



Hamilton
Public Works

**Public Works
Waste Management Division
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**City of Hamilton Multi-Residential
Green Cart Program Implementation**
Canadian Waste & Recycling Expo

November 6th 2008

Providing services that bring our City to life!

OVERVIEW

- Multi-Residential Housing Sector Overview
- Program Development & Design
- Key Program Components
- Roll-out to Date
- Roll-out to Bin-serviced Properties
- Program Materials
- Rollout Features
- Program Funding
- Lessons Learned

- Community
- People
- Processes
- Finance



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City of Hamilton Multi-Residential Housing Sector Overview

- 50,000 Multi-residential units in over 1100 buildings
- Approximate waste composition :
 - 1/3 organic
 - 1/3 recycling
 - 1/3 garbage
- Current diversion rate ~16%
- Total MR waste generated = ~33,000 tonnes per year



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Program Development & Design

- 2003: Blue cart roll-out & Municipal bin-service campaign
 - Successful in bring ~90% of buildings on municipal garbage and recycling service
- 2006: Consultant report and Data collection
 - Multi-res diversion strategy prepared
 - In-building collection equipment evaluated
 - Stewardship Ontario audits
 - Tonnage projections and collection equipment planning
- 2007: Communication materials development
 - Superintendent workshops
 - Public opinion survey
 - Phased rollout plan developed
- 2007-2009: Program Roll-out

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Key Program Components

- **Cart-based system**
 - 120L wheeled organics carts (1:15 ratio)
 - Utilized existing single-family program infrastructure
 - Easiest to distribute and maintain
- **Strong Outreach Component**
 - 4 temporary full-time Organic Waste Leaders (OWL's)
 - All buildings visited by staff
 - Lobby open houses offered to all medium/large buildings
 - Superintendent/Property Owner Open Houses
- **Focus on Improved Recycling and Organics**
- **Phased Distribution**
 - Small curbside-serviced properties
 - Medium/large curbside-serviced properties
 - Bin-serviced properties

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2007-2008: Program Roll-out to Date

- Program rollout commenced in September 2007
- Initial phases targeted smaller, curbside-serviced properties
- To date ~550 properties on program
- Initial results are positive
 - Good building participation rate
 - Low contamination
 - Few complaints from superintendents & residents

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2009: Rollout to Bin-Serviced Buildings

- Approximately 400 buildings are provided bin-garbage collection service by the City of Hamilton
- These are mostly larger buildings that account for 70% of the multi-res units and the majority of multi-residential waste
- Commencing in Spring 2009 City staff will begin contacting buildings and delivering the program
- Collection will be done with rear-pack vehicles with two semi-automatic tippers
- Anticipated completion in late 2009

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Program Materials

Each building is supplied with the following materials:

Residents

- Kitchen minibin
- Green Cart Smart handbook
- Translation brochure
- Acceptable items magnet
- Compostable liner samples
- Reusable recycling tote

Superintendents/Building

- Green carts
- Superintendent handbook
- Acceptable items posters
- Sample cart liners and cleaner
- Blue & green cart stickers
- Extra recycling totes, minibins and communication materials

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Program Rollout

The following services are provided to each building:

- Contact the superintendent approximately one week prior to arrange a time to deliver the program
- Deliver all program materials to each unit and deliver green carts and supplies to the building superintendent
- Arrange for an in-building consultation one week after the program delivery to speak with tenants about the proper use of the program

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Program Rollout (cont'd)

The following services are provided to each building:

- Provide updated recycling program communications materials and re-sticker all blue carts on property
- A dedicated organics collection vehicle collects the green carts separate from garbage and recycling

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Program Rollout

To assist with the successful operation of the program; City staff:

- Helps determine the best location for the green carts on the property
- Provides options for green cart and blue cart collection service which best suits the building
- Offers customer service follow-up as required

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Program Funding

Funding for the multi-residential program is from two budgets:

- **Capital**
 - Vehicles
 - Containers
 - Communication Materials
 - Distribution Staffing

- **Operating**
 - Collection
 - Processing

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Lessons Learned

- Know your multi-residential housing sector
 - Audits
 - Database & contacts
 - Workshops, open houses & public opinion surveys
- Each building is unique
 - Offer flexible solutions
 - Tailor the program to the building
 - Future program changes are possible
- Program Maintenance
 - Follow-up and be accessible to the supers/residents
 - Design materials/equipment to be as timeless as possible or are easy to replace/maintain

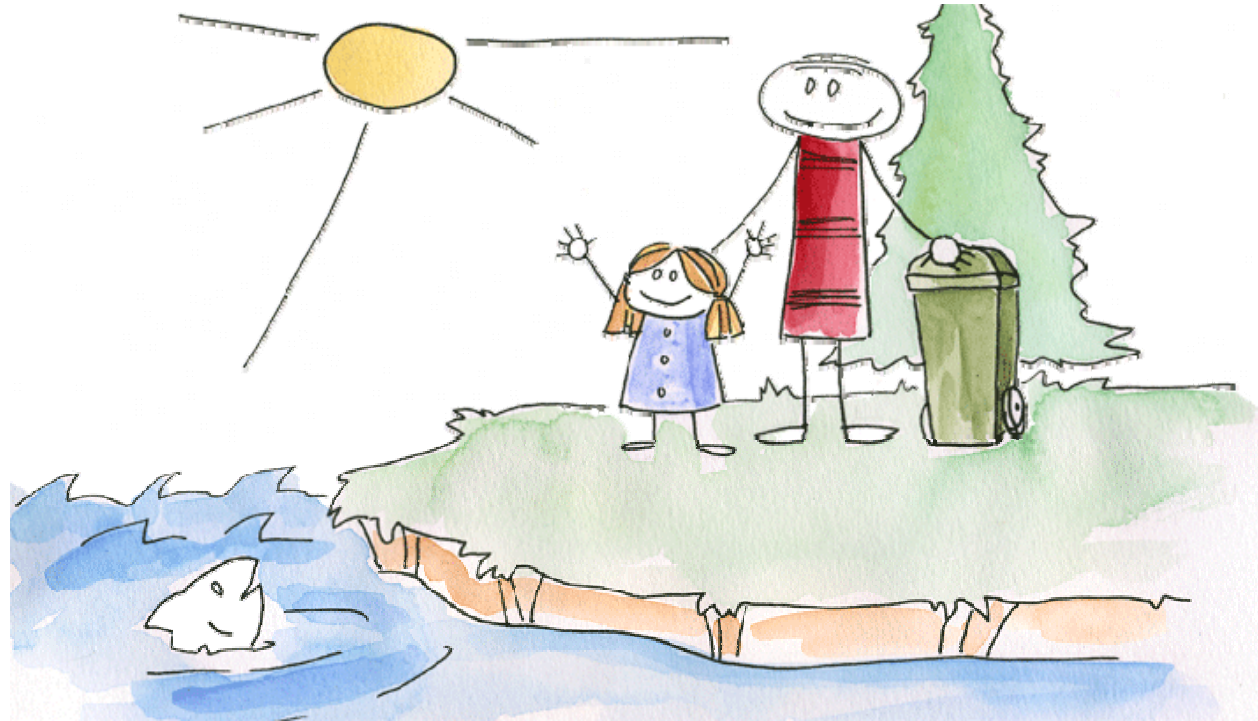
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Thank You

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