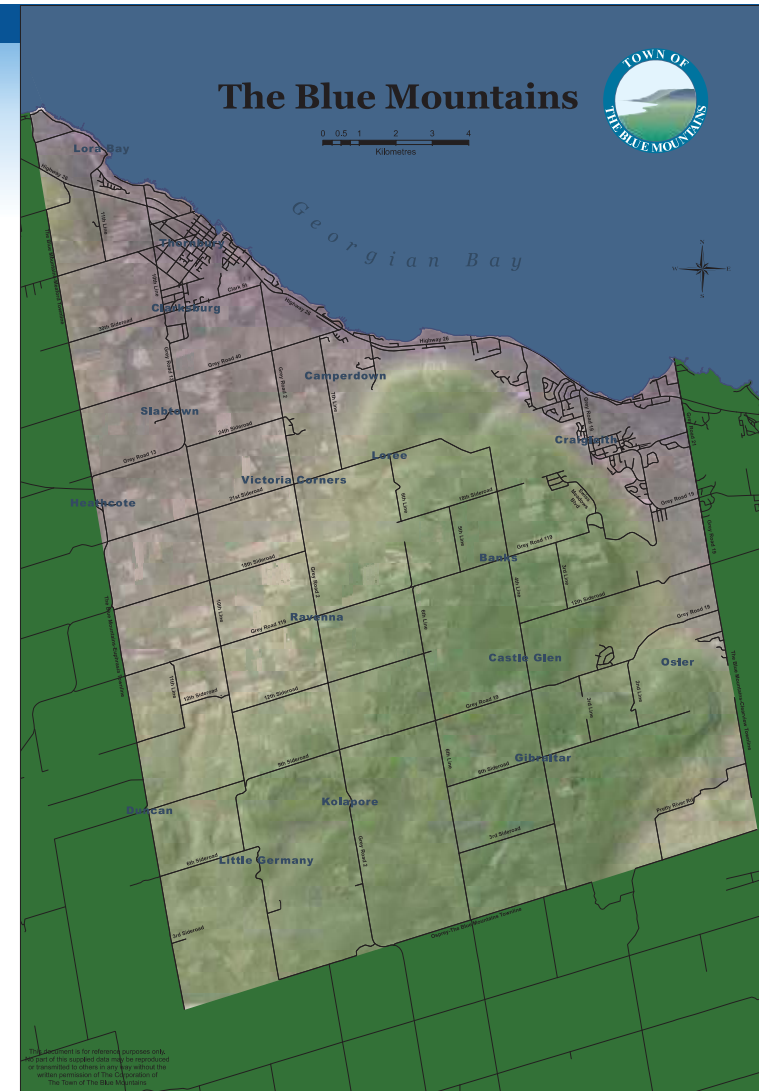
Project Highlights

- Project Goal: Sustained Behaviour Change
- Results: Blue box & composting participation
- Results: Extended landfill life through diversion of materials
- More information:
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 - **w:** www.thebluemountains.ca



Birth of a Program

- Amalgamation “hang-over”
 - New population count & increasing
 - Discrepancy in service & regulatory compliance
- Status
 - 12 Years of landfill life/space
 - Generating 3,800 MT of residential waste
 - 480 tonnes of depot BB - 11% diversion rate
 - 5,350 hh, projecting 9,097 by 2016
 - 30% of hh are condos



Solution

- Public Committee 2002 reviews issue & acted as champions
 - Research indicated PAYT as option
 - New service plan – curbside BB, backyard composting, yard waste composting, etc.
 - Equitable condo collection
 - New program launched 2003



New Program Start in October 2003

- Limiting setout forces recycling but also forms new positive behaviour
- Bag tags & equivalent for condos
 - Single family
 - 1-bag limit, second bag tagged, no third bag
 - Condos
 - FEL sized to number of units (0.2 yd/unit)
 - Extra lifts pay contractor directly



The Blue Mountains Waste Management Co-ordinator Jeff Fletcher displays the new blue and grey bins that are being delivered to each home and business as the town readies for the September 29 start of its new curbside recycling collection program. Courier-Herald Photo

Communicating with Residents

- Launched Blue & Grey Box program
 - Included program guide, free token tag, placed between boxes
- Information sessions
- Fall Fair
- Newspaper
- Website?



Administratively-Speaking

- Coordinated points of purchase with local retailers
 - No cost to distribute
 - Minimized administrative work
 - no free tag allotment
- Complaints
 - Right to access 52 weeks of service – tax rebate
 - “My house can’t do this” & “I didn’t know”
 - Roadside dumping



Collectors Become Enforcement

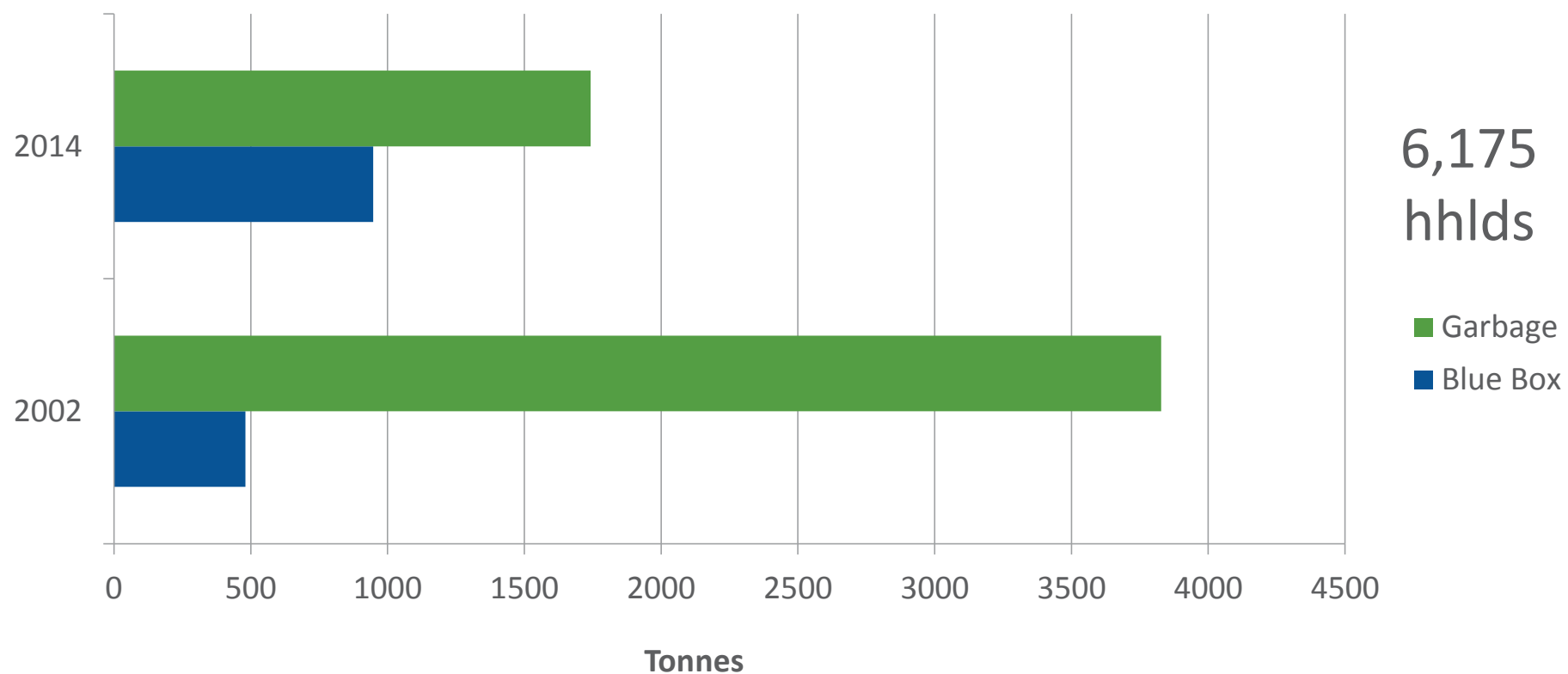
- No full-time by-law enforcement
- Compromise
 - Balancing enforcement & community appearance
- Actively monitoring set out
 - Spot enforcement of violations
 - Pick-up & leave warning – write letter
 - Fees & charges for clean-up
 - Enforcement blitz with municipal staff

NON-COMPLIANCE NOTICE: SOLID WASTE COLLECTION BYLAW (#16/2003)	
Description of offence:	Date / Time

Non-compliance may result in a \$400.00 fine.
See opposite side of sheet for more information.

Notice Issuer: _____ Notice 2013-TBM-

Comparison of Pre & Post Bag Limit - 2002 vs. 2014



Our 4 Crucial Steps to Bag Limit & PAYT Program

- Council approval
 - Get them to take ownership of process
- Connect with residents
 - At local events & newspaper
- Administration & Enforcement
 - Keep it simple
- Be ready & willing to take complaints
 - Expect some bumps in the road
 - **It is worth it!**





How To Actively Enforce A 'Tag & Leave' Program For Unacceptable Blue & Grey Box Set Outs

Carly Burt
Niagara Region

Project Highlights

- Project goal:
 - Address improper sorting of plastic film & ensure residents aware of acceptable materials
 - Ensure collection contractor compliance
- Impacts:
 - Reduce congestion & jam-ups on container line & residue rates (%)
 - Reduce daily downtime & maintenance at MRF (time)
 - Improve relationship with contractor through good contract oversight
- For more information:
 - carly.burt@niagararegion.ca | www.niagararegion.ca

A Costly Problem

- MRF maintenance staff spend up to 10 hours per week repairing & cleaning equipment due to loose film
- Costs Niagara taxpayers ~\$85 K each year
 - Reallocation of manual labour to sort plastic bags & outer-wrap
 - Concentrate on other more valuable commodities: ~\$72K each year
 - Maintenance costs: ~\$10K/year
 - Collection of more plastic bags/outer-wrap will increase revenue: ~\$2,500/year

Solution

Tactic	Audience	Message
P&E Campaign – Ins & Outs	Residents	Inform residents of expanded list of materials
P&E Campaign – Odd Couple	Residents	Plastic bags & stretchy recyclable film into grey box
Training for collection crew	Contractor	Educate frontline collection staff on what is acceptable at the curb
Pre & Post Curbside Audits	Contractor	Region staff follow up with contractor
Contractor Blitzes	Residents	Contractor properly tag non-compliant material set out by residents

P&E Campaign – Blue Box Ins & Outs (1)



P&E Campaign – Blue Box Ins & Outs (2)



P&E Campaign – Odd Couple



Engagement with Collection Contractor

- Regular meetings to confirm contract expectations
- Q&A page developed for contractor staff
 - Reinforced expectations for unacceptable items
- Shared with collection staff:
 - Campaign promo materials & new tags
 - Recycle & Win Game – asked all contractor staff to participate
 - Results of tipping floor & curbside visual audits
 - Informational display boards & posters



Pre & Post Curbside Audit – No Tagging



40 Diana Dr. – hanger, film,
rubber boots in blue box



40 Diana Dr. – all items collected

Pre & Post Curbside Audit – Properly Tagged & Left Behind



Example of Pre & Post Curbside Audit Summary

TRUCK 1117 - Henry St., Pine St., Bianca Dr., Diana Dr., Loretta Dr. –234 homes

- 31 homes did not set out material
- 174 homes had acceptable items in recycling
- 29 homes had unacceptable items in recycling
 - 1 had unacceptable items left behind (loose on ground, not placed back in container), no tag to indicate why
 - 15 had non-compliant material collected
 - 13 had no post route photo available; but there was nothing recorded on the driver's run sheet; assumption that non-compliant items were collected-to verify
- 40/234 homes had film properly packed in bags & placed in grey box
- Some drivers were not tagging all materials regularly

Contractor Communication & Blitzes

- Results of the audits are provided to the collection contractor
- Contractor volunteered to complete quarterly blitzes
- Blitz objective: improve driver tagging & increase improvement in set out
 - To date contractor has completed 4 blitzes
 - Blitz shows an average of 58% of homes improved with tagging
 - Will be completed quarterly for the duration of the contract
 - Contractor discusses results with staff at staff meetings

Blitz Results e.g.: Weekly Totals Secondary Blitz March & April 2015

- 2 weeks after being tagged:
 - 58.3% improved; 27.8% did not improve
 - 4.3% were better than before but still had film in BB; 2.2% were worse
 - 7.4% did not set out recycling for secondary blitz (vacation time expected)

# of Homes	Tagged or Not Collected: First Blitz	Improved From First Blitz & Collected	No Improvement From First Blitz	Improved From First Blitz But Still Not Collectable	Tagged First Collection & Not Collected	Not Out for Secondary Blitz
Monday	41	25	12	4	0	0
Tuesday	15	12	1	1	0	1
Wednesday	49	33	6	2	0	8
Thursday	92	48	37	1	1	5
Friday	33	16	8	2	4	3
Weekly Totals	230	134	64	10	5	17
Percentages		58.3%	27.8%	4.3%	2.2%	7.4%

Was it Successful? Audit Results

- Odd Couple Campaign
 - Decrease of loose plastic film in BB
 - Increase in grey box
- Blue Box Ins & Outs Campaign
 - Overall 15.7% drop in contamination in BB
 - Observation
 - decrease in number of processing difficulties at MRF
 - reduced residue resulting from container stream sorting

Was it Successful? Working with the Contractor

- Sharing information
 - Region provides audits results
 - Contractor provides blitz results
- Driver compliance
 - Contractor follows up with staff
 - Ongoing struggle - audits vary from driver to driver
 - Warning letters issued for repeat non-compliance
- Consistent tagging has assisted residents in understanding message

At the MRF

- Separating bags from container stream does make a difference & is worth the effort
- P&E & contractor tagging led to reduced contamination & daily down-time





How to Successfully Implement a Clear Bag Program & Increase Diversion

Claudia Marsales
City of Markham

Project Highlights - Clear Bag – Getting Started

- Project Goal:
 - Send as little waste as possible to landfill
 - Create programs to reduce, reuse & recycle in community
- Impacts: 2006 Mission Green – launch of Green Bin program
 - Diversion spiked then flat-lined
 - 2012 'Best of the Best' Markham's Roadmap to 80% Diversion
- More information:
 - cmarsales@markham.ca | www.markham.ca

Working Group of Councillors & Staff

Diversion Sub Committee

Deputy Mayor Jack Heath-Chair

Regional Councillor Joe Li

Councillor Valerie Burke

Councillor Logan Kanapathi

Mylene Bezerre, MEAC

Dave Gordon, York Region

Peter Loukes, Director, Environmental Services

Claudia Marsales, Senior Manager

Guests

Councillor Howard Shore

Councillor Alan Ho

Clear Bag Only 1 of Many Initiatives

- Mandatory Material Separation By-law – residential/MR
 - Unlimited clear bags for residue – no more limits or tags
 - Expanded textile/carpet diversion program
 - Zero Waste for Schools Program
 - Establish Retail Bag Policy for Markham
 - not moving forward
 - Enhanced P&E – increase Social Media
 - Reuse depot for renovation materials
- 
- Curbside electronics & battery collection bin
 - Establish Spring & Fall clean-up days
 - Expanded Fall leaf/yard collection into December – climate change

Clear Bag Budget - \$35 K project

Steps	Audience	Message	Budget
Focus Group Sessions - 2012	Residents	Gage acceptance level & issues	\$8K
Pre-Education	Residents	Info on privacy – Green Bin tips Info on incineration	In house
Retail Plan - consultant	All stores in Markham selling garbage bags	Info	\$10K
Education - stickers	All residential curbside	Info	\$5K
Collection Schedule & annual newsletter	City -wide	All changes plus clear bag – April 2013	Part of annual operating budget
Supply of Clear Bags	Residents	Free samples	Donated

Pre-Education Ads



GREEN BIN TIPS

Do you know you can put these items in a paper, plastic or compostable bag and recycle them in your Green Bin?

**Toilet paper rolls | Confidential bills and papers
Shredded paper | Diapers | Feminine hygiene products**

If your Green Bin is full, you can put the rest of your organic material in a **clear plastic bag** and place it at the curb beside your Green Bin.

For more information on Markham's Recycling & Waste Program, visit www.markham.ca

Advertisement in local newspaper

In 2013 Collection Schedule December 2012

We Need Your help! New Garbage Bag Requirements

Starting April 30th, 2013 – No more tags or 3 bag limit! Residents can place out an unlimited amount of **non-recyclable** garbage in clear garbage bags every other week. Concerned about privacy?

- Tear or shred confidential papers/bills and place in Green Bin.
- Use a small opaque privacy bag in the clear garbage bag.
- Place the clear bag in a garbage can.

WHY? Markham together with York Region is shifting from land-filling garbage to processing garbage for energy recovery at facilities located in other communities. Clean garbage means clean fuel – free of hazardous and toxic materials. Using clear bags also keeps our collectors safe from potential injury. Clear bags can also be used for overflow organics placed **beside** your Green Bin.



***No More Limits* in Markham – Unlimited Amounts of Properly Separated Material Can Be Placed at the Curb!**

Education Ads

***NEW:* CLEAR BAGS FOR GARBAGE - NO MORE BAG LIMITS**

EFFECTIVE APRIL 30, 2013

- Markham will be eliminating the current 3 bag limit and tag program
- No bag limits for garbage in clear bags
- Dark/Tinted/Coloured/White bags for garbage are not accepted
- Clear bags of garbage containing large amounts of recyclable/compostable material will not be collected
- Up to four small shopping bags are permitted biweekly for privacy items
- Garbage in clear bags can be placed in a garbage can



TIP:

Use less bags,
empty your
household waste
baskets directly
into your clear
garbage bag!

For more information,
visit www.markham.ca

Education

How do I set out my garbage in a Clear Bag for Collection?

Clear Bags
Required April 30

- ✓ Clear bags for garbage cost the same as dark bags
- ✓ Clear bags can be used for excess organics
- ✓ Clear bags can line your green bin



No bag limits for clear bags containing non recyclable/non compostable garbage. Clear bags can also be placed into a garbage can.



No more than 4 small shopping bags of non recyclable/non compostable garbage may be placed out per collection within your clear bag.



No more than 4 small shopping bags of non recyclable/non compostable garbage may be placed directly into a garbage can.

Clear bags and your privacy

Tear or shred personal papers and put in weekly green bin

Diapers and feminine hygiene products
accepted in weekly green bin

Use small bags (shopping) within your clear bag
(up to 4 per collection)

Place your clear bag in a garbage can