

CURBSIDE COLLECTION

Consultation Workshop

RECYCLE BC CONSULTATION

NOVEMBER 15, 2017



RECYCLEBCTM

WORKSHOP AGENDA

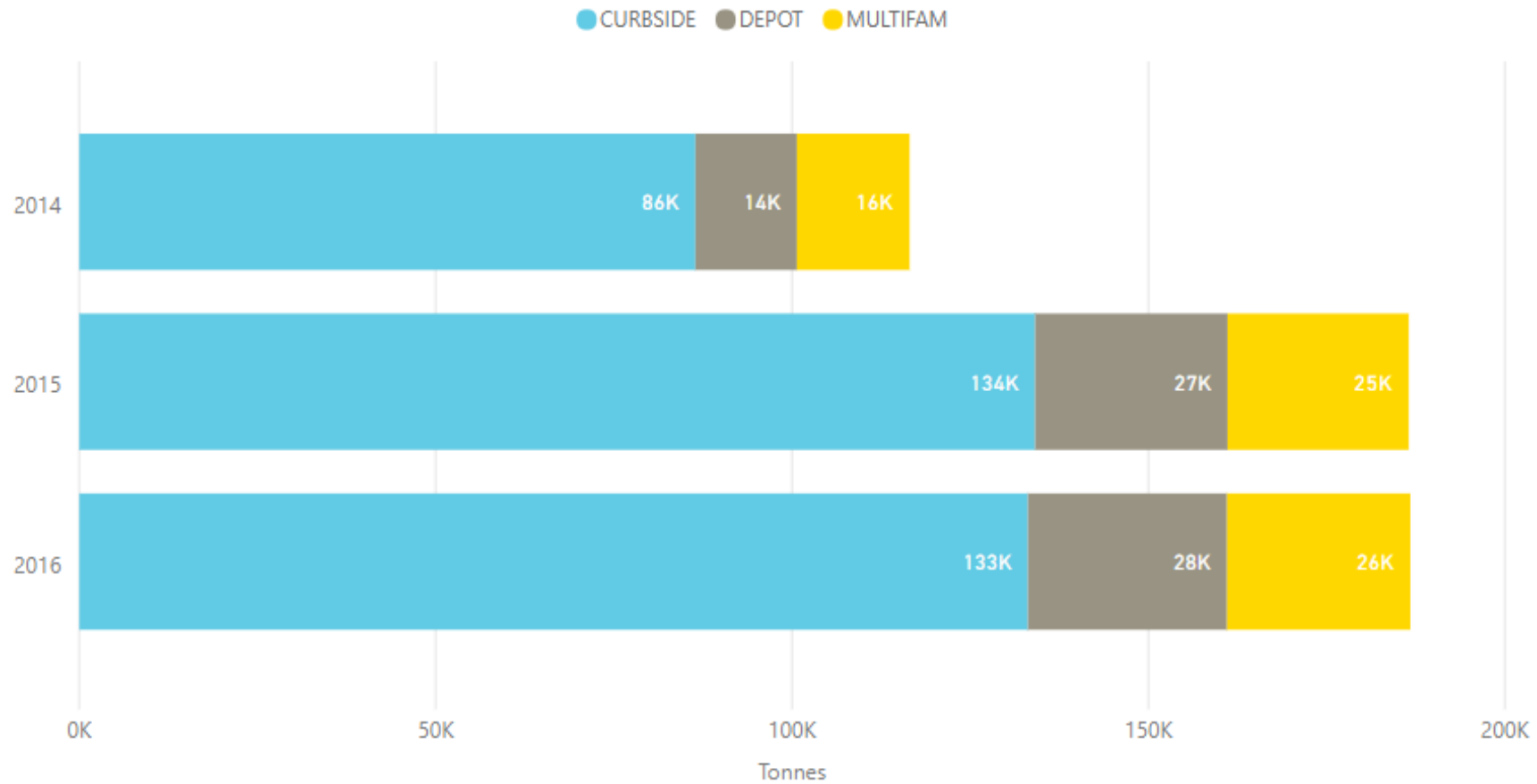
- Presentation
 - Background and context
 - Agreements – Timeline for changes
 - Agreements – Proposed changes
 - Agreements – Proposed payment structure and rates
- Question Period
- Break
- Roundtable Sessions



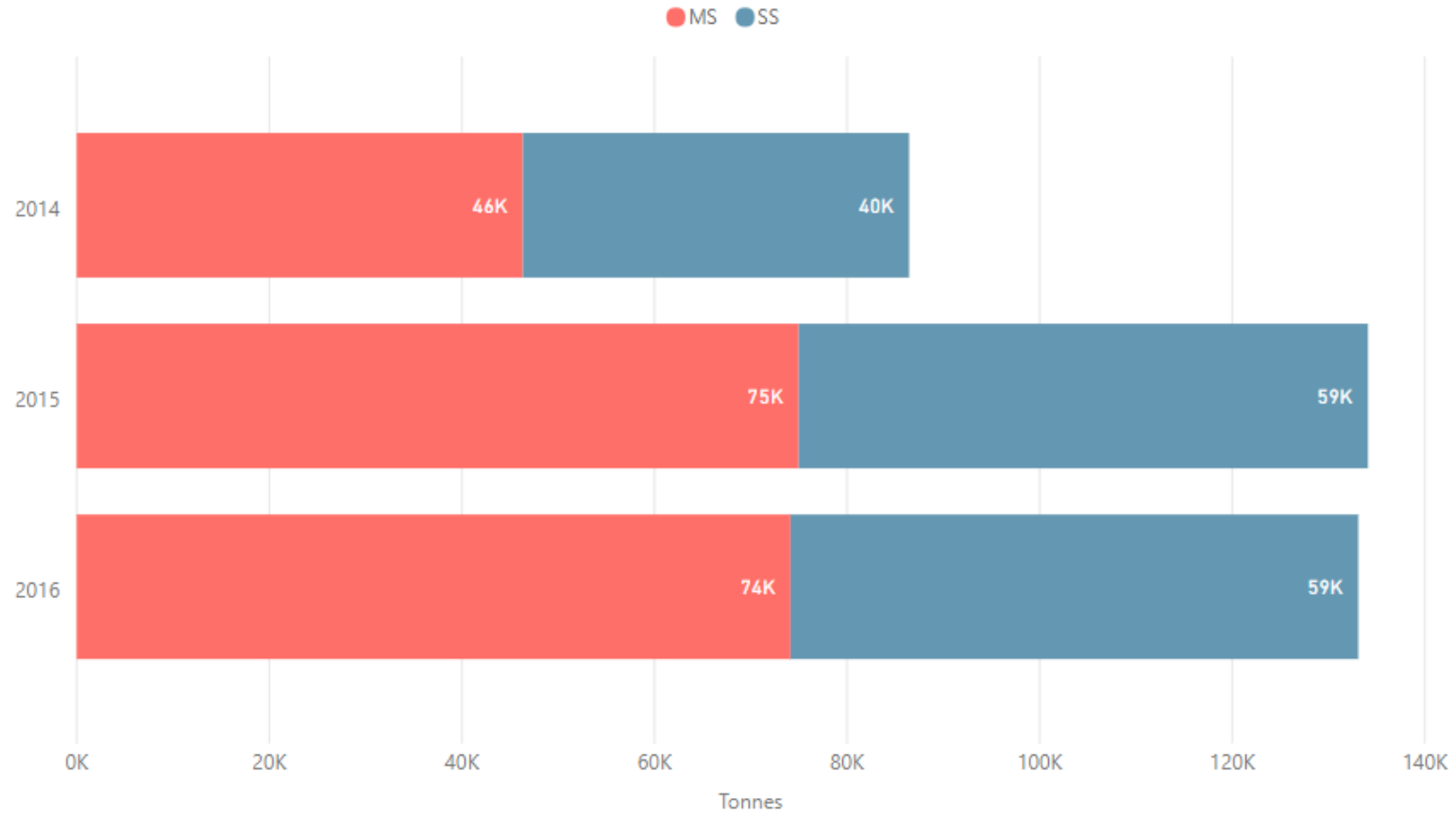
BACKGROUND

Curbside Collection

COLLECTED TONNES PER YEAR BY CHANNEL



COLLECTED TONNES PER YEAR - CURBSIDE



CURBSIDE COLLECTORS

Collector Type	Number of Collectors
Local Governments	56
First Nations	10
Direct Service	3





AGREEMENTS

Timeline for Changes

AGREEMENTS – TIMELINES FOR CHANGE

- Agreements – Master Services Agreement and Curbside Statement of Work
- Current agreements
 - 5 year terms, two optional one year extensions
 - Majority expire Nov 30, 2018
- New Agreements
 - Proposal – extend existing agreements by one month
 - 5 year terms
 - January 1, 2019 – December 31, 2023
 - Offer to collectors – Summer 2018
 - Offer includes final draft of agreements, payment structure and rates
- Collectors on alternative timeline
 - Minority of collectors have terms that extend past 2018 (e.g. recent additions from waitlist)
 - Intent is to move to new agreements and payment rates effective Jan 1, 2019 – term unchanged



AGREEMENTS

Proposed Changes

PROPOSED CHANGES - BACKGROUND

- All changes are proposals only – feedback welcome
- Recycle BC proposing changes pertaining to:
 - Operations
 - Communications
 - Customer service
- Workshop to focus on:
 - Concepts and proposals, not detailed legal language
- Workshop excludes housekeeping type changes:
 - Clarification of implied intent
 - Improved terminology to reduce confusion
 - Removal of irrelevant requirements (e.g. reporting tonnage to Recycle BC)

PROPOSED CHANGES - RATIONALE

- Changes are being proposed and guided by the following rationale:
 - Operational efficiency and effectiveness
 - Value for Recycle BC stewards
 - Addressing operational challenges - collection and post-collection
 - Environmental responsibility
 - Fostering accountability
 - Balancing needs of all stakeholders, including residents



PROPOSED CHANGES – CROSS CONTAMINATION 1

- Introduce defined thresholds for cross contamination in multi-stream programs
 - E.g. plastic containers in paper/cardboard stream
 - Cross contamination is a significant operational issue
 - Paper/cardboard markets are becoming increasingly stringent
 - Not addressed by current agreements
 - Threshold rate to be defined – feedback welcome



PROPOSED CHANGES – CROSS CONTAMINATION 2

- Require collection drivers to assist in cleaning up bulk-head failures or high levels of cross contamination at receiving facility or collector charged for associated cost
 - Bulk-head failures or high levels of cross contamination result from:
 - Driver error
 - Mechanical damage
 - Equipment design and/or shortfalls in equipment performance
 - Impact on receiving facilities:
 - Cost
 - Down-time
 - Delays for other drivers
 - Time or financial penalty – motivate drivers and route managers to reduce errors and ensure proper vehicle maintenance



PROPOSED CHANGES – CROSS CONTAMINATION 3

- Introduce defined thresholds and penalties for cross-contamination in segregated glass
 - E.g. plastic containers in segregated glass stream
 - Increases post-collection cost
 - Reduces ability to market glass
 - Requires diversion of glass away from “bottle to bottle” type markets
 - Issue often due to vehicle issues, not resident behaviour
 - Threshold and penalty rate to be defined – feedback welcome



PROPOSED CHANGES – GLASS LIMIT

- Define glass deposit containers as non-targeted material and include in 3% glass limit
 - Recycle BC's goal is to direct all Cat 8 glass collection to depot or segregated glass collection
 - Current threshold – 3% Cat 8 glass by weight
 - Category 8 glass – only glass containers included in Recycle BC program, excludes deposit containers
 - No operational difference between deposit or non-deposit glass when mixed with other material types
 - Proposal - expand threshold definition to include all glass container types including deposit glass



PROPOSED CHANGES – CURBSIDE TAGGING

- Require Recycle BC approval of policy on tagging contaminated material at the curb and tracking of associated metrics.
 - “Tagging” refers to the use of “oops stickers” and escalated procedures to leave and tag non-compliant material at the curbside
 - Critical to contamination reduction
 - Requires constant diligence by drivers
 - Each collector should have detailed procedures – requirement designed to ensure adequate procedures in place
 - Procedures likely must differ based on collection streams and container type
 - Recycle BC to provide recommended procedures
 - Local governments retain ability to develop procedures unique to their jurisdictions
 - Tracking of metrics is critical to measure performance – residents, drivers, dedicated staff



PROPOSED CHANGES – CONSOLIDATION

- Require advance approval by Recycle BC of voluntary consolidation of material by collector
 - Consolidation consists of:
 - Voluntary decision of collector to reduce collection costs
 - Delivery to non-designated facility
 - Consolidation of material and delivery to designated facility
 - All consolidation and transfer costs borne by collector
 - Subject to advance approval by Recycle BC and separate agreement
 - Build applicable requirements into agreement, including:
 - Tracking of inbound weights
 - Taking audit samples
 - Delivery of consolidated material



PROPOSED CHANGES – RECEIVING FACILITIES

- Collectors and their sub-contractors must follow all reasonable safety and operational instructions from receiving facility staff
 - Personal Protective Equipment (PPE) and safety procedures.
 - Audit procedures
 - Weigh scale operation
 - General directions
- Collectors are responsible for coordinating directly with post-collection service provider if access is required for a scheduled collection day on a holiday
- If receiving facility is not provided within required drive time or scale in separate location, post-collection service provider will cover incremental cost associated with additional distance or consolidation (storage)
 - Collector will negotiate in good faith and make appropriate arrangements

PROPOSED CHANGES – SINGLE USE BAGS

- Introduce required timeline of 18 months for transition from single-use bags
 - Disadvantages of single use bags as collection containers – why change is proposed:
 - Post-collection cost and health and safety impact
 - Generates waste each collection day
 - Added challenge of policing contamination
 - Requires purchase by residents
 - Contradicts messaging on exclusion of plastic bags
 - 18 months timeline:
 - Effective at start of agreement
 - Deadline of July 2020
 - 18 months to plan transition and purchase containers
 - Reusable containers:
 - To be provided to residents by collectors
 - Container type at discretion of collector – boxes, bags, bin with lid, cart etc.
 - Recycle BC recommends against transition to automated cart



PROPOSED CHANGES – CONTAINER CHANGES

- Require advance approval by Recycle BC of a detailed transition plan in order to change recycling container type
 - Container type can have significant impact on contamination rate
 - Transition plan to include:
 - Rationale for change
 - Timelines
 - Roles and responsibilities
 - Actions to communicate change to residents
 - Pre and post-transition contamination remediation
 - Approval will not be unreasonably withheld




PROPOSED CHANGES – RECYCLE BC LOGO

- Require inclusion of Recycle BC logo on additional collection containers or replacements moving forward.
- Recycle BC will reserve the right to approve hot-stamps or other design features of collection containers
 - Collection containers are one of most visible aspects of curbside programs
 - Change is being proposed given Recycle BC's financial support of program
 - Recycle BC willing to consider mechanisms to pay for incremental cost of logo



PROPOSED CHANGES – PROMOTIONAL MATERIAL

- Recycle BC can exercise its right to require advance approval of significant promotion and education materials
 - Examples include:
 - Annual recycling guide/calendar
 - Oops stickers
 - Advertisements
 - Website content
 - Primary concern is accuracy and consistency
 - Recycle BC templates are available but not mandatory
 - Recycle BC will strive for quick turn-around but reasonable timeline required



OOPS! RECYCLING REMINDER

WE WERE UNABLE TO COLLECT YOUR RECYCLING TODAY BECAUSE:

- ☐ This material is not accepted for collection with your recycling
 - ☐ Foam packaging (please take to Recycle BC depot)
 - ☐ Plastic bags and overwrap (please take to Recycle BC depot)
 - ☐ Glass (please take to Recycle BC depot)
 - ☐ Other (contact Recycling Council of BC at 1-800-667-4321 for recycling options)
- ☐ The material was not set out properly
 - ☐ Empty and rinse containers
 - ☐ Place material loose in bin (do not place in plastic bags)
 - ☐ Flatten and cut cardboard to no larger than 30" x 30"
- ☐ This material was put in the wrong recycling bin/bag
 - ☐ Paper/cardboard not separated from containers
- ☐ Other: _____

Questions?
Collector Name
xxx-xxx-xxxx

Learn what can be recycled or find your nearest depot at RecycleBC.ca

PROPOSED CHANGES – CUSTOMER SERVICE REPORTING

- Replace Customer Service Reporting (CSR) requirements with reporting of key customer service metrics
 - Collector are required to submit CSR quarterly
 - Purpose is to track both customer service and operational effectiveness
 - Reports can be time consuming for both parties
 - Replacement with key metrics would improve efficiency
 - Examples include:
 - Number of complaints by type
 - Number of missed collections reported
 - Avg time required for resolution



PROPOSED CHANGES – HOUSEHOLD EXPANSION

- Outline procedures for adjustments to household and ICI baselines
 - Household and ICI baselines can be adjusted on a quarterly basis
 - Updated baselines must be submitted annually – compulsory
 - Recycle BC reserves the right to require a full list of households and ICI locations served
 - Use of Recycle BC templates required
- **Municipal Collectors:**
 - Expansion permitted to any curbside households within the incorporated municipality
- **Regional District and First Nation Collectors:**
 - Expansion permitted as curbside households are added to areas already served
 - Addition of new service areas (municipalities, unincorporated communities, electoral area, reserves or other areas) permitted only with advance approval of Recycle BC
 - Recycle BC to determine best service fit for the new service area and current level of accessibility for the new service area.

PROPOSED CHANGES – BONUS

- Lower annual bonus thresholds to encourage increases in PPP capture rate
- Develop methodology to net-out non-PPP, glass, film, and foam from capture rate calculation
 - Recycle BC provides annual financial bonus to high-performing curbside programs
 - Proposal - lower initial bonus threshold by 20 kg
 - Minimum threshold from 180 to 160 kg
 - Netting out contamination ensures collectors are not rewarded for high contamination

Current

Performance Level	Annual kg/HH	\$ per Curbside household
1	180-199	\$1
2	200-219	\$2
3	220-239	\$3
4	>240	\$4

Proposal

Performance Level	Annual kg/HH	\$ per Curbside household
1	160-179	\$1
2	180-199	\$2
3	200-219	\$3
4	>220	\$4



AGREEMENTS

Proposed Payment Structure and Rates

PAYMENTS – TOP UPS

- Resident education top-up
 - Collectors responsible for promotion and education (e.g. recycling guides/calendars)
 - Current rate - **\$0.75** per household
 - No changes proposed
- Depot top-up
 - Provided to collectors that also operate depots
 - Purpose – additional resident education for plastic bags, foam packaging and glass
 - Current rate - **\$0.25** per household
 - No changes proposed
- Service administration top-up
 - Current rate - **\$2.50** per household

PAYMENTS – SERVICE ADMINISTRATION TOP UP

- Current rate - **\$2.50** per household
- Original purpose included cost of reporting collected weights to Recycle BC
- Reporting of weights responsibility transferred to post-collection service provider from program launch, but administration payments continued

- Proposal – remove requirement, reduce service administration top-up accordingly

- Proposal – differentiate service administration top-ups by:
 - Collectors using “in-house” collection staff
 - Local govt and First Nations staff perform collection
 - Service administration top-up rate - **\$1.75** per household
 - Collectors using contractors
 - Collection contracted to service provider
 - Service administration top-up rate - **\$1.10** per household

PAYMENTS – PROPOSED TOP UP RATES

	Proposed Top-Up Rate (\$/HH/Year)	
Top-Up Type	Collectors Using “In-House” Collection Staff	Collectors Using Collection Contractors
Resident Education	\$0.75	\$0.75
Depot	\$0.25	\$0.25
Service Administration	\$1.75	\$1.10

PAYMENTS – CURRENT CURBSIDE GROUPS

- Current payments differentiate between:
 - Single stream collectors
 - Multi-stream collectors
- Difference - \$3/household
- Original rationale – multi-stream programs cost more to operate but result in higher quality material

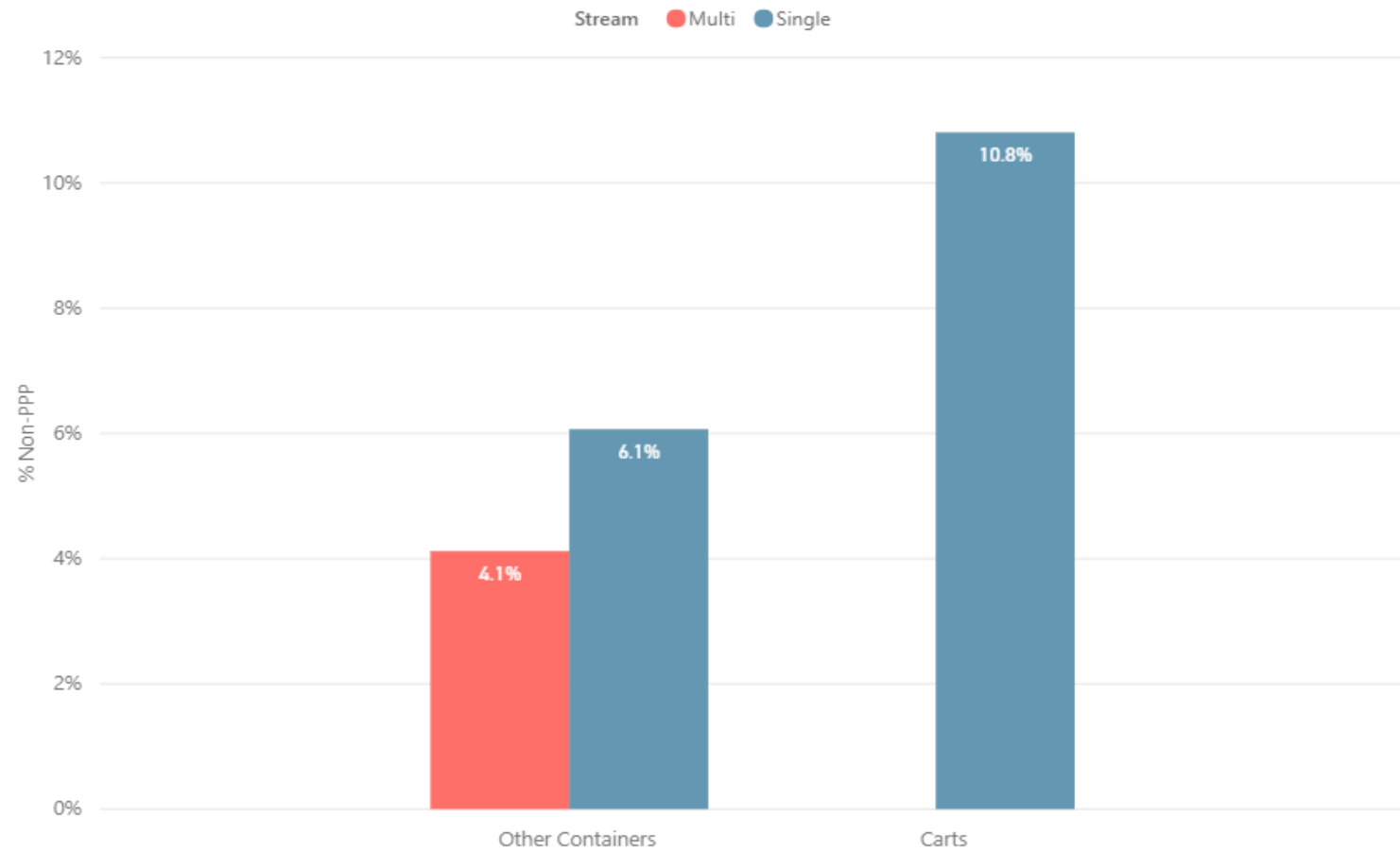
PAYMENTS – PROPOSED CURBSIDE GROUPS

- **1 – Single stream using automated carts**
 - Wheeled carts
 - Automated vehicles
- **2 – Single stream using other container types**
 - Variety of container types – boxes, reusable bags, single-use bags, bins with lid
 - Manual systems
- **3 – Multi stream**
- **Rationale:**
 - Collection cost
 - Processing cost
 - Contamination rate

PAYMENTS – PROPOSED INCREASES

- 1 – Single stream using automated carts – **4%**
- 2 – Single stream using other container types – **8%**
- 3 – Multi stream – **10%**
- Rationale:
 - Collection cost
 - Processing cost
 - Contamination rate

% NON-PPP BY CONTAINER TYPE



PAYMENTS – PROPOSED RATES

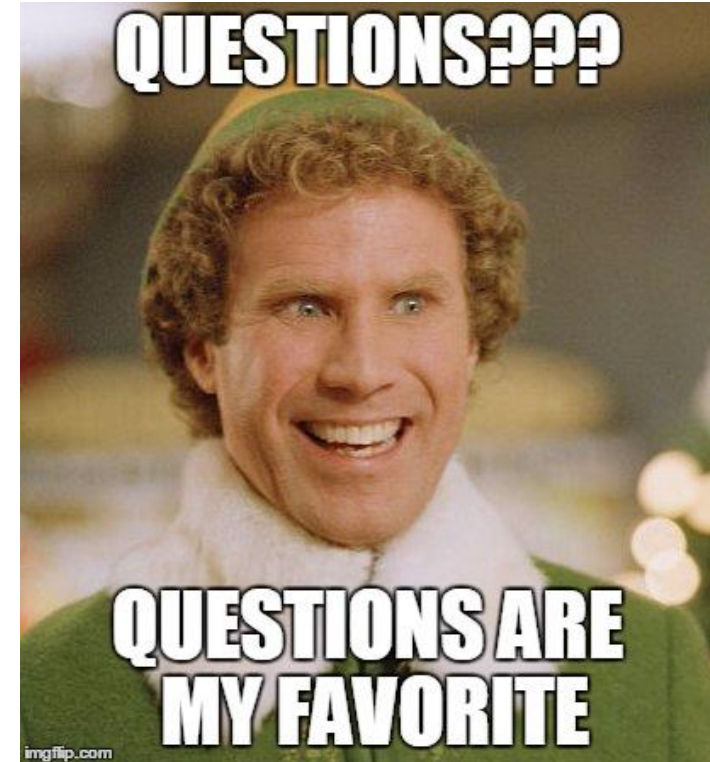
Service Area Density (Households/Hectare)	Proposed Incentive Rate (\$/HH/Year)
Group 1 - Single Stream collectors using automated carts – 4%	
> 2 HH/Hectare	\$33.40
0.2-2 HH/Hectare	\$35.40
< 0.2 HH/Hectare	\$37.40
Group 2 - Single Stream collectors using other container types – 8%	
> 2 HH/Hectare	\$34.50
0.2-2 HH/Hectare	\$36.65
< 0.2 HH/Hectare	\$38.80
Group 3 - Multi-Stream collectors – 10%	
> 2 HH/Hectare	\$38.45
0.2-2 HH/Hectare	\$40.65
< 0.2 HH/Hectare	\$42.80



QUESTIONS

QUESTIONS

- Questions for clarity, not statements for feedback
- Feedback – opportunity in round table sessions
- Participants are asked to limit questions to:
 - One question at a time
 - Clarifying questions
 - Requests for rationale or further explanation
 - “Did you consider..” or “what about...”
 - “Can you explain...”
- Raise hand and microphone will be brought to you
- Webinar – written questions will be read aloud





FEEDBACK

Round Table Sessions

FEEDBACK

- Online feedback – Form on Recycle BC website until Dec 15
- Round table sessions
 - 9 discussion group topics
 - Tables devoted to each topic
 - “Vote with your feet” – join table that best corresponds with topics you’d like to discuss
 - 3 sessions of 20 minutes each – opportunity to switch topics
 - Some topics may be split or combined depending on numbers at each table
 - Designate facilitator and note-taker
 - Brainstorm ideas on flip charts
 - Power point – printed version available for reference
 - Table booklet – includes summary of applicable changes and topics, discussion questions
 - Capture consolidated feedback within table booklet
 - Recycle BC staff available to answer questions and assist

DISCUSSION GROUPS

Table #	Recycle BC Support	Topic Category
1, 2 & 3	Linda	Payments: Structure and rates
5	Tiffany	Contamination: Cross contamination, tagging procedures, thresholds etc.
7	Tiffany	Collection Containers: Single use bags, container changes, policies on containers
9	Kathleen	Receiving Facilities: Operations, location, consolidation
11	Kathleen	Promotion and Education: Promotional materials, logo requirements
13	Kelly	Reporting: Customer service reports, claim reports, EFTs
15	Alex	Bonus: Thresholds and rates
17	Brendan	Expansion: New service areas, household expansion, new collectors, new programs
19	Brendan	Materials: Materials accepted, excluded and directed to depots (e.g. plastic bags, glass, ICI)

DISCUSSION QUESTIONS

- What feedback do you have on the changes proposed?
- What elements of the proposals do you support or consider fair/advantageous? Why?
- What elements of the proposals do you NOT support? What are your primary concerns?
- What alternatives would you suggest?
- What issues or topics do you feel were not addressed? What is your feedback on those?
- Where should Recycle BC go from here?
- What outstanding questions or requests for further information do you have?



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