



High-rises to ground-floor suites: The ups and downs of introducing three-stream source separation to apartments and condos

Edmonton

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We acknowledge the original inhabitants of this great land and express our appreciation for their hospitality, for the manner in which they care for the land and for the opportunity we have to create a unified community that is centered around the oneness of humanity.

Outline

Three stream source separation at apartments and condos:

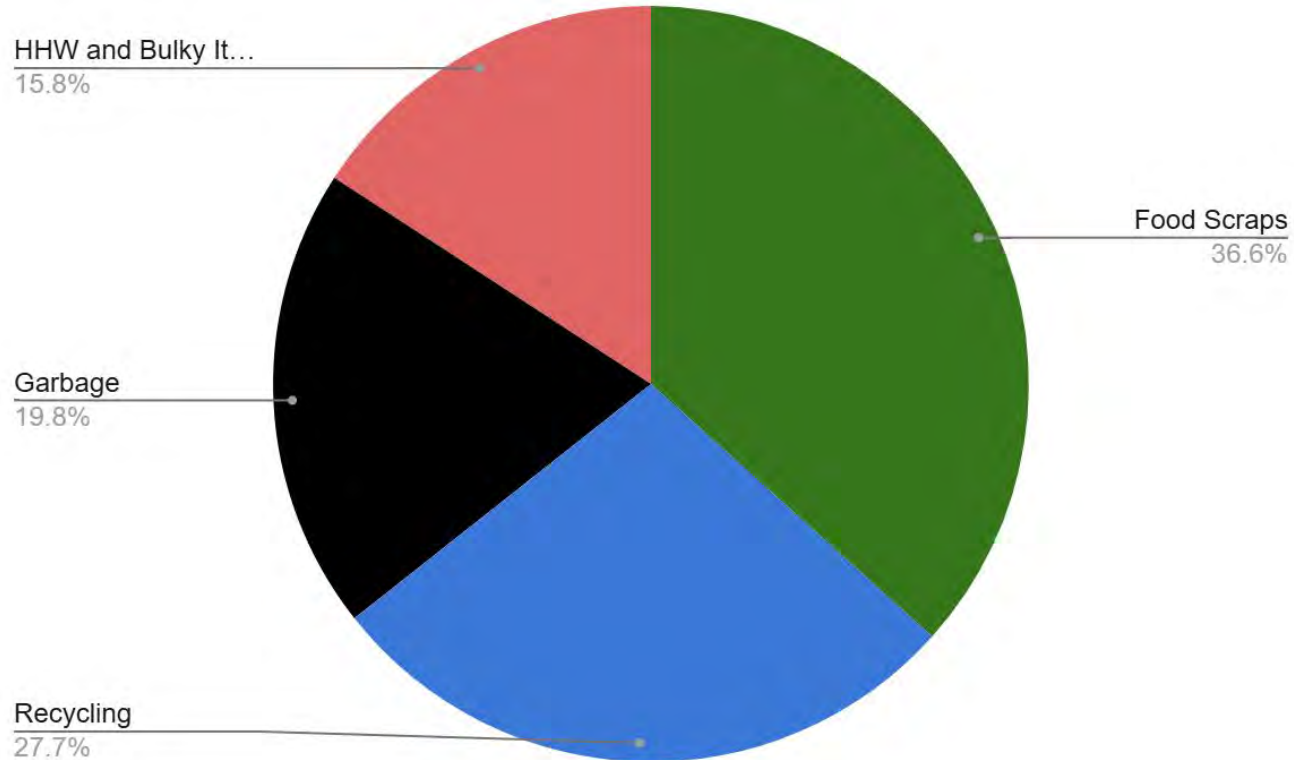
- ◆ Why?
- ◆ Strategy and Rollout Plan.
- ◆ Challenges and What We've Learned.

Edmonton and the 25-Year Waste Strategy

- Edmonton has a Waste Utility for all residential properties.
- 25-Year Waste Strategy Goals:
 - ◆ All sectors align with a zero waste framework.
 - ◆ Emphasize waste reduction.
 - ◆ Continuous improvement.



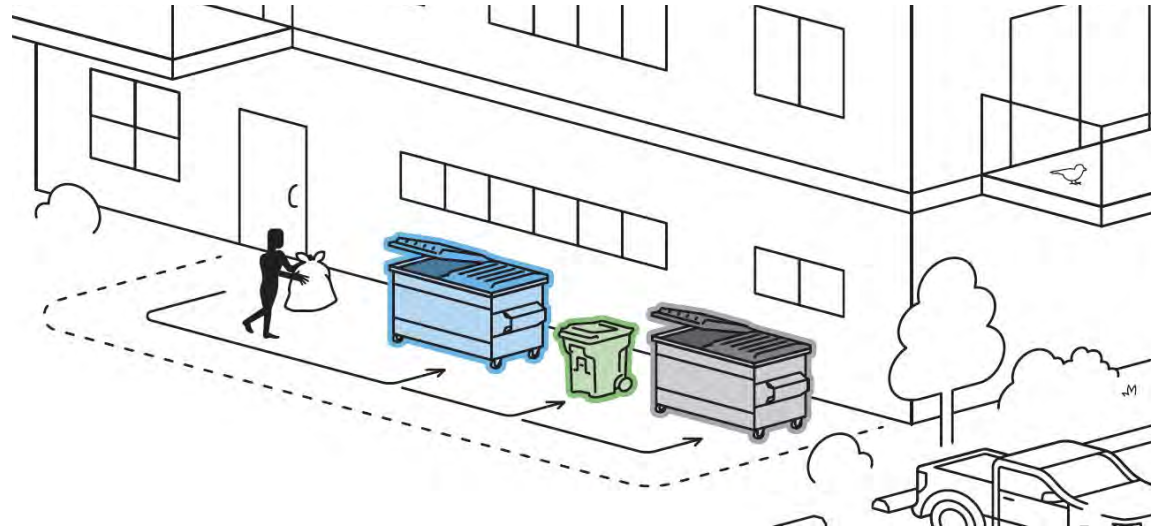
Waste Audit - Garbage Stream



Strategy and Rollout Plan

Program Elements

- Mandatory for all apartments and condos.
- “Co-location” at each disposal location.
- Volume limits for garbage.





Challenges of the Multi-Unit Sector

- Lack of education and support programs for many years.
- Lack of enforcement for recycling and waste volume management.
- Transient population.
- Illegal dumping.
- Wide socio-economic spectrum.
- Lack of ownership/anonymity.
- Language barriers.
- Wide range of building types.
- Who is the “client”?

Rollout Plan

- Establish a range of supports for property managers and residents.
- Assessment of each individual property.
- Deliver containers and kitchen pails.
- Door to door education.

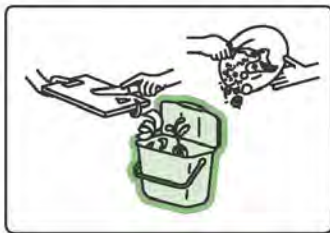
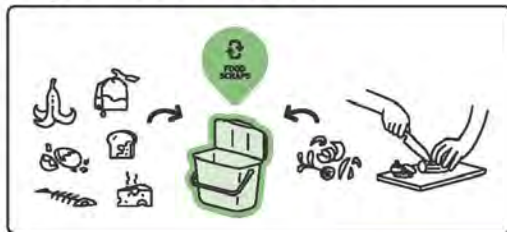
Property Manager and Resident Supports

- Regular in-person and virtual information sessions.
- Booklet and posters.
- Dedicated email address for property managers.
- Educational videos.
- One on one meetings.
- Specific webpage.
- Signage and ads (print, radio, digital, social, road signs).
- WasteWise App.
- Door to door visits.

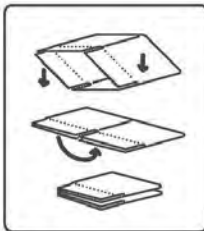
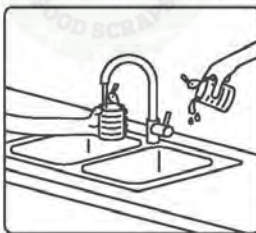




Can we count on you to sort your food scraps?



Can we count on you to sort your recycling?





Rogers Diffusion Of Innovation Bell

Copyright: Kevin Crouch

Data Collection and Analysis

- Quantity and type of inquiries.
- Containers that are unserviceable.
- Building types and trend of challenges.
- Tonnage collected.
- Door answer rates.
- Resident commitment rates to sort.



Other Challenges and What We've Learned

Overflowing Garbage Containers

- Garbage is ending up in the recycling and food scraps containers.
- Garbage piling up in front of the bin preventing collection.
- Usually caused by poor sorting and illegal dumping.
- Introduction of Excess Waste Program.



External Pressures and Resistance to Change

- Concerns from associations representing property managers.
- Lobbying efforts.
- Resident apathy.
- Property manager passivity.
- Culture shift for waste collectors.

Building Access and Safety

- Phone calls:
 - ◆ High turnover rate of property managers - lack of contact information.
- Extensive process which includes various attempts to communicate and enter the building.
- Inaccessible:
 - ◆ Refusal by property manager.
 - ◆ Signs of vandalism, pests or violence.

Thank you

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