



**City of Guelph
Solid Waste Management Master Plan Review**

**Technical Memorandum
Open House # 2 Summary Report**

April 2014

Prepared for:
City of Guelph
1 Carden Street
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Project No. 131-18439-00

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1. Open House Overview

The second public Open House for the Solid Waste Management Master Plan (SWMMP) Review was held on Thursday, February 20, 2014. The event ran from 5 p.m. until 8 p.m. at the Delta Hotel, John McCrae Room, 50 Stone Road West in Guelph, Ontario. Over the course of the evening, at least fifteen (15) people attended, based on the Attendance List. Of these, ten (10) completed a Comment Sheet.

The purpose of the Open House was to:

- Present the waste reduction and diversion options that were moved into initial recommendations;
- Present the twelve (12) short listed options for waste reduction and diversion;
- Present a high level rank of potential costs and additional tonnage diverted for each of the waste reduction and diversion options;
- Solicit input and feedback from the attendees; and
- Inform Guelph residents about how they can participate in the study process.

Open House # 2 is part of the public engagement and consultation program for the SWMMP Review process. Initial input and feedback from the public was gathered in the summer and fall of 2013, both at the first Open House and through a telephone survey and an online survey. Open House # 1 was held on Thursday, September 12, 2013 at the Cutten Fields in Guelph, Ontario. Further public consultation was completed through a series of stakeholder focus groups held in the fall of 2013.

Ongoing input has also been received from the public throughout the process via e-mail and online comments. In addition, the Public Steering Committee has provided ongoing input and advice throughout the SWMMP Review process.

The information collected throughout the public engagement and consultation will be used by the project team to develop its future waste management recommendations for the City of Guelph. In the spring of 2014, the SWMMP Review draft report will go to Council for their consideration.

The second Open House was a drop-in format. Storyboards were used to describe the review, the initial recommendations, the short-listed options and the next steps. The storyboards are provided in Section 3.

The Open House delivered the following key messages to residents:

- The SWMMP Review is nearing completion. Findings from the review indicate that Guelph is doing well with respect to existing waste reduction and diversion programs and targets, when compared to other jurisdictions.
- After consulting with the public through Open House # 1, focus group workshops, surveys and on-going input from the Public Steering Committee, the review team has identified potential waste reduction and diversion options that take Guelph's current and future needs into consideration.
- We need your input to evaluate the recommendations and options available for Guelph. Your feedback will help us determine what options will work best for Guelph, as the evaluation of the recommendations and options is completed, in preparation for Council's consideration.

2. Open House Feedback

Of the fifteen (15) people who signed the Attendance Sheet, ten (10) completed a Comment Sheet. Among those in attendance, several indicated an affiliation with a group or organization including:

- Guelph Mercury;
- University of Guelph;
- Fair Tax Campaign Guelph;
- Guelph Multi Cultural Festival; and
- Guelph Waste Resource Innovation Centre Public Liaison Committee.

Attendees at Open House #2 were asked to provide comment and feedback on the initial fifteen (15) recommendations and twelve (12) short-listed options. The Comment Sheet requested responses for the following questions:

- Please provide any comments you have on the waste reduction and diversion Recommendations that have been presented at this Open House.
- Please provide any comments you have on the waste reduction and diversion Options that have been presented at this Open House.
- Please provide any questions or comments you have on the SWMMP Review.
- Five years ago, the City of Guelph set a waste diversion target of 70%, to be reached by 2021. Last year, Guelph achieved a diversion rate of 68%. Knowing this, how strongly do you agree or disagree with the following?

	Disagree	Somewhat Agree	Strongly Agree
The waste diversion target should be greater than 70%.			
The 70% waste diversion target should be moved ahead to an earlier year.			

In reference to the waste reduction and diversion Recommendations, some comments expressed a desire to recycle plastic film and ban Styrofoam. There were comments regarding increasing diversion for multi-residential properties and maintaining twice a year yard waste collection. An individual also expressed opposition to energy from waste.

When asked to comment on the Options presented at the open house, there was support for grasscycling, building recycling into the permitting process for multi-residential units, and the diversion or reuse of construction waste. There was an expressed interest in allowing the continued use of plastic bags for multi-residential units that do not have cart systems, and in allowing people to use large carts (bins) for the same cost as small carts. There was also a suggestion that people needed to be educated about the carts so the system would be more efficient. In addition, one comment suggested that a household limit for waste should be set and monitored.

There was very little feedback on the overall SWMMP Review process. Generally, there was support for the process and favourable comments regarding the presentation of project materials, as well as the public engagement and consultation program.

When asked to comment on the City of Guelph's waste diversion target of 70% by 2021, the majority of respondents indicated that the waste diversion target should be greater than 70% and that it should be moved ahead to an earlier year (i.e., before 2021).

A summary of all Comment Sheet responses is provided in Section 4.

On one of the final storyboards, attendees were asked to affix a coloured ‘dot’ to the proposed actions presented on the boards that, in general, identify:

- Green: would like the City to move forward with the option;
- Yellow: the option is worth considering but represents a lower priority or should be acted on after priority options have been completed; and
- Red: do not want the City to move forward with the option.

Input was solicited using this ‘dot’ system to indicate preferences. Figure 1, a photograph of the dot exercise storyboard at the end of the evening, shows the results of this exercise.

Figure 1: Dot Exercise from Open House #2.



In the end, the overall feedback from attendees at Open House #2 did not result in the elimination of any of the initial recommendations or twelve (12) short listed options; and instead, confirmed the support for the options by the Public Steering Committee and staff, and further that all recommendations and options should move forward for adoption by the Public Steering Committee and the project team. Following Open House #2, the Public Steering Committee met with the project team to discuss the feedback from Open House #2, and to provide input to the priority and timing of the options which are to be incorporated into the SWMMP Review Final Report.

3. Storyboards

The following figures show the storyboards used to present the key messages at Open House # 2.

City of Guelph
Solid Waste Management Master Plan (SWMMMP) Review
Open House #2

Give Waste a New Life

February 20, 2014
5 p.m. to 8 p.m.

Delta Hotel
John McCrae Room
50 Stone Road West
Guelph, ON N1G 0A9

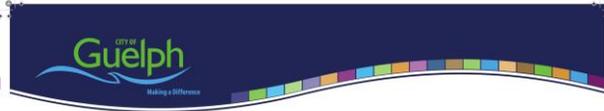
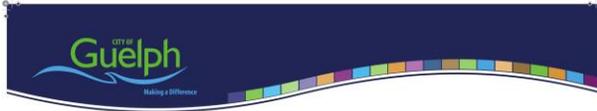
Solid Waste Management Master Plan (SWMMMP) Review

About the Review

- The City of Guelph is seeking feedback and insight from the community as part of its SWMMMP Review
- The Project team has identified potential waste reduction and diversion options that will build on Guelph's successes, and has taken into consideration
 - feedback and ideas gathered from the community,
 - evaluation of the current waste system and programs,
 - assessment of Guelph's future needs,
 - identification of new waste management trends and the costs and effectiveness of new approaches, and
 - exploration of options and opportunities to increase diversion

The Review began last spring and has included extensive public consultation:

- open house #1,
- focus group workshops,
- telephone and online surveys, and
- ongoing input from the public and the Steering Committee.



SWMMP Open House #2

Purpose

- We need your feedback on the options and recommendations available for Guelph
- Your input will help us determine what options will work best for Guelph as the Project team develops its recommendations for Council's consideration
- The new Master Plan will guide the strategic direction of Guelph's waste management over the next 20 years and will provide recommendations that build on Guelph's leadership in waste minimization and diversion



SWMMP outcomes to date

Recommendations

Municipal

- **Explore alternative methods** (e.g., collection events, special mobile services and depots) for recovery of designated materials (e.g., construction and demolition materials, electronics, household hazardous waste)
- **Examine diversion of additional materials at the public drop off depot**
- **Investigate establishment of a reuse centre** at the public drop off depot, possibly partnering with local organizations
- **Promote "waste less" principles and policies** including pre-cycling, smart shopping, eco-labeling and extended producer responsibility
- **Conduct a comprehensive audit review** for single family, multi-residential properties, and the public drop off to better understand waste generation and diversion opportunities
- **Explore share and reuse initiatives** that promote waste reduction and reuse (e.g., art exchange centre, tool share libraries, fix-it clubs, and swapping/share events)
- **Analyze expansion of downtown core public space recycling**
- Continue to **enforce proper waste sorting practices**
- **Explore alternatives to landfill** including energy from waste technologies that would support the Community Energy Plan
- **Finalize the City's Green Procurement Policy**



SWMMP outcomes to date

Recommendations

Residential

- **Develop an enhanced promotion and education program** which may include enhancing the on-line local Take It Back business directory, developing waste exchange programs, reward programs, targeted campaigns and a mobile device waste application
- Develop a 2015 operating budget expansion for Council to consider re-instating the biannual curbside **yard waste collection service**
- Establish a **Food Waste Reduction Campaign** to promote reduction and avoid unnecessary waste generation and preserve resources associated with food production, packaging and transport



Multi-residential

- **Enhance and target promotion and education campaigns** for the multi-residential sector
- **Develop an enhanced database** for multi-residential properties

Construction and demolition

- **Explore requirements as part of the permit process** for new building construction and demolition that would result in waste diversion

Waste reduction and diversion options

Adopt municipal household disposal rate target

- Establish a goal to reduce the residential annual waste disposal based on a weight or volume per capita
- Progress monitored against a fixed target
- Example: Other communities using this approach include Nova Scotia (300 kg/capita) and Alberta (500 kg/capita)

Outreach for residential waste minimization and diversion programs

- Foster and maintain waste reduction and diversion through behavioural change
- Examples of outreach activities include:
 - Community Animators, Green Teams, and Master Composter or Recycler volunteers
 - Friendly “best recycling neighbourhood” challenges
 - Engaging the public with staff or volunteers at community events





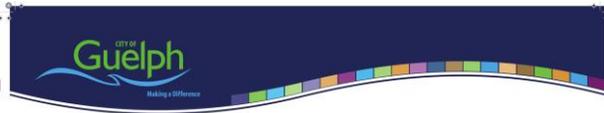
Waste reduction and diversion options

Explore Public-Private Partnerships (P3) to increase waste diversion

- Explore innovative waste diversion partnerships with the private sector or other municipalities
- Benefits include promoting local innovation and stimulating a local green economy
- Example: Edmonton's partnership with Greys Recycling in which Edmonton supplies paper from City facilities and Greys Recycling converts it back to paper which the City then purchases

Implement grasscycling program

- Educate residents about the benefits of leaving grass clippings on the lawn
- Remove grass clippings as an acceptable material for curbside collection
- Reduces collection and processing requirements while maintaining soil quality
- Example: Many other communities have similar policies including Toronto, Markham, Oakville and Niagara Region



Waste reduction and diversion options

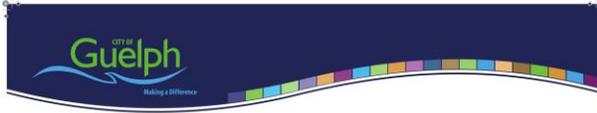
Develop waste diversion targets for municipally operated buildings

- Expand waste reduction and diversion programs for municipally operated buildings
- City would lead by example
- Example: The City of Markham has taken a phased approach beginning with a goal of zero waste in its City Hall and Administration building

Transfer responsibility for public waste collection to Solid Waste Resources

- Transfer responsibility and resources for waste collection in public spaces to Solid Waste Resources
- Target areas would include City facilities, parks, outdoor spaces and transit stop locations, enabling expansion for recycling and organic diversion opportunities
- Support the goals of the SWMMP by requiring that any waste generated by City operations and contracts is transferred, processed or disposed through the Waste Resource Innovation Centre (e.g., construction and demolition materials, recyclables, clean fill, brush, and other materials acceptable for diversion)

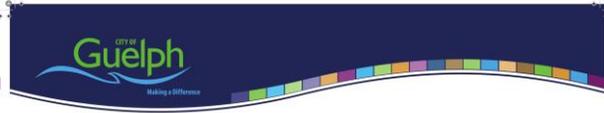




Waste reduction and diversion options

Outreach for multi-residential diversion programs

- Develop outreach activities to encourage waste diversion at multi-residential properties
- Examples of outreach programs include:
 - Provide training to property management, landlords, and superintendents
 - Ask residents and owners to sign a pledge and place sticker on door showing support for waste diversion
 - Establish property waste reduction challenges
 - Use trained volunteers as building champions to promote waste diversion
 - Request property owners and managers to develop waste management plans and provide feedback to residents about waste diversion progress, such as a "recycling barometer"
 - Establish a multi-residential waste diversion working group that includes property managers, superintendents, landlords, condominium owners, tenants and City staff to discuss challenges and solutions to increasing waste diversion



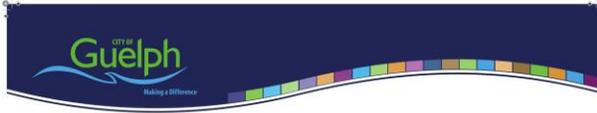
Waste reduction and diversion options

Expand development approval process to promote waste diversion in multi-residential properties

- Ensures new multi-residential properties are designed to facilitate three stream waste diversion
- Formalize guideline for the approval process that ensures waste diversion is as convenient as garbage (e.g., multiple chutes, automated separation equipment and on-floor sorting stations)
- Example: Communities with similar permitting processes include Toronto, Markham and Hamilton

Expand type of collection services provided to multi-residential properties

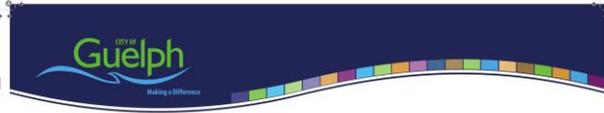
- Review types of collection service offered to multi-residential properties willing to source separate into three streams: organics, recycling and garbage
- May require specialized vehicles to service medium and high density multi-residential properties
- May include a front-end bin cost recovery service for City operated facilities and other interested parties
- Staff to bring forward a report to Council outlining recommendations and costs associated with expanding the type of collection service offered to multi-residential properties



Waste reduction and diversion options

Provide assistance to industrial, commercial and institutional (IC&I) establishments

- Assist IC&I sector to help them develop and promote more effective waste diversion programs
- Services may include:
 - Offering waste reduction training and consultations
 - Supporting a Green Business Recognition Program
 - Exploring a business case for conducting waste audits and training
- Example: Communities offering assistance to IC&I establishments include: Oakland (CA), Calgary (AB), Seattle (WA), Vancouver (BC)

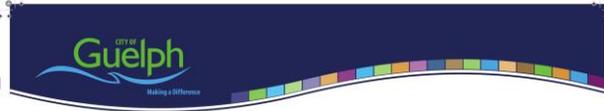
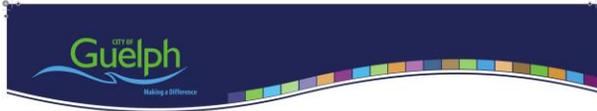


Waste reduction and diversion options

Develop a construction & demolition (C&D) waste diversion strategy

- Offer assistance to C&D businesses to help them develop and promote more effective waste diversion programs
- Services may include:
 - Offering waste reduction training and consultations
 - Providing assistance to help educate developers about waste diversion in green building design standards
 - Establishing on-site waste diversion programs
 - Supporting a working group to facilitate discussions with C&D representatives to address common waste reduction challenges
- Example: Communities offering assistance to C&D businesses include: Seattle (WA), Vancouver (BC) and Chicago (IL)





Waste reduction and diversion options

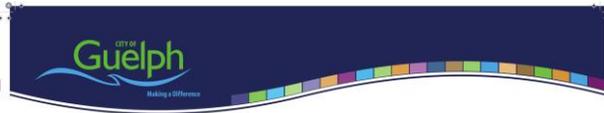
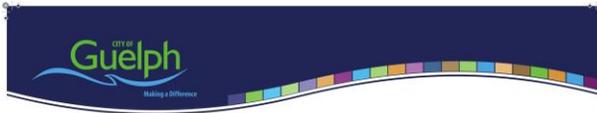
Explore Pay-As-You-Throw (PAYT)

- All or part of waste management costs are covered by a subscription rate rather than through taxes
- Residents pay according to the amount of garbage set out for disposal as opposed to a “flat” rate
- Tax bills would have a line item showing the amount of waste management costs that were removed from the tax base
- Subscription rates could be based on the size of the garbage (grey) cart and invoiced similar to a utility
- Encourages residents to diligently focus on waste reduction and diversion
- Consideration could be given to reduce burden for large families
- Promotes a fair and equitable cost for the service received
- Enables opportunities for properties interested in receiving specialized or preferential service levels (e.g. increased collection frequency, staging containers so they are accessible for collection)
- Example: In 2012, 64 Ontario municipalities were using a PAYT system

Summary of potential cost and diverted waste options

LEGEND	Potential additional cost			Potential additional tonnage diverted
	Operating cost	Labour cost	Capital cost	
○ Minor change to cost or diverted tonnage				
◐ Moderate additional cost or diverted tonnage				
● High additional cost or diverted tonnage				
Adopt municipal household disposal rate target	○	○	○	○
Outreach for residential waste minimization and diversion programs	◐	◐	○	◐
Explore Public-Private Partnerships (P3) to increase waste diversion	●	●	●	◐
Implement grasscycling program	○	○	○	◐
Develop waste diversion targets for municipally operated buildings	◐	◐	○	◐
Transfer responsibility for public waste collection to Solid Waste Resources	○	◐	○	◐
Outreach for multi-residential diversion programs	◐	◐	○	◐
Expand development approval process to promote waste diversion in multi-residential properties	○	◐	○	●
Expand type of collection services provided to multi-residential properties	●	●	◐	●
Provide assistance to industrial, commercial and institutional (IC&I) establishments	◐	◐	○	●
Develop a construction and demolition (C&D) waste diversion strategy	◐	◐	○	◐
Explore Pay-As-You-Throw (PAYT)	○	◐	○	◐





What priority should be assigned to the options?

Using the coloured dots, as noted below, please indicate what priority the City should assign to the various options:

- You would like the City to move forward with the option
- You feel the option is worth considering but represents a lower priority or should be acted on after priority options have been completed
- You do not want the City to move forward with the option

Adopt municipal household disposal rate target	
Outreach for residential waste minimization and diversion programs	
Explore Public-Private Partnerships (P3) to increase waste diversion	
Implement grasscycling program	
Develop waste diversion targets for municipally operated buildings	
Transfer responsibility for public waste collection to Solid Waste Resources	
Outreach for multi-residential diversion programs	
Expand development approval process to promote waste diversion in multi-residential properties	
Expand type of collection services provided to multi-residential properties	
Provide assistance to industrial, commercial and institutional (IC&I) establishments	
Develop a construction and demolition (C&D) waste diversion strategy	
Explore Pay-As-You-Throw (PAYT)	

What happens next?

The Review timeline

- Your input from this open house, along with the feedback obtained from the first open house, focus group workshops, surveys, and on-going input from the public will help us determine what options will work best for Guelph as the Project team develops its recommendations for Council's consideration
- The draft SWMMP Review report outlining the recommendations for waste reduction and diversion will go to Council for approval this spring

Your ideas, comments, thoughts and opinions are always welcome.

Email: SWMMP@guelph.ca
 Phone: 519-767-0598
 Fax: 519-767-1660

Mail: Solid Waste Management Master Plan Review Comments
 1 Carden Street
 City Hall
 Guelph, ON N1H 3A1

4. Summary of Comment Sheets

A Comment Sheet was available for completion by those attending the Open House. The following provides the comments that were received for each question on the Comment Sheet.

Please provide any comments you have on the waste reduction and diversion Recommendations that have been presented at this Open House.

Well laid out options.

Oppose energy from waste incineration. The Community Energy Plan can be fed using natural gas which does not generate the amount of PM 2.5 as incineration of solids – mostly plastic and wood.

Very happy to see that the City is willing to explore options for collection from high rise condos and apartments.

I like all the recommendations and hope some of the options related to multi-residential have an opportunity to be realized as well. I particularly like the “share and reuse initiatives” – art exchange, tool share, fix it clubs.

I would recommend recycling plastic film.

Budget for twice a year or more yard waste collection.

Lots of great ideas to promote reduction and reuse. These ideas may not involve increases in taxes which some residents are concerned about. EFW may be controversial.

Ban plastic bags asap (e.g., Los Angeles, Madagascar and many other jurisdictions). One time use must be discouraged rather than encouraged, in regard to packaging. Ban styrofoam asap.

Recommendations dealing with reduction should be a high priority. Partnerships with local groups could improve the efficiency of these programs and be a fantastic public relations campaign. This first step in the process would have a “ripple” effect throughout the later stages. Other diversion incentives would help.

There may be potential to partner with Linamar factories. These places are small communities on their own. Linamar has 23 factories in Guelph. The potential is very great.

Please provide any comments you have on the waste reduction and diversion Options that have been presented at this Open House.

Some options are worth considering.

Cart/bin system: Educate people to wait until the bin is full before putting it to the curb.

Allow people to use large bins at same cost as small ones to encourage full loads.

Primary interest is in service for multi-residential and getting more condominium residents involved in three stream separation. I believe the city needs trucks that service the high rise dumpsters. Hope that collection using plastic bags can continue for townhouse complexes that don't have cart storage.

Most impressed with the diversion of construction waste to recycle through reuse, when possible. Also support the establishment of a reuse site for people to leave unwanted but still usable items. Encourage minimizing “waste” by setting a household limit (monthly, annually) and monitoring it.

Grasscycling is a great option and has worked for many cities to date. Multi-residential programs would provide a large impact due to the low percentage of diversion there. Laws and policies are sure ways to ensure change (e.g., insisting that recycling is built into the permit process for developers).

Please provide any questions or comments you have on the SWMMP Review.

Very impressed with the effort SWMMP has gone through to inform the public and involve the public in decision-making. I feel I have been listened to and have been part of a process. Thank you.

Good job of summarizing ideas and presenting them.

Wonderful to see the efforts to engage the community.

Five years ago, the City of Guelph set a waste diversion target of 70%, to be reached by 2021. Last year, Guelph achieved a diversion rate of 68%. Knowing this, how strongly do you agree or disagree with the following?

	Disagree	Somewhat Agree	Strongly Agree
The waste diversion target should be greater than 70%.		√ (1)	√√√√√ (5)
The 70% waste diversion target should be moved ahead to an earlier year.	√ (1)	√ (1)	√√√√ (4)

Note: Of the ten Comment Sheets submitted, only six provided responses to this question.

In addition to the above, the following comment was also provided by an individual:

The waste diversion target should be based on e.g., kg/hhld vs. tonnage comparisons by year (due to changes in packaging - i.e., lightweighting, etc.).

5. Summary of E-mail and Online Comments

Members of the public had an opportunity to provide e-mail and online comments during the SWMMP Review process through a link provided on the City of Guelph's web site. The following provides a summary of the comments that were submitted to the City via e-mail and online comments:

- packaging is a culprit (milk bags and plastic bags);
- may require government legislation (plastic bags);
- problem with freezing to the bottom of green bins;
- thanks to Guelph staff for taking lead on 3Rs;
- carts are cumbersome and difficult to store;
- not sure about diversion rate;
- would like to see safe incineration;
- garbage trucks should slow down;
- concerns about unfair taxation, especially for multi-residential;
- condo owners paying twice;
- waste collection and recycling for multi-residential → will taxes increase to accommodate multi-residential?;
- concern that multi-residential are not recycling;
- with a slight increase in property taxes, multi-residential would have an opportunity to have proper waste removal / better services for waste;
- positive and negative comments expressed regarding the cart system;
- costs associated with the organic facility;
- the public has no knowledge of the costs associated with the operation of the plant and collection systems;
- interest in recycling polystyrene, plastic bags and film;
- operational complaint regarding replacement process for green bins;
- confusion regarding school programs, limitations and cost; would like organic collection at schools (City);
- support user pay; wants construction and demolition waste diversion mandated through permitting; and
- improve City web site to help people locate alternatives.