

Source Separated Organics Scoping: Demonstration Phase

In the August 2018 report CR_5832 Source Separated Organics Pilot, Utility Committee approved Administration's parameters for a demonstration phase to study and learn from a small-scale implementation of the new organic set out. A general scope was proposed in that report with an indication that the final set out to be determined based on the results from Phase 1 engagement.

As noted in CR_5827, some adaptations to the original scoping were made resulting from the engagement. These include:

- Integration of a revised Grass, Leaf and Yard waste program within the demonstration areas, as part of the overall testing program. Learnings will be used to inform the citywide launch in the fall of 2020. Changes include:
 - Additional collections of seasonal yard waste during spring and fall when volumes are typically high. Waste Services is proposing to run two yard waste collections during each season. It is possible that additional collections will be considered in some areas, once it has been tested in the demonstration areas.
 - Allowing residents to “top-up” their green carts (only) with grass and yard waste as required. Grass and yard waste will still be restricted from the residual garbage collection (black bags or future black carts) and grasscycling will continue to be promoted as a preferred behaviour.
- Testing of two black cart sizes. There was not an overwhelming indicator of choice in terms of new cart size within the engagement. While a greater number of people supported a larger (240 litre) black cart (43 percent), a significant number (approximately 27 percent) indicated a preference for a smaller black cart (110 litre). In general, people with smaller households, people with mobility issues and seniors indicated a preference for the smaller cart based on waste they produce and its ease of maneuverability. Therefore, both carts will be assessed (in the demonstration site and in Phase 2 engagement). For people in demonstration areas, it will be risk free to participating residents (residents will be allowed to set out additional waste that doesn't fit in their black carts).

Overall the demonstration program is not set up as a precondition for the final source separated organics business case but to test program assumptions and make adjustments prior to citywide implementation. For example, by testing two options (4,000 households per option) Administration can learn more about which carts residents actually require. Based on this, additional consideration can be given to potentially offering households an option to choose either a smaller or larger cart depending on their needs - some residents expressed interest in optionality during public engagement.

Based on the findings of Phase 1 engagement, Administration is proceeding with a demonstration program as outlined in Figure 2.1 below.

- In 7 Wards that are serviced by the City of Edmonton resources
- Four-stream collection will be tested as outline in Figure 2.1 below.

Figure 2.1

Streams		Area 1 4,000 households	Area 2 4,000 households
Recyclables	Collection Method	Unlimited Blue Bags	Unlimited Blue Bags
	Collection Frequency	Weekly year round	Weekly year round
Organics <i>(kitchen waste and added grass and yard waste)</i>	Collection Method	120 litre cart ¹	120 litre cart
	Collection Frequency	Weekly in the Summer Bi-weekly in the Winter	Weekly in the Summer Bi-weekly in the Winter
Garbage	Collection Method	120 litre cart	240 litre cart
	Collection Frequency	Bi-weekly year round	Bi-weekly year round
Seasonal Yard Waste	Collection Method	Kraft bags and bundles	Kraft bags and bundles
	Collection Frequency	Twice in the spring Twice in the fall	Twice in the spring Twice in the fall

¹ 120 litre is the smallest standard cart size that can be collected via automated collection.

- The pilot areas will include front street and alley collection; mature, established, and developing neighbourhoods, and include some multi-unit households that are currently serviced with hand collection, and some assisted waste collection customers.
- The pilot targets to start on April 15, 2019.
- Residents could set out excess waste in bags or cans during the pilot, as under the current Waste Management Bylaw, no limits have been enforced.

Communications and engagement approach for Pilot

Communications, social marketing and public outreach and engagement strategies are designed to maximize participation and ensure issues mitigation early on through the testing phase. This testing phase, for the single unit residential set out, provides a unique opportunity to engage citizens very early on in the implementation, allowing Waste Services to make adjustments to collection and processing activities before citywide implementation. This will ensure that new key performance indicators (KPIs) are in place in advance of the full system implementation in 2020.

Prior to the delivery of the carts, residents will receive a letter notifying them that they are in the pilot area. It will outline the project timelines and direct them to information and education resources regarding changes to their waste set out. Information sessions will be held in the pilot communities to give residents a chance to see the carts and ask questions of City staff. Residents will be invited to subscribe to a newsletter that will provide notifications of key dates as well as tips on sorting and set out practices. A project-specific web page will be developed to host detailed information about sorting, set out details, collection dates and short instructional videos.

In the weeks leading up to the delivery of the new carts, staff will canvass all the households to inform them of what to expect and answer any questions. Cart delivery will be accompanied by an educational 'welcome' package. It will include a 110 litre plastic green cart for collecting food scraps in the kitchen, a plastic black cart for collecting garbage, a collection calendar and an instructional brochure. A month after the delivery of the carts, staff will canvass all the households again to follow up with residents to answer questions and help address any household concerns. The newsletter will continue to provide updates to residents in the pilot and provide details on how to contact Waste Services with questions.

Assisted Waste Collection Sub-Plan

- Pilot will include 12 existing assisted waste customers.
- Assisted waste customers will be divided into 2 tiers.

Tiers	Participant Information
Tier 1	Participants who cannot take their waste past their front door
Tier 2	Participants who can take their waste to their carts but cannot push the carts to the regular set out location on collection day

- All 12 existing customers will be visited by the Assisted Waste Attendants. The program will be explained and the customer could choose to stay in Tier 1 or move to Tier 2.
- All new requests from the pilot area will go through the evaluation process.
- The Project Team will track the service needs. Such information will be used to prepare for the full implementation.
- Tier 1 customers will not be asked to separate the organic waste from garbage.