

Presented To:	Operations Committee
Presented:	Monday, Jul 09, 2018
Report Date	Thursday, Jun 21, 2018
Туре:	Managers' Reports

Request for Decision

Collection of Large Furniture & Appliances

Resolution

Resolution One:

THAT the City of Greater Sudbury directs staff to request optional pricing in the next waste collection tender for the collection of Large Furniture & Appliances within two business days, as outlined in the report entitled "Collection of Large Furniture & Appliances", from the General Manager of Growth and Infrastructure, presented at the Operations Committee meeting on July 9, 2018.

Resolution Two:

THAT the City of Greater Sudbury directs staff to develop a progressive enforcement system to deal with waste management issues as outlined in the report entitled "Collection of Large Furniture & Appliances", from the General Manager of Growth and Infrastructure, presented at the Operations Committee meeting on July 9, 2018.

<u>Relationship to the Strategic Plan / Health Impact</u> <u>Assessment</u>

This report refers to operational matters.

Report Summary

This report provides a summary of the service levels and enforcement abilities available under the current roadside collection of Large Furniture and Appliances.

This report also recommends two changes in order to address concerns brought forward at a previous Operations Committee meeting.

Financial Implications

There are no financial implications associated with this report at this time.

Signed By

Report Prepared By Renee Brownlee Manager of Solid Waste and Administrative Services Digitally Signed Jun 21, 18

Health Impact Review Renee Brownlee Manager of Solid Waste and Administrative Services Digitally Signed Jun 21, 18

Division Review Chantal Mathieu Director of Environmental *Digitally Signed Jun 21, 18*

Financial Implications Jim Lister Manager of Financial Planning and Budgeting *Digitally Signed Jun 21, 18*

Recommended by the Department Tony Cecutti General Manager of Growth and Infrastructure Digitally Signed Jun 22, 18

Recommended by the C.A.O. Ed Archer Chief Administrative Officer Digitally Signed Jun 25, 18 If resolution one is approved, staff will report back to the Operations Committee on the financial implications related to this service level enhancement following the tender closing.

BACKGROUND

On December 4, 2017, staff presented information regarding the City's Large Furniture & Appliance program to the Operations Committee. The Committee requested additional information and this report responds to that request.

Current Program – Large Furniture & Appliances

Large Furniture & Appliances: Collection System for Eligible Properties

Residents in low density residential properties (6 residential units or less) are permitted to place eligible Large Furniture & Appliances at the roadside after 8 p.m. on the evening prior to their collection day and no later than 7 a.m. on their regular collection day. Items are not to be placed on top of snow banks, on the sidewalk or travelled roadway. Collection from private property is not provided.

Many items placed out for collection will be collected the following day along with the resident's regular garbage bags. Items that are not collected on the resident's regular collection day may include extremely large items unable to fit in the waste collection vehicle (i.e. king size mattresses & box springs, cement laundry tubs etc.) or items that are segregated for recycling (i.e. stoves, freezers, defined large metal items, computer monitors, televisions etc.). These items are scheduled for collection and a Contractor must collect the items within four business days.

Residents who wish to place items at the roadside outside of permitted times above may call City Services or fill out the on-line furniture and appliance request for pick-up form. These requests are received by the Environmental Services Division the following business day and sent to the appropriate collection crew/contractor who will collect the item within 4 business days.

Where items left for collection appear to be waiting longer than five days, it is often the result of items being placed out for pick-up too early, or the City being unaware that the item requires pick-up because the notice process wasn't used. For instance, a television placed roadside on a Sunday would only be noted for collection by the waste collection crew that drives by the resident's home on their regular collection day of Friday. The television would then be added to a separate collection list and the contractor would have up to 4 days to collect the television. In this example, the television would have been at the roadside for twelve days.

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
					Regular Collection Day	
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	Request to collect TV sent (Day 1)	(Day 2)	(Day 3)	TV collected (Day 4)	Regular Collection Day	

Large Furniture & Appliances: Non-Eligible Properties

High density residential properties (7 residential units or more) on the City's collection system must provide their tenants with an on-site storage area for Large Furniture & Appliances. This area must be well maintained and the property owner must arrange for the collection and disposal of these items.

Tenants or properties without City collection services must arrange for the collection and disposal of these items privately.

Enforcement System

Enforcement for items placed out too early is complaint driven. When a problem is identified, the Field Officer will attempt to resolve the matter by making contact with the property owner in person or by making use of the various educational materials available. The goal of this process is to obtain voluntary compliance in a timely manner.

In the event of non-compliance, the Field Officer may issue formal written warnings, Orders to Clean (Remove), or fines pursuant to the Waste Management By-law. The Order to Clean (Remove) is a letter that is issued to the property owner requiring that the item be removed within 24 hours or immediately if the property has a history of repetitive problems. In the event that the Order is not complied with, the waste is removed by the City and the cost of the clean-up is billed to the property owner.

In 2017, the Field Officer issued fifty Orders to Clean (Remove). In 70% of the cases, the subject property owner satisfactorily resolved the complaint after the initial visits.

Service Levels in Other Municipalities

Municipal Councils determine service levels for large furniture and appliance waste pickup. There are a range of service level options. Examples exist where no roadside collection is provided and where roadside collection is provided with or without an additional fee. Similarly, service levels may include upset limits based on factors determined by Council (e.g. size, number of items), or they may only be available on a seasonal basis.

Future Legislation

Under the Ontario Resource Recovery and Circular Economy Act, 2016, more and more items are set to be designated under the producer responsibility regulation. The target for mattresses and furniture is set for the year 2020 with additional items to be designated in 2023-24.

Producer responsibility regulation means that producers will be environmentally accountable and financially responsible for recovering resources and reducing waste associated with their products and packaging. Although no specific details on how these items will be recovered, staff anticipates consultation from producers will be undertaken once the Minister of the Environment and Climate Change designates these items under the regulation. The new legislation may impact the City's current program or require that the City follows specific guidelines in order to receive funding.

Summary of Greater Sudbury's Current Service Level

Residents may request an unlimited number of large item pickups using a call-in process that alerts staff about the need for large item pickups. These items are picked up within five business days of the resident's regular collection day at no additional cost to the resident.

Many large items are collected on the resident's regular garbage collection day, along with their bagged garbage. The quantity of collected large items and its associated cost is unknown since the items are mixed with the bagged garbage.

Approximately 244 tonnes of large items were collected separately in 2017. The annual cost to provide this service to all eligible residents was approximately \$152,000 + taxes.

It would be reasonable to describe current service levels in the City of Greater Sudbury as higher than other typical municipal large item pickup services. The city's acceptance of an unlimited number of large furniture & appliance pickups without an additional fee are the noteworthy differences.

Recommendations

At the December 4th, 2017 meeting, Committee members highlighted two main concerns. The first was timing and the second was placement. Timing referred to items being out for collection too early or either too long at the roadside. The other concern was that items were being placed on the sidewalk and blocking pedestrian access or impeding snow removal operations.

Staff can recommend two possible changes to address these concerns:

The first change would be to request optional pricing in the upcoming waste collection tender in order to evaluate the difference between collecting large furniture & appliances within two business days rather than four business days. The analysis of the potential service level enhancement would be reported back following the tender closing.

The second change would be to develop a progressive enforcement system to deal with problematic properties. Problematic properties on the City's collection system tend to be multiunit residential properties and neighbors are quick to inform the City of various waste collection issues.

The progressive enforcement system would be used to handle various violations/offenses of the waste management by-law, including timing and placement. The progressive enforcement system would advise the property owner in writing on the first violation and suggest methods to improve the situation. Notices for repeat offenses under a progressive enforcement system would be accompanied with a fee. The fee is expected to deter infractions and reduce non-compliance with problematic properties. Subject to Council's approval, staff would develop this program and bring it back to Council for further review before implementing it.



	Presented To:	Operations Committee	
Request for Decision	Presented:	Monday, Dec 04, 2017	
Solid Waste Advisory Panel - Update and	Report Date	Tuesday, Nov 07, 2017	
Recommendations 2017	Type:	Managers' Reports	

RESOLUTION

Resolution #1:

THAT the City of Greater Sudbury approves the removal of the 24 hour notice period for Orders to Clean (Remove) as outlined in the report entitled "Solid Waste Advisory Panel – Update and Recommendations 2017" from the General Manager of Growth and Infrastructure, presented at the Operations Committee meeting on December 4, 2017.

Resolution #2:

THAT the City of Greater Sudbury directs staff to proceed with the development of a household battery collection program as outlined in the report entitled "Solid Waste Advisory Panel – Update and Recommendations 2017" from the General Manager of Growth and Infrastructure, presented at the Operations Committee meeting on December 4, 2017.

RELATIONSHIP TO THE STRATEGIC PLAN / HEALTH IMPACT ASSESSMENT

This report refers to operational matters.

REPORT SUMMARY

This report provides a summary of the eleven reports reviewed by the Solid Waste Advisory Panel in 2017. Signed By

Report Prepared By

Chantal Mathieu Director of Environmental Digitally Signed Nov 7, 17

Health Impact Review Chantal Mathieu Director of Environmental

Digitally Signed Nov 15, 17

Financial Implications

Liisa Brule Coordinator of Budgets Digitally Signed Nov 15, 17

Recommended by the Department

Tony Cecutti General Manager of Growth and Infrastructure Digitally Signed Nov 15, 17

Recommended by the C.A.O. Ed Archer Chief Administrative Officer *Digitally Signed Nov 15, 17*

This report also seeks approval to remove the 24 hour notice period for "Orders to Clean (Remove)" and approval to proceed with the development of a household battery collection program.

FINANCIAL IMPLICATIONS

There are no financial implications associated with this report.

Supporting Documents

Supporting Documents

1. Report with Appendices

pdf

AgendasOnline

Background

The Solid Waste Advisory Panel functions as Council's public liaison on current solid waste management issues. The Panel's primary objectives are to:

- increase waste diversion and recycling efforts; and
- for the dissemination, review and exchange of solid waste information

The Panel met on June 21st and October 25th, 2017. Panel members were also invited to a tour of the Recycling Centre and the Household Hazardous Waste Depot on June 8, 2017.

Eleven reports were presented and reviewed with the Panel members. Seven reports are for information only, unless the Committee directs staff to proceed in a different manner and two reports require approval of the Committee to proceed.

A summary of the 2017 Solid Waste Advisory Reports are listed below. Staff will review each report summary and be available for questions or direction.

2017 Solid Waste Advisory Report Summaries

Report # 1 – An overview of the new support programs for diaper waste, cloth diapers, medical circumstances and pet waste was provided. The report was received for information only and one action item was created for the medical circumstances program. The action item was to consider whether a resident with a long term medical condition could avoid the renewal process. Staff has indicated that this is under review and a follow-up report would be provided.

Report #2 - An overview of the Home Visit Educational Program Plan was provided. The plan seeks to educate residents within their home on how to successfully and effortlessly meet the garbage unit limit by participating in various waste diversion programs.

Report # 3 – An overview on the distribution of various waste diversion equipment was presented, including the budget spent to date. An increase in equipment distribution was noted since the reduction in the garbage collection limit.

Report # 4 – An overview of field education and inspections program was provided. The report outlined the various tools used to educate residents in the field and the formal steps taken in the event of non-compliance. A sample door hanger that is used by the Field Officer is provided in Appendix A.

Report # 5 – An overview of the Large Furniture & Appliance program was provided. Staff described the current list of eligible items, non-eligible items and alternatives for collection, diversion and disposal (refer to Appendix B). The Panel did not request any changes to

the current program other than minor clarification points. This included an increase focus that residents are not required to remove the CFCs from appliances, minor wording

changes on two eligible items and that an acknowledgement response be provided when scheduling collection of large furniture and appliances on the future waste app feature. The Panel did support diverting additional items in this category for recycling once funding is available.

Report # 6 – An overview of Ontario's new waste management framework as it relates to the blue box program was provided. Staff have been and continue to participate in a consultative process on the possible transition of the blue box program to stewards. Staff will be providing a report to the Operation's Committee once additional details are available.

Report # 7 – An overview on the type of waste diversion equipment provided or sold was reviewed including the upcoming equipment tender. Staff will be including two new items in this tender. The first will be pricing for blue box lids. Once this pricing is received, staff will report back with options. The second item will be pricing for the "Leaf Buddy". The "Leaf Buddy" is a large capacity container with lid for leaf and yard trimming material. This large container with lid was originally titled the "Big Green" during the trial period.

However, the "Big Green" on several occasions was used for green cart organics and caused collection confusion. Therefore, the replacement container will be a different colour and sold at cost.

Report # 8 – In the waste collection policy implementation plan of 2016, staff indicated the potential development of additional diversion programs for textiles and household batteries. Both these programs were reviewed with the Panel.

A textile program, although beneficial to local waste diversion efforts was not recommended by staff due to excessive cost (>\$500,000) and the possible interference with the upcoming changes to the blue box program. The Panel supported this position.

A household battery collection program was recommended by staff and supported by the Panel. Household batteries are found to be the most misplaced hazardous waste item

found in the garbage stream despite various efforts to improve the situation. The initial collection cost aspect of the program is expected to be approximately \$8,000 per year. At this time, staff is requesting approval to proceed with the development of a detailed program and return to the Committee for final approval.







Report # 9 – An overview of the "Order to Clean (Remove)" process was reviewed with the Panel. Staff has authority to provide written notices to persons to remove waste that is not authorized under the Waste Management By-law. These notices are only used when traditional communication tactics have failed to provide the necessary results. The notice typically includes a 24 hour period in order for the person to rectify the situation. In most cases, the situation is handled by the property owner. When the situation is not handled by the property owner, the City would arrange to have the waste removed and the property owner would be sent an invoice for this work. The purpose of the report was to receive support to have the minimum 24 hour notice period removed from the by-law in order to deal with situations that are considered hazardous, dangerous or for repeat offenders. A notice would be delivered to the property, the waste would be immediately removed from the roadside and the property owner would be sent an invoice. The Panel supported this recommendation and staff is requesting approval from the Committee to proceed with the by-law amendment.

Report # 10 – Staff provided the Panel with litter prevention options near landfill sites and discussed current litter abatement programs. The three options included posting signs leading to the sites, handing out flyers to site users and developing a warning and fee system for site users that litter by not securing their load. The Panel agreed that the current litter abatement process and handing out flyers would suffice.

Report # 11 – A report on various statistics in a new infographic style was provided to the Panel. A few corrections and request for changes were noted in the meeting and the updated infographics are provided in Appendix C for the Committee's review. The Panel was very receptive to this new style of data presentation.

Recommendations

At this time, staff is recommending that the 24 hour notice period for the "Order to Clean (Remove)" time period be removed from the Waste Management By-law. This would expedite the removal of roadside waste in situations that are considered hazardous, dangerous or for repeat offenders.

Staff is also recommending that a household battery collection program be developed and returned for review and approval by the Committee.

Appendix A



An Officer attended at Un agent est passé(e) chez vous à

a.m. / p.m. | du matin / soir

date

to inspect / pour inspecter

No one was home. Please contact: Il n'y avait personne chez vous. Veuillez communiquer avec :







Appendix B

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

- 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 luggage 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)

Items not eligible for collection under Furniture and Appliances

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

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

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

- in an approved garbage container as

REUSE!

Furniture / Appliances

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

- Recliners • Refrigerators (must remove doors)
- Sinks
- 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
- Sofa Beds
- Stereo Equipment
- Stool
- Stoves

Tables

- Strollers
- Swing Sets (fully assembled or call for details)

Kitchen, dining, coffee, end,

- For example: plastic playhouses,

rigid plastic pools, rigid plastic

sand boxes, sleighs, hockey nets.

patio, pool, picnic, etc.

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



<u>Home</u> > <u>Live</u> > <u>Garbage and Recycling</u> > How to Reduce Waste

How to Reduce Waste

We want to help keep unnecessary items from entering our landfills and help you meet your weekly garbage collection limit. Check out some of the options below for ways to keep your used goods out of our local landfills.

If you have any questions about these programs please call the City at 311.

Buy, Donate or Sell It

Rather than sending old or unused items to the landfill, consider donating, selling or buying gently used items.

Buy items from the <u>Reuse Store at the Sudbury Landfill</u> (open Saturdays).

Buy or sell items online. There are several online platforms for selling and buying used goods in your community. Here are some of the sites that you can browse or join:

- www.used.ca
- www.freecycle.org
- www.trashnothing.com
- www.letgo.com
- www.buyselltrade.ca
- www.kijiji.ca
- You can also search www.facebook.com for virtual swap and buy groups near you.

Buy, sell or donate items to second hand/thrift stores or consignment shops. Please phone ahead before bringing in donated items. Some local second hand stores include:

- Value Village
- Habitat for Humanity Re-Store
- Salvation Army
- Jarrett Centre
- Canadian Diabetes Association
- Kidney Foundation of Canada
- St. Vincent De Paul Society
- Thrift Store
- Hock Shop
- Surplus Liquidators
- Bargain Annie's
- Kids Closet
- Sweet Cheeks

Buy items at yard sales or sell items by hosting one yourself (check out virtual listings too).

- www.classifieds.thesudburystar.com
- www.sudbury.com/classifieds
- www.varagesale.com
- www.entertainmentsudbury.com/yard-sales
- www.gsalr.ca

Donate items to family, friends, local groups, community centres and churches.

Are you an organization that accepts, buys, or sells used items in Greater Sudbury? If you would like to be added to this list, send an email to wastemanagement@greatersudbury.ca. Include your name, business name, address, phone number, email address and website or Facebook page.

There may be web sites linked to and from this site that are operated or created by or for organizations outside of the City of Greater Sudbury. <u>Read our disclaimer.</u>

How to use a Residential Garbage Tag

With an approved garbage bag:

- Secure top of approved* garbage bag with a twist tie or knot.
- Attach tag around the neck of bag making sure it is secured.
- Do not use tags as a twist tie.
- Only one tag per bag is required.
- Full tag must be displayed and placed properly on an approved garbage bag only.
- * Approved garbage bags must be no more than 125 centimetres (4.1 feet) and no less than 80 centimetres (2.6 feet) in height by no more than 90 centimetres (3 feet) and no less than 65 centimetres (2.1 feet) in width and weighs no more than 18 kilograms (40 pounds) when filled.

With an approved garbage bundle:

- Approved* bundles of garbage must be securely tied (e.g. with string/twine).
 - Attach tag to the string/twine so that it is easily visible.
 - Only one tag per bundle is required.Full tag must be displayed.
 - * Approved bundles must be no more than 1.2 metres (4 feet) in length, by 60 centimetres (2 feet) in width, and weigh no more than 18 kg/40 lbs.

With an approved garbage container:

- Tags may not be placed on the container itself.
- Only one tag is required on the top bag for the entire approved* container to be collected as long as it weighs no more than 18 kilograms / 40 pounds.
- Do not use tags as a twist tie.
- Full tag must be displayed.
- Place the tag on the top bag inside the container where it will be clearly visible once the collector removes the lid.
- * Approved garbage containers have a capacity of no more than 133 litres/35 gallons, are no taller than 95 centimetres (3.1 feet) and no wider than 60 centimetres (2 feet), with handles set above the midpoint on both sides of the container and has a lid that may be easily and completely removed (any device used to tie down the lid must be completely removed prior to collection).

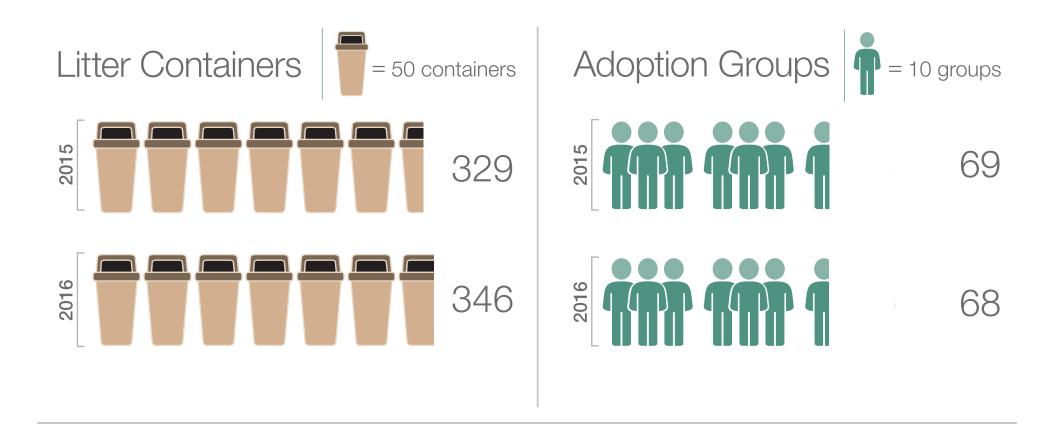
For further information, please call City Services at 3-1-1 or visit our website at www.greatersudbury.ca/wastemanagement.

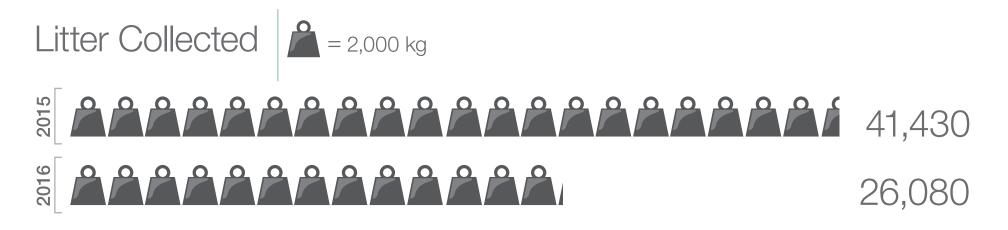
It starts with you! We'll take it from here.



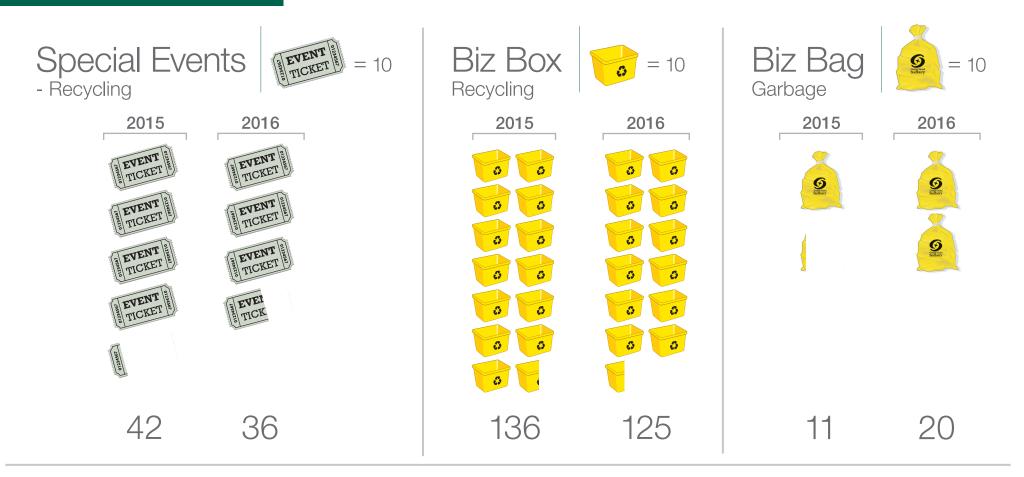
Appendix C







Collection Programs

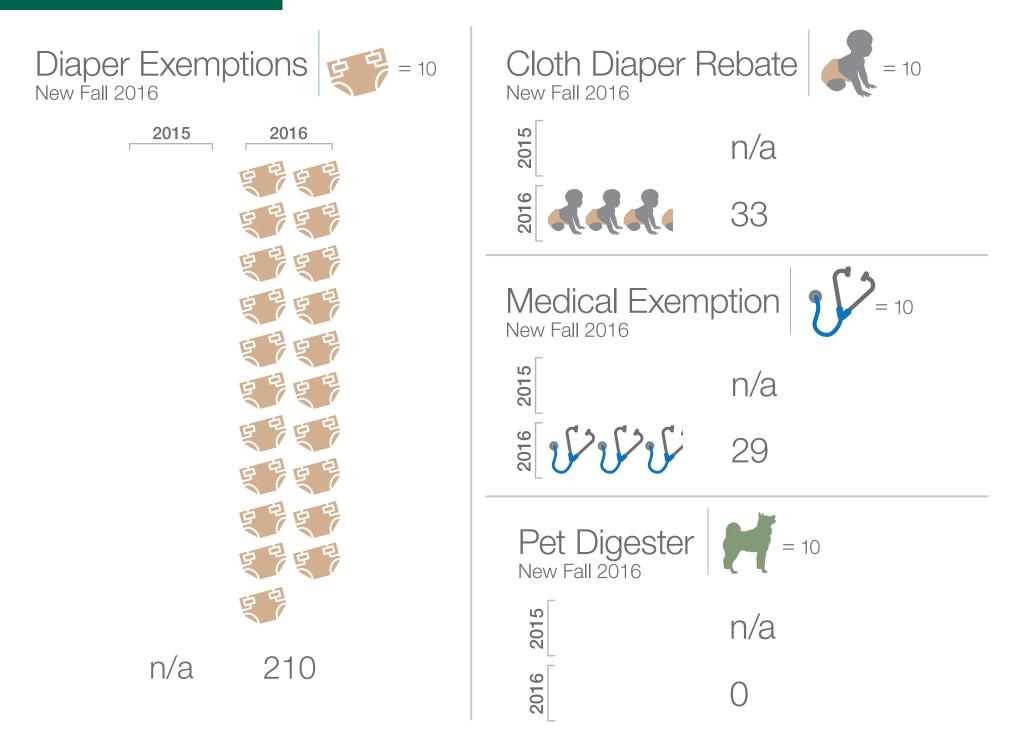


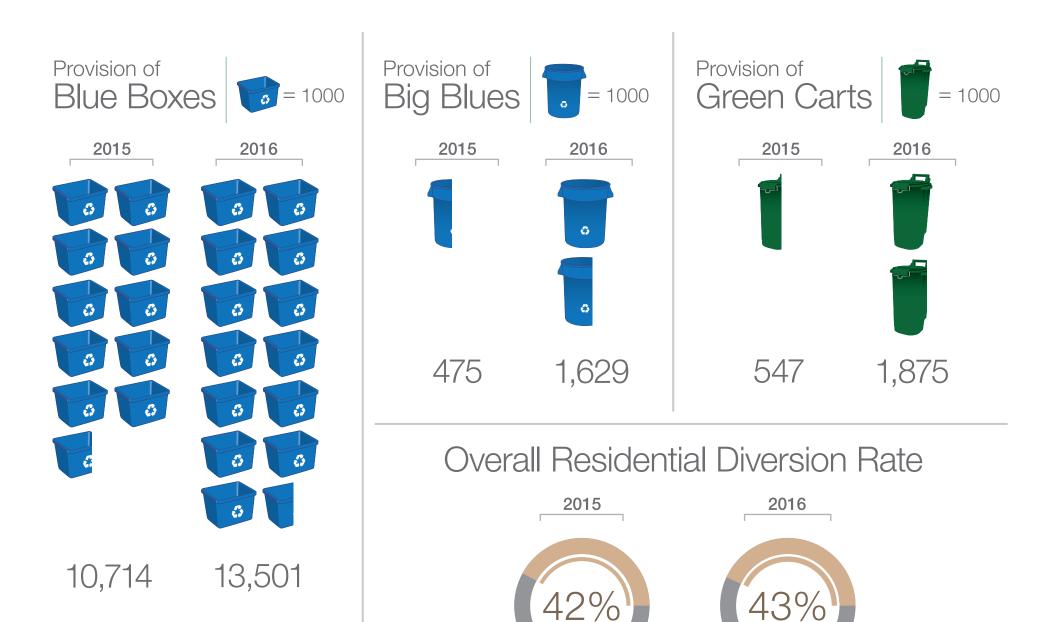
Collection Agreements

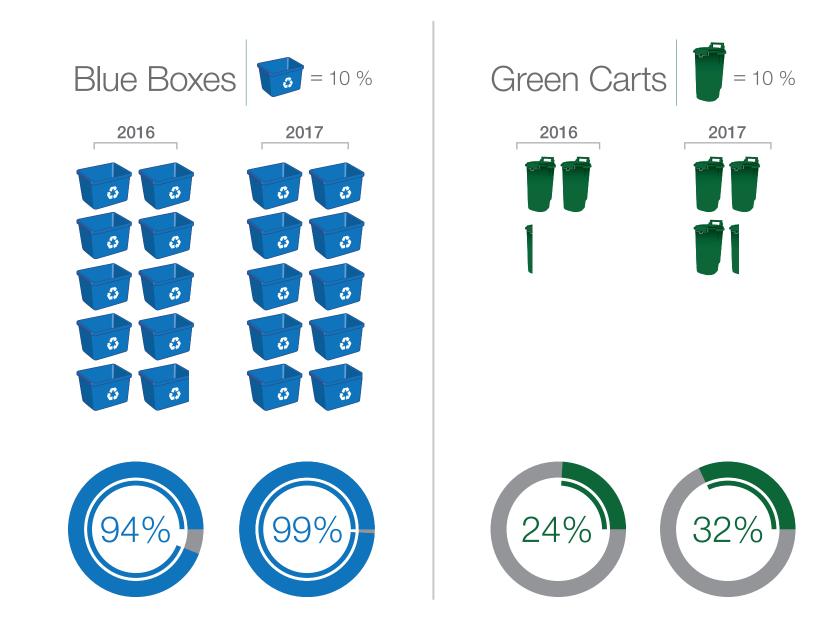




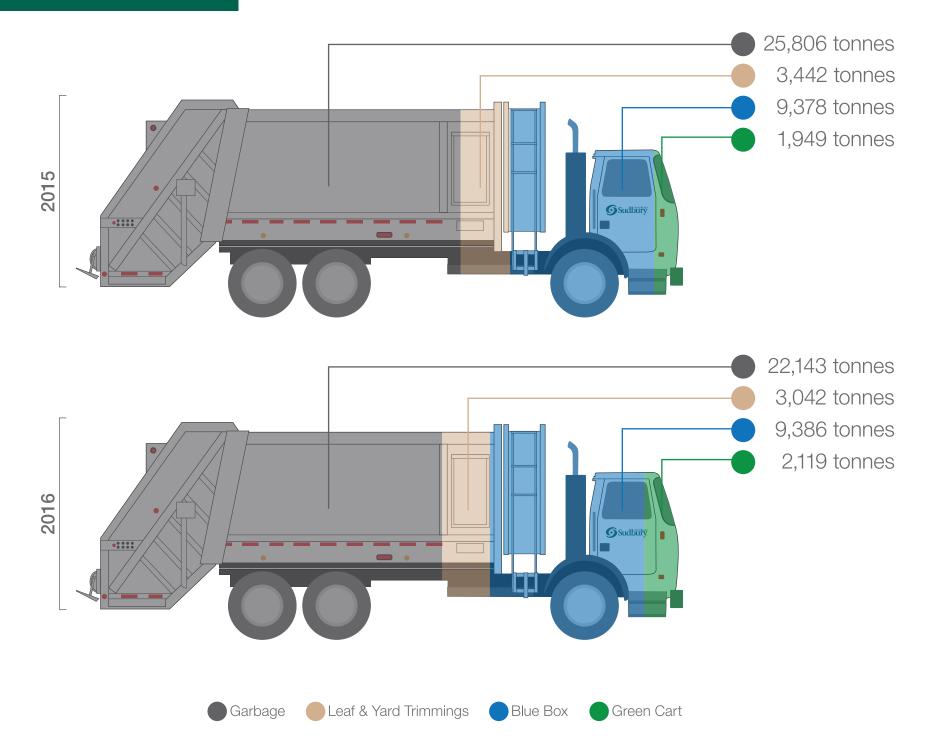
Collection Programs







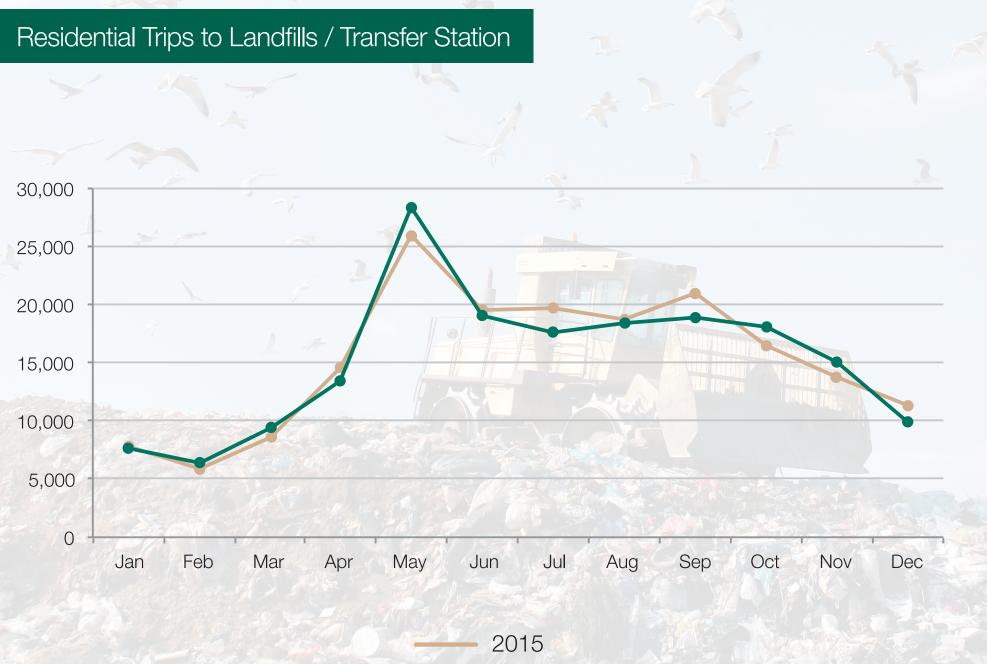
Based on a 100 household waste audit.



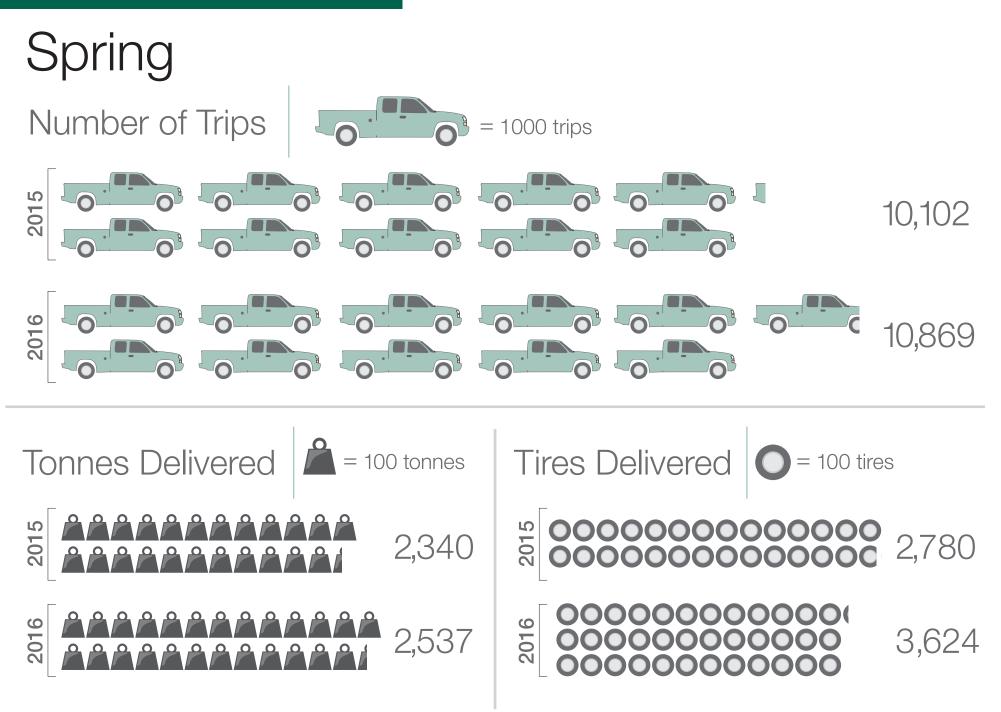
Contamination or Problematic Items

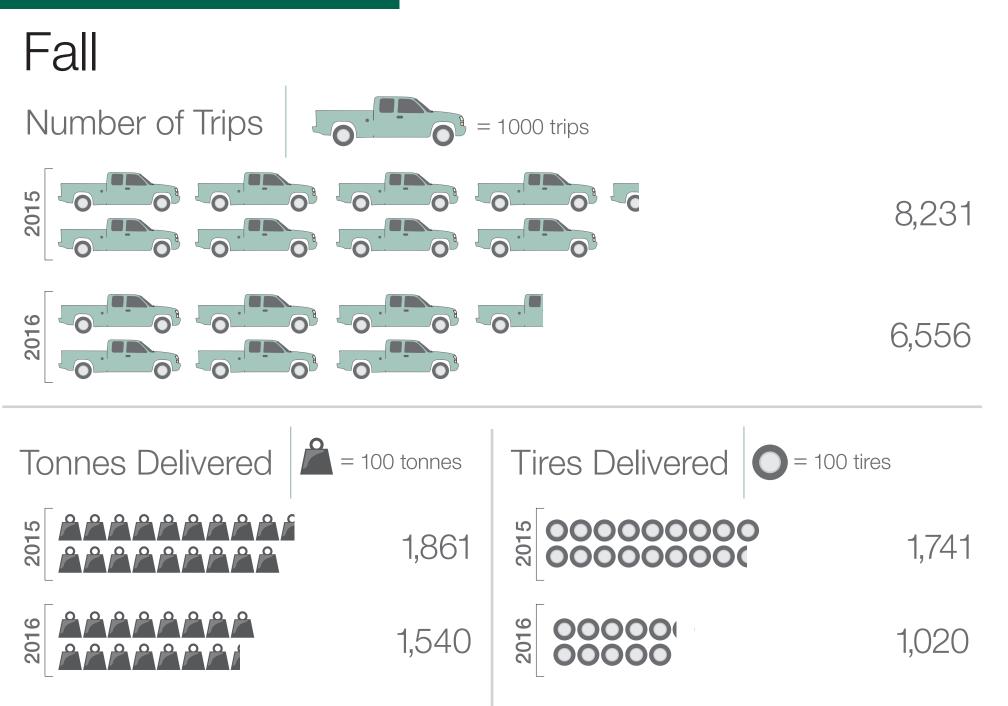


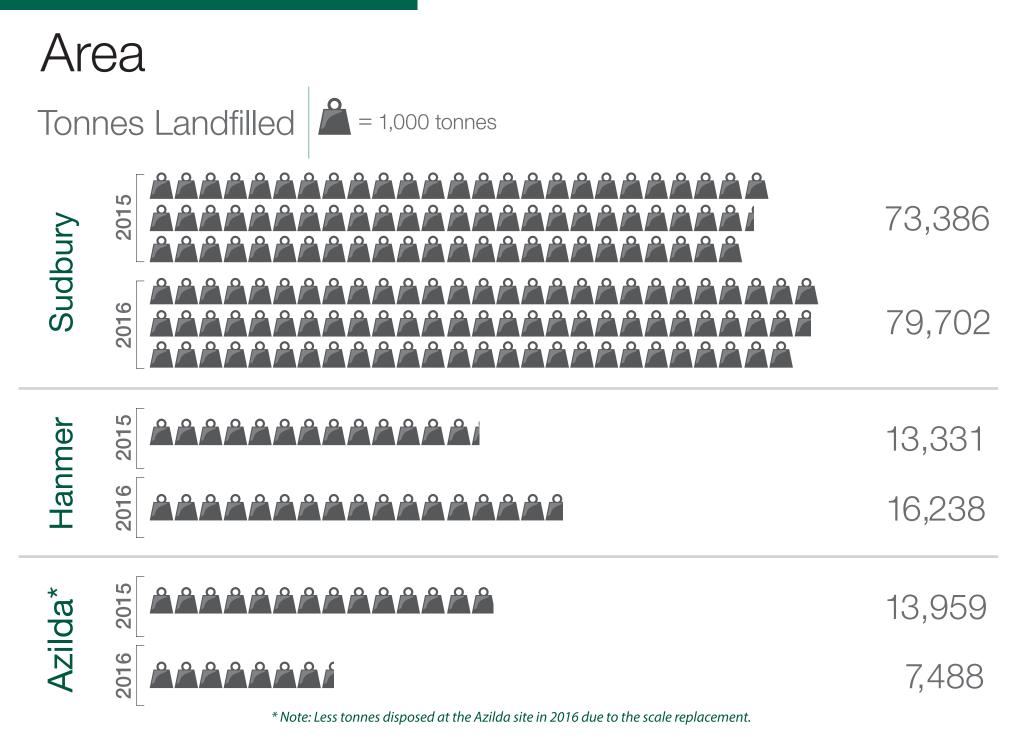
GREATER SUDBURY



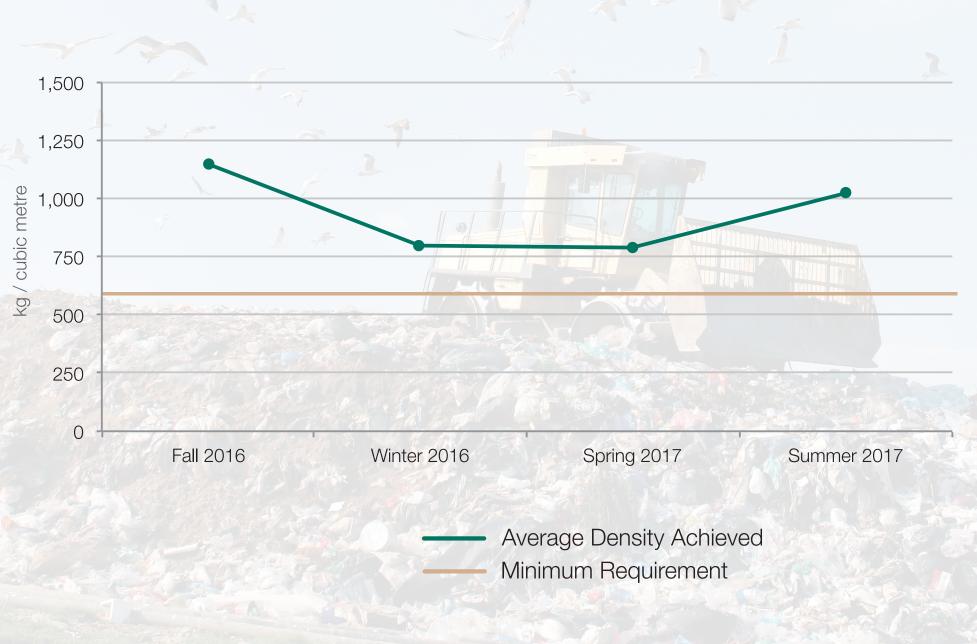
____ 2016







Sudbury Landfill - Waste Density of Compacted Garbage



6-14