Get That Garbage Outta Here!

Reducing Contamination in Diversion Programs

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Get That Garbage Outta Here!

Source: YouTube - CHUBROCK13
Get That Garbage Outta Here!

Recycle for Greater Manchester

Source: City of Toronto 2017 Waste Collection Calendar
Outline

- Background on the City of Surrey
- Curbside recycling study
- Multi-residential building pilot project
Background – Surrey

- A member municipality of Metro Vancouver
- Second largest City (by population) in BC
  - ~520,000 (2016 Statistics Canada)
  - 100,000 households
Waste Management Programs

- Provides fully automated collection services to single family households
- Three cart system
  - Weekly organics collection
  - Biweekly single stream recycling and garbage collection (alternating weeks)
Recycle BC

- Residential packaging and printed paper recycling throughout BC
- City of Surrey is signed on to Recycle BC who report back to the City on contamination levels
Waste Education

• How to set out carts
• Recycling, Green Cart, Garbage, HHW, Large Item Pickup, Oil & Grease
• Return to Depot, Reuse, Donate or Sell
• Contact information
• Collection map
Waste Education

RETURN TO DEPOT OR RETAILER

RECYCLING COUNCIL OF BC'S RECYCLEPIA
www.Recycelpedia.ca
Finding your closest recycling location is easy with RCB's Recyclepedia. Search for almost any item to find a drop-off location and see what other materials are accepted.

METRO VANCOUVER RECYCLES
www.MetroVancouverRecycles.org
Metro Vancouver Recycles maps out facilities where you can donate or recycle your unwanted items. Find help you find the closest business that accepts your material.

RECYCLING CART | WHAT GOES IN

PLASTIC PRODUCTS

- Plastic water bottles
- Plastic shampoo bottles
- Plastic soap bottles
- Plastic milk cartons
- Plastic ice cream cartons
- Plastic soup cartons
- Plastic vegetable cartons
- Plastic margarine containers
- Plastic butter pats
- Plastic margarine pats
- Plastic yogurt containers
- Plastic deli containers
- Plastic cutlery
- Plastic food wrap
- Plastic film
- Plastic bags
- Plastic cutlery wrap
- Plastic bottle caps
- Plastic bottle caps (plastic)
- Plastic bottle caps (metal)
- Plastic bottle caps (aluminum)

PAPER PRODUCTS

- Paper lunch boxes
- Paper food boxes
- Paper napkins
- Paper towels
- Paper plates
- Paper cups
- Paper labels
- Paper plaques
- Paper greeting cards
- Paper mailing labels
- Paper gift cards
- Paper gift bags
- Paper gift wrap
- Paper gift tags
- Paper tie wraps
- Paper soft wrap
- Paper envelopes
- Paper file folders
- Paper reports
- Paper books
- Paper newspapers
- Paper magazines
- Paper booklets
- Paper pamphlets
- Paper greeting cards
- Paper note cards
- Paper stationery
- Paper folders
- Paper folders (plastic)
- Paper folders (metal)
- Paper folders (aluminum)

METAL CONTAINERS

- Metal cans
- Metal bottles
- Metal beer cans
- Metal pop cans
- Metal food cans
- Metal coffee cans
- Metal soup cans
- Metalable cans
- Metal pipe fittings
- Metal pipe fittings (plastic)
- Metal pipe fittings (metal)
- Metal pipe fittings (aluminum)

Waste Education

NOT ACCEPTED IN YOUR RECYCLING CART

FOOD & KITCHEN

- Glass bottles and jars
- Ceramic pots
-时间段
- Tins
- Plastic furniture
- Garden hoses
- String or rope
- Pails (greater than 35 litres)
- Propane tanks or cylinders
- Steel or plastic paint cans
- Bottles for motor oil or other vehicle lubricants
- Antifreeze products
- Pails for lubricants and oils
- Aerosol cans with any contents remaining
- Coat hangers
- Bins, pans or baking trays
- Metals or plastic toys
- Appliances
- Hardware or other screw metal
- Sifting, metal rods or extension cords
- Liquid-absorbing pads
- Rubber bands
- Non-paper gift wrap
- (e.g., foil, ribbons, bows)

PAPER & PACKAGING

- Hardcovers or paperback books
- Books with wax coatings (e.g., shipping boxes for groceries)
- Full-covered bags
- (e.g., bags for cookies)
- Paper towels
- Napkins or tissues
- Padded envelopes
- Musical greeting cards with batteries
- Packaging labelled as biodegradable or compostable

HOUSEHOLD

- Glass bottles and jars
- Ceramic pots
-时间段
- Tins
- Plastic furniture
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- Pails (greater than 35 litres)
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Waste Education

ORGANICS CART

FOOD SCRAPs, YARD TRIMMINGS, AND FOOD-SOILED PAPER

WHAT GOES IN

PLANTS & FLOWERS
LEAVES
SMALL TRIMMINGS
PLANTS (NO GOL. OF ROSES)

Please ensure food or yard waste is already in cart to avoid contaminating cart contents.

HELP REDUCE CONTAMINATION

Placing unacceptable material in the organics cart negatively impacts the quality of the processed compost product and must be removed at the organic waste processing facilities. It's far easier, and less costly, if we all do our part to ensure that we are only placing acceptable materials into the organics cart. Following these steps will help reduce contamination:

NO PLASTIC

Please do not place any plastics (including compostable or biodegradable bags) into organics. When clearing out your fridge, please remember to remove food from plastic bags, wrap, and styrofoam.

NO ELASTICS

Remove elastic bands from bundled vegetables like celery, green onions, and snap peas.

NO DIAPERS, SANITARY PRODUCTS OR PET WASTE

For information on proper disposal of these items, please visit us online at surrey.ca/thinkwaste.
Waste Education

Get That Garbage Outta Here!
Examples of Surrey/Dillon projects to reduce contamination
Curbside Recycling Audits - Method

- Visual audits of contamination in single family recycling carts
- Carts with contamination were tagged and types of contamination were recorded
- Completed over a 6-week period (3 recycling collections) on 50 routes
Dear Resident,

This notice is to advise you that unacceptable materials have been found in your recycling cart on a number of occasions.

You have been previously advised that these contents are considered contamination and are not permitted in your recycling cart. Unfortunately, non-compliance to these requirements has resulted in your cart not being serviced during collection services this week.

To ensure that your cart is serviced next recycling collection week, please remove the contaminated material from your cart.

This notice contains information that affects you. Please have someone translate it for you.

Cet avis contient des informations qui vous concernent. Veuillez demander à quelqu'un de vous le traduire.

UPDATE: Due to the high level of contamination in your cart, we are unable to service your cart this week.

If you have any questions, please contact the City of Surrey Waste Collection Hotline at 604-590-7289 or visit our website at www.surrey.ca/rethinkwaste.

Thank you for your cooperation!

WWW.SURREY.CA/RETHINKWASTE

SURREY
Curbside Recycling Audits - Results

- Number of tags issued per route:
  - Week 1: 19 to 164 (average 71)
  - Week 2: 9 to 185 (average 69)
  - Week 3: 6 to 139 (average 49)
- 850 households received tags twice and 90 households received tags three times
Curbside Recycling Audits – Common Contaminants

<table>
<thead>
<tr>
<th>Category</th>
<th>Week 1 Audit</th>
<th>Week 2 Audit</th>
<th>Week 3 Audit</th>
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<tbody>
<tr>
<td>Other</td>
<td>506</td>
<td>406</td>
<td>339</td>
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<tr>
<td>Hazardous Waste</td>
<td>30</td>
<td>16</td>
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<tr>
<td>Electronics</td>
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<td>86</td>
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<td>Styrofoam</td>
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<td>Organics</td>
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<td>Non Packaging Plastic</td>
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<tr>
<td>Plastic Bags</td>
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<tr>
<td>Garbage Bags</td>
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<td>2395</td>
<td>1631</td>
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<tr>
<td>Garbage (not in bags)</td>
<td></td>
<td>204</td>
<td>155</td>
</tr>
<tr>
<td>Garbage Bags</td>
<td></td>
<td>418</td>
<td>392</td>
</tr>
</tbody>
</table>
Multi-Residential Program
Project Green Suites

• 1-year pilot program to see if behavioural change can be achieved in 15 multi-residential buildings

Objective:
Can the utilization of local Ambassadors equipped with training, communication tools, and support from the Dillon project team address the difficulties associated with the adoption of sustainable initiatives in multi-unit residential buildings?
Project Green Suites

- Ambassador = resident volunteer to assist with implementing and educating tenants
- Measuring success:
  - Ambassador participation
  - Building community buy-in; and
  - Trend towards behavioural change in any one of the three aspects of sustainability
- Program developed using principles of CBSM
Community-Based Social Marketing

• **What is CBSM?**
  - A set of tools drawn from social psychology
  - Used to bring about a behavioural change within a community
  - Uses creative communication strategies
Project Green Suites – Waste Pilot

- Baseline Waste Audit
- Implementation of the Waste Reduction Component
Project Green Suites – Waste Pilot

- Ambassadors initiated an organics collection program with help of City and Dillon
- Ambassadors went door-to-door or set up central location for residents to pick up kitchen catchers and information
Project Green Suites – Waste Pilot

- Successful
- Moderately Successful
- Unsuccessful
Project Green Suites – Waste Pilot

• Most influential factors:
  • Enthusiastic, able Ambassador
  • Supportive building management and/or strata council

Up to 25% diversion of organic waste achieved!
Project Green Suites – Waste Pilot

- Contamination in organics carts varied among buildings

- Contamination Ranges:
  - 1.5% - 2% at buildings with highly active Ambassadors, strata council, and property managers;
  - 2% - 5% at buildings with moderate to low active Ambassadors, strata council, and property manager.
Questions?

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