

## Report to Civic Works Committee

**To:** Chair and Members  
Civic Works Committee

**From:** Kelly Scherr, P.Eng., MBA, FEC  
Deputy City Manager, Environment & Infrastructure

**Subject:** Green Bin and Collection Program Changes

**Date:** August 15, 2023

## Recommendation

That, on the recommendation of the Deputy City Manager, Environment and Infrastructure, the following actions **BE TAKEN** with respect to Green Bin implementation and changes to waste collection services and schedules:

- a. Civic Administration **BE DIRECTED** to implement a weekly (except for Statutory Holidays) pickup system for Green Bin and Blue Box and a 26 week per year pickup system for garbage collection starting January 15, 2024, that includes a special provision to address the longer garbage collection cycle that occurs because of Statutory Holidays;
- b. Civic Administration **BE DIRECTED** to establish an interim Waste Reduction & Conservation Calendar from October 1, 2023 to January 15, 2024 and distribute the Calendar using a combination of on-line tools and hard copies available at City facilities and other locations and not delivered door-to-door as is normally done;
- c. The Garbage Container Limit at the curb remain at three (3) containers or bags **BE APPROVED**, it being noted that the number of garbage pickup days has been reduced from 42 to 26 pickups;
- d. The Garbage Tag fee for use at the curb for extra bags or containers of garbage or for Bagged Residential Garbage brought to the EnviroDepots be increased from \$1.50 to \$2.00 as part of the upcoming Fees and Charges By-law review as part of the multi-year budget development **BE APPROVED**;
- e. Civic Administration **BE DIRECTED** to implement a separate large furniture and large bulky items collection program (limit of four items per pickup) that requires booking the pickup service in advance with collection occurring on a regular collection day starting October 1, 2023 and includes a 3 month grace period; and
- f. Civic Administration **BE DIRECTED** to establish a monitoring system to determine the level of household satisfaction with the Green Bin and collection program changes and report back to Civic Works Committee in late 2024 including specific details on managing pet waste and diapers and incontinence products.

## Executive Summary

### Part A – Overview of Green Bin Delivery Schedule and Program Start Date

#### Green Bin Delivery Schedule

The City's Green Bin container and kitchen container contractor, IPL, will be responsible for distributing the products to approximately 121,000 households in London. The kitchen container will be placed inside the Green Bin along with an information package. The distribution will take about 2 months to complete.

#### Green Bin Program Start Date

The City's new Green Bin split packers have begun to arrive in London, and several are going through final inspection and review. A review of the packer build and delivery

schedule has confirmed that all required packers will be ready for service by mid-December, 2023.

Starting the Green Bin Program and all the collection system changes that go with it just before the holiday season is not recommended. The holiday season produces additional quantities of recyclables and garbage coupled with longer collection cycles. Based on past experiences, the collection system begins to normalize by mid-January; therefore, a start date for Green Bin collection is scheduled for Monday, January 15, 2024.

### Part B – Decisions on Curbside Collection Services

A summary of the proposed service changes (i.e., number of pickups per year) and those services that are not changing are identified in Tables ES1a and ES1b.

**Table ES1a: Summary of Changes to the Number of Curbside Pickups as Part of the New Collection System (Where Applicable)**

<b>Collection Service and/or Items to Collect</b>	<b>Current Services – Number of Pickups per Year</b>	<b>Proposed Services – Number of Pickups Per Year</b>	<b>Can these Items be Brought to the Enviro-Depots?</b>
Green Bin	0	50	Under review
Garbage (including 3 Container Limit Exemption Pickups)	42	26	Yes, no change
Small Furniture/Small Bulky Item Collection	42	26	No, no change
Blue Box	42	50	Yes, no change
Yard Waste Collection	5	5	Yes, no change
Leaf Collection	3	4	Yes, no change
Diapers and Incontinence Products	42	26	Yes, no change
Pet Waste	42	26	Yes, no change
Large Furniture/Large Bulky Item Collection (see Table ES1b for changes)	42	26	No, no change

**Table ES1b: Summary of Other Changes as Part of the New Collection System**

<b>Collection Service and/or Items to Collect</b>	<b>Current</b>	<b>Proposed</b>	<b>Comment</b>
Container/bag limit per pickup	3	3	No change to limit for garbage per pickup noting that the number of pickup days has been reduced from 42 to 26. In addition, 50 Green Bin pickups have been added.
Garbage Tag Fee and Bagged Residential Garbage	\$1.50	\$2.00	This fee was last increased 2012. It represents an average annual increase of 2.5%.

Collection Service and/or Items to Collect	Current	Proposed	Comment
Large Furniture/Large Bulky Item Collection	Placed at the curb	Booking Service	New Service – Pickups for these items need to be booked on-line, by email or through a telephone call. There is no additional charge.

### Part C – Green Bin Pilot Projects for Multi-residential Buildings

A multi-residential Green Bin pilot project is being designed to help address the Ministry of the Environment, Conservation and Parks (MECP) Food and Organic Policy, which has defined targets indicating that “multi-residential buildings need to implement an organics management program that will achieve at least 50 per cent waste reduction and resource recovery of food and organic waste by 2025.”

The proposed pilot project will introduce the collection of Green Bin materials at about ten locations (approximately 1,500 residential units). Work is underway to determine suitable locations by looking at demographics and size of buildings, while including locations that have inside cart/bin storage and others with outside storage. The multi-residential pilot project will be conducted to ensure both qualitative and quantitative data is collected. The findings will assist with future rollout of a source separated Green Bin program to multi-residential households. Implementing a Green Bin pilot project program in apartment buildings in the late fall (2023) will provide an opportunity to demonstrate the collection of Green Bin materials in multi-residential buildings prior to the required implementation timelines set in the Food and Organic Policy.

### Financial Impact/Considerations

Funding for the Green Bin program as part of the 60% Waste Diversion Action Plan was approved on March 2, 2020 and with budget amendments made and approved on January 12, 2021. The estimated amount allocated for the Green Bin program and related collection matters is \$5 million annually with a capital cost estimated at \$15 million. These estimates were prepared in 2018.

The collection services and proposed service delivery arrangements in this Civic Works Committee (CWC) report are items that are contained within approved service budgets.

## Linkage to the Corporate Strategic Plan

Municipal Council continues to recognize the importance of waste management and the need for a more sustainable and resilient city in the development of its 2023-2027 Strategic Plan for the City of London. Specifically, London’s efforts in waste management address the following Areas of Focus; Climate Action and Sustainable Growth and Well-Run City.

On April 23, 2019, the following was approved by Municipal Council with respect to climate change:

Therefore, a climate emergency be declared by the City of London for the purposes of naming, framing, and deepening our commitment to protecting our economy, our eco systems, and our community from climate change.

On April 12, 2022, Municipal Council approved the Climate Emergency Action Plan which includes Area of Focus 5, Transforming Consumption and Waste as Part of the Circular Economy. In addition, the 60% Waste Diversion Action Plan, including the Green Bin program, addresses various aspects of climate change mitigation within the waste management services area including greenhouse gas (GHG) reduction.

## Analysis

### 1.0 Background Information

#### 1.1 Previous Reports Related to this Matter

Relevant reports that can be found at [www.london.ca](http://www.london.ca) under Council meetings include:

- RFP-2022-224 Green Bin Processing Services, (July 18, 2023 meeting of the Civic Works Committee (CWC), Item #2.3)
- RFP-2022-105 Supply and Distribution of Green Bins and Kitchen Containers, (April 21, 2023 meeting of the CWC), Item #2.3)
- Updates: Green Bin Implementation, (June 21, 2022 meeting of the CWC, Item #2.3)
- Green Bin Program Design – Community Engagement Feedback (March 30, 2021 meeting of the CWC, Item #2.13)
- Community Engagement on Green Bin Program Design (November 17, 2020 meeting of the CWC, Item #2.3)
- Business Case 1 – 60% Waste Diversion Action Plan – 2020-2023 Multi -Year Budget (January 30, 2020 meeting of the Strategic Priorities & Policy Committee (SPPC), Item #4.12a)
- 60% Waste Diversion Action Plan – Updated Community Feedback (September 25, 2018 meeting of the CWC, Item #3.2)
- Public Participation Meeting 60% Waste Diversion Action Plan – Additional Information (September 25, 2018 meeting of the CWC, Item #3.2)
- 60% Waste Diversion Action Plan (July 17, 2018 meeting of the CWC, Item #3.1)

#### 1.2 Recent Green Bin Program Development

The 60% Waste Diversion Action Plan including the Green Bin Program, related collection matters and other waste diversion activities was approved October 2, 2018 on the understanding that final funding decision would occur during the 2020-2023 Multi-Year Budget deliberations which began December 2019.

Funding was approved on March 2, 2020 and with budget amendments made and approved on January 12, 2021. Major actions have taken place with respect to:

- Community engagement on Green Bin program design;
- Approval and ordering Green Bin and garbage split packers for collection services;
- Approval and ordering Green Bin containers and kitchen containers; and
- Approval of processing facility for London's Green Bin materials.

#### 1.3 Previous Community Engagement with Respect to Collection Services when Green Bin Program Starts

The Green Bin community engagement process was conducted in early 2021 to engage the community and solicit feedback in designing London's Green Bin program. The community engagement focused on five key decisions for overall program design which influence one another: types of materials accepted, size of curbside container, type of kitchen container and type of bin liners permitted. The engagement process also asked Londoners what concerns they may have with bi-weekly garbage collection.

The City's community engagement online platform, GetInvolved.ca, was used to provide information, and collect feedback on each of the key decision areas. The online feedback form received 3,777 responses, the webpage had 9,180 unique visitors and about 54,000 total page views. A comprehensive report was presented to CWC on March 30, 2021. Extracts from the March 30, 2021 report are provided again in Appendix A with respect to bi-weekly garbage pick up.

## 2.0 Discussion and Considerations

Section 2.0 is divided into three parts:

Part A – Overview of Green Bin Delivery Schedule and Program Start Date

Part B – Decisions on Curbside Collection Services

Part C – Green Bin Pilot Projects for Multi-residential Buildings

### Part A – Overview of Green Bin Delivery Schedule and Program Start Date

#### 2.1 Delivery Schedule

The City's Green Bin container and kitchen container contractor, IPL, will be responsible for distributing the products to approximately 121,000 households in London. The kitchen container will be placed inside the Green Bin along with an information package. The distribution will take about 2 months and involve the following:

- Shipping and receiving products in London;
- Assembly of products;
- Insertion of information;
- Resources and equipment (e.g., distribution vehicles, loading and unloading equipment, labour, short-term storage);
- Program training and awareness; and
- Distribution network and tracking system.

#### 2.2 Program Start Date

The City's new Green Bin split packers have begun to arrive in London, and several are going through final inspection and review. A review of the packer build and delivery schedule has confirmed that all required packers will be ready for service by mid-December, 2023.

Starting the Green Bin Program and all the collection system changes that go with it just before the holiday season is not recommended. The holiday season produces additional quantities of recyclables and garbage coupled with longer collection cycles. Based on past experiences, the collection system begins to normalize by mid-January; therefore a start date is scheduled for Monday, January 15, 2024. This date and other major timeframes for implementing the Green Bin program are noted on Table 1.

**Table 1: Major Dates and Timeframes Leading to Green Bin Program Launch**

<b>Date</b>	<b>Item</b>
Early-September, 2023	Notification and availability of interim Waste Reduction & Conservation Calendar from October 1, 2023 to January 15, 2024
Mid-September, 2023	Start of promotion and education program (rolled out in phases leading up to January 15, 2024)
Mid-October, 2023	Start of Green Bin, kitchen container and program information delivery to households with curbside service
Mid-December, 2023	Completion of Green Bin delivery to households
January 15, 2024	Start date for Green Bin Program and new Collection Zones

## Part B – Decisions on Curbside Collection Services

### 2.3 Background

Several decisions remain to complement the start up of the Green Bin Program including:

- Schedule for Collection Services (Appendix B)
- Container/bag limits and increased user fees for additional garbage (Appendix C)
- Information on how households with curbside collection services are to handle diapers and incontinence products (Appendix D)
- Information on how households with curbside collection services are to handle pet waste (Appendix E)
- Information on how households with curbside collection services are to handle large furniture and bulky items (Appendix F)

Contained in Appendices B through F are details for each of the above areas under the following headings:

- City of London Current Programs and Practices
- Information from Other Municipalities
- Staff Recommendation
- Summary and Rationale for Recommendation

### 2.4 Summary

A summary of the proposed service changes (i.e., number of pickups per year) and those services that are not changing are identified on Tables 2a and 2b.

**Table 2a: Summary of Changes to the Number of Curbside Pickups as Part of the New Collection System (Where Applicable)**

Further Details in Appendix	Collection Service and/or Items to Collect	Current Services – Number of Pickups per Year	Proposed Services – Number of Pickups Per Year	Can these Items be Brought to the Enviro-Depots?
B	Green Bin	0	50	Under review
B	Garbage (including 3 Container Limit Exemption Pickups)	42	26	Yes, no change (Bagged Garbage Fees applies)
B	Small Furniture/Small Bulky Item Collection	42	26	No, no change
B	Blue Box	42	50	Yes, no change
B	Yard Waste Collection	5	5	Yes, no change
B	Leaf Collection	3	4	Yes, no change
D	Diapers and Incontinence Products	42	26	Yes, no change
E	Pet Waste	42	26	Yes (in the same bag as garbage), no change
F	Large Furniture/Large Bulky Item Collection (see Table 2b for further changes)	42	26	No, no change

**Table 2b: Summary of Other Changes as Part of the New Collection System**

<b>Further Details in Appendix</b>	<b>Collection Service and/or Items to Collect</b>	<b>Current</b>	<b>Proposed</b>	<b>Comment</b>
B	Container/bag limit per pickup	3	3	No change to limit for garbage per pickup noting that the number of pickup days has been reduced from 42 to 26. In addition, 50 Green Bin pickups have been added.
B	Garbage Tag Fee and Bagged Residential Garbage	\$1.50	\$2.00	This fee was last increased 2012. It represents an average annual increase of 2.5%
F	Large Furniture/Large Bulky Item Collection	Placed at the curb	Call in Service	New Service – Pickups for these items need to be booked on-line, by email or through a telephone call.

A few summary highlights include:

- Green Bin and Blue Box collection will be provided weekly on the same day except where a Statutory Holiday occurs (50 pickups per year). Garbage will be provided at half the frequency and include a provision to handle garbage over the longer cycles created by Statutory Holidays;
- Currently, over the course of a year, more than 126 bags/containers (42 garbage pickups x 3 containers/bags per pickup) can be placed at the curb;
- Under the new system, over the course of a year, more than 128 Green Bins and bags/containers (50 Green Bin pickups plus 26 garbage pickups x 3 containers/bags per pickup) can be placed at the curb. In addition, there are four container/bag limit exemption periods included plus the use of an unlimited number of Blue Boxes increased to 50 pickups per year from 42;
- The fee to place additional containers/bags at the curb or to be delivered to the EnviroDepots is proposed to increase from \$1.50 to \$2.00. The last time the fee increased was in 2012;
- A portion of the households will be required to hold onto pet waste, diapers and/or incontinence products four to six additional days compared to the existing system;
- There will be a shortened period of time between Green Week pickups focused on yard waste (from every six weeks to every five weeks) and one additional Green Week for leaf collection has been added; and
- Large furniture and large bulky items will be on a booking system with a limit of 4 items per pickup. Small items will remain part of regular garbage pickup.

## **Part C – Green Bin Pilot Projects for Multi-residential Buildings**

### **2.5 Background**

A multi-residential, source separated, Green Bin pilot project is being designed to help address the Ministry of the Environment, Conservation and Parks (MECP) Food and Organic Policy, which has defined targets indicating that “multi-residential buildings

need to implement an organics management program that will achieve at least 50 per cent waste reduction and resource recovery of food and organic waste by 2025;”

The proposed pilot project will introduce the collection of Green Bin materials at about ten locations (approximately 1,500 residential units). Work is underway to determine suitable locations by looking at demographics and size of buildings, while including locations that have inside cart/bin storage and others with outside storage. Buildings will also be selected from a collection logistics perspective (e.g., one area of the City, direct route, etc.). The multi-residential pilot project will be conducted with existing City sanitation fleet on a weekly collection schedule. Green Bin materials will be delivered to Convertus Canada Inc. for composting.

To encourage participation and convenience, the following items will be provided to apartment units, working with the Building Superintendents:

- Written communications (e.g., flyer, guide) provided directly to households and posted in common areas/waste sorting rooms;
- Kitchen containers for each unit to sort food scraps;
- In building outreach such as a presentation with a question & answer or pop-up display; and
- Email communication with on-site Building Superintendents for periodic check-ins coupled with site visits.

Based on experience in a limited number of other municipalities, anticipated challenges for the pilot project include:

- Multi-residential buildings have garbage chutes on each floor and tenants will be required to walk their organics to the collection bin on the main or ground floor;
- Participation rates may vary depending upon household type and size;
- Space limitations ensuring access to all households; and
- Location of organic bins to reduce odours.

## 2.6 Pilot Project Evaluation

The multi-residential Green Bin pilot project will be conducted to ensure both qualitative and quantitative data is collected. The findings will assist with future rollout of a source separated Green Bin program to multi-residential households. The evaluation of the Green Bin Pilot Project will include:

- Participation studies and feedback surveys – to determine frequency of use and to assess satisfaction of the program;
- Captured tonnes – the amount of materials will be weighed or estimated based on volume and compared to previous estimates of expected diversion;
- Material quality and contamination inspections; and
- Evaluation of collection issues of different housing types and container types.

## 2.7 Tentative Timeframe

Implementing a Green Bin pilot project program in apartment buildings in the late fall (2023) will provide an opportunity to demonstrate the collection of Green Bin materials in multi-residential buildings prior to the required implementation timelines set in the Food and Organic Policy. The proposed timetable leading to the launch of the multi-residential pilot project is listed below in Table 3.

**Table 3: Major Dates and Timeframes Leading to Launch of Pilot Project**

<b>Date</b>	<b>Item</b>
August 2023	Finalize building selection and location logistics
September 2023	Finalize promotion and education packages for households



Date	Item
October 1, 2023	On-site set up and information packages provided to Building Superintendents
November 1, 2023	Launch of initial multi-residential buildings for Green Bin Pilot Project (target 3 to 5 buildings)
December 1, 2023 to February 1, 2024	Launch of additional multi-residential buildings for Green Bin Pilot Project (target 5 to 7 buildings)

### 3.0 Financial Impact/Considerations

As previously noted, funding for the Green Bin program as part of the 60% Waste Diversion Action Plan was approved on March 2, 2020 and with budget amendments made and approved on January 12, 2021. The estimated amount allocated for the Green Bin program and related collection matters is \$5 million annually with a capital cost estimated at \$15 million. These estimates were prepared in 2018.

The collection services and proposed service delivery arrangements in this Civic Works Committee (CWC) report are items that are contained within approved service budgets.

Funding for Green Bin program and related collection service changes was approved as part of the 2023 Annual Budget update on the understanding that the program was going to be implemented in mid-2023. Further delays dealing with vehicle supply chain issues have pushed the start date to late fall/early winter. For 2023, the unspent amount will be identified and reported through the 2023 Mid-Year Operating Budget Monitoring report that will be brought forward to committee in September 2023 and will form part of the Corporation's overall budget position for 2023.

## Conclusion

The details presented in this CWC report are the last steps to prepare for the launch of the Green Bin Program and other collection program changes on January 15, 2024 for residents receiving curbside waste collection services. The collection services and proposed service delivery arrangements are consistent with previous discussions within London, at Committee and Council and items that have been addressed in other municipalities.

**Prepared by:** **Jessica Favalaro, B.Sc.**  
**Manager, Waste Diversion Program**

**Kevin Springer**  
**Manager, Waste Collection**

**Mike Losee, B.Sc.**  
**Division Manager, Waste Management**

**Prepared and Submitted by:** **Jay Stanford, MA, MPA**  
**Director, Climate Change, Environment & Waste Management**

**Recommended by:** **Kelly Scherr, P. Eng., MBA, FEC**  
**Deputy City Manager, Environment and Infrastructure**

- Appendix A March 30, 2021 CWC Report - What Are the Concerns About Bi-weekly Garbage Collection?
- Appendix B Schedule for Collection Services
- Appendix C Container Limits and User Fees
- Appendix D Diapers and Incontinence Products
- Appendix E Pet Waste
- Appendix F Furniture and Bulky Items

## Appendix A

### March 30, 2021 CWC Report - What Are the Concerns About Bi-weekly Garbage Collection?

The information presented below was previously provided in the March 30, 2021 CWC Report titled Green Bin Program Design – Community Engagement (Appendix F).

.....

#### Overview

During the development of the 60% Waste Diversion Action Plan (approved by Municipal Council in 2018), it was identified that a switch to bi-weekly, same day garbage collection and weekly recycling and Green Bin collection (same day) would be less costly than weekly garbage pickup. Bi-weekly garbage collection was also viewed as key to higher use of the Green Bin. It is expected that this change to the collection schedule will occur at the same time as Green Bin collection begins.

Through the engagement process City staff did endeavor to understand the concerns and challenges of a reduced garbage collection schedule for London households. These challenges and concerns are described below under Operational and Technical Considerations and include waiting four weeks between collections, if a collection is missed; holding onto diapers/sanitary products; and pet waste and/or accumulating garbage over a two-week period.

#### Green Bin Municipalities

Bi-weekly garbage collection is the common service level in large Ontario municipalities. Municipalities with Green Bin programs that did not initially have bi-weekly collection found that the amount of organic material collected increased by 50% to 100% with the introduction of bi-weekly garbage collection. Collection of Blue Box recyclables also increased with the introduction of bi-weekly garbage collection. Twelve of the fifteen largest Ontario municipalities with a Green Bin program have bi-weekly garbage collection (Table F1), and two of the other programs are reviewing the option or in transition to go to bi-weekly collection.

**Table F1: Garbage Collection Frequency for Large Municipalities with Green Bin Collection**

Garage Collection Frequency	Municipality
Weekly	Dufferin County, Hamilton <sup>1</sup> , Kingston
Weekly	St. Thomas <sup>2</sup>
Bi-weekly	Barrie, Durham, Guelph, Halton, Niagara <sup>3</sup> , Ottawa, Peel, Simcoe County <sup>4</sup> , Toronto, Waterloo, York Other Canadian: Calgary, Halifax, Vancouver

Notes:

<sup>1</sup> Reviewing bi-weekly garbage collection

<sup>2</sup> Weekly garbage, bi-weekly green bin and recycling

<sup>3</sup> Changed to bi-weekly garbage collection in October 2020

<sup>4</sup> Changed to bi-weekly garbage collection in February 2020

#### London's Experience with Similar Existing Programs

The 2011 to 2012 Green Bin Pilot Project tested a modified garbage collection schedule. The modified garbage collection schedule consisted of weekly garbage collection during the summer (April to September) and bi-weekly collection during the winter (October to March). Testing the modified collection schedule helped to determine public acceptance and the cost savings/increases with this type of collection schedule. This schedule was accepted by pilot project participants.

## Resident Feedback Results

Details from the 2021 online resident feedback form on the concerns of bi-weekly garbage collection can be found below in Table F2.

**Table F2 – Online Feedback Form Question: What concerns might you have about bi-weekly garbage collection?**

<b>Bi-Weekly Garbage Concerns (check all that apply)</b>	<b>Responses (%)</b>	<b>Number of Responses</b>
Too long to hold diapers/sanitary products	24%	902
Too long to hold pet waste	24%	906
Too much garbage will be accumulated over a two-week period	33%	1,250
Missing a pickup will mean four weeks between collection days	48%	1,813
I have some concerns, but I support the decision of bi-weekly garbage collection and weekly recycling and Green Bin pickup	38%	1,425
I do not have concerns about bi-weekly garbage collection	26%	982
I am undecided	2%	70
Other (please specify)	4%	149
<b>Total Responses</b>		<b>3,760</b>

Residents also provided additional comments about bi-weekly garbage collection. Of the 3,760 who answered the feedback form, 28% provided one or more additional comments. Based on staff's review of the comments, over 95% of the comments are addressed by this staff report:

- 55% are related to accumulating garbage/too long to hold garbage;
- 25% are concerning nuisance factors such as pests and odours; and
- 15% were about holding diapers/sanitary products and pet waste.

The other 5% were regarding illegal dumping of garbage. The bi-weekly garbage comments were tallied by categories; therefore, residents may have provided more than one general comment, the proportion of comments was determined from all tallied comments not by the number of residents who provided a general comment.

## Appendix B Schedule for Collection Services

### City of London Current Programs and Practices

Curbside collection services in London are currently provided as follows:

- 42 pickups per year for garbage and recycling on a different day collection system;
- Collection day moves forward one weekday after each pickup;
- There is a 3 container/bag limit for each pickup. Additional containers/bags can be placed at the curb with a \$1.50 Bag Tag attached;
- Pickup services are not offered on Statutory Holidays;
- Green Weeks are offered 5 times per year with a focus on yard waste and 3 more Green Weeks in the fall that focus on leaves; and
- Residential bagged garbage can be dropped off at the EnviroDepots for a fee of \$1.50 per bag.

### Information from other Municipalities

A review of a number of municipalities in Ontario and a few in Canada with Green Bin collection services (offered weekly with the exception of St. Thomas) has identified several different collection scheduling systems that are designed to handle the Statutory Holidays.

In general municipalities may vary in the number of days included in a collection cycle. The collection cycle may be a four or five day cycle. There is also variability in the collection on Statutory Holidays and how the collection schedule changes if not collected on a Statutory Holiday.

When addressing waste collection around Statutory Holidays, every municipality faces the unique set of circumstances presented by their collection programs, systems, and schedules, the days required to complete the work, the number of unique collection zones, the type of staff collecting (municipal staff versus a contractor), and the specifications of the contracts and agreements which define service levels.

There are generally five ways that municipalities handle Statutory Holiday collections (Table B1):

- With a few exceptions in smaller communities, most municipalities have periods of the year when the collection day changes to accommodate Statutory Holidays;
- A number of municipalities have limited the number of changes by collecting on many Statutory Holidays;
- A number of municipalities collect on the Saturday when a Statutory Holiday occurs; and
- All municipalities require change in collection days per week from twice to 12 times.

**Table B1: How Statutory Holidays are Handled in Other Municipalities**

How are Statutory Holidays Handled	Municipalities in this Category	How Many Times Does Collection Day Change Per Year
Current City of London - No collection on Statutory Holidays, entire collection schedule advances one business day (weekday) each pickup		42
Proposed City of London – No collection on Statutory Holidays; entire collection schedule advances one business day (weekday)		10 or 11

<b>How are Statutory Holidays Handled</b>	<b>Municipalities in this Category</b>	<b>How Many Times Does Collection Day Change Per Year</b>
1. Collect on all Statutory Holidays	Some smaller municipalities collect on all Statutory Holidays	0
2. Collection on Statutory Holidays (except Christmas Day and New Year's Day, which advance schedule into Saturday)	City of Barrie, Region of Durham, Region of Niagara, County of Simcoe, City of Toronto, Region of Waterloo, Region of York (Markham, Vaughan), City of Calgary	2
3. No collection on Statutory Holidays. Collection schedule advances into Saturday	City of Guelph, Region of Halton, City of Hamilton, City of Kingston, City of Ottawa, Region of Peel, City of Halifax	12
4. No collection on Statutory Holidays (4 collection zones)	County of Dufferin, City of St. Thomas	12
5. No collection on Statutory Holidays, entire collection schedule advances one business day (weekday)	City of Vancouver	12

Identified on Table B2 are the annual collection frequencies for garbage, Green Bin and Blue Box. The majority of municipalities have a similar system with garbage every two weeks (biweekly) and weekly service for Green Bin and Blue Box.

**Table B2: Collection Frequency in Select Municipalities**

<b>Municipality</b>	<b>Annual Garbage Collection Frequency</b>	<b>Number of Bags (Containers) Per Pickup</b>	<b>Annual Green Bin Collection Frequency</b>	<b>Annual Blue Box Collection Frequency</b>
Current City of London	42 pickups	3		42 pickups
Proposed City of London	Biweekly	3	Weekly	Weekly
City of Barrie	Biweekly	2	Weekly	Weekly
Region of Durham	Biweekly	4	Weekly	Weekly
City of Guelph	Biweekly	1 (cart)	Weekly	Weekly
Region of Halton	Biweekly	3	Weekly	Weekly
Region of Niagara	Biweekly	2	Weekly	Weekly
City of Ottawa	Biweekly	6	Weekly	Weekly
Region of Peel	Biweekly	4	Weekly	Weekly
County of Simcoe	Biweekly	1 (cart)	Weekly	Weekly

<b>Municipality</b>	<b>Annual Garbage Collection Frequency</b>	<b>Number of Bags (Containers) Per Pickup</b>	<b>Annual Green Bin Collection Frequency</b>	<b>Annual Blue Box Collection Frequency</b>
City of Toronto	Biweekly	1 (cart)	Weekly	Weekly
Region of Waterloo	Biweekly	3	Weekly	Weekly
Region of York	Biweekly	No limit to 3	Weekly	Weekly
City of Calgary	Biweekly	1 (cart)	Weekly	Weekly
City of Halifax	Biweekly	6	Weekly	Weekly
City of Vancouver	Biweekly	2 (cart)	Weekly	Weekly
County of Dufferin	Weekly	1	Weekly	Weekly
City of Hamilton	Weekly	1	Weekly	Weekly
City of Kingston	Weekly	1	Weekly	Weekly
City of St. Thomas	Weekly	2	Biweekly	Biweekly

### **Staff Recommendation**

The new Collection Schedule will move from a 6-day collection cycle to a weekly collection for Green Bin and recycling with garbage being collected bi-weekly. The only adjustment will occur when Statutory Holidays are scheduled (12 per year).

The new calendar will continue to work off an already established letter system for each Zone A, B, C, D, E. The current F Zone will be incorporated into the existing five Zones.

The collection day will remain the same day each week until there is a Statutory Holiday. There will not be any collection service on most Statutory Holidays. All Zones will move forward one day, and this will become the same collection day each week until the next Statutory Holiday.

Operationally, each Zone will be divided in half and use a numbering system of 1 or 2. This will create collection zones A1/A2, B1/B2, C1/C2, D1/D2, and E1/E2. The Zone split is required to incorporate bi-weekly garbage collection.

To address longer collection cycles that occur because of a Statutory Holiday, an extra garbage pickup is provided to ensure that garbage is not held for any longer than 14 days. This will be scheduled in all Zones when a Statutory Holiday and Friday collection occurs. The Zone impacted will receive garbage collection for three consecutive collections; however, receive no collection on the week of the Statutory Holiday.

At the end of this Appendix are three Example Calendars to illustrate different scenarios:

- Example Calendar 1 – Collection Days for all Zones in January to March 2024;
- Example Calendar 2 – Zone D1/D2 in January to March 2024 – this example highlights how the collection day moves after a Statutory Holiday; and
- Example Calendar 3 – Zone C1/C2 in January to March 2024 – this example highlights both how the collection day moves after a Statutory Holiday and the addition of an extra garbage pickup to accommodate the longer cycle.

There will be minor changes to Green Week (Yard Waste) Collection. It will start in mid-April (instead of mid-March) and end in October with a total of 5 collections per Zone.

Collection frequency improves by one week since there will be five Zones and not six Zones to collect from (e.g., pickup will be every five weeks instead of every six weeks).

The Leaf Collection portion of the Green Week starts up in October and ends in early December. The number of pickups per Zone increase by one, moving from three pickups to four pickups.

### **Summary and Rationale for Recommendation**

In summary, City staff view the proposed Collection Schedule changes as:

- A scheduling practice that was used in London up until 1996;
- An approach that does not require collection on Saturdays or the majority of Statutory Holidays;
- Easy to implement as households with curbside service are accustomed to adjustments in the schedule based on a previous collection systems dating back more than 40 years;
- A lower cost system compared with additional costs incurred on Saturdays and Statutory Holidays;
- Consistent with many other municipalities on the number of times in the year when households have to change their collection day;
- An approach that shares the need to change days across all five Zones; not just the same 20% of households with service on Friday.
- A schedule that recognizes the value of reduced work activities on Saturdays and Statutory Holidays when alternatives are available; and
- A scheduling system that is consistent with the Collective Agreement for CUPE 107.

## Example Calendar 1 – Collection Days for all Zones in January to March 2024

### January 2024 – All Zones

Sun	Mon	Tues	Wed	Thurs	Fri	Sat
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15 D1/D2	16 E1/E2	17 A1/A2	18 B1/B2	19 C1/C2	20
21	22 D1/D2	23 E1/E2	24 A1/A2	25 B1/B2	26 C1/C2	27
28	29 D1/D2	30 E1/E2	31 A1/A2			

### February 2024 – All Zones

Sun	Mon	Tues	Wed	Thurs	Fri	Sat
				1 B1/B2	2 C1/C2	3
4	5 D1/D2	6 E1/E2	7 A1/A2	8 B1/B2	9 C1/C2	10
11	12 D1/D2	13 E1/E2	14 A1/A2	15 B1/B2	16 C1/C2	17
18	19 <b>Family Day</b> (no collection)	20 D1/D2	21 E1/E2	22 A1/A2	23 B1/B2	24
25	26 C1/C2	27 D1/D2	28 E1/E2	29 A1/A2		

### March 2024 – All Zones

Sun	Mon	Tues	Wed	Thurs	Fri	Sat
					1 B1/B2	2
3	4 C1/C2	5 D1/D2	6 E1/E2	7 A1/A2	8 B1/B2	9
10	11 C1/C2	12 D1/D2	13 E1/E2	14 A1/A2	15 B1/B2	16
17	18 C1/C2	19 D1/D2	20 E1/E2	21 A1/A2	22 B1/B2	23
24/31	25 C1/C2	26 D1/D2	27 E1/E2	28 A1/A2	29 <b>Good Friday</b> (no collection)	30



### Example Calendar 2 – Zone D1/D2 in January to March 2024

#### January 2024 - Zone D (D1/D2)

Sun	Mon	Tues	Wed	Thurs	Fri	Sat
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15 D1 - GB, G, R D2 - GB, R	16	17	18	19	20
21	22 D1 - GB, R D2 - GB, G, R	23	24	25	26	27
28	29 D1 - GB, G, R D2 - GB, R	30	31			

#### February 2024 - Zone D (D1/D2)

Sun	Mon	Tues	Wed	Thurs	Fri	Sat
				1	2	3
4	5 D1 - GB, R D2 - GB, G, R	6	7	8	9	10
11	12 D1 - GB, G, R D2 - GB, R	13	14	15	16	17
18	19 Family Day (no collection)	20 D1 - GB, R D2 - GB, G, R	21	22	23	24
25	26	27 D1 - GB, G, R D2 - GB, R	28	29		

#### March 2024 - Zone D (D1/D2)

Sun	Mon	Tues	Wed	Thurs	Fri	Sat
					1	2
3	4	5 D1 - GB, R D2 - GB, G, R	6	7	8	9
10	11	12 D1 - GB, G, R D2 - GB, R	13	14	15	16
17	18	19 D1 - GB, R D2 - GB, G, R	20	21	22	23
24/31	25	26 D1 - GB, G, R D2 - GB, R	27	28	29	30

### Example Calendar 3 – Zone C1/C2 in January to March 2024

#### January 2024 - Zone C (C1/C2)

Sun	Mon	Tues	Wed	Thurs	Fri	Sat
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19 C1 - GB, G, R C2 - GB, R	20
21	22	23	24	25	26 C1 - GB, R C2 - GB, G, R	27
28	29	30	31			

#### February 2024 Zone C (C1/C2)

Sun	Mon	Tues	Wed	Thurs	Fri	Sat
				1	2 C1 - GB, G, R C2 - GB, R	3
4	5	6	7	8	9 C1 - GB, R C2 - GB, G, R	10
11	12	13	14	15	16 C1 - GB, G, R C2 - GB, EG, R	17
18	19 Family Day (no collection)	20	21	22	23	24
25	26 C1 - GB, EG, R C2 - GB, G, R	27	28	29	EG = extra garbage pickup due to longer cycle	

#### Zone C - March 2024 Zone C (C1/C2)

Sun	Mon	Tues	Wed	Thurs	Fri	Sat
					1	2
3	4 C1 - GB, G, R C2 - GB, R	5	6	7	8	9
10	11 C1 - GB, R C2 - GB, G, R	12	13	14	15	16
17	18 C1 - GB, G, R C2 - GB, R	19	20	21	22	23
24/31	25 C1 - GB, R C2 - GB, G, R	26	27	28	29	30

## Appendix C Container Limits and User Fees

### City of London Current Programs and Practices

London's current collection system allows 3 containers/bags per pickup (42 times per year) and 4 times per year when unlimited bags/containers can be placed at the curb. Over the course of a year more than 126 bags/containers (42 x 3) can be placed at the curb.

Residents who have additional garbage may set out at the curb with a garbage tag or drop-off at an EnviroDepot for \$1.50 per container/bag. This fee has remained unchanged since 2012.

In addition, an unlimited number of Blue Boxes can be placed at the curb 42 times per year. Blue Box materials can also be dropped off without charge at the EnviroDepots.

### Information from Other Municipalities

A review of a number of municipalities in Ontario and a few in Canada with Green Bin collection services (offered weekly with the exception of St. Thomas) has identified a range of garbage bag/container limits and user fees in use (Table C1):

- The number of garbage containers/bags permitted for biweekly collection ranges from 2 to 6 per pickup. For municipalities that have wheeled carts it is 1 to 3 carts per pickup noting that wheeled carts usually hold 2 or more bags;
- The number of garbage containers/bags permitted for weekly collection ranges from 1 to 2 per pickup; and
- User fees for extra garbage containers/bags range from \$1.75 to over \$6.00 with the average price from those municipalities with fees being about \$2.60.

**Table C1: Bag Limits and User Fees for Municipalities with Green Bin Service**

Municipality	Annual Garbage Collection Frequency	Number of Containers/ Bags Per Pickup	Number of Containers/ Bags Per Year	Are Extra Containers/ Bags Permitted?	Cost for Extra Containers/ Bags
Current City of London	42 pickups	3	126	Yes	\$1.50
Proposed City of London	Biweekly	3	78	Yes	\$2.00
City of Barrie	Biweekly	2	52	Yes	\$3.00
Region of Durham	Biweekly	4	104	Yes	\$2.50
City of Guelph	Biweekly	1 (cart)	26 (carts)	No	Not Available
Region of Halton	Biweekly	3	78	Yes (3 extra)	\$2.00
Region of Niagara	Biweekly	2	52	Yes	\$2.85
City of Ottawa	Biweekly	6	156	No	Not Available
Region of Peel	Biweekly	4	104	Yes	\$3.00
County of Simcoe	Biweekly	1 (cart)	26 (carts)	Yes (5 extra)	\$3.00

Municipality	Annual Garbage Collection Frequency	Number of Containers/Bags Per Pickup	Number of Containers/Bags Per Year	Are Extra Containers/Bags Permitted?	Cost for Extra Containers/Bags
City of Toronto	Biweekly	1 (cart)	26 (carts)	Yes	\$6.14
Region of Waterloo	Biweekly	3	78	Yes	\$2.00
Region of York	Biweekly	2 (Georgina, King, East Gwillimbury),  3 (Aurora, Richmond Hill, Vaughan, Stouffville, Newmarket),  No limit (Markham)	52 or 78	Yes	\$2.00 (Georgina, East Gwillimbury),  \$2.25 (Stouffville), \$2.30 (Richmond Hill), \$2.50 (King), \$2.60 (Vaughan), \$3.00 (Newmarket), \$5.00 (Aurora)
City of Calgary	Biweekly	1 (cart)	26 (carts)	Yes	\$3.00
City of Halifax	Biweekly	6	156	No	Not Available
City of Vancouver	Biweekly	2 (cart)	52 (carts)	Yes	\$2.00
County of Dufferin	Weekly	1	52	Yes	\$2.00
City of Hamilton	Weekly	1	52	Yes	None (each house receives a maximum of 26 garbage tags/year)
City of Kingston	Weekly	1	52	Yes	\$2.00
City of St. Thomas	Weekly	2	52	Yes	\$1.75

### Staff Recommendation

Based on a review of other municipalities and experience in London with existing collection services, the following is proposed:

- 1 Green Bin per pickup (more bins can be purchased by the householder) with 50 pickups per year;
- 3 garbage containers/bags per pickup with 26 total pickups per year;
- 1 or 2 or more Blue Boxes per pickup with 50 total pickups per year;
- Increase the fee for Bag Tags and Residential Bagged Garbage from \$1.50 to \$2.00 per container/bag; and
- No change to the number of exemption collection days being offered.

Over the course of a year, the following would occur at the curb; 50 Green Bins plus up to 78 containers/bags of garbage with the allowance for unlimited containers/bags four times per year. Over the course of the year more than 128 containers/bags (50+(3 x 26)) of garbage and Green Bin can be placed at the curb. In addition, unlimited number of Blue Boxes can be placed at the curb 50 times per year.

### **Summary and Rationale for Recommendation**

In summary, City staff view the proposed changes coupled with items not changing as:

- A reasonable reduction in the number of containers/bags of garbage to encourage waste reduction and waste diversion;
- An approach that encourages the weekly use of the Green Bin to handle materials that can become odourous;
- An approach that encourages more recyclables to be captured by households and placed in Blue Boxes that are collected more frequently;
- An appropriate approach to engage Londoners in starting a new initiative and keeping the number of changes to a minimum; and
- A reasonable increase of \$0.50 in fee for Bag Tags and Residential Bagged Garbage (from \$1.50 to \$2.00 per container/bag) that is on the lower end compared with other municipalities. It is also a fee that encourages the use of Green Bin and more recycling. This fee has not changed since 2012.

## Appendix D Diapers and Incontinence Products

### City of London Current Programs and Practices

London's current collection system allows diapers and incontinence products to be placed inside garbage bags or containers for collection as part of regular garbage collection (collected 42 times per year). Should diapers and/or incontinence products require an additional container or bag, a fee of \$1.50 is required for a Bag Tag or delivery of a container/bag to the EnviroDepots.

On April 13, 2021, London Council approved that the Green Bin program in London would exclude diapers and sanitary products.

### Information from Other Municipalities

A review of a number of municipalities in Ontario and a few in Canada with Green Bin collection services (offered weekly with the exception of St. Thomas) has identified a few different solutions for handling diapers and incontinence products when Green Bin service is offered (Table D1):

- The majority of municipalities do not allow diapers and incontinence products in the Green Bin (only Region of York and City of Toronto allow) and these materials are placed in the garbage;
- A few municipalities help households with diapers and incontinence products by offering free disposal at landfill or depots;
- A few municipalities help households with diapers and incontinence products by offering exemptions at the curb such as free collection in clear bags or free garbage tags to go over the container limit; and
- Most municipalities, with weekly or biweekly garbage pickup, do not have any special services for managing diapers and incontinence products.

**Table D1: Municipal Practices to Manage Diapers and Incontinence Products**

Municipality	Place in Garbage (Number of Pickups)	Place in Green Bin (Number of Pickups)	Description of Special Programs Offered
Current City of London	Yes (42)	No	Not offered
Proposed City of London	Yes (26)	No	Not offered
City of Barrie	Yes (26)	No	From May 1 – October 31, residents can dispose of a maximum 2 clear bags of diapers/sanitary products (only) per week at the landfill at no charge.
Region of Halton	Yes (26)	No	A diaper bag tag program where households may receive diaper bag tags that allow them to exceed the three-bag limit without having to purchase a \$2 bag tag. Up to 40 tags per year free of charge. Must be in clear bags. Free drop-off at Halton Landfill, clear or black bags accepted.

<b>Municipality</b>	<b>Place in Garbage (Number of Pickups)</b>	<b>Place in Green Bin (Number of Pickups)</b>	<b>Description of Special Programs Offered</b>
Region of Niagara	Yes (26)	No	A diaper exemption program where eligible residents can apply for an exemption to their bi-weekly waste collection on weeks when garbage is not collected. Clear bags required.
City of Ottawa	Yes (26)	No	A sign-up program for the collection of diapers/sanitary products, on weeks when garbage is not collected.
Region of Waterloo	Yes (26)	No	Free diaper drop-off at depots (clear bags are mandatory) and a Medical Exemptions program.
County of Dufferin	Yes (52)	No	Not offered
Region of Durham	Yes (26)	No	Not offered
City of Guelph	Yes (26)	No	Not offered
City of Hamilton	Yes (52)	No	Not offered
City of Kingston	Yes (52)	No	Not offered
Region of Peel	Yes (26)	No	Not offered
City of St. Thomas	Yes (52)	No	Not offered
County of Simcoe	Yes (26)	No	Not offered
City of Calgary	Yes (26)	No	Not offered
City of Halifax	Yes (26)	No	Not offered
City of Vancouver	Yes (26)	No	Not Offered
City of Toronto	Yes (26)	Yes (52)	
Region of York	Yes (26)	Yes (52)	

### **Staff Recommendation**

Based on a review of other municipalities and experience in London with existing collection services, the following is proposed:

- There will be no exemption programs (e.g., use of clear bags, tags, extra bags) for diapers and/or incontinence products. These items will be collected 26 times per year within the proposed 3 container/bag limit versus the current 42 times per year within the same limit;
- No changes to how diapers and/or incontinence products are handled by the household;
- Should an additional container/bag be required, a Bag Tag at the curb can be used or the bagged garbage can be delivered to the EnviroDepots (i.e., both have a current fee of \$1.50 which is proposed to increase to \$2.00); and
- City staff will further review diapers and/or incontinence products handling in 2024 and submit a report to CWC in late 2024 on potential changes including Londoner's experiences with the longer garbage collection cycle.

## Summary and Rationale for Recommendation

In summary, City staff view the proposed changes for handling diapers and/or incontinence products as:

- An approach consistent with a number of municipalities that have Green Bin programs and garbage pickup every two weeks (biweekly);
- A system that requires homeowners to bag and hold diapers and/or incontinence products between four and six days longer than current handling practices (i.e., currently collected 42 times per year versus the change to 26 times per year);
- A system that does not change how diapers and/or incontinence products are bagged; and
- A defined period of time for a review of handling practices for diapers and/or incontinence products.



## Appendix E Pet Waste

### City of London Current Programs and Practices

London's current collection system allows dog waste, kitty litter and other pet waste to be bagged and placed inside garbage containers or bags for collection as part of regular garbage collection (collected 42 times per year).

Some London households have found that dog waste is easily managed using a backyard digester (sold at the EnviroDepots for a subsidized price). However, digesters cannot manage kitty litter, and may not be practical for some households.

London offers in-ground dog waste disposal containers at its dog parks and has implemented a pilot project for up to ten in-ground dog waste disposal units in City parks

On July 25, 2023, London Council approved the processing of food waste and soiled paper at Convertus Canada Inc. London Council also approved the price to add pet waste and/or food waste contained inside plastic bags at a future date.

### Information from Other Municipalities

A review of a number of municipalities in Ontario and a few in Canada with Green Bin collection services (offered weekly with the exception of St. Thomas) has identified two separate approaches for managing pet waste (Table E1):

- A number of municipalities do not allow pet waste in the Green Bin. In these communities pet waste goes in the garbage that is collected either weekly or bi-weekly;
- A number of municipalities allow pet waste to be placed inside the Green Bin, generally inside paper or certified compostable bags for feces;
- A couple of municipalities allow pet waste placed in regular plastic bags and then placed in the Green Bin;
- A number of municipalities have separate dog waste handling systems in dog parks and regular parks; and
- No municipalities surveyed provided separate curbside solutions for pet waste.

**Table E1: Municipal Programs to Manage Pet Waste**

<b>Municipality</b>	<b>Place in Garbage (Number of Pickups)</b>	<b>Place in Green Bin (Number of Pickups)</b>	<b>Other Approaches Available in Dog Parks and/or Municipal Parks</b>
Current City of London	Yes (42)	No	In-ground containers at Dog Parks. Pilot project underway for Parks with in-ground containers.
City of Barrie	Yes (26)	No	
County of Dufferin	Yes (52)	No	
Region of Durham	Yes (26)	No	
Region of Halton	Yes (26)	No	
City of Hamilton	Yes (52)	No	In-ground dog waste containers in some parks (2020); paused shortly after due to the pandemic and not re-introduced.
City of Kingston	Yes (52)	No	

<b>Municipality</b>	<b>Place in Garbage (Number of Pickups)</b>	<b>Place in Green Bin (Number of Pickups)</b>	<b>Other Approaches Available in Dog Parks and/or Municipal Parks</b>
Region of Peel	Yes (26)	No	In-ground dog waste containers in parks (Mississauga only).
City of Halifax	Yes (26)	No	In-ground dog waste containers in parks.
City of Vancouver	Yes (26)	No	Dog waste bins in parks
City of Guelph	Yes (26)	Yes (52)	
Region of Niagara	Yes (26)	Yes (52)	In-ground dog waste containers in parks.
City of Ottawa	Yes (26)	Yes (52)	
City of St. Thomas	Yes (52)	Yes (26)	
County of Simcoe	Yes (26)	Yes (52)	
City of Toronto	Yes (26)	Yes (52)	Organics bins in parks specifically for pet waste.
Region of Waterloo	Yes (26)	Yes (52)	In-ground dog waste containers in parks.
Region of York	Yes (26)	Yes (52)	
City of Calgary	Yes (26)	Yes (52)	

### **Staff Recommendation**

Based on a review of other municipalities and experience in London with existing collection services, the following is proposed:

- Pet waste will remain in the garbage and it will be collected 26 times per year versus the current 42 times per year;
- No changes to how pet waste is handled by the owner;
- City staff will further review pet waste handling in 2024 and submit a report to CWC in late 2024 on potential changes including Londoner's experiences with the longer cycle for handling pet waste. The review will include dog waste services in City parks.

### **Summary and Rationale for Recommendation**

In summary, City staff view the proposed change for handling pet waste as:

- An approach consistent with a number of municipalities that have Green Bin programs and garbage pickup every two weeks (biweekly);
- A system that requires homeowners to bag and hold pet waste between four and six days longer than current handling practices;
- A system that does not change how pet waste is bagged; and
- A defined period of time for a review of handling practices for pet waste.

## Appendix F Furniture and Bulky Items

### City of London Current Programs and Practices

London's current collection system allows small and large furniture and large bulky items to be placed beside regular garbage each pickup (42 times per year). These items are not included in the 3 container/bag limit. There is a 2 cubic metre limit.

There are important instructions to make sure these items are placed correctly at the curb for handling by sanitation operators.

Large furniture and large bulky items can be collected in the rear packers because the loading area of the packer (i.e., the hopper) can safely accommodate these materials. Large items cannot be safely accommodated in split rear packers or side loading packers due to space limitations.

### Information from Other Municipalities

A review of a number of municipalities in Ontario and a few in Canada with Green Bin collection services (offered weekly with the exception of St. Thomas) has identified a range of options for managing small and large furniture and bulky items (Table F1):

- Not collected at the curb – these municipalities direct households to depots, transfer stations and/or landfill. Disposal fees apply;
- Booking required; then place with garbage on collection day - some municipalities have specific fees for items to be picked up;
- Booking required; then place with garbage on collection day – some municipalities have no fees but limit the number of items to be picked up; and
- Place with garbage on collection day – some municipalities allow collection on regular garbage day with a separate collection vehicle (large items), have no fees but may limit the number of items.

**Table F1: Municipal Programs that Manage Large Furniture and Large Bulky Items**

Municipality	Description	Frequency of Pickup	Fees	Limit
Current City of London	Place with garbage on collection day	Every pickup	No fee	2 cubic metre limit
Proposed City of London	Booking required for large furniture and bulk items; then place with garbage on collection day	Every pickup	No fee	4 item limit
City of Barrie	Not collected at the curb		Landfill site – fees apply	No limit
City of Kingston	Not collected at the curb		Private facilities – fee apply	No limit
City of St. Thomas	Not collected at the curb		Community depot - \$135 per tonne	No limit
City of Calgary	Not collected at the curb		Landfill site – fees apply	No limit
City of Vancouver	Not collected at the curb		Depot, transfer station or landfill – fees apply	No limit

<b>Municipality</b>	<b>Description</b>	<b>Frequency of Pickup</b>	<b>Fees</b>	<b>Limit</b>
County of Dufferin	Booking required; then place with garbage on collection day	Monthly	\$20 - 4 items \$20 - appliances \$30 - refrigerant appliances	No limit
City of Guelph	Booking required; then place with garbage on collection day	Every pickup	\$35 - one item \$47.70 - refrigerant appliances	No limit
County of Simcoe	Booking required; then a specific time for pickup is provided	On demand	\$50 - 5 items +\$10 - mattresses +\$15 – refrigerant appliances	
City of Hamilton	Booking required; then place with garbage on collection day	Every pickup	No fee	4 item limit
Region of Niagara	Booking required; then place with garbage on collection day	Every pickup	No fee	4 item limit
Region of Durham	Place with garbage on collection day	Every pickup	No fee	2 item limit
Region of Halton	Place with garbage on collection day	Every pickup	No fee	3 item limit
City of Ottawa	Place with garbage on collection day	Every pickup	No fee	Counts towards collection day 6 item limit
Region of Peel	Place with garbage on collection day	Every pickup	No fee	No limit
City of Toronto	Place with garbage on collection day	Every pickup	\$20.95 annual charge	No limit
Region of Waterloo	Place with garbage on collection day	Every pickup	No fee	3 item limit
Region of York (Markham)	Place with garbage on collection day	Every pickup	No fee	3 item limit
Region of York (Vaughan)	Place with garbage on collection day	Every pickup	No fee	Counts towards collection day 3 item limit
City of Halifax	Place with garbage on collection day	Every pickup	No fee	1 item limit

### **Staff Recommendation**

Based on a review of other municipalities and experience in London with existing collection services including the number of available rear packers, programs offered by

the City of Hamilton (population 560,000) and Region of Niagara (population 495,000) represent program components that are helpful to London (details at end of this Appendix).

It is proposed that a booking system that allows large furniture and large bulky items at the curb on scheduled garbage collection days without additional charges starting October 1, 2023 be established for London. The early start date versus starting at the same time as the Green Bin program is for two reasons:

- To accommodate the introduction of the split rear packers as older rear packers are phased out due to end of lifecycle; and
- To start the awareness period and provide a grace period before the Green Bin program starts.

#### Requirements for Booking System Application

To book a pickup, a household must:

- Send in request at least five business days before regular garbage pickup day;
- Enter the address and the number of items to be picked up (there is a 4 item limit); and
- If on-line booking is not accessible, instructions for an email booking or booking over the telephone will be available.

#### How it works

- Once booked, households will be provided instructions on how to place large furniture and bulky items at the curb on the next regularly scheduled garbage pickup day; and
- The instructions will include any special handling provisions such as tying down any sofa beds or recliners that may come apart during loading.

#### **Summary and Rationale for Recommendation**

In summary, City staff view the proposed changes for handling large furniture and large bulky waste as:

- A consistent approach with a number of municipalities;
- An approach that permits households to continue with similar practices as now but with one new step that will assist with scheduling pickups along routes to ensure the most efficient collection is provided;
- A lower cost system versus a non-booking system which requires collection vehicles to search for items;
- An approach that can be explained with names, descriptions, visuals and size dimensions to be as accessible as possible; and
- A program that can be managed through a simple on-line or call-in booking process.

### **Additional Information - Extracts from Booking Services for Furniture and Bulky Items in Two Ontario Municipalities (from websites)**

#### **City Hamilton**

#### **LEARN HOW TO REQUEST ONLINE PICK UP NEW! ONLINE BULK PICK UP REQUEST FORM FOR BULK ITEMS AND FURNITURE**

The self service bulk pick up form is now available. The program is limited to single family homes with 5 units or less that place their waste curbside on collection day. **At this time, town homes are not eligible to use the online bulk pick up service.**

The self service form follows the same rules as our call in service with respect to what you can and cannot place at the curb for bulk collection. Please see the tips below to ensure you know what items are acceptable vs unacceptable to place at the curb for bulk collection.

- A maximum of four items will be picked up per booking
- Make sure each item does not weigh more than 90 kg (200 lb) and is not longer than 1.2 m (4 ft).
- **Extra garbage bags require a trash tag and are not collected as bulk garbage.**

Collection for online bulk pickup requests will take place on your collection day in two weeks.

### **Request bulk pick up**

Or call [905-546-2489](tel:905-546-2489) at least one week before you want your bulk garbage picked up. Pick ups are scheduled on the same day as your regular waste collection day.

### **Tips for bulk items and furniture pick up**

- Once you have scheduled a bulk pick up, your **items need to be at the curb by 7 am on your pick up day.**
- **A maximum of four items** will be collected each time you schedule a bulk pick up.
- **All mattresses and all box springs must be wrapped and sealed in plastic wrap or bags with no exception. Unwrapped/unsealed items will not be collected.**
- Any bulk items with evidence of bed bugs and/or biohazardous materials (i.e. bodily fluids), must be wrapped and sealed in plastic wrap or bags. Unwrapped/unsealed items will not be collected.
- Use plastic bags, shrink wrap or clear tarps for wrapping bulk.
- Cracks and openings in the **plastic wrap must be sealed with tape** to create a fully protective barrier for collectors.
- Notify the City if you are aware or there is evidence of bed bugs or bio-hazardous materials on your bulk items scheduled for pick-up, [call 905-546-2489](tel:905-546-2489).
- When disposing of Car Seats, **cut the straps/buckles and remove the padding** before placing it at the curb.
- A two-person crew must be able to lift what you put out for pick up. Each **item must not weigh more than 90 kg (or 200 lbs).**
- Bathtubs must be broken into pieces weighing no more than 23 kg (50 lbs each); remove cast iron legs as metal is not an acceptable item for bulk pick up.
- **Batteries must be taken out** before putting items at the curb.
- Sofa beds and recliners must be tied so they do not unfold.
- **Wood (non-pressure-treated) cannot be longer than 1.2 m (4 ft).** It must be bundled and tied. **Pressure treated wood and rail ties will not be collected.**
- **Carpet** must be rolled, bundled and tied. The **maximum length is 1.2 m (4 ft).**

### **Bulk items and furniture can be used again**

- Give furniture and other big items in good condition to a friend or relative who could put them to good use
- Donate items to an organization that accepts used goods
- Bring it to the Reuse Store at the Hamilton Mountain Community Recycling Centre
- [Recycle your Electronics](#)
- Sell on buy-and-sell websites such as eBay, Kijiji, or Facebook Marketplace

## Region of Niagara

### Request Large Item Pick-up

You can request to have large household items picked up on your regular garbage collection day. There is a four item limit per garbage collection, per eligible residential unit.

**Submit requests at least two business days** before your regular garbage collection day to make arrangements.

#### Availability

- Collection is for large household items (smaller items can be placed in a garbage bag)
- Available for single family homes and apartment buildings of two to six units only, with the exception of eligible mixed-use / multi-residential properties in Niagara-on-the-Lake
- Property managers for Niagara-on-the-Lake mixed-use / multi-residential properties will need to contact their collection contractor directly to book a large item collection
- Wainfleet Cottage area is eligible for weekly large item pick-up between May 1 and Oct. 31, and will need to contact their collection contractor directly to book a large item collection for an off-week not presented as an available pick-up day in the large item tool
- **Not for extra garbage generated from cleaning out your home or as a result of a move**

### Large Item Pick-up Application

Top of Form

#### Pick-up Address

Requests must be received at least two business days before your regular garbage collection day to make arrangements.

Enter your address to find your pick-up date. **It may take 10 to 15 seconds for your address to appear once you type it in the form below.** Once your address appears, select it from the drop-down. Addresses that cannot be found will show 'no matches found'.

---

#### Can't find your address? Book over the phone

- St. Catharines, Niagara-on-the-Lake, Niagara Falls, Port Colborne, Welland and Fort Erie - Call Miller Waste Systems at 1-833-621-0726
- Grimsby, Lincoln, Pelham, Thorold, Wainfleet and West Lincoln - Call Green for Life at 1-855-971-4550