

DATE OF MEETING April 11, 2018

AUTHORED BY CHARLOTTE DAVIS, MANAGER OF SANITATION, RECYCLING
AND PUBLIC WORKS ADMINISTRATION

SUBJECT **SORT TOSS ROLL PHASE TWO IMPLEMENTATION PLAN
UPDATE**

OVERVIEW

Purpose of Report

The purpose of this report is to provide the Public Works and Engineering Committee with a review of the implementation of phase one of the Sort Toss Roll project and an update on the second implementation phase. A brief presentation will accompany this report.

Recommendation

That the Engineering & Public Works Committee endorse the Phase Two Implementation Plan.

DISCUSSION

Phase one- completed winter 2017

Phase one of the Sort Toss Roll automated solid waste collection service was rolled out over a three-week period in October 2017 in central Nanaimo. Approximately 8,000 households received a set of wheeled carts: a blue recycling cart, a green organics cart (food and yard waste) and a waste/landfill cart.

The program has been popular with residents who (for the most part) prefer the wheeled carts to the old bins and bags. Residents are also happy to receive the added Yard Waste service.

Phase One- Key statistics

- 8,000 homes
- 2 new large automated trucks. Total cost \$857,482.
- 20,421 wheeled carts were delivered to residences. 1,400 were ordered for inventory purposes. Total Cost including delivery \$1,312,344.
- Collection of organics has increased slightly; staff expect to see the biggest increase during the spring and summer months.
- Less than 4% of carts in the phase one area have been exchanged, the majority of these requests are at homes with suites.

Lessons learned

The phased implementation of the project has meant that staff have been able to learn as the program has rolled out. The lessons learned during phase one will become recommendations for the implementation of phase two. Two key lessons learned in phase one include the optimisation of collection routes; staff found that the optimal max-route size for large truck is (as anticipated)

650 stops per 8-hour shift, and public engagement; The communications program was a success, in particular, the door hanger and the Woodgrove Centre display.

A matter particularly important during Phase two is delivering the service in heavily parked areas and hard to access areas. Through conducting research staff have found that Residents typically prefer alley service to communal collection points. In advance of going into alleys, City staff have conducted a trial run with a mid-sized manual truck to ensure the alley routes will work. Residents who will receive alley service will need to receive a letter detailing how their collection point has changed and the proposed start date for their new collection point.

Phase two- coming summer 2018

Phase two will be carried out in a similar fashion to phase one, incorporating lessons learned and building upon delivery efficiencies. Roll out will occur for six weeks from June 18 to July 30, 2018.

Key statistics

- 20,000 homes
- 6 new automated trucks (5 large, one small). Total cost \$2,436,635.
- Approximately 54,000 wheeled carts expected to be delivered to homes. Total Cost \$3,254,482.

Future considerations

Medical program and carry out service- Staff have worked to put a more structured qualification policy together for these services which provide assistance to those with specific illnesses that lead to the creation of more waste and to those with severe mobility issues living alone. These will be implemented alongside the roll out of phase two.

Revenue Generation through advertising- Much like transit bus advertising, there is potential to generate revenue from the sale of advertising space on the side of refuse collection trucks. Preliminary discussions with advertising sales agencies have suggested potential annual revenues of between \$50,000 and \$100,000.

Incentivising diversion- Once both phases of the project are fully implemented, the City will begin to work on improving the diversion rate. The most effective way to increase diversion is to incentivize residents to recycle more and throw away less by introducing “a pay as you throw system”. By allowing unlimited set outs of recycling, and only 12 set outs of garbage and organics annually as part of the base fee, residents would hopefully look to recycle more. Every additional set out of garbage or organics would be billed as extra.

New Route to meet City Growth- Population growth will have an impact on the capacity of waste collection in the City of Nanaimo. Since 2015 Sanitation Staff have indicated that a new refuse collection route is needed once the number of collections reaches 29,000. Since it is predicted that this number will be reached at the end of 2018, staff recommends a new route be implemented in early 2019.

Addition of new services - Following the implementation of the automated collection service staff will utilise a resident survey to understand the curbside collection needs of residents. Potential new curbside services could include collection of items such as glass and textiles. The provision of these services would need to be approved by Council following the production of a business case which would include the potential impact of the service to the solid waste user rate and the level of service already provided in the community for these materials (e.g. how easy is it to dispose of these items in our community through depots).

OPTIONS

Option 1. That the Engineering & Public Works Committee endorse the Sort Toss Roll Phase Two Implementation Plan.

Option 2. That the Engineering & Public Works Committee not endorse the Sort Toss Roll Phase Two Implementation Plan.

SUMMARY POINTS

- Phase one of the Sort Toss Roll Project was completed in winter 2017.
- Phase two of the Sort Toss Roll Project will begin implementation in June 2018 and will be completed in July 2018. By this time, all homes in Nanaimo will be receiving the new service which includes the curbside collection of Yard Waste, a new service provided to residents.
- Staff have identified various future considerations following the implementation of the project, the most impactful of which for residents would be a “pay as you throw” system and new curbside services.

ATTACHMENTS

Attachment 1- The phase two Sort Toss Roll Implementation Plan.

Submitted by:

Charlotte Davis
Manager of Sanitation, Recycling and Public
Works Administration.

Concurrence by:

Bill Sims
Director of Public Works and Engineering