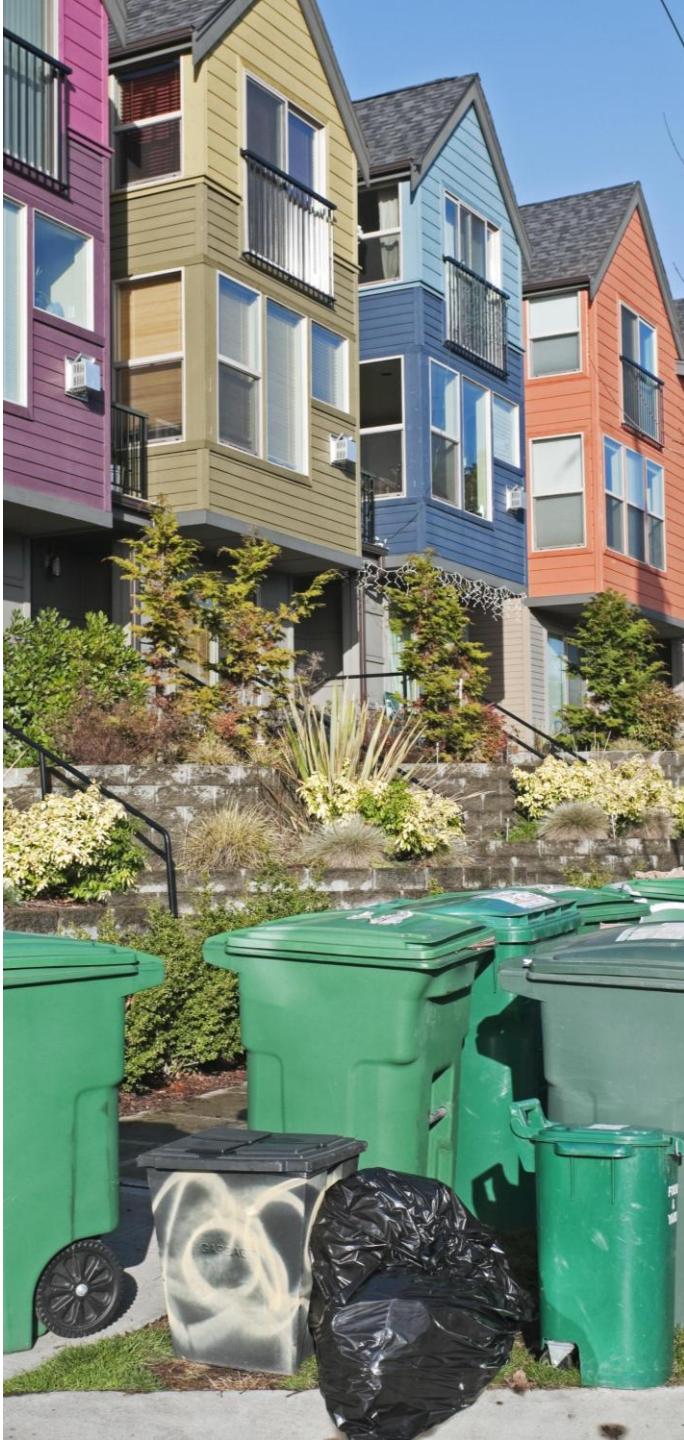


MULTIFAMILY WASTE ROLLOUT – ARLA SURVEY FINDINGS

Insights from recent survey on waste
management





SURVEY OVERVIEW

Survey Scope and Participants

Collected 64 responses from diverse multifamily housing units representing over 60,000 units in Edmonton.

Operational Challenges

Widespread issues in waste storage, handling, increased staff workload, and more frequent waste overflow incidents.

Financial Impacts

Rising expenses due to private hauling and additional waste pickups created notable financial strain on operators.

Communication Gaps

Lack of clear, responsive communication from City Waste Services caused frustration and confusion during rollout.



CAPACITY ISSUES

Overflowing Waste Bins

Majority report regular overflow of garbage bins and waste outside designated enclosures causing unsanitary conditions.

Reduced Bin Size and Pickup Frequency

Bin size and pickup frequency reductions are misaligned with actual waste output in dense housing environments.

Impact on Residents and Facilities

Insufficient waste capacity frustrates tenants, causes pest issues, and harms building operators' reputations.

Need for Adaptive Solutions

Standardized model fails to suit all buildings; adaptive bin options and increased service needed.



OPERATIONAL IMPACTS

Increased Waste Management Efforts

Operators spend more staff time managing waste overflow, cleaning bin areas, and coordinating haulers after rollout.

Rising Cleaning and Janitorial Needs

Buildings experience higher cleaning demands due to frequent overflows and litter, increasing janitorial workloads.

Pest Condition Challenges

Pest infestations like mice and cockroaches worsen when waste remains outside containers for long periods.

Operational Strain and Costs

Operational pressure causes staff fatigue, higher labor costs, and demands adaptable waste service models.



FINANCIAL IMPACTS

Increased Operational Costs

Nearly 80% of respondents report new or higher operational expenses due to waste collection changes, impacting budgets significantly.

Major Cost Drivers

Private hauling, extra City pickups, cleaning services, and administrative workload are the main factors increasing expenses.

Financial Strain on Operators

Operators with tight margins face budget pressures, diverting funds from essential maintenance and capital needs.

Need for Cost Reassessment

Council must reconsider cost structures and service flexibility to support operators facing rising costs without service improvements.

COMMUNICATION GAPS



Communication Disconnect

Only 40.6% felt changes were clearly communicated, showing a gap between city messaging and housing provider needs.

Insufficient Mitigation Efforts

67.7% believed mitigation during transition was inadequate, causing confusion about roles and problem resolution.

Inconsistent Support Responses

81% contacted Waste Services but faced inconsistent replies and delays, complicating service coordination.

Need for Improved Engagement

Communication gaps highlight the need for transparent, proactive, and coordinated engagement strategies.

PREFERRED ADJUSTMENTS



Slowing Waste Capacity Reduction

48.4% of respondents favor slowing waste capacity reduction to align with actual waste generation rates in multifamily housing.

Reinstating Roll-Off Bin Options

42.2% support bringing back roll-off bins which provide flexibility for high-density or high-volume buildings.

Transitional Grace Period

37.5% want a grace period with supplemental services during peak demand or adjustment phases to ease transition.

Education and Phased Rollout

Challenges in three-stream sorting suggest need for education, phased or customized rollout for diverse populations.

RECOMMENDATIONS

Increase Waste Pickup Frequency

Boost pickup frequency at overflow sites without extra cost to operators experiencing service gaps. We are at our buildings every day, we see the overflowing bins and need more pickups or larger bin sizes and we are being told in some cases it is adequate, when it is not adequate. We don't want to pay to have extra pick ups when larger or more bins would be the best solution – less cost for the City.

Allow Larger Waste Bins

Permit larger waste bins or roll-off options for high-density buildings with higher waste volumes.

Transition Period Support

Implement transition period with supplemental waste collection to help buildings adapt smoothly.

Enhanced Communication & Flexibility

Improve coordination with landlords and allow private waste providers if city services are insufficient. We would like to have the option to hire our own private haulers where the City cannot meet our needs for our buildings. The city could set guidelines, but we would have control over the service we need. We hear many issues from developers of new builds when the Planning and Development Department and the Waste Department do not coordinate service of waste to the site. These two departments do not work together to help the Operator to ensure proper and sufficient waste removal.

Resident Education

Focus education efforts on residents, especially newcomers, to improve sorting compliance and reduce contamination. The need for continued education is high in multifamily due to continued transition of tenants.



CLOSING SUMMARY

ARLA and its members fully support the City's environmental goals.

However, the current model is not functioning effectively for multifamily housing—and in many cases, it is creating **unintended health, safety, and financial risks**.

We welcome a collaborative path forward to create a waste system that is both **environmentally responsible** and **operationally realistic**.

Thank you, and I would be happy to answer any questions.