

Clause 4 in Report No. 2 of Committee of the Whole was adopted, without amendment, by the Council of The Regional Municipality of York at its meeting held on February 16, 2017.

4

Operational Best Practice Guidelines for Municipally Collected
Commercial and Institutional Waste

Committee of the Whole recommends adoption of the following recommendation contained in the report dated January 19, 2017 from the Commissioner of Environmental Services:

1. The Regional Clerk forward this report to local municipalities for information.
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Report dated January 19, 2017 from the Commissioner of Environmental Services now follows:

1. Recommendation

It is recommended that the Regional Clerk forward this report to local municipalities for information.

2. Purpose

This report is to inform Council of Operational Best Practice Guidelines collaboratively developed with local municipal partners to encourage consistent practices in waste separation, collection, recycling and disposal for municipally collected commercial and institutional properties.

3. Background

Most municipally collected waste is from residential sources

York Region and local municipalities work together to deliver seamless waste management services; municipal curbside waste collection is managed by local municipalities and then delivered to York Region for processing. Municipal curbside collection is primarily from residential single family homes, multi-

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Collected Commercial and Institutional Waste

residential apartment buildings and some condominiums. Curbside collection is also provided to some mixed-use commercial buildings, heritage downtown areas and main streets, places of worship, schools, small offices and retail establishments. This level of service for municipal curbside collection to commercial and institutional properties is a common practice in most Ontario municipalities as these properties are often found along established residential collection routes or in areas where private collection cannot be accommodated.

Table 1 offers a description of property types referenced in this Report.

Table 1
Description of Property Types

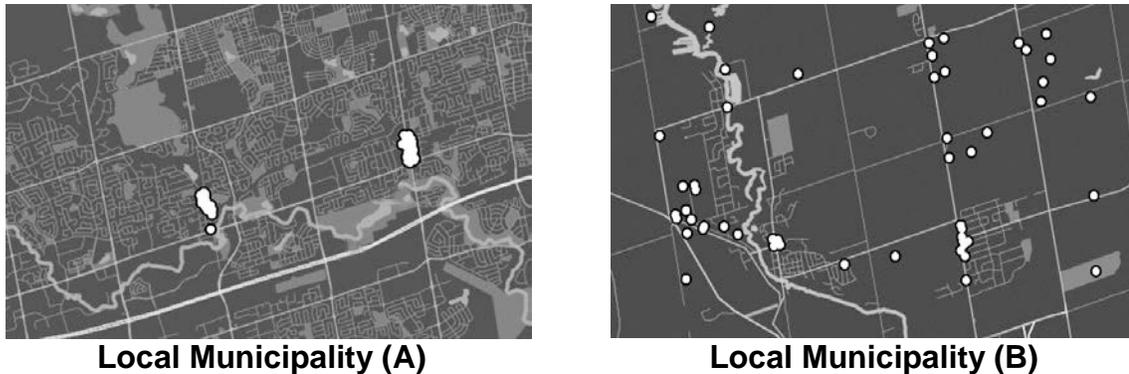
<i>Property Type</i>	<i>Description</i>
Residential	Single family homes, multi-residential apartment buildings and some condominiums
Commercial	Mixed-use residential/commercial, businesses located in heritage downtown areas, main streets and business improvement areas, small office/retail buildings and houses converted into offices/retail
Institutional	Places of worship, schools, municipal facilities (libraries, fire halls and community centres)
Industrial, Large Commercial and Institutional	Large manufacturing, production or processing properties, large commercial buildings with multiple floors and offices with no residential units, large institutional such as hospitals

Collection standards for commercial and institutional properties differ across local municipalities

York Region staff meets regularly with local municipalities to discuss ongoing *SM4RT Living Plan* objectives. Through these meetings, it was identified that there are variations in the scope of collection services offered to commercial and institutional properties. On September 24, 2015, the Strategic Waste Policy Committee met to review the scope of existing commercial and institutional waste collection. Collectively, the group determined that establishing a set of Operational Best Practice Guidelines would be helpful.

In particular, local municipalities vary in how they manage requests to collect from businesses including office and retail buildings that are considered outside the scope of best practices seen in other Ontario municipalities. For example, Figure 1 shows local municipality (A) only services commercial properties within its heritage downtown areas including mixed use properties, while local municipality (B) has extended collection services to properties outside heritage downtown areas, scattered throughout the municipality.

Figure 1
Variation in Municipal Waste Collection of Commercial Properties



Some local municipalities do not have consistent internal policies or standards, with respect to requests for collection, making it difficult to consistently manage such requests. As of June 2016, Statistics Canada’s business counts reported over 50,000 businesses in York Region, of which approximately 1,500 receive municipal collection. Figure 2 illustrates the estimated municipally collected waste tonnage by property type in York Region in 2015. Guidelines support local municipalities in managing this scope of commercial and institutional municipal waste collection.

Figure 2
2015 Municipally Collected Waste Tonnage Estimate by Property Type



**Includes curbside tonnes only, does not include waste depot tonnes*

Operational Best Practice Guidelines for Municipally
Collected Commercial and Institutional Waste

Region and Local Municipalities agreed that a set of Guidelines provide guidance for municipally collected commercial and institutional waste

These Guidelines were collaboratively developed with the objective of aligning municipal collection standards and ensuring a sufficient scope of services is maintained primarily for residents. Municipalities maintain local autonomy as the Guidelines will not override current municipal standards, but rather offer opportunities for all municipalities to consider in providing consistent waste collection services to commercial and institutional properties that meet the Guidelines.

4. Analysis and Implications

Best practice review indicates other municipalities apply specific guidelines to commercial and institutional properties

A best practice review showed that in order to receive municipal collection, commercial and institutional properties must comply with specific waste collection guidelines established by the municipality (Table 2). Municipal collection from industrial, large commercial and large institutional properties is not a best practice in neighbouring jurisdictions as these property types typically produce large volumes of waste requiring frequent collections from large roll-off bins or compactors. Also, industrial waste activities typically produce materials prohibited from curbside collection such as industrial hazardous waste.

Table 2
Industrial, Commercial and Institutional
Collection Guidelines in Neighbouring Jurisdictions

Guidelines	City of Toronto	Halton Region	Niagara Region	Region of Peel
Building Size Restrictions	<ul style="list-style-type: none"> • Less than four storeys 	<ul style="list-style-type: none"> • Less than six units 	<ul style="list-style-type: none"> • Less than three storeys 	<ul style="list-style-type: none"> • Less than three storeys
Sectors Serviced	<ul style="list-style-type: none"> • Commercial • Institutional 	<ul style="list-style-type: none"> • Commercial • Institutional 	<ul style="list-style-type: none"> • Industrial • Commercial • Institutional 	<ul style="list-style-type: none"> • Commercial • Institutional
Exclusions	<ul style="list-style-type: none"> • No industrial properties 	<ul style="list-style-type: none"> • No industrial/manufacturing • Must recycle • Only office type waste accepted 	<ul style="list-style-type: none"> • No room for private collection bins 	<ul style="list-style-type: none"> • Must be located on residential collection route
Limits	<ul style="list-style-type: none"> • No limits. User-pay for garbage from small businesses 	<ul style="list-style-type: none"> • Six bags of garbage collected twice per week 	<ul style="list-style-type: none"> • Four bags of garbage collected once a week 	<ul style="list-style-type: none"> • Must adhere to residential garbage limits

Operational Best Practice Guidelines for Municipally Collected Commercial and Institutional Waste

Operational Best Practice Guidelines enable local autonomy while supporting common objectives

The proposed Guidelines for Municipally Collected Commercial and Institutional Waste were developed in partnership with local municipalities through regular one-on-one meetings and the bi-annual Strategic Waste Policy Committee meetings.

On April 29, 2016, the Strategic Waste Policy Committee reviewed operational best practices from neighbouring jurisdictions and agreed upon the following Guidelines that commercial and institutional properties in York Region must meet in order to receive municipal collection:

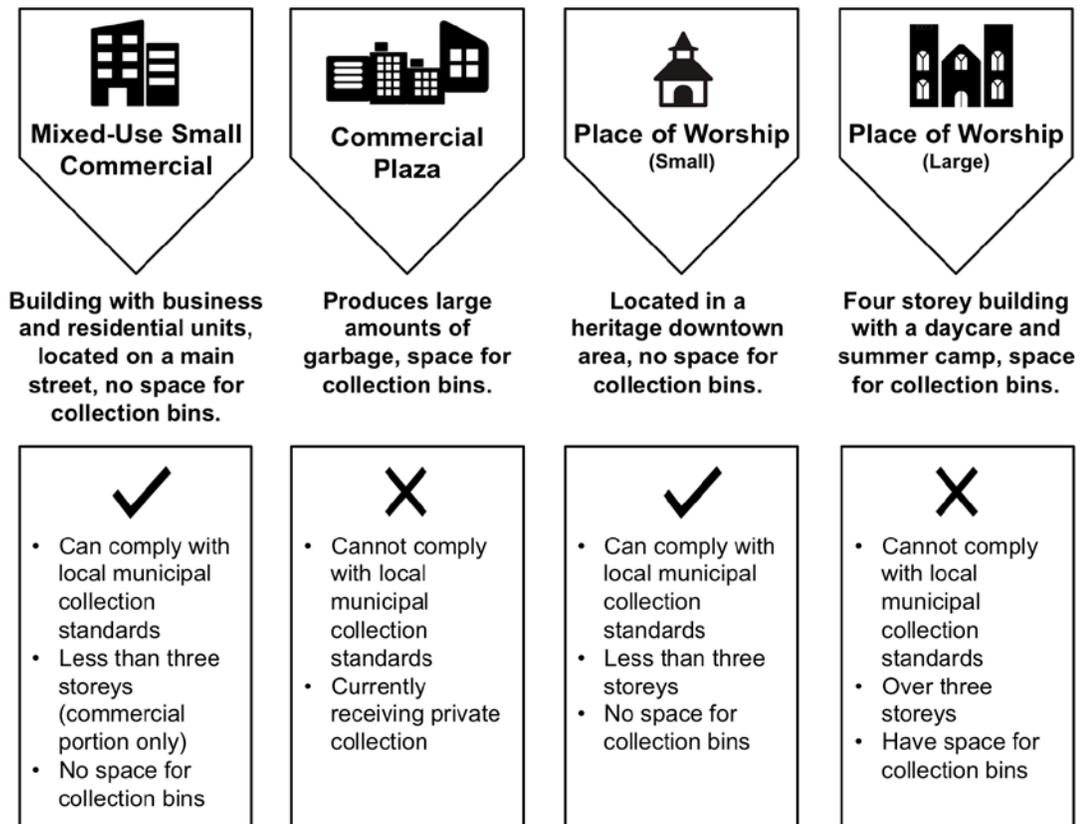
1. Comply with all local municipal collection standards (e.g. municipal waste collection bylaws, development standards, set out rules, bag limits, collection frequency, banned waste such as hazardous waste); and
2. Commercial and/or institutional properties, (stand alone or in a mixed-use building) must be three storeys or less in height; and
3. Property footprint cannot accommodate private collection bins*; and
4. Not currently receiving private collection; and
5. Waste materials accepted for processing, must be municipally collected.

** For existing properties only, exceptions might apply*

Guidelines are a tool for managing eligibility and compliance with municipal collection standards

These Guidelines are designed to be flexible for each municipality to maintain their current collection and customer service standards and not interfere with municipal bylaws or set out rules. It is up to local municipalities to ensure compliance with collection standards, which may be tailored to suit different property types. For example, in heritage downtown areas, a municipality may have set a specific pick-up frequency to ensure the street is serviced and clean. Most municipalities have defined these collection standards and as long as the property can meet them, they would be eligible for collection under the Guidelines. Figure 3 describes examples of how these Guidelines may be used by local municipalities.

Figure 3
Sample Application of Guidelines by Property Type



Guidelines support objectives in the 2015 to 2019 Strategic Plan and Vision 2051

Operational Best Practice Guidelines for Municipally Collected Commercial and Institutional Waste support the 2015 to 2019 Strategic Plan objective of “optimizing critical infrastructure systems capacity.” As local municipalities receive requests to collect from commercial and institutional customers, the Guidelines help ensure capacity is preserved for future residential growth in the Region. Staff also identified common deliverables between the Guidelines and the Vision 2051 goal of “living sustainably” through waste reduction.

5. Financial Considerations

Operational Best Practice Guidelines help manage collection and processing costs

The proposed Guidelines align with best practices in neighbouring jurisdictions, maintaining a scope of collection services focusing on residential customers and helping to manage resultant collection, processing, transfer and disposal costs.

About 3 per cent of businesses in the Region currently receive municipal collection

While there are varying waste collection practices across the Region for commercial and institutional properties, the overall impact of servicing these properties has been kept minimal. Out of approximately 50,000 businesses in York Region, approximately 1,500 or about three per cent are currently receiving municipal collection. It is estimated these businesses generate about 1,100 tonnes of waste, resulting in almost \$135,000 in processing costs to York Region. The Guidelines help contain these costs and equitably manage pressures on collection services and processing capacity due to growth.

These are estimates only as tonnages and processing costs are difficult to quantify because commercial and residential waste is collected curbside and mixed together in the same truck. Estimates were based on the assumption that a small business will produce waste at the same rate as an average household in their respective municipality.

6. Local Municipal Impact

York Region and local municipal partners benefit from Operational Best Practice Guidelines

Currently there are no Guidelines to define municipal waste collection and processing from commercial and institutional properties across York Region. Local and Regional staff on the Strategic Waste Policy Committee believed that developing Guidelines to support local municipal practices and consistent municipal collection service levels to commercial and institutional properties would be helpful. These proposed Guidelines support municipal bylaws, collection contracts and development standards while providing an opportunity for some municipalities to align existing bylaws and collection standards.

7. Conclusion

Guidelines support a sustainable waste management program

York Region and the local municipal partners have a demonstrated track record for leadership in waste management. The collaborative development of Guidelines for municipally collected commercial and institutional waste in York Region aligns with best practices in neighbouring jurisdictions.

York Region continues to facilitate increased diversion of commercial and institutional waste through sharing information on best practices, advocating for change in legislation and continued support of diversion programs.

For more information on this report, please contact Laura McDowell, Director, Environmental Promotion and Protection at 1-877-464-9675 ext. 75077. The Senior Management Group has reviewed this report.

January 19, 2017

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Accessible formats or communication supports are available upon request.