

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

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 multi-unit 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.