

# Proposed Collection Options for Niagara Region's Next Contract



Let's Talk Waste  
**NIAGARA**

City of Niagara Falls Council Meeting  
January 15, 2019

# Background

- Niagara Region's next waste collection contract (garbage, recycling and organics) set to begin by 2021
- Input received from various stakeholders on proposed collection options being considered for the next contract, through targeted and broad-based community consultation
- Local Area Municipalities (LAMs) comments are requested on proposed base changes and confirmation of enhanced services by February 1, 2018 (letter with project report sent to LAM Clerks for inclusion on the Council agenda on May 4, 2018 and to Public Works Officials (PWOs) on June 6, 2018, along with presentations and engagement with PWOs at their June 11, Oct. 16 and Dec. 11, 2018 meetings)
- Report submitted to Public Works Committee on January 8, 2019.
- **Report with recommendations on collection options will be submitted in March 2019**

# Background

- Proposed collection options for the Region's next contract are being considered for the following reasons:
  - Increase participation in Region's diversion programs
  - Potential cost avoidance
  - Results of curbside audits, which reflect actual service usage
  - Best practices of Niagara's 13 municipal comparators
  - Improve program communication to residents and businesses
  - Standardize garbage container (bag/can) limits for all Industrial, Commercial and Institutional (IC&I) and Mixed-Use (MU) properties as a base service

# Proposed Base Collection Service Options

- 1) Every-other-week (EOW) garbage collection for the **residential sector and those IC&I and MU properties located outside** Designated Business Areas (DBAs), as a **base** service:
  - Weekly collection of recycling and organics to continue
  - Garbage container limit for all properties would doubleand/or
- 2) Mandatory use of clear bags for garbage, with the option of allowing an opaque privacy bag to be placed inside the clear bag:
  - The clear bag program will be for **all sectors (both inside and outside DBAs)**, as a **base** service
  - Public Works Committee requested amendment to include consideration of clear bags as an option

# Key Drivers – EOW Garbage and Clear Bags

- extend existing landfill site capacity;
- contract cost avoidance (EOW garbage collection);
- increase participation and capture rates in diversion programs:
  - *Nearly 50% of low density residential garbage is organic waste and only 48% use the residential Green Bin program*
  - *IC&I and MU audits show diversion programs underutilized*



# Other Municipality Benefits of Implementing EOW Garbage and/or Clear Bags

- Other municipalities, which implemented EOW garbage and/or clear bags, have realized the following benefits:
  - 1) **Increased Waste Diversion:**
    - Range between 6% (Peel) and 16% (Durham), depending on whether they introduced other diversion programs (i.e. organics) at the same time as EOW garbage.
    - Markham's diversion rate increased by 35% with the introduction of EOW garbage and weekly organics collection. It increased an additional 6%, as a result of implementing clear garbage bags.
  - 2) **Contract Savings:**
    - Range between \$200k (Barrie) and \$12M (Peel) **per year**, depending on size of contract and other contract changes implemented (i.e. EOW, carts, etc.)



# Proposed Base Collection Service Options

- 3) Establishment of a 4 item limit per residential unit, per collection, for large item collection at Low Density Residential (LDR) properties, as a **base** service.
- 4) Discontinuation of appliances and scrap metal collection at LDR properties.

**Key drivers:** Contract cost avoidance for services with limited usage.

- *93% of properties using the large item service set out 4 items or less and 92% of the total bookings were for 4 or less items*
- *Appliances and scrap metal:*
  - *Tonnages have decreased by 94% since 2007*
  - *Items can be recycled, at no cost, at the Region's Drop-off Depots, or by scrap metal haulers/dealers*
  - *Only 5% of properties are using the service*

# Proposed Base Collection Service Options

- 5) Change weekly garbage container limits for **IC&I** and **MU** properties located **inside** Designated Business Areas (DBAs) from 7 containers to 4 containers per property, as a **base** service.
- 6) Change weekly garbage container limit for **MU** properties located **outside** DBAs from 6 containers to 4 containers per property, as a **base** service.

**Key Drivers:** Standardize base garbage collection limits across similar sectors to improve service delivery and program communication, increase participation and capture rates in diversion programs, potentially avoid contract costs for a service level which is not needed.

- *Average number of garbage containers placed out per week:*
  - *IC&I and MU properties inside the DBA is 2*
  - *MU properties outside the DBA is less than 2*



# Niagara Falls DBAs-Base & Enhanced Collection Areas

## Clifton Hill



## Lundy's Lane



# Niagara Falls DBAs-Base & Enhanced Collection Areas

## Main Street




## Queen Street



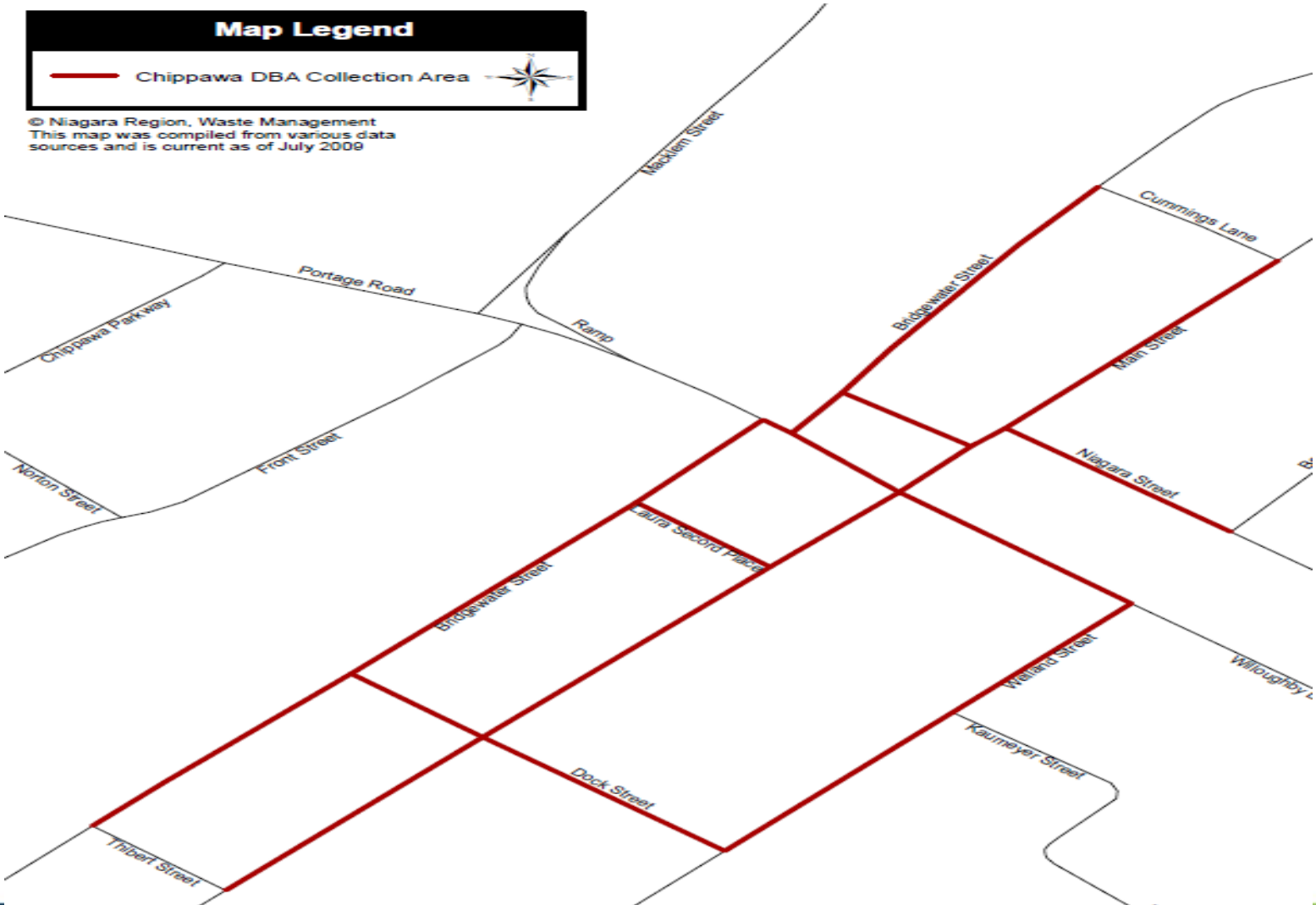
# Chippawa DBA - Base Collection Area

**Map Legend**

— Chippawa DBA Collection Area



© Niagara Region, Waste Management  
This map was compiled from various data sources and is current as of July 2009



# Niagara Falls Audit Results – IC&I Inside DBAs (Base)

2015/2018\* Weekly Average Containers Set Out by IC&I Properties Inside the Niagara Falls DBAs (Base Collection Area)

| Collection Service | Average % of Participating IC&I Properties Using Regional Collection Service Inside DBA <sup>(1)</sup> | Average Number of Containers Per Set-Out | Average % of IC&I Properties Exceeding Garbage Container Limit <sup>(2)</sup> |
|--------------------|--|--|---|
| Garbage            | 87%  | 2.7                                      | 6%  |
| Recycling          | 61%  | 2.0                                      | N/A   |
| Organics           | 11%  | 1.3                                      | N/A   |

Notes:

- 1) In 2015/2018, there were a total of 167 IC&I properties audited inside Niagara Falls 5 DBA base collection areas. Of this total, an average of 95 IC&I properties participated in a Regional collection service.
- 2) Although an average of 6% of IC&I properties exceeded their weekly set-out limit of 7 garbage containers, there were 14 individual properties that exceeded this limit, an average of 1 day during the 3 day audit period.

\*Data is a combination of 2015 audit of non-food and lodging properties in enhanced collection area and 2018 audit of properties in base collection area.

# Niagara Falls Audit Results – MU Inside DBAs (Base)

## 2015/2018\* Weekly Average Containers Set Out by MU Properties Inside the Niagara Falls DBAs (Base Collection Area)

| Collection Service | Average % of Participating MU Properties Using Regional Collection Service Inside DBA <sup>(1)</sup> | Average Number of Containers Per Set-Out | Average % of MU Properties Exceeding Garbage Container Limit |
|--------------------|--|--|--|
| Garbage            | 98%  | 1.8                                      | 3%   |
| Recycling          | 46%  | 1.5                                      | N/A  |
| Organics           | 11%  | 1.0                                      | N/A  |

Notes:

- 1) In 2015/2018, there were a total of 96 MU properties audited inside Niagara Falls' 5 DBA base collection areas. Of this total, an average of 63 MU properties participated in a Regional collection service.
- 2) Although an average of 3% of MU properties exceeded their weekly set-out limit of 7 garbage containers, there were 4 individual properties that exceeded this limit, an average of 1 day during the 3 day audit period.

\*Data is a combination of 2015 audit of non-food and lodging properties in enhanced collection area and 2018 audit of properties in base collection area.



# Niagara Falls Audit Results – MU Properties Outside DBAs (Base)

## 2014 Weekly Average Containers Set Out by MU Properties Outside the Niagara Falls DBAs (Base Collection)

| Collection Service | Average % of MU Properties Using Regional Collection Service Outside DBA <sup>(1)</sup> | Average Number of Containers Per Set-Out | Average % of MU Properties Exceeding Garbage Container Limit <sup>(2)</sup> |
|--------------------|---|--|---|
| Garbage            | 70%   | 2.1                                      | 2%  |
| Recycling          | 50%   | 1.9                                      | N/A   |
| Organics           | 18%   | 0.7                                      | N/A   |

Notes:

- 1) In 2014, there were 125 MU properties audited outside Niagara Falls' 5 DBAs with base collection.
- 2) Although an average of 2% of MU properties exceeded their total weekly set-out limit of 6 garbage containers, there were 2 individual properties that exceeded the 6 garbage container limit, an average of 1 day during the 2 day audit period.



# Enhanced Collection Services

- Enhanced collection services (i.e. additional garbage container limits, increased garbage or recycling collection frequency, street litter, front-end garbage, etc.), provided at the request of each LAM.
- Each LAM directly pays for the cost associated with their enhanced collection services.
- The City of Niagara Falls' 2018 total enhanced service cost of \$665,795 represents approximately 10% of its total annual waste management charge of \$6.75 million.

# Enhanced Collection Services – Niagara Falls

| Enhanced Collection Service   | 2018 Cost | Total No. of Containers Serviced |
|---|-----------|----------------------------------|
| Front-end Garbage – MR & MU properties (collection frequency varies by location)  | \$114,478 | 218                              |
| Street Litter Bins - Designated Business Areas (collection frequency varies by location)  | \$148,585 | 251                              |
| Additional Waste - Designated Business Areas (collection frequency varies by location; max. 15 containers/collection from Victoria Day to Thanksgiving Day) | \$8,305   | n/a                              |
| Enhanced Waste Disposal Cost (front-end garbage, street litter bins and additional waste)   | \$391,546 | n/a                              |
| Public Spaces Recycling Curbside Downtown - Designated Business Areas (collection frequency varies by location)   | \$2,882   | 29                               |

# Review of Enhanced Services

- Niagara Region is encouraging all BIAs/DBAs and LAMs to review, based on their service usage audits, one or more of the following, in order to increase participation and capture rates in the Region's recycling and organics collection programs:
  - Reducing garbage container limits;
  - Reducing frequency of garbage collection; and
  - Increasing recycling and/or organics collection service to align with frequency of garbage collection.

# Niagara Falls Audit Results – IC&I Inside DBAs (Enhanced)

## 2015 Weekly Average Containers Set Out by IC&I Properties Inside the Niagara Falls DBAs (Enhanced Collection Area)

| Collection Service | Average % of Participating IC&I Properties Using Regional Collection Service Inside DBA <sup>(1)</sup> | Average Number of Containers Per Set-Out | Average % of IC&I Properties Exceeding Garbage Container Limit <sup>(2)</sup> |
|--------------------|--|--|---|
| Garbage            | 82%  | 5.2                                      | 6%  |
| Recycling          | 55%  | 2.4                                      | N/A   |
| Organics           | 6%   | 4.4                                      | N/A   |

Notes:

- 1) In 2015, there were a total of 147 IC&I properties audited inside Niagara Falls' 4 DBA enhanced collection areas. Of this total, an average of 78 IC&I properties participated in a Regional collection service.
- 2) Although an average of 6% of IC&I properties exceeded their weekly set-out limit of 15 garbage containers, there were 10 individual properties that exceeded this limit, an average of 2 days during the 4 day audit period.

# Niagara Falls Audit Results – MU Inside DBAs (Enhanced)

## 2015 Weekly Average Containers Set Out by MU Properties Inside the Niagara Falls DBAs (Enhanced Collection Area)

| Collection Service | Average % of Participating MU Properties Using Regional Collection Service Inside DBA <sup>(1)</sup> | Average Number of Containers Per Set-Out | Average % of MU Properties Exceeding Garbage Container Limit |
|--------------------|--|--|--|
| Garbage            | 95%  | 2.9                                      | 3%   |
| Recycling          | 57%  | 1.1                                      | N/A  |
| Organics           | 14%  | 0.6                                      | N/A  |

Notes:

- 1) In 2015 there were a total of 31 MU properties audited inside Niagara Falls' 4 DBA enhanced collection areas. Of this total, an average of 21 MU properties participated in a Regional collection service.
- 2) Although an average of 3% of MU properties exceeded their weekly set-out limit of 15 garbage containers, there was 1 individual property that exceeded this limit, an average of 2 days during the 4 day audit period.

# Stakeholder Consultation/Engagement

- **Local Area Municipalities (May/18 – Feb/19)**
  - **May and June 2018** – Letters sent to LAM Clerks (May 4) and Public Works Officials (June 6) advising of proposed options and requesting LAM comments by February 1, 2019
  - **June 11, Oct. 16 and Dec. 11, 2018** - Presentations made to Public Works Officials at their meetings



# Stakeholder Consultation/Engagement

- **Organizations Representing Businesses (Aug – Nov/18)**
  - **July 2018** – Email providing information on proposed options. Niagara Falls BIAs (July 6); Niagara Falls Chamber of Commerce (July 19)
  - **August and September 2018** – meetings held with various Business Improvement Associations (BIAs), Chambers of Commerce, Tourism Agencies and Niagara Industrial Association.
    - *Niagara Falls BIAs (Aug. 15); Niagara Falls Chamber of Commerce (Aug. 22), Tourism Niagara on behalf of Niagara Falls Tourism (Sept. 18)*
  - **October and November 2018** – two follow-up emails and formal letter with proposed options, link to on-line survey, open house/community booth information and invitation to contact Region
  - **November 30, 2018** (deadline for formal input)
    - Submissions received from Grimsby Downtown Improvement Association, Victoria Centre and Queen Street BIAs (Niagara Falls), Pelham Business Association, St. Catharines Downtown BIA, and Port Dalhousie BIA

# Formal Input from Organizations Representing Businesses – Niagara Falls

| BIA             | Feedback   |
|-----------------|--|
| Victoria Centre | <ul style="list-style-type: none"> <li>Request reduction in container limit for enhanced collection service from fifteen (15) cans/bags weekly to seven (7) cans/bags weekly.</li> </ul>   |
|                 | <ul style="list-style-type: none"> <li>Do not support mandatory use of clear garbage bags. Support would be contingent on seeing a report on how contractor will educate its staff on materials that go into proper containers.</li> </ul> |
|                 | <ul style="list-style-type: none"> <li>Request collection start time change to 5 a.m., instead of 7 a.m.</li> </ul>  |
| Queen Street    | <ul style="list-style-type: none"> <li>Do not support reducing base container limit from seven (7) cans/bags to four (4) cans/bags per week.</li> </ul>  |
|                 | <ul style="list-style-type: none"> <li>Do not support mandatory use of clear garbage bags.</li> </ul>  |

# Stakeholder Consultation/Engagement

- **Residents and Businesses:**

- **October and November 2018** – Promotion and outreach through project webpage, social media, newspaper print and on-line ads, media coverage and post cards

- **October 2018** - Letters sent to businesses and multi-residential properties (i.e. 7 or more residential units) that use Regional curbside garbage, with the proposed options, link to on-line survey, open house/community booth info and invitation to contact Region

- **Late October and November 2018** – Public open houses and community booths held in all 12 municipalities

- 12 open houses – approx. 70 attendees
- 12 community booths – approx. 450 visitors



# Stakeholder Consultation/Engagement

- **Surveys:**
  - **Online Survey Responses** (closed November 30, 2018)
    - Low Density Residential: approximately 6,600 completed
    - Multi-Residential (MR): 38 completed
    - Industrial, Commercial and Institutional and Mixed Use: 160 completed
  - **Random Telephone Survey** (completed December 7, 2018)
    - Low Density Residential only: 1,250 completed
- Comments also received through Region's Facebook advertisement (1,476), Waste Info-Line calls, emails, web submissions, emails, phone calls and in-person feedback (65)

# Making a Choice on Clear Bags and EOW Garbage

## Preliminary Survey Results for Niagara Region

|                                   | LDR                            |                              | MR                        | IC&I and MU<br>Outside DBAs |
|-----------------------------------|--------------------------------|------------------------------|---------------------------|-----------------------------|
| Proposed Option                   | Telephone<br>(1,253 responses) | On-line<br>(6,639 responses) | On-line<br>(38 responses) | On-line<br>(166 responses)  |
| Clear Bag                         | 33%                            | 17%                          | 29%                       | 36%                         |
| EOW Garbage                       | 27%                            | 33%                          | 13%                       | 15%                         |
| Both Clear Bag and<br>EOW Garbage | 21%                            | 12%                          | 18%                       | 7%                          |
| Neither <sup>1</sup>              | 19%                            | 38%                          | 40%                       | 42%                         |

<sup>1</sup>In the telephone survey, LDR households could not see the option of 'neither' and the interviewer worked to obtain a choice, which is why this option has a much lower response than in the on-line surveys.

# Making a Choice on Clear Bags and EOW Garbage

## Preliminary Survey Results for Niagara Falls

|                                | LDR                          |
|--------------------------------|------------------------------|
| Proposed Option                | Telephone<br>(183 responses) |
| Clear Bag                      | 37%                          |
| EOW Garbage                    | 22%                          |
| Both Clear Bag and EOW Garbage | 13%                          |
| Neither <sup>1</sup>           | 28%                          |

<sup>1</sup>In the telephone survey, LDR households could not see the option of 'neither' and the interviewer worked to obtain a choice



# Preliminary Survey Results

| Proposed Options                            | Preliminary Survey Results   |
|---|--|
| EOW garbage collection                      | <ul style="list-style-type: none"><li>• Residents were split between those stating it would have:<ul style="list-style-type: none"><li>• a big or some impact (48% telephone; 58% online)</li><li>• little to no impact (45% telephone; 33% online)</li></ul></li><li>• Businesses outside DBAs expressed a need to continue weekly collection, although not fully utilizing diversion programs.</li></ul> |
| Mandatory use of clear garbage bags         | <ul style="list-style-type: none"><li>• Telephone survey support was split: 48% would support; 52% would not support.</li><li>• Online response was more divided: 27% would support; 73% would not support.</li></ul>  |
| 4 item limit for large item collection      | <ul style="list-style-type: none"><li>• Largely supported by survey respondents. The majority of residents responded that it would have little to no impact on their household (89% telephone; 72% online)</li></ul>   |
| Eliminate appliance/ scrap metal collection | <ul style="list-style-type: none"><li>• Program is not widely used and respondents indicated there would be little to no impact (84% telephone; 78% online)</li></ul>  |

# Preliminary Survey Results (cont'd)

| Proposed Options  | Preliminary Survey Results  |
|---|---|
| Reduction of container limits for businesses <u>inside</u> DBAs from seven (7) to four (4) garbage bags/cans weekly           | <ul style="list-style-type: none"><li>• Slight majority (58%) could manage a reduction to four (4) garbage bags/containers</li><li>• Less than half feel there would be a significant impact on their business/property</li></ul> |
| Reduction of enhanced collection frequency for businesses <u>inside</u> DBAs  | <ul style="list-style-type: none"><li>• Small survey sample, but they were largely in agreement</li><li>• Reducing the frequency of collection by one day per week would be a challenge for these businesses</li></ul>            |
| Reduction of container limits for mixed-use properties <u>outside</u> DBAs from six (6) to four (4) garbage bags/cans weekly. | <ul style="list-style-type: none"><li>• Only one-third could manage reducing from six (6) to four (4)</li><li>• 60% feel there would be an impact on their business</li></ul>   |

# Additional Potential Collection Contract Changes

1. Additional four weeks of dedicated leaf and yard waste and brush collection in the spring and fall seasons, in the urban areas only.



2. Elimination of the current restriction on Regional curbside garbage collection for IC&I properties outside DBAs with private garbage collection. These properties must be participating in the Region's diversion programs to qualify.

# Additional Potential Collection Contract Changes (cont'd)

3. Provision of enhanced large item collection service to MR buildings and MU properties with 1 or more residential units, that receive the Region's curbside base or enhanced garbage collection service.
  - These properties must be participating in the Region's diversion programs in order to qualify to receive this service.
  - This service would be provided in a manner parallel to the approved service for the LDR sector.



# Next Steps for Local Area Municipalities

- Formally, the Region would ask to receive the following from LAMs by February 1, 2019:
  - i. Comments/position on proposed base collection service options
  - ii. Verification of current or additional enhanced services - this would include the provision of enhanced large item collection service to MR and MU residential units, in a manner parallel to the service provided to the LDR sector (i.e. if LDR has a 4 item limit per unit per collection day, this would also apply to MR and MU residential units)
  - iii. **NEW** – Verification if any municipality would like to include a per stop price for in-ground public space recycling and litter bins and/or for in-ground IC&I, MR and/or MU properties (all streams), as an enhanced service under provisional items

# Questions?



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[niagararegion.ca/letstalkwaste](https://niagararegion.ca/letstalkwaste)



# **City of Niagara Falls Individual DBA Audit Results**

# Main/Ferry and Fallsview DBA Audit Results-IC&I Properties (Base)

2015/18\* Weekly Average Containers Set Out by IC&I Properties Inside the Main/Ferry and Fallsview DBAs (Base Collection Service)

| Collection Service | Average % of Participating IC&I Properties Using Regional Collection Service Inside DBA <sup>(1)</sup> | Average Number of Containers Per Set-Out | Average % of IC&I Properties Exceeding Garbage Container Limit <sup>(2)</sup> |
|--------------------|--|--|---|
| Garbage            | 71%  | 3.0                                      | 20%   |
| Recycling          | 43%  | 2.0                                      | N/A   |
| Organics           | 29%  | 0.6                                      | N/A   |

Notes:

- 1) There were an average of 25 IC&I Properties audited inside the Main/Ferry and Fallsview DBAs with base collection service. Of this total, an average of 14 IC&I Properties participated in a Regional base collection service.
- 2) Although an average of 20% of IC&I Properties exceeded their weekly set-out limit of 7 garbage containers, there were 2 individual properties that exceeded this limit, an average of 2 days during the 3 day audit period.

\*Data is a combination of 2015 audit of non-food and lodging properties in enhanced collection area and 2018 audit of properties in base collection area.

# Main/Ferry and Fallsview DBA Audit Results-MU Properties (Base)

2015/18\* Weekly Average Containers Set Out by MU Properties Inside the Main/Ferry and Fallsview DBAs (Base Collection Service)

| Collection Service | Average % of Participating MU Properties Using Regional Collection Service Inside DBA <sup>(1)</sup> | Average Number of Containers Per Set-Out | Average % of MU Properties Exceeding Garbage Container Limit <sup>(2)</sup> |
|--------------------|--|--|---|
| Garbage            | 94%  | 1.8                                      | 13%   |
| Recycling          | 29%  | 0.8                                      | N/A   |
| Organics           | 12%  | 1.4                                      | N/A   |

Notes:

- 1) There were an average of 33 Properties audited inside the Main/Ferry and Fallsview DBAs receiving base collection . Of this total, an average of 17 Properties participated in a Regional collection service.
- 2) Although an average of 13% Properties exceeded their weekly set-out limit of 7 garbage containers, there were 3 individual properties that exceeded this limit, an average of 1 day during the 3 day audit period.

\*Data is a combination of 2015 audit of non-food and lodging properties in enhanced collection area and 2018 audit of properties in base collection area.

# Main/Ferry and Fallsview DBA Audit Results-IC&I Properties (Enhanced)

2015 Weekly Average Containers Set Out by IC&I Properties Inside the Main/Ferry and Fallsview DBAs (Enhanced Collection Service)

| Collection Service | Average % of Participating IC&I Properties Using Regional Collection Service Inside DBA <sup>(1)</sup> | Average Number of Containers Per Set-Out | Average % of IC&I Properties Exceeding Garbage Container Limit |
|--------------------|--|--|--|
| Garbage            | 86%  | 2.0                                      | 0%   |
| Recycling          | 86%  | 1.0                                      | N/A  |
| Organics           | 0%   | 0.0                                      | N/A  |

Notes:

1) There were an average of 15 IC&I Properties audited inside the Main/Ferry and Fallsview DBAs receiving enhanced collection service. Of this total, an average of 7 IC&I Properties participated in a Regional collection service.

# Main/Ferry and Fallsview DBA Audit Results-MU Properties (Enhanced)

2015 Weekly Average Containers Set Out by MU Properties Inside the Main/Ferry and Fallsview DBAs (Enhanced Collection Service)

| Collection Service | Average % of Participating MU Properties Using Regional Collection Service Inside DBA <sup>(1)</sup> | Average Number of Containers Per Set-Out | Average % of MU Properties Exceeding Garbage Container Limit |
|--------------------|--|--|--|
| Garbage            | 86%  | 1.1                                      | 0%   |
| Recycling          | 14%  | 0.5                                      | N/A  |
| Organics           | 14%  | 0.5                                      | N/A  |

Notes:

1) In 2015, there were an average of 9 MU Properties audited inside the Main/Ferry and Fallsview DBAs receiving enhanced collection service. Of this total, an average of 7 MU Properties participated in a Regional collection service.

# Clifton Hill and Victoria Centre DBA Audit Results- IC&I Properties (Base)

2015/18\* Weekly Average Containers Set Out by IC&I Properties Inside the Clifton Hill and Victoria Centre DBAs (Base Collection Service)

| Collection Service | Average % of Participating IC&I Properties Using Regional Collection Service Inside DBA <sup>(1)</sup> | Average Number of Containers Per Set-Out | Average % of IC&I Properties Exceeding Garbage Container Limit <sup>(2)</sup> |
|--------------------|--|--|---|
| Garbage            | 69%  | 2.0                                      | 0%  |
| Recycling          | 54%  | 2.8                                      | N/A   |
| Organics           | 15%  | 0.9                                      | N/A   |

Notes:

- 1) There were an average of 28 IC&I Properties audited inside the Clifton Hill and Victoria Centre DBAs with base collection service. Of this total, an average of 13 IC&I Properties participated in a Regional base collection service.
- 2) Although an average of 0% of IC&I Properties exceeded their weekly set-out limit of 7 garbage containers, there was 1 individual property that exceeded this limit, an average of 1 day during the 3 day audit period.

\*Data is a combination of 2015 audit of non-food and lodging properties in enhanced collection area and 2018 audit of properties in base collection area.



# Clifton Hill and Victoria Centre DBA Audit Results- MU Properties (Base)

2015/18\* Weekly Average Containers Set Out by MU Properties Inside the Clifton Hill and Victoria Centre DBAs (Base Collection Service)

| Collection Service | Average % of Participating MU Properties Using Regional Collection Service Inside DBA <sup>(1)</sup> | Average Number of Containers Per Set-Out | Average % of MU Properties Exceeding Garbage Container Limit <sup>(2)</sup> |
|--------------------|--|--|---|
| Garbage            | 100%   | 2.3                                      | 0%  |
| Recycling          | 58%  | 1.1                                      | N/A   |
| Organics           | 8%   | 1.0                                      | N/A   |

Notes:

- 1) There were an average of 15 MU Properties audited inside the Clifton Hill and Victoria Centre DBAs receiving base collection . Of this total, an average of 12 MU Properties participated in a Regional collection service.
- 2) Although an average of 0% Properties exceeded their weekly set-out limit of 7 garbage containers, there was 1 individual property that exceeded this limit, an average of 1 day during the 3 day audit period.

\*Data is a combination of 2015 audit of non-food and lodging properties in enhanced collection area and 2018 audit of properties in base collection area.

# Clifton Hill and Victoria Centre DBA Audit Results- IC&I Properties (Enhanced)

2015 Weekly Average Containers Set Out by IC&I Properties Inside the Clifton Hill and Victoria Centre DBAs (Enhanced Collection Service)

| Collection Service | Average % of Participating IC&I Properties Using Regional Collection Service Inside DBA <sup>(1)</sup> | Average Number of Containers Per Set-Out | Average % of IC&I Properties Exceeding Garbage Container Limit <sup>(2)</sup> |
|--------------------|--|--|---|
| Garbage            | 80%  | 4.9                                      | 7%  |
| Recycling          | 49%  | 3.0                                      | N/A   |
| Organics           | 11%  | 1.0                                      | N/A   |

Notes:

- 1) There were an average of 69 IC&I Properties audited inside the Clifton Hill and Victoria Centre DBAs receiving enhanced collection service. Of this total, an average of 35 IC&I Properties participated in a Regional collection service.
- 2) Although an average of 7% Properties exceeded their weekly set-out limit of 15 garbage containers, there were 3 individual property that exceeded this limit, an average of 3 day during the 3 day audit period.

# Clifton Hill and Victoria Centre DBA Audit Results- MU Properties (Enhanced)

2015 Weekly Average Containers Set Out by MU Properties Inside the Clifton Hill and Victoria Centre DBAs (Enhanced Collection Service)

| Collection Service | Average % of Participating MU Properties Using Regional Collection Service Inside DBA <sup>(1)</sup> | Average Number of Containers Per Set-Out | Average % of MU Properties Exceeding Garbage Container Limit |
|--------------------|--|--|--|
| Garbage            | 57%  | 2.9                                      | 0%   |
| Recycling          | 100%   | 1.1                                      | N/A  |
| Organics           | 50%  | 0.6                                      | N/A  |

Notes:

1) In 2015, there were an average of 7 MU Properties audited inside the Clifton Hill and Victoria Centre DBAs receiving enhanced collection service. Of this total, an average of 4 MU Properties participated in a Regional collection service.

# Lundy's Lane DBA Audit Results-IC&I Properties (Base)

2015/18\* Weekly Average Containers Set Out by IC&I Properties Inside the Lundy's Lane DBA (Base Collection Service)

| Collection Service | Average % of Participating IC&I Properties Using Regional Collection Service Inside DBA <sup>(1)</sup> | Average Number of Containers Per Set-Out | Average % of IC&I Properties Exceeding Garbage Container Limit <sup>(2)</sup> |
|--------------------|--|--|---|
| Garbage            | 84%  | 4.0                                      | 13%   |
| Recycling          | 54%  | 1.7                                      | N/A   |
| Organics           | 0%   | 0.0                                      | N/A   |

Notes:

- 1) There were an average of 43.5 IC&I Properties audited inside the Lundy's Lane DBA with base collection service. Of this total, an average of 18.5 IC&I Properties participated in a Regional base collection service.
- 2) Although an average of 13% of IC&I Properties exceeded their weekly set-out limit of 7 garbage containers, there were 6 individual properties that exceeded this limit, an average of 1 day during the 3 day audit period.

\*Data is a combination of 2015 audit of non-food and lodging properties in enhanced collection area and 2018 audit of properties in base collection area.

# Lundy's Lane DBA Audit Results-MU Properties (Base)

2015/18\* Weekly Average Containers Set Out by MU Properties Inside the Lundy's Lane DBAs (Base Collection Service)

| Collection Service | Average % of Participating MU Properties Using Regional Collection Service Inside DBA <sup>(1)</sup> | Average Number of Containers Per Set-Out | Average % of MU Properties Exceeding Garbage Container Limit |
|--------------------|--|--|--|
| Garbage            | 100%   | 0.5                                      | 0%   |
| Recycling          | 0%   | 0.0                                      | N/A  |
| Organics           | 0%   | 0.0                                      | N/A  |

Notes:

1) There were an average of 1 MU Properties audited inside the Lundy's Lane DBA receiving base collection . Of this total, an average of 1 MU Properties participated in a Regional collection service.

\*Data is a combination of 2015 audit of non-food and lodging properties in enhanced collection area and 2018 audit of properties in base collection area.

# Lundy's Lane DBA Audit Results-IC&I Properties (Enhanced)

2015 Weekly Average Containers Set Out by IC&I Properties Inside the Lundy's Lane DBA (Enhanced Collection Service)

| Collection Service | Average % of Participating IC&I Properties Using Regional Collection Service Inside DBA <sup>(1)</sup> | Average Number of Containers Per Set-Out | Average % of IC&I Properties Exceeding Garbage Container Limit <sup>(2)</sup> |
|--------------------|--|--|---|
| Garbage            | 81%  | 7.5                                      | 9%  |
| Recycling          | 56%  | 2.5                                      | N/A   |
| Organics           | 4%   | 6.3                                      | N/A   |

Notes:

- 1) There were an average of 51 IC&I Properties audited inside the Lundy's Lane DBA areas receiving enhanced collection service. Of this total, an average of 27 IC&I Properties participated in a Regional collection service.
- 2) Although an average of 9% Properties exceeded their weekly set-out limit of 15 garbage containers, there were 7 individual properties that exceeded this limit, an average of 1 day during the 3 day audit period.



# Lundy's Lane DBA Audit Results-MU Properties (Enhanced)

2015 Weekly Average Containers Set Out by MU Properties Inside the Lundy's Lane DBA (Enhanced Collection Service)

| Collection Service | Average % of Participating MU Properties Using Regional Collection Service Inside DBA <sup>(1)</sup> | Average Number of Containers Per Set-Out | Average % of MU Properties Exceeding Garbage Container Limit <sup>(2)</sup> |
|--------------------|--|--|---|
| Garbage            | 100%   | 11.2                                     | 25%   |
| Recycling          | 50%  | 3.8                                      | N/A   |
| Organics           | 0%   | 0.0                                      | N/A   |

Notes:

- 1) In 2015, there were an average of 3 MU Properties audited inside the Lundy's Lane DBA receiving enhanced collection service. Of this total, an average of 2 MU Properties participated in a Regional collection service.
- 2) Although an average of 25% Properties exceeded their weekly set-out limit of 15 garbage containers, there was 1 individual property that exceeded this limit, an average of 2 days during the 3 day audit period.

# Queen Street DBA Audit Results-IC&I Properties (Base)

2015/18\* Weekly Average Containers Set Out by IC&I Properties Inside the Queen Street DBA (Base Collection Service)

| Collection Service | Average % of Participating IC&I Properties Using Regional Collection Service Inside DBA <sup>(1)</sup> | Average Number of Containers Per Set-Out | Average % of IC&I Properties Exceeding Garbage Container Limit <sup>(2)</sup> |
|--------------------|--|--|---|
| Garbage            | 97%  | 1.8                                      | 0%  |
| Recycling          | 65%  | 1.7                                      | N/A   |
| Organics           | 3%   | 1.0                                      | N/A   |

Notes:

- 1) There were an average of 50 IC&I Properties audited inside the Queen Street DBA with base collection service. Of this total, an average of 34 IC&I Properties participated in a Regional base collection service.
- 2) Although an average of 0% of IC&I Properties exceeded their weekly set-out limit of 7 garbage containers, there was 1 individual property that exceeded this limit, an average of 1 day during the 3 day audit period.

\*Data is a combination of 2015 audit of non-food and lodging properties in enhanced collection area and 2018 audit of properties in base collection area.

# Queen Street DBA Audit Results-MU Properties (Base)

2015/18\* Weekly Average Containers Set Out by MU Properties Inside the Queen Street DBA (Base Collection Service)

| Collection Service | Average % of Participating MU Properties Using Regional Collection Service Inside DBA <sup>(1)</sup> | Average Number of Containers Per Set-Out | Average % of MU Properties Exceeding Garbage Container Limit |
|--------------------|--|--|--|
| Garbage            | 100%   | 1.4                                      | 0%   |
| Recycling          | 50%  | 1.1                                      | N/A  |
| Organics           | 4%   | 0.3                                      | N/A  |

Notes:

1) There were an average of 36 MU Properties audited inside the Queen Street DBA receiving base collection . Of this total, an average of 24 MU Properties participated in a Regional collection service.

\*Data is a combination of 2015 audit of non-food and lodging properties in enhanced collection area and 2018 audit of properties in base collection area.

# Queen Street DBA Audit Results-IC&I Properties (Enhanced)

2015 Weekly Average Containers Set Out by IC&I Properties Inside the Queen Street DBA (Enhanced Collection Service)

| Collection Service | Average % of Participating IC&I Properties Using Regional Collection Service Inside DBA <sup>(1)</sup> | Average Number of Containers Per Set-Out | Average % of IC&I Properties Exceeding Garbage Container Limit |
|--------------------|--|--|--|
| Garbage            | 89%  | 1.8                                      | 0%   |
| Recycling          | 56%  | 1.0                                      | N/A  |
| Organics           | 0%   | 0.0                                      | N/A  |

Notes:

1) There were an average of 12 IC&I Properties audited inside the Queen Street DBA receiving enhanced collection service. Of this total, an average of 9 IC&I Properties participated in a Regional collection service.

# Queen Street DBA Audit Results-MU Properties (Enhanced)

2015 Weekly Average Containers Set Out by MU Properties Inside the Queen Street DBA (Enhanced Collection Service)

| Collection Service | Average % of Participating MU Properties Using Regional Collection Service Inside DBA <sup>(1)</sup> | Average Number of Containers Per Set-Out | Average % of MU Properties Exceeding Garbage Container Limit |
|--------------------|--|--|--|
| Garbage            | 100%   | 2.2                                      | 0%   |
| Recycling          | 75%  | 0.7                                      | N/A  |
| Organics           | 0%   | 0.0                                      | N/A  |

Notes:

1) In 2015, there were an average of 12 MU Properties audited inside the Queen Street DBA receiving enhanced collection service. Of this total, an average of 8 MU Properties participated in a Regional collection service.

# Chippawa DBA Audit Results-IC&I Properties (Base)

2018 Weekly Average Containers Set Out by IC&I Properties Inside the Chippawa DBA (Base Collection Service)

| Collection Service | Average % of Participating IC&I Properties Using Regional Collection Service Inside DBA <sup>(1)</sup> | Average Number of Containers Per Set-Out | Average % of IC&I Properties Exceeding Garbage Container Limit <sup>(2)</sup> |
|--------------------|--|--|---|
| Garbage            | 100%   | 3.6                                      | 7%  |
| Recycling          | 87%  | 2.4                                      | N/A   |
| Organics           | 20%  | 2.5                                      | N/A   |

Notes:

- 1) In 2018, there were 20 IC&I properties audited inside the Chippawa DBA collection area. Of this total, an average of 15 IC&I properties participated in a Regional collection service.
- 2) Although an average of 7% of IC&I properties exceeded their weekly set-out limit of 7 garbage containers, there were 4 individual properties that exceeded this limit, an average of 1 day during the 4 day audit period.



# Chippawa DBA Audit Results-MU Properties (Base)

2018 Weekly Average Containers Set Out by MU Properties Inside the Chippawa DBA (Base Collection Service)

| Collection Service | Average % of Participating MU Properties Using Regional Collection Service Inside DBA <sup>(1)</sup> | Average Number of Containers Per Set-Out | Average % of MU Properties Exceeding Garbage Container Limit |
|--------------------|--|--|--|
| Garbage            | 100%   | 2.1                                      | 0%   |
| Recycling          | 56%  | 2.3                                      | N/A  |
| Organics           | 33%  | 1.0                                      | N/A  |

Notes:

1) In 2018, there were 11 MU properties audited inside the Chippawa DBA collection area. Of this total, an average of 9 MU properties participated in a Regional collection service.

# Niagara Falls Audit Results – IC&I Properties Outside DBA (Base)

2014 Weekly Average Containers Set Out by IC&I Properties Outside the Niagara Falls DBAs (Base Collection)

| Collection Service | Average % of IC&I Properties Using Regional Collection Service Outside DBA <sup>(1)</sup> | Average Number of Containers Per Set-Out | Average % of IC&I Properties Exceeding Garbage Container Limit <sup>(2)</sup> |
|--------------------|---|--|---|
| Garbage            | 43%   | 1.8                                      | 7%  |
| Recycling          | 32%   | 1.7                                      | N/A   |
| Organics           | 7%  | 0.8                                      | N/A   |

Notes:

- 1) In 2014, there were 958 IC&I properties audited outside the Niagara Falls DBAs with base collection.
- 2) Although an average of 7% of MU properties exceeded their total weekly set-out limit of 4 garbage containers, there were 28 individual properties that exceeded the 4 garbage container limit, an average of 1 day during the 2 day audit period.