



# Multi-Residential Waste Diversion Strategy

**What We Learned Report**

March 2022





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## Background

The Multi-Residential Waste Diversion Strategy (the Strategy) is a component project of the City's Solid Waste Master Plan (Waste Plan) that is currently being developed. When the scope of the Waste Plan was presented to Ottawa City Council in 2019, a series of component projects were identified. These projects would be developed at the same time as the Waste Plan to address unique and specific needs within the City. Staff identified developing a short term Multi-Residential Waste Diversion Strategy as a priority project while the Waste Plan was being developed to support increasing participation in recycling and green bin programs.

The Strategy recommends five project pillars to support increasing waste diversion at multi-residential properties over a five-year period. The pillars were developed after completing an analysis of the City's current multi-residential waste program, feedback from residents, the property management sector, and City Councillors through previous engagement, other municipal programs, industry studies and a literature review. For the purposes of this report, the property management sector includes property managers, property owners, building supervisors, and superintendents.

The five project pillars being recommended are:

1. [Expanding Organics Diversion to all Multi-Residential Properties](#)
2. [Enhancing Promotion and Education](#)
3. [Exploring Pilots](#)
4. [Dedicating and Redesigning Space for Waste Disposal Programs](#)
5. [Driving Change Moving Forward Through the Collection Contract](#)

## Engagement

Staff sought feedback from Ottawa City Councillors, residents and tenants, the property management sector, and the Waste Plan's Stakeholder Sounding Board (SSB) in February and March 2022. Stakeholders were asked to provide feedback on the proposed project pillars and the current state of waste diversion at multi-residential properties. Feedback was sought through online surveys, online dialogue sessions, and individual meetings.



## Council Sponsors Group

The Solid Waste Master Plan's Council Sponsors Group (CSG) provides strategic input, feedback, advice, and guidance to support staff in developing and implementing the Waste Plan, and its component projects. They represent the public, ensure awareness is brought to current concerns and help to inform and promote aspects of the Waste Plan and component projects to their colleagues and constituents.

In January 2022 a CSG meeting was held, below are some of the key themes discussed about the Strategy:

- The Multi-Residential Waste Diversion Strategy is an important project to move forward with to support increasing waste diversion.
- Important to engage with property owners and ensure accountability for waste diversion programs being implemented.
- Property design and limited space is a barrier for many properties trying to introduce the green bin program.
- Strategy should explore tactics to reach various residents by offering communication materials in multiple languages, incentives, and encouraging behaviour change tactics.

## Councillor Briefing

Eight Councillor briefings were held with the wards that represent the highest amount of multi-residential properties. During these meetings Councillors were briefed on the project pillars, anticipated implementation timelines and the overall strategy. The wards that have the highest rate of multi-residential properties are:

- Rideau Vanier – Councillor Fleury
- Somerset – Councillor McKenney
- Kitchissippi – Councillor Leiper
- River – Councillor Brockington



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- Rideau Rockcliffe – Councillor King
- Bay – Councillor Kavanagh
- Capital – Councillor Menard
- Alta Vista – Councillor Cloutier

The key themes heard during Councillor briefings are summarized below:

- Support for the Waste Plan of garbage chute closures / converting garbage chutes to organics.
- Councillors were supportive of the recommendations and encourage staff to be bold in the approach to improving waste diversion.
- Increased promotion and education are very important. Some Councillors encouraged working with schools and youth, and many supported having introductory program information available in multiple languages.
- Creating an annual diversion target and sharing it with property managers and residents may help to encourage participation.
- Consultation and collaboration with stakeholders from the like Ottawa Community Housing (OCH) and the Multi-Residential Working Group is important.
- Recognized limited space is an issue at some properties when looking to expand organics or try and make diversion programs more accessible and convenient.
- Residents and property managers should be made aware of potential savings from diverting waste when it comes to differed landfill capital costs.
- Financial incentives may help lower income communities want to participate in waste diversion programs.
- Councillors mentioned that both residents and property managers are worried about the increase of vermin and pests with the introduction of green bins.



## Resident Engagement

### Online Dialogue Sessions

Between February and March 2022, residents of multi-residential properties were invited to participate in dialogue sessions to help staff better understand barriers and solutions to increasing participation in diversion programs. Market research identified challenges and possible solutions for staff to explore, so staff took this opportunity to hear what tactics residents recommend using to increase participation and gain insight into what communications techniques and tactics should be used to increase program participation either at the onset of a property getting a diversion program, or to increase participation at already-onboarded properties.

These sessions were advertised on Engage Ottawa, promoted through the City's social media channels, and through direct e-mail contact to suggested groups. Two online dialogue sessions were scheduled with a total of 91 residents registered. The sessions were held over Zoom and involved three breakout rooms to allow for robust discussions to take place on three separate topics.

Upon registration, residents were asked whether they had access to diversion programs, and if they participate in programs.

- Access to the Green Bin program: 53 per cent have access, 40 per cent do not, and eight per cent were either unsure or their response was inconclusive.
- Participation in diversion programs: 63 per cent participate, 31 per cent they do not, and seven per cent of answers were inconclusive.

Of note, all residents with access to the Green Bin program stated they participate in the program, with the exception of one resident who does not participate in the Green Bin program but does participate in recycling programs.

Participants were organized into small groups and asked to provide feedback on the following questions:

1. What are the best ways to receive information about a new waste program (the Green Bin program when it is first introduced)?





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2. What kind of information do you and your neighbours need to participate in the Green Bin program?
3. Is access to and convenience of waste diversion programs an issue at your property? What are your ideas to solve this?
4. What other barriers and challenges exist? What are some solutions?
5. What tools and approaches should the City use to communicate with residents and tenants at multi-residential properties about waste programs?
6. What information would be helpful for you and your neighbours to receive about garbage, recycling, Green Bin, and other waste programs?

The following is a consolidation of the top-line responses to these questions:

- Participants agreed and reiterated that education is important. Some residents found that the Green Bin program can be complicated when first starting out. Participants agreed that education should take place at the onset of a new program and on a regular basis. Tactics should target residents at home and children at school.
- Residents recommended using all available communication channels including YouTube, social media, City phone apps, emails, posters, printed pamphlets, and fridge magnets to educate residents.
- Clear and concise messaging was preferred by many participants, while some wanted detailed lists of what can and cannot be disposed of in each waste stream.
- In-person information sessions, an ambassador program, and word of mouth were suggested as effective ways to educate residents about waste programs.
- Some participants expressed interest in painting the bigger picture on the importance and benefits of using recycling and Green Bin programs (impact on greenhouse gas emissions, impact on landfill life, financial savings, etc.).
- Participants agreed that the City should consider offering more material outside of the standard French and English and the use of pictographs is helpful.





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- Residents were interested in receiving incentives such as property tax rebates to those participating in recycling and Green Bin programs.
- Garbage is more convenient to dispose of than recycling and green bin waste, especially at properties with chutes. These residents shared that their diversion bins are in the basement or an enclosure outside. Some participants suggested having a waste room on each floor with recycling and organics containers or that all waste streams are in the same place.
- The space in which the bins for disposal are located and the size of bins was flagged as a challenge for residents with mobility issues. Safety can be a concern in the winter months if trying to access bins outside when it is icy, and some bins are too tall for some residents to reach and deposit waste into.
- Many participants agreed there is not enough space at multi-residential properties for waste containers (both in each unit and in communal areas). Participants suggested the City work with property staff to identify solutions or decrease the size of garbage containers to allow more space for recycling and organics waste containers. Some suggested the City provide smaller kitchen containers for in-unit organics disposal.
- Bugs and pests are a deterrent for many residents to using recycling and organics programs. Some participants using the Green Bin program found plastic bag liners to help with the “yuck” factor.
- Some participants suggested placing organic waste in the freezer before bringing it to the communal bin for disposal to help with smell and pest issues. Participants suggested the City provide residents and the property management sector with tips to reduce smell.
- Residents would like waste audits to understand their property’s performance and for residents to understand if they are meeting the program’s objectives.
- Interest in welcome packages when a program initiates or a new tenant moves into a building to understand what programs entail, how to use them, and where to go for information on them.



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A public opinion survey was completed through the Waste Plan's Engagement Series 2 that included focused questions about barriers, challenges, and what sort of support could increase participation in waste diversion programs in the multi-residential sector. The top barriers identified were lack of space in the home to store bins (46 per cent of respondents); pests and cleanliness (41 per cent of respondents); my property doesn't have a Green Bin program (40 per cent of respondents); it is easier to throw out garbage than to recycle or use the green bin (40 per cent of respondents); and lack of knowledge about how to sort waste (35 per cent of respondents).

When asked what could support them or their neighbours in using the Green Bin program, 60 per cent of residents said making it more convenient to dispose of green bin waste would encourage participation. This was followed by making it less messy/smelly (54 per cent of respondents); a better understanding on how the green bin works and benefits the environment (50 per cent of respondents); and offering more education when introducing the green bin program through information booths and door-to-door delivery of information (40 per cent of respondents).

Respondents were also able provide context to their responses. Below are key themes shared through the survey.

#### Barriers and Challenges:

- There is a lack of willingness to sort recyclables and organic from garbage;
- People do not understand how to properly sort material;
- There is a lack of space in their units for additional bins; and,
- Their garbage room does not have the space for additional bins.

#### What would support residents and their neighbours in using the Green Bin program:

- Regulations that make recycling mandatory;
- Use of various social media to advertise the program and catch residents' attention; and,
- On-going education campaigns.



Of the 1,002 residents surveyed 28.5 per cent identified as being part of an equity deserving group, they named lack of space in the home to store bins (52 per cent of respondents) as their biggest barrier, followed by it's easier to throw out garbage than to recycle or use the green bin (43 per cent of respondents); pests and cleanliness (42 per cent of respondents); and my property doesn't have green bin program (40 per cent of respondents). When asked about what would support their own or their neighbours use of the green bin 63 per cent of respondents stated that making it less messy/smelly would help, followed by make it more convenient to dispose of green bin waste (60 per cent of respondents); better understanding on how the green bin works and benefits the environment (56 per cent of respondents); and 45 per cent of respondents stated that offering more education when introducing the program (i.e. information booths, door-to-door delivery of educational information) would be helpful.

Respondents were also able provide context to their responses. Below are key themes shared through the survey.

#### Barrier and Challenges:

- Lack of knowledge around separating recyclables;
- General lack of desire in participating; and,
- Disability and accessibility may be a barrier or challenge to separating waste.

#### What would help people participate:

- Making the location of communal bins convenient and accessible to all residents;
- Better pest control processes; and,
- Free in-unit kitchen containers for all residents.

### Property Management Sector Survey

A survey seeking feedback on the Strategy was circulated to the property management sector on behalf of the City by the Eastern Ontario's Landlord's Organization, Ottawa Community Housing, Ottawa Region Landlords Association, Ottawa Small Landlord Association, and members of the Multi-Residential Working Group. Seventy-three responses were received from individuals holding a variety of positions in the property management sector:



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- 53 per cent identified as property managers;
- 11 per cent were property owners;
- 19 per cent were superintendents or maintenance staff; and,
- 16 per cent identified as tenant liaisons.

Representatives from the following property management companies participated in the survey: Aliferous Property Management, Capital Properties, Cityview Rental Services, Ferguslea Properties, Glenview Management Ltd, GWL Realty, Hazleview Properties, Homestead Land Holdings Ltd., Minto Properties, Osgoode Properties, Ottawa Community Housing Corporation, Paramount Properties, and Urbandale Corporation. Five respondents identified as self-managed professionals in the multi-residential sector. A complete overview of the property types managed by respondents to the survey can be found in Appendix B, and a full copy of the survey can be found in Appendix A.

#### **Pillar 1: Expanding Organics Diversion to all Multi-Residential Properties**

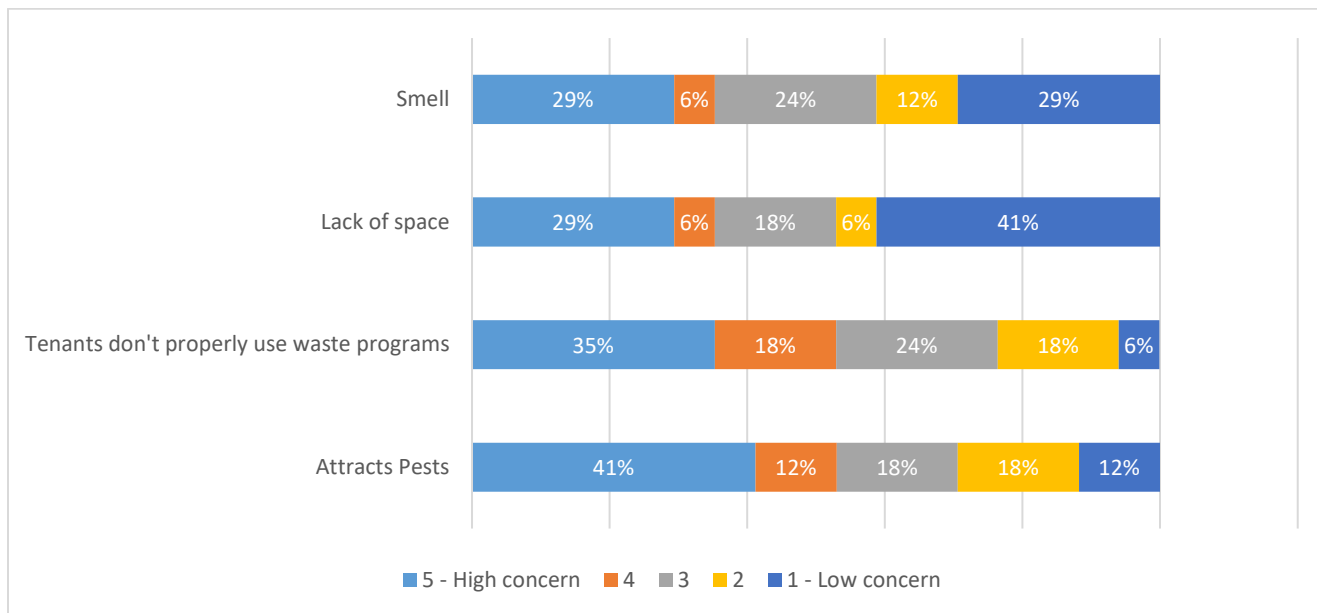
The survey results are captured below:

- Fifty-six per cent of respondents said they do not have a Green Bin program at any properties they manage, citing the following reasons:
  - Tenants not properly participating in waste programs (73 per cent of respondents)
  - Lack of space to store the green bin (70 per cent of respondents)
  - Pests (64 per cent of respondents)
  - Smell (63 per cent of respondents)
  - Other (16 per cent of respondents) Those that cited “other” said that the Green Bin program has not been offered to their property or that their property is not ready to start participating.



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- Forty-four per cent of respondents have properties with a Green Bin program in place. These participants were asked to rank the concern they had regarding various challenges with the Green Bin program, prior to introducing the program:



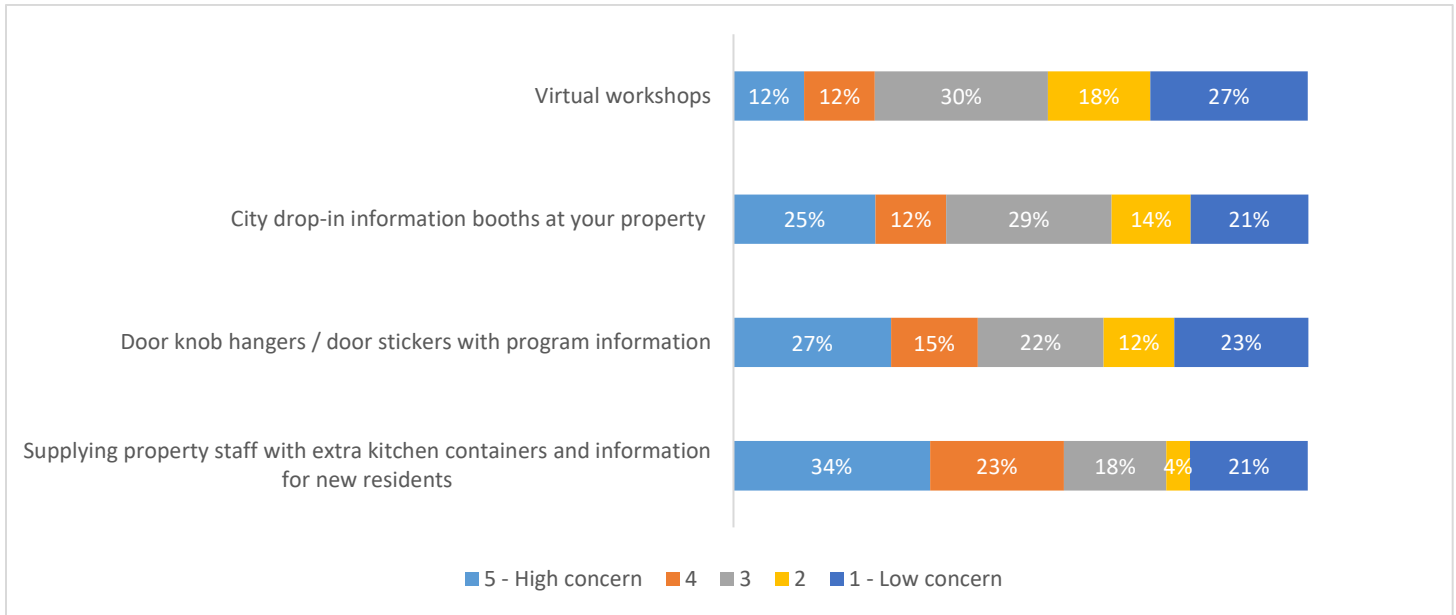
- Respondents participating in the Green Bin program that anticipated or experienced the above challenges shared solutions they adopted to reduce or mitigate concerns with the Green Bin program. These include:
  - Storing the green bins outside;
  - Providing educational posters for residents;
  - Lining communal green bins with plastic bags to reduce smell and mess; and,
  - Using plastic bags to line their bins, installing UV lights to help with maggots, and keeping the green bins and garbage bins away from one another to encourage proper sorting.
- When asked if they supported the recommendation of mandatory green bin service, 68 per cent of all respondents were in favour of the recommendation. Respondents that did not support the recommendation were asked why, and if there are any barriers or



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challenges, they anticipate if the City requires green bin collection at all multi-residential properties by 2025. Responses included:

- Tenants not participating correctly: more resident education is needed, including communication material available in multiple languages. Concern that the program will make the property messier, and some tenants will throw all garbage in the green bin.
- Additional work for property staff: it is a full-time job monitoring how residents use waste programs; not willing to decontaminate green bins.
- Pests: green bin will exacerbate existing pest issues.
- Smell.
- Limited space: not enough room to accommodate a green bin.
- Some of these respondents said that tenant accountability, the City collecting contaminated green bins, not requiring organics collection in the summer, offering smaller bins, and having multiple green bin collections each week as potential solutions that could help them support the mandatory green bin recommendation.
- The survey asked respondents to rank their level of support on outreach initiatives to support resident awareness of the Green Bin program when it is first introduced:



- Additional suggestions submitted by survey respondents for promotion and education support at the start of the Green Bin program is offering information in multiple languages, posters in communal areas, training property staff on the Green Bin program, and offering incentives for residents deciding to participate.

### Pillar 2: Enhancing Promotion and Education

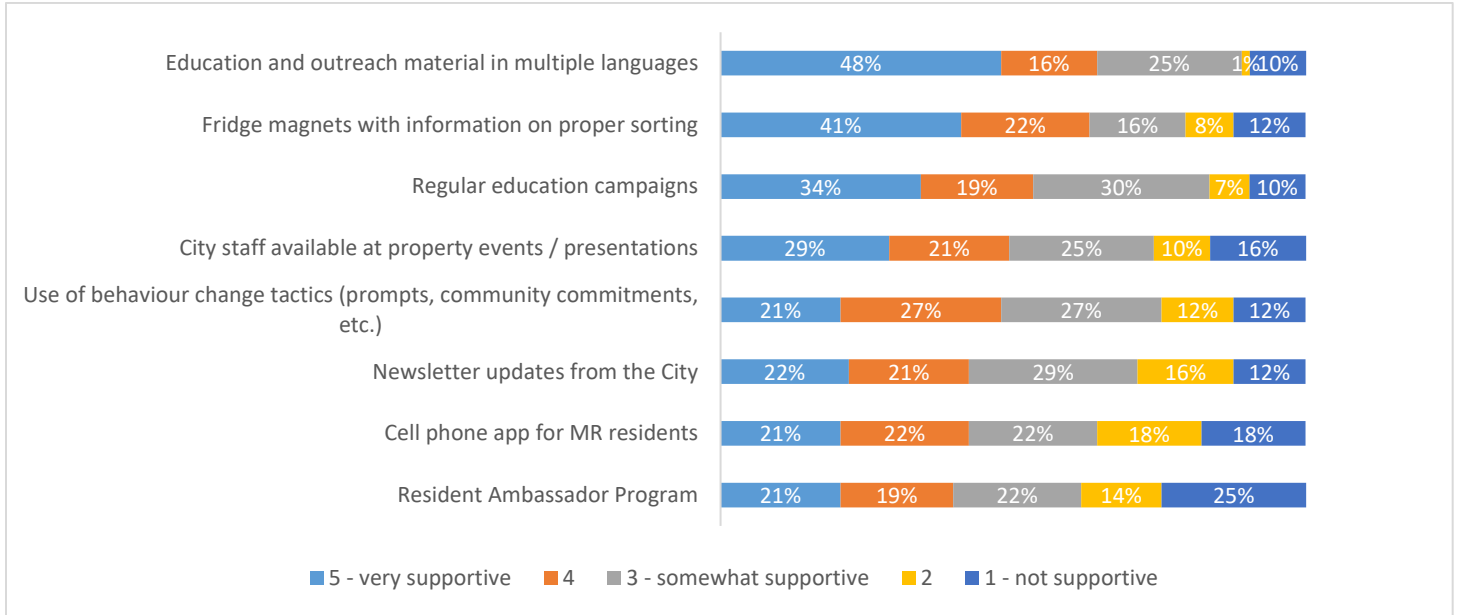
- In addition to communication support for tenants when a Green Bin program is introduced, the survey asked respondents to identify the tactics that would be most helpful to support the property management sector in educating residents about waste programs on an ongoing basis:





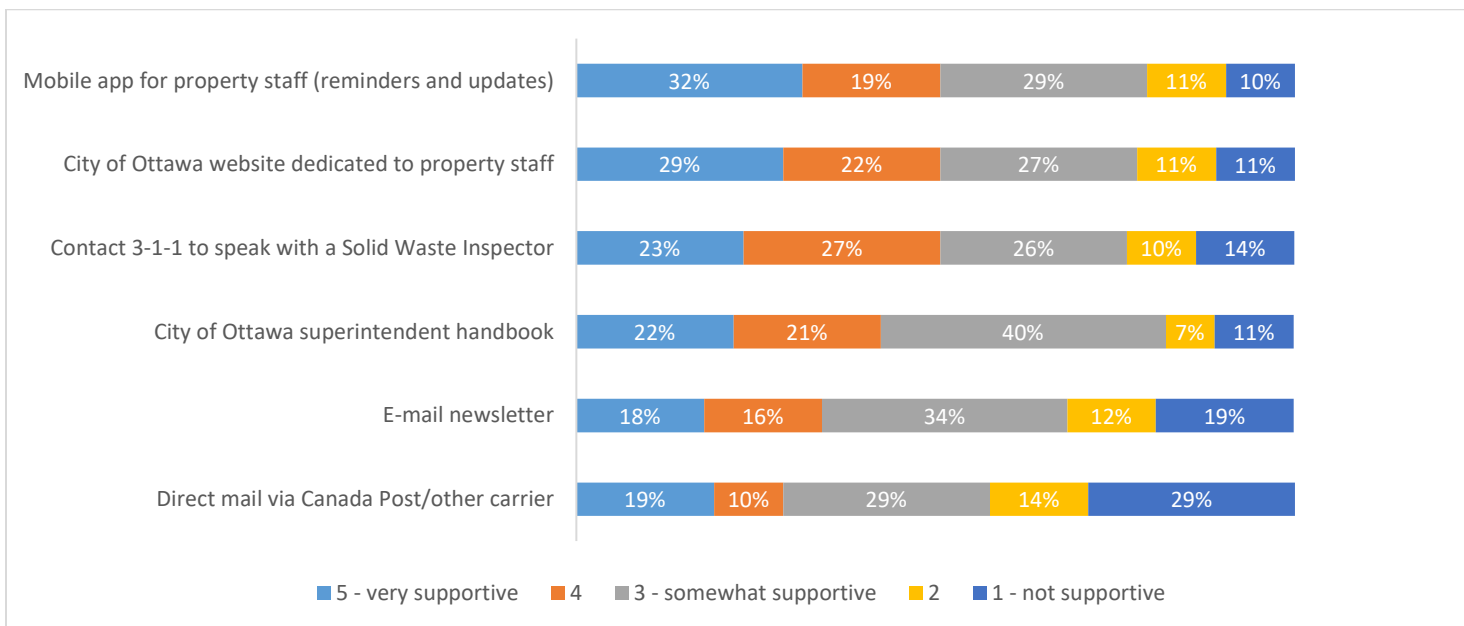
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- Additional ideas shared by survey respondents include posters, direct mailouts to resident’s households, and social media posts.

The survey asked respondents to rank their level of support of tools to help educate / inform property staff on waste programs:



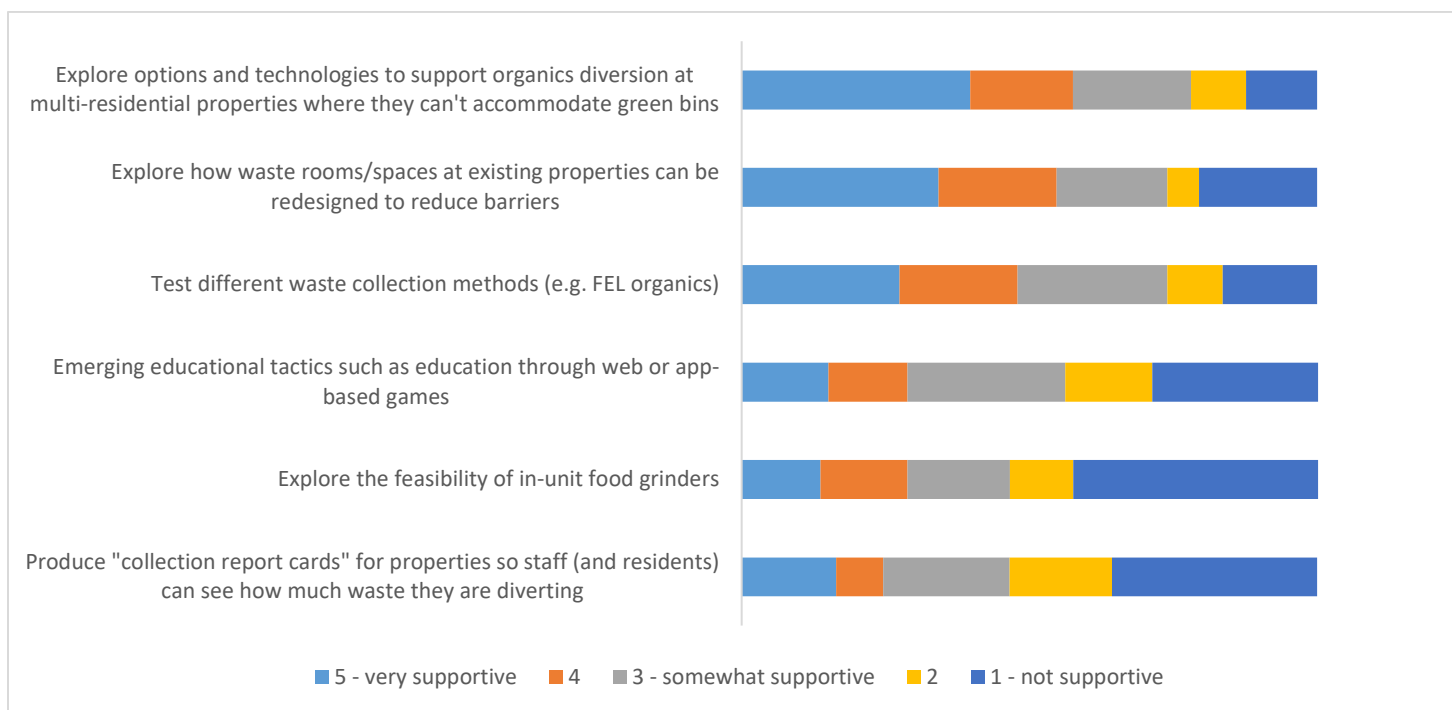


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Survey respondents most strongly supported a mobile app for property staff (51 per cent supportive), having a City of Ottawa website dedicated to property staff (51 per cent supportive), and receiving support from a Solid Waste Inspector (51 per cent supportive).

### Pillar 3: Exploring Pilots

The survey asked participants to rank their level of support for various pilot programs being considered. The pilots presented were ranked as follows:



Explore options / technologies to support organics diversion at multi-residential properties for sites that can't accommodate green bin was the option most strongly supported by survey respondents (56 per cent supportive), followed by exploring how waste rooms and space at existing properties can be redesigned to reduce barriers (55 per cent supportive), and testing different waste collection methods, such as front-end loading containers for organic waste collection (48 per cent of respondents were supportive). Survey respondents provided feedback expressing concern about in-unit food grinders and their potential impact on the sewer system and building infrastructure.



## Multi-Residential Working Group

The Multi-Residential Working Group was formed in 2018 in anticipation of the City expanding organics diversion to all multi-residential properties. The purpose of the group is to solicit feedback regarding the unique challenges property managers face with waste diversion and identify opportunities and solutions to address the challenges.

The Multi-Residential Working Group reconvened in March 2022 to discuss the Strategy's recommendations and feedback received through the property management sector survey, resident dialogue sessions, and from City Councillors.

During the meeting, the working group:

- Reviewed feedback from the property management sector alongside solutions to challenges suggested by the working group in 2019, others in the property management sector, residents, and members of Council (please see Appendix C);
- Discussed the approach to onboarding all properties to a mandatory organics diversion program (if approved by City Council);
- Reviewed pilot project opportunities; and,
- Provided feedback on promotion and education tactics.

The summary below presents a consolidation of the most frequently suggested ideas and comments on the topics discussed:

- The working group agreed with the solutions previously shared but shared that locks or latches on the green bin will not stop fruit flies and that some residents will not want to touch the bin to unlock and open the lid to dispose of waste.
- The working group acknowledged and validated the challenges identified through the property management sector survey and stated many of the challenges are not insurmountable with proper program planning. Despite this, the working group reiterated that there are some sites limited by space that will not allow them to introduce the Green Bin program. Some working group members wanted to understand how the



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property management sector was supposed to manage residents misusing the program despite education efforts. City staff will defer to Provincial direction on this.

- Working group members either supported or were not surprised by the recommendation of a mandatory organics program at multi-residential properties. Members of the working group that anticipate issues or challenges said it would be at one or a few of their properties.
- Wanted clarification on the on-boarding process and what types of properties would be eligible to receive an extension for the time period required to introduce organics diversion.
- Supported an incremental approach to onboarding all properties to an organics diversion program, but disagreed with the recommended approach developed by the City. The group contemplated various approaches to onboarding all properties to a mandatory organics diversion program and expressed interest in ongoing collaboration on this.
- The group called for flexibility in the approach for onboarding all properties to the organics diversion program. An example shared by a working group member was if a property manager was approached by the City to onboard a property, but the staff member would prefer to introduce organics diversion at a different property; asked for seasonal considerations after several members shared their experiences that starting an organics program in the spring and fall resulted in more tenant participation than starting the program in the summer or winter.
- The working group agreed with the proposed pilots and the level of support expressed in the property management sector survey. Similar to the survey, working group members expressed concerns about in-unit food grinders and highlighted they would require pipes to be cleaned more regularly and could cause backups in the building stacks.
- Working group members provided feedback on the Waste Plan, including incineration, chute closures, and converting garbage chutes to organics. Many working group members were in favour of chute closures but highlighted risks that organics chutes will



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increase contamination of the organics chute as some residents will dispose of all waste in the most convenient waste stream.

- All working group members supported comments raised about the importance of City support with resident outreach and education and would like to see this continue as it is very time consuming for the property management sector to undertake. Some members called for this support on an ongoing basis (every six months or annually).

### Stakeholder Sounding Board

The Waste Plan's Stakeholder Sounding Board (SSB) consists of individuals and organizations from across the City that represent a broad range of resident and stakeholder perspectives, including differing demographics and housing types. The SSB provides a forum for mutual learning and enhanced discourse on topics related to the Waste Plan and its component projects. An information session on the Strategy was hosted for interested members of the SSB, providing an overview of the Strategy and the proposed pillars. The SSB members at the information session expressed support for all pillars and provided additional feedback, as outlined below.

Feedback received from the SSB on the draft Strategy is summarized below:

- Members agreed with the challenges presented by both residents and the property management sector in increasing organics diversion;
- Acknowledged the need for focused and high-intensity promotion and education efforts when a new program is implemented;
- The City should consider backyard composting programs at properties that multi-residential properties that have community gardens;
- Some members brought forward concerns with the amount of work required by each property to start a new organics program;
- Outreach and education messaging should illustrate the impact of actions on bigger environmental initiatives and priorities (reducing greenhouse gas emissions, saving taxpayer dollars by deferring the need for a new landfill);



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- Long-term and ongoing promotion and education should be considered for all households in Ottawa, not just multi-residential properties;
- Strong support for a multi-residential ambassador program;
- Pleased that the City was seeking feedback and data from other municipalities on pilot program opportunities;
- Concerns brought forward about the potential for increased contamination of the green bin stream by converting garbage chutes to organics chutes; and,
- Concerns brought forward about in-unit food grinders and the potential negative impact on the sewer system.

### Next Steps

The feedback received on the draft Strategy will support preparations, prioritizing initiatives the City can explore to increase promotion and education, explore pilot projects, and support reducing barriers and challenges in using waste diversion programs. A staff report will be brought forward to Ottawa City Council in April 2022. If approved, implementation of the recommended project pillars will start in late 2022.







## Appendix A

### Multi-Residential Waste Diversion Strategy Survey

This survey is intended for people who own, manage, or maintain multi-residential properties with six or more units.

The survey is to assist City staff in developing the Multi-Residential Waste Diversion Strategy, which will be brought forward to Committee and Council as early as spring 2022. While this project does have recommendations that align with the proposed options outlined in the draft Solid Waste Master Plan, they are two separate projects and will be brought forward as two separate reports.

Before completing the survey, please review the material that was sent to you. If you have any questions, please email [wasteplan@ottawa.ca](mailto:wasteplan@ottawa.ca).

Thank you in advance for your time and input to the Strategy.

#### \*Required

1. I am a:\*

- Property owner
- Property manager
- Superintendent or Maintenance Staff (on site)
- Other \_\_\_\_\_

2. What property management company are you affiliated with? (if applicable)

\_\_\_\_\_

3. How many separate properties do you own, manage, or maintain?\*

- 1
- 2-5
- 6-10



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- 11+
4. How many units do you own, manage, or maintain? (approximately)\*
- \_\_\_\_\_
5. Property types you own, manage, or maintain? (check all that apply)\*
- High-rise apartment (5 floors or more)
  - Low-rise apartment (4 floors or less)
  - Townhouse/Garden home complex on bin service
  - Tenant owned condo units
  - Rental property
  - Social Housing
  - Other \_\_\_\_\_
6. Does the property (properties) have garbage chutes?\*
- Yes
  - No
  - Some Yes, Some No (multiple properties)
7. How many properties **have** garbage chutes? (approximately)\*
- \_\_\_\_\_
8. How many properties **do not** have garbage chutes? (approximately)\*
- \_\_\_\_\_



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### Organics Diversion in Multi- Residential Properties

The Strategy is recommending a requirement that all multi-residential properties start receiving green bin collection between 2022 and 2025. This supports the potential recommendation through the Solid Waste Master Plan that green bin collection become a condition of receiving City waste collection as early as mid-2025. A roll-out plan will be prepared by the City that includes approximate timelines for onboarding each property in the lead-up to mid-2025.



9. Does the property (properties) you own, manage, or maintain have green bin collection?\*

- Yes
- No
- Some Yes, Some No (multiple properties)

10. Why does your property (properties) **not** participate in green bin collection? (check all that apply)\*

- Lack of space
- Smell
- Attract pests
- Tenants don't properly use waste programs
- Other \_\_\_\_\_

11. How many properties **have** green bin collection?\*

\_\_\_\_\_

12. How many properties **do not** have green bin collection?\*



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13. Some multi-residential properties not providing green bin collection have expressed concerns about starting the program. In the case of each of the following, please rank if this was a concern for you when initially starting the program: \*

	1- Low concern	2	3	4	5- High Concern
Lack of space	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Smell	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Attracts pests	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tenants don't properly use waste programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

14. How were you able to overcome or manage these concerns?

15. Would your properties (property) be able to comply with the recommendation to expand green bin collection to all multi-residential properties? \*

- N/A, we are already complying with recommendation
- Yes, we could comply for all properties (currently not compliant)
- No, we would not be able to comply (for all or a few properties)

16. How many of your properties would be non-compliant? (approx.) \*

17. Do you support this recommendation? \*

- Yes
- No



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18. Why do you not support this recommendation? Are there barriers or challenges you anticipate if the City requires green bin collection at all multi-residential properties by 2025? \*

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19. What would help you support this recommendation? \*

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20. How helpful for you would the following outreach support initiatives for tenants be when introducing green bin collection at your properties? \*

	1 - Not helpful	2	3 - Somewhat helpful	4	5 - Very helpful
City drop-in informational booths to learn more about organic diversion (at your properties)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Door knob hangers / door sticks with program information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Supplying property staff with extra kitchen containers and information for new residents	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Virtual workshops	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

21. Do you have ideas for additional outreach support initiatives to encourage helpful behaviour by tenants? \*

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### Pilots: Multi-Residential Waste Diversion Strategy

Pilot programs are intended to investigate opportunities to address a need or barrier in multi-residential waste management. The pilots may inform Solid Waste Master Plan options, including a review of property development standards, and the use of alternative collection containers, and future collection contracts. Pilots may investigate opportunities in program delivery, outreach and education, enforcement, technology, and property operations.



22. Please rank your level of support for each of the following pilot programs being considered in the Strategy? \*



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	1- Not supportive	2	supportive	4	5- Very supportive
Explore how waste rooms/spaces at existing properties can be redesigned to reduce barriers to participation (access, inconvenience, limited space to store containers)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Explore options and technologies to support organics diversion at multi-residential properties where they cannot accommodate green bins	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Test different waste collection methods (e.g. organics collection in front-end loading containers)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Produce "collection report cards" for properties so staff (and perhaps residents) can see how much waste is being diverted at their property	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Emerging educational tactics such as gamification (education through web or app-based games)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Explore the feasibility of in-unit food grinders (i.e. Garburators)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>





## Solid Waste Master Plan

### Plan directeur des déchets solides

23. Do you recommend additional pilot programs to support increasing waste diversion in multi-residential properties? What do you suggest?

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#### Promotion and Education (P&E)

As a best practice, municipalities develop and deliver outreach initiatives (“promotion and education” or “P&E”) to educate residents about waste programs and encourage participation in diversion activities. P&E efforts are often seen as a cornerstone of municipal waste programs. A variety of tactics are regularly used to inform residents of acceptable materials for each waste stream, including posters in garbage rooms and informative labels on waste receptacles.



24. Are there specific attitudes and behaviours that the City should focus messaging on towards tenants to enhance promotion and education?

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25. Which tools would help educate tenants on waste programs? \*



## Solid Waste Master Plan

### Plan directeur des déchets solides

	1- Not helpful	2	3- Somewhat helpful	4	5- Very helpful
Education and outreach material in multiple languages	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Regular education campaigns	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Multi-residential ambassador program (in which one or more residents volunteer to promote better waste handling to other tenants)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
City Staff available at property events / presentations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cell phone application for multi-residential residents	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Newsletter updates from the City	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Fridge magnets with information on proper sorting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Use of behaviour change tactics (prompts, community commitments, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

26. Ideas for additional education tools for tenants?

---

27. Which tools would help educate/inform property staff on waste programs? \*



## Solid Waste Master Plan

### Plan directeur des déchets solides

	1- Not helpful	2	3 - Somewhat helpful	4	5- Very helpful
City of Ottawa website dedicated to property staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
City of Ottawa superintendent handbook	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Contact 3-1-1 to speak with a Solid Waste Inspector	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Email newsletter	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mail information by Canada Post/other carrier	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mobile apps for property staff (with reminders and updates)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

28. Ideas for additional educational tools for property staff?

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#### Multi-Residential Waste Diversion Strategy

Thank you for taking our survey! Please leave your additional feedback or comments related to the Multi-Residential Waste Diversion Strategy in the text box below or email us at [wasteplan@ottawa.ca](mailto:wasteplan@ottawa.ca).



29. Other comments on the Multi-Residential Waste Diversion Strategy

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## Solid Waste Master Plan

### Plan directeur des déchets solides

30. I would like to further discuss this project with City staff in a focus group or information session

- Yes
- No

31. Email to contact you for further engagement opportunities

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## **Appendix B**

### **Managed Property Types**





**Managed Property Types**

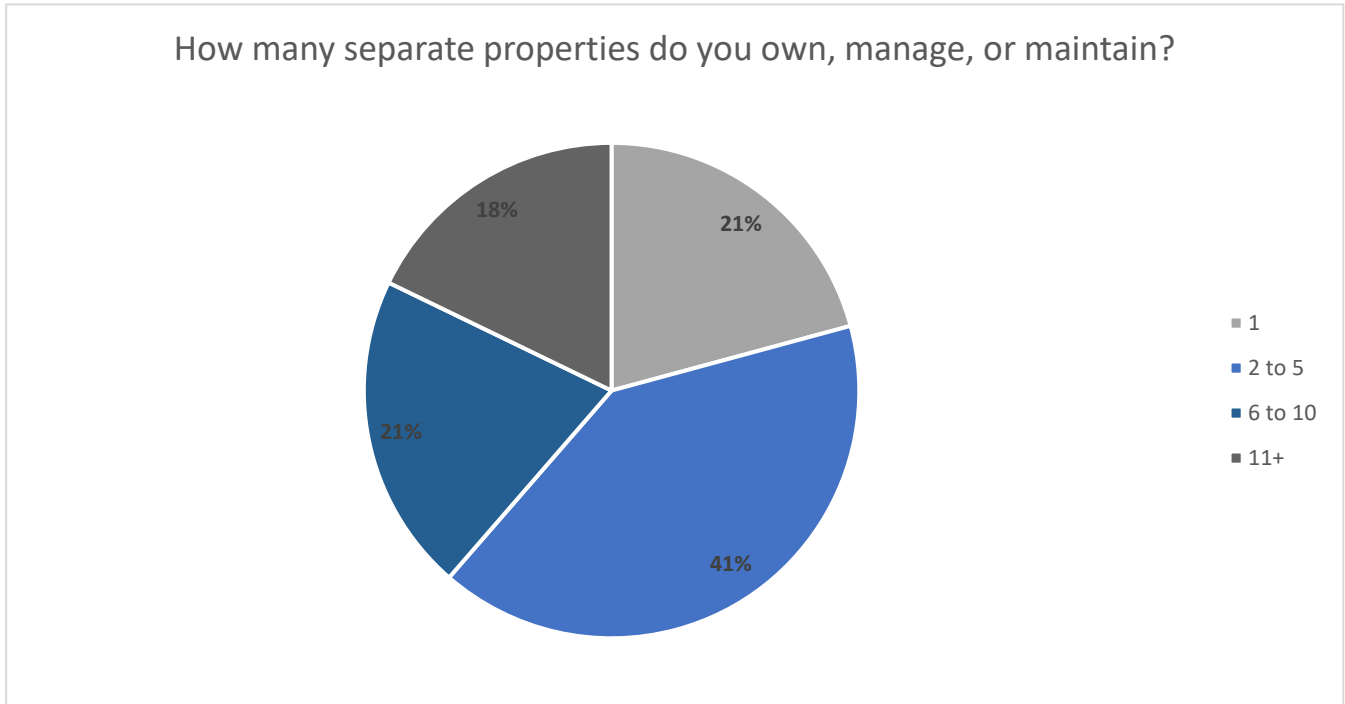


Figure 1: Graph of the number of properties respondents own, manage or maintain.

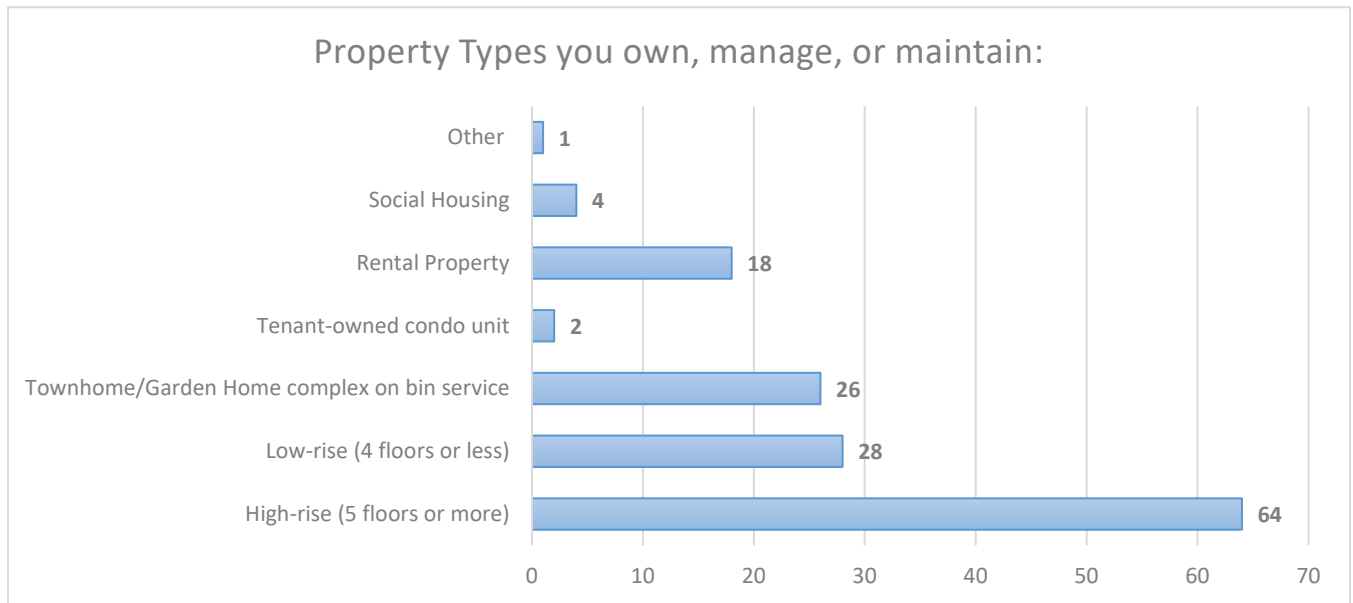


Figure 2: Graph of types of properties owned, managed, or maintained by respondents



### Does the property (properties) have garbage chutes?

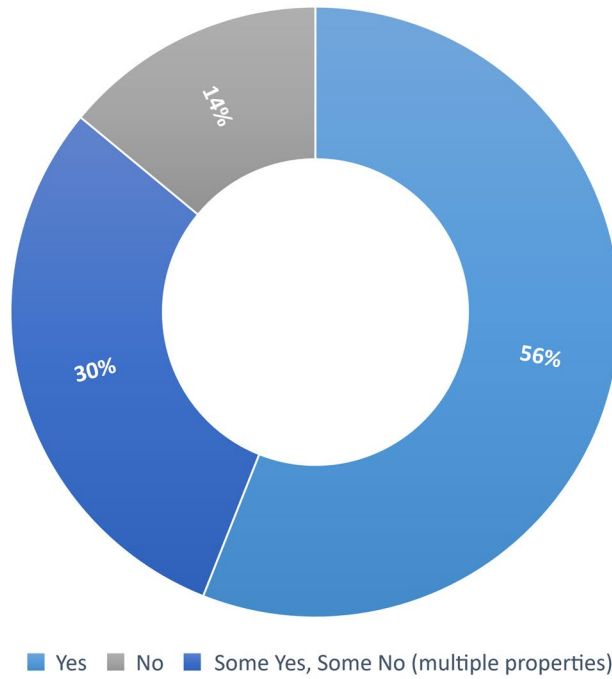


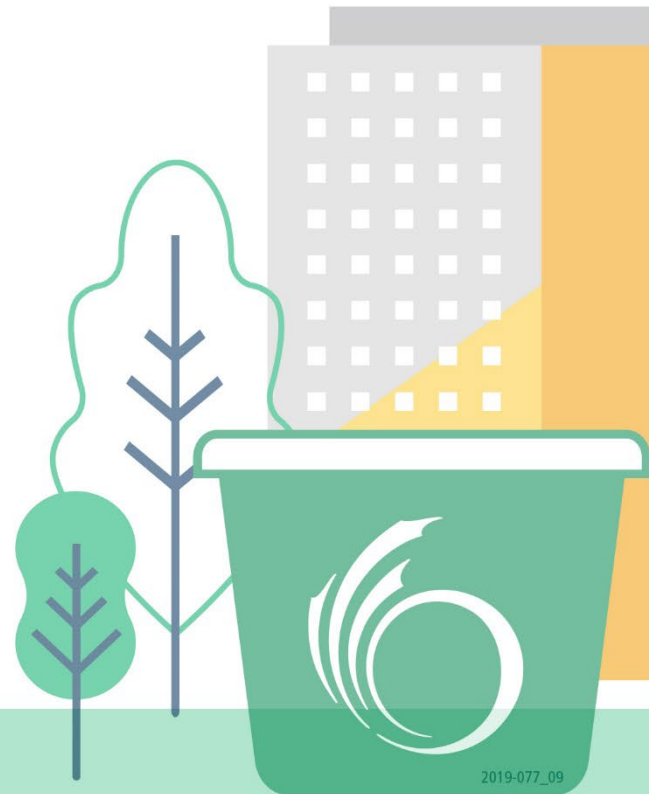
Figure 3: Graph of per centage of properties that have garbage chutes





## Appendix C

### Challenges and Solutions Table: Multi-Residential Working Group





## Solid Waste Master Plan

### Plan directeur des déchets solides

#### Challenges and Solutions

Expand Organics Diversion to all Multi-Res Properties			
Tenants refusing to participate	Smell and pests	Limited space	Other
<ul style="list-style-type: none"> <li>✓ Clear signage</li> <li>✓ Multiple languages</li> <li>✓ Awarding tenants</li> <li>✓ Tenant champions</li> <li>✓ Educating residents</li> </ul>	<ul style="list-style-type: none"> <li>✓ Locks / latches on bins</li> <li>✓ Plastic bag liners</li> <li>✓ UV lights</li> <li>✓ Cleaning bins after collection</li> <li>✓ More frequent collection</li> <li>✓ Resident participation tips</li> </ul>	<ul style="list-style-type: none"> <li>✓ Different sized bins</li> <li>✓ Building separate enclosures</li> <li>✓ Reallocating space</li> <li>✓ Alternative storage solutions</li> </ul>	<ul style="list-style-type: none"> <li>✓ Having the City collect contaminated loads of green bin waste</li> </ul>
<p><b>Discussion:</b> Is this enough? Any concerns with what is listed? Are any solutions missing?</p>			