

MULTI-FAMILY COLLECTION

Consultation Workshop

RECYCLE BC CONSULTATION

NOVEMBER 16, 2017



RECYCLEBCTM

Workshop Agenda

- Presentation – Proposals Only
 - Background and context
 - Agreements – Timeline for changes
 - Agreements – Proposed changes
(Operations, Communications & Customer Service)
 - Agreements – Proposed payment structure and rates
- Questions Period – Clarifying questions only
- Roundtable Sessions – All Feedback Welcome
 - ♻️ Focus should be: Concepts and proposals, not detailed legal language
- Total time: 90 min



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



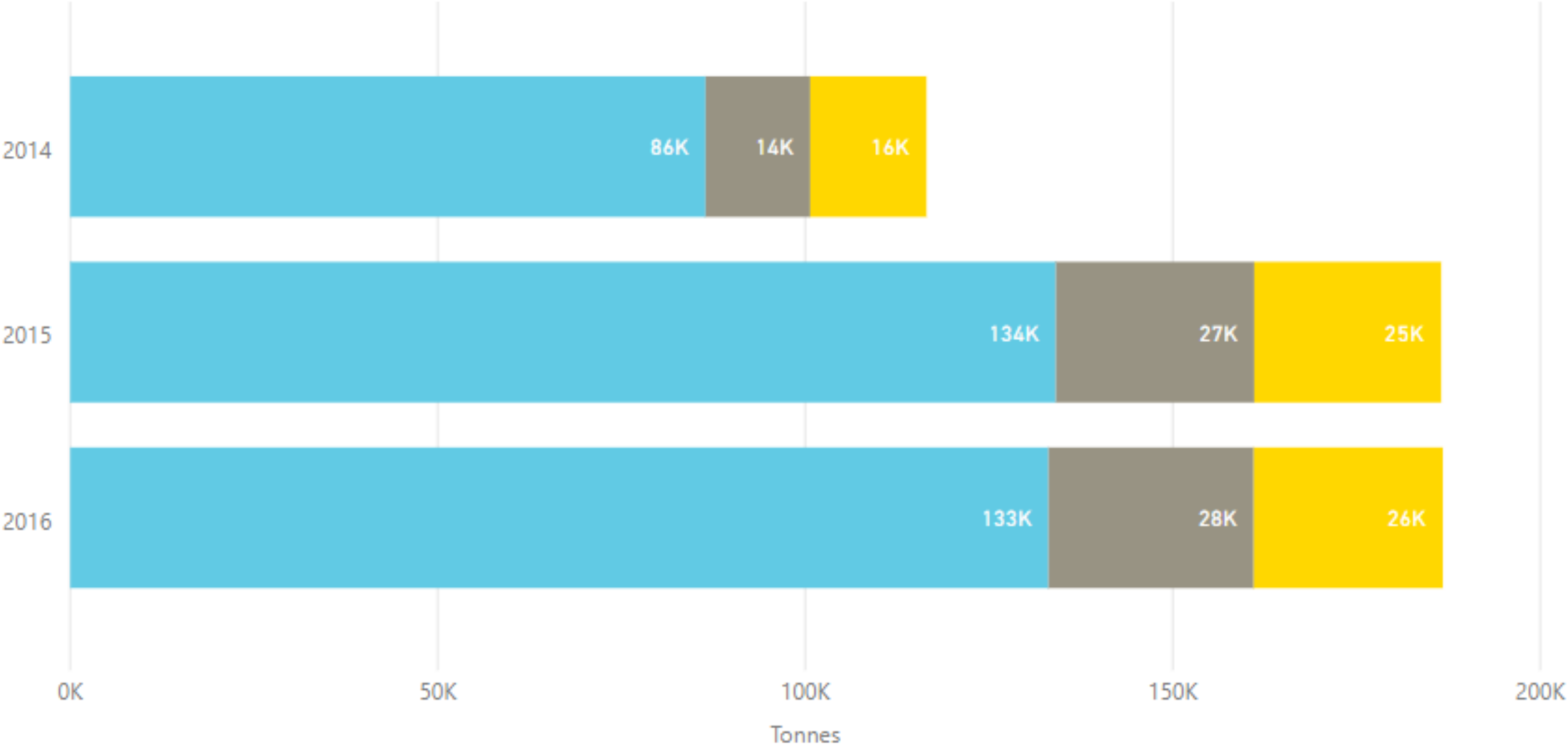


BACKGROUND

Multi-family Collection

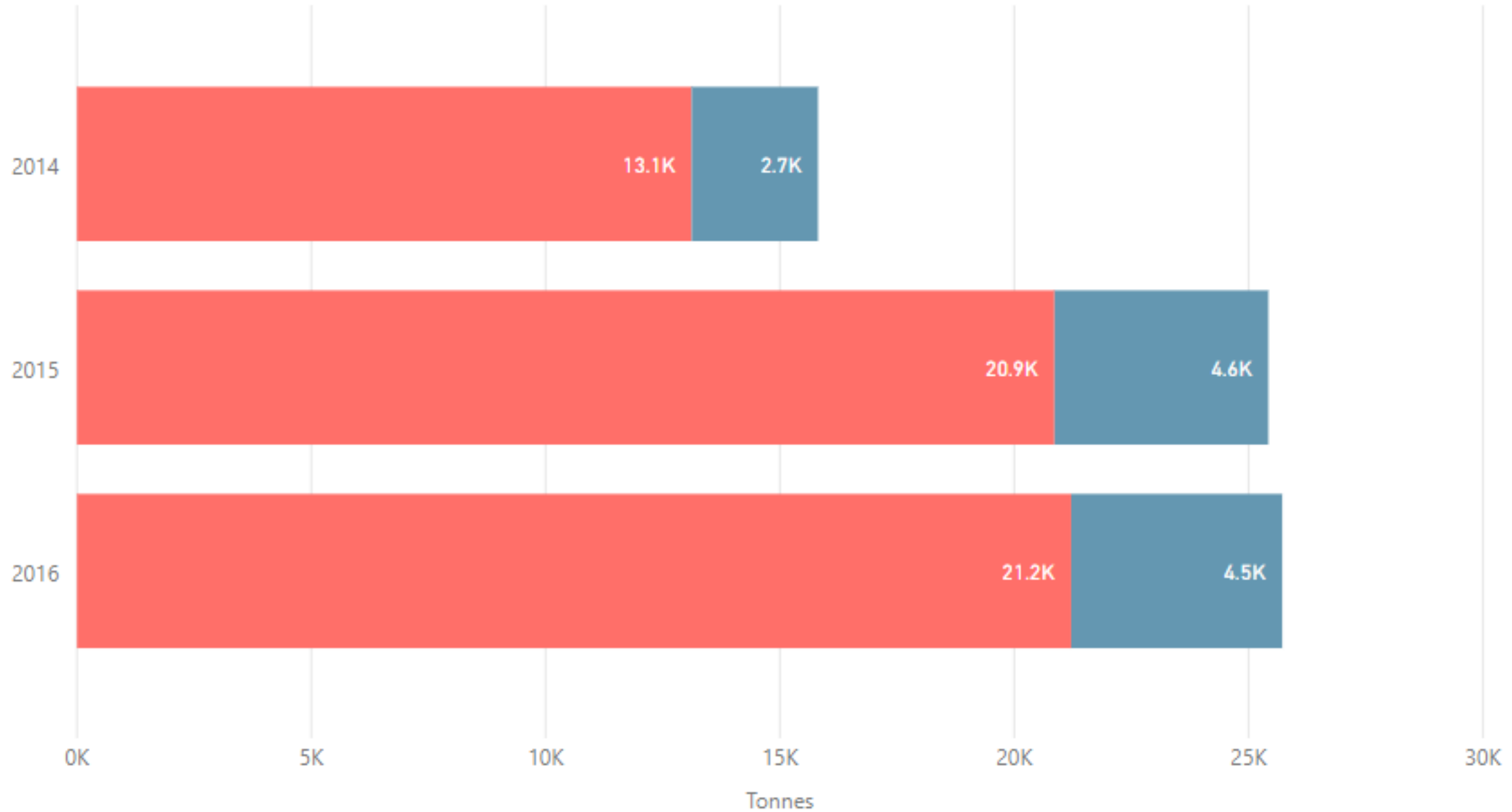
COLLECTED TONNES PER YEAR BY CHANNEL

CURBSIDE DEPOT MULTIFAM



COLLECTED TONNES PER YEAR - MULTI-FAMILY

MS SS



Multi-Family Collectors

Collector Type	Number of Collectors
Local Governments	21
First Nations	3
Private Companies	9



AGREEMENTS

Timeline for Changes

Agreements – Timeline for Changes

- Agreements – Master Services Agreement and Multi-family 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 – Cross Contamination 1

- Introduce defined thresholds for cross contamination in multi-stream programs
 - E.g. plastic containers in paper/cardboard stream
 - Cross contamination is 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

- 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 – Cross Contamination 3

- 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 cross-contamination result from:
 - Driver error
 - Mechanical damage
 - Equipment issues or equipment shortfalls
 - 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 – 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 –Tagging

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



The image shows a vertical rectangular sticker with a white background. At the top, there is a blue recycling bin icon with a white recycling symbol, followed by the text "RECYCLEBC" in blue and green. Below this is a red horizontal band with the text "OOPS! RECYCLING REMINDER" in white. Underneath the red band, in small red text, it says "WE WERE UNABLE TO COLLECT YOUR RECYCLING TODAY BECAUSE:". This is followed by three sections of checkboxes. The first section is titled "This material is not accepted for collection with your recycling" and lists: "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)", and "Other (contact Recycling Council of BC at 1-800-667-4321 for recycling options)". The second section is titled "The material was not set out properly" and lists: "Empty and rinse containers", "Place material loose in bin (do not place in plastic bags)", and "Flatten and cut cardboard to no larger than 30\" x 30\"". The third section is titled "This material was put in the wrong recycling bin/bag" and lists: "Paper/cardboard not separated from containers". Below these sections is a line for "Other:". At the bottom, there is a section for "Questions?" with "Collector Name" and a line for "xxx-xxx-xxxx". The bottom of the sticker has a blue gradient background with the text "Learn what can be recycled or find your nearest depot at RecycleBC.ca".

 **RECYCLEBC**

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](https://www.RecycleBC.ca)

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.



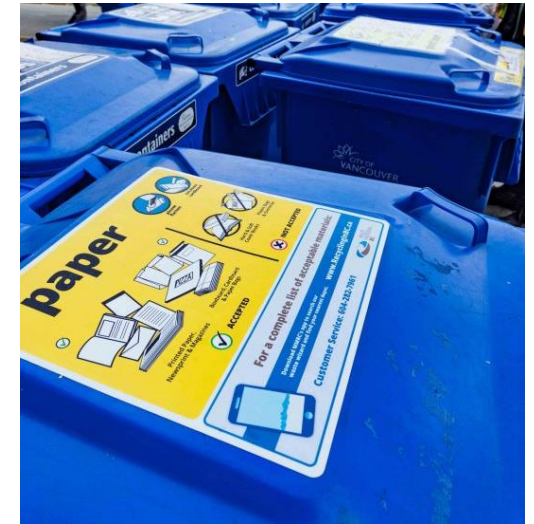
Proposed Changes – Container Changes

- 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 – Promotional Materials

- 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



Proposed Changes – Customer Service Reports

- 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
 - Use of Recycle BC building list template required
- **Municipalities:**
 - Expansion permitted to any multi-family buildings within the incorporated municipality's SOW service area
- **Private Collectors:**
 - Expansion permitted to any multi-family buildings within the communities included in collection agreement, unless otherwise noted by Recycle BC



AGREEMENTS

Proposed Payment Structure and Rates

Proposed Changes – Bonus

- Lower annual bonus thresholds to encourage increases in 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 multi-family programs
 - Proposal - lower initial bonus threshold by 20 kg
 - Minimum threshold from 100 to 80 kg
 - Netting out contamination ensures collectors are not rewarded for high contamination

Current

Performance Level	Annual kg/household	\$ per MF household
1	100-109	\$0.50
2	110-119	\$1.00
3	120-129	\$1.50
4	130-139	\$2.00
5	140-149	\$2.50
6	>150	\$3.00

Proposal

Performance Level	Annual kg/household	\$ per MF household
1	80-89	\$0.50
2	90-99	\$1.00
3	100-109	\$1.50
4	110-119	\$2.00
5	120-129	\$2.50
6	>130	\$3.00

Payments – Top-Ups

- Resident education top-up
 - Collectors responsible for promotion and education (e.g. recycling guides/calendars)
 - Current rate - **\$1.00** 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 weights to Recycle BC
- Reporting of weights is responsibility of post-collection service provider, but 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 governments and First Nations staff perform collection
 - Service administration top-up rate - **\$1.25** per household
 - Collectors using contractors
 - Collection contracted to service provider
 - Service administration top-up rate - **\$0.75** 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	\$1.00	\$1.00
Depot	\$0.25	\$0.25
Service Administration	\$1.25	\$0.75

Payments – Current Multi-Family Groups

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

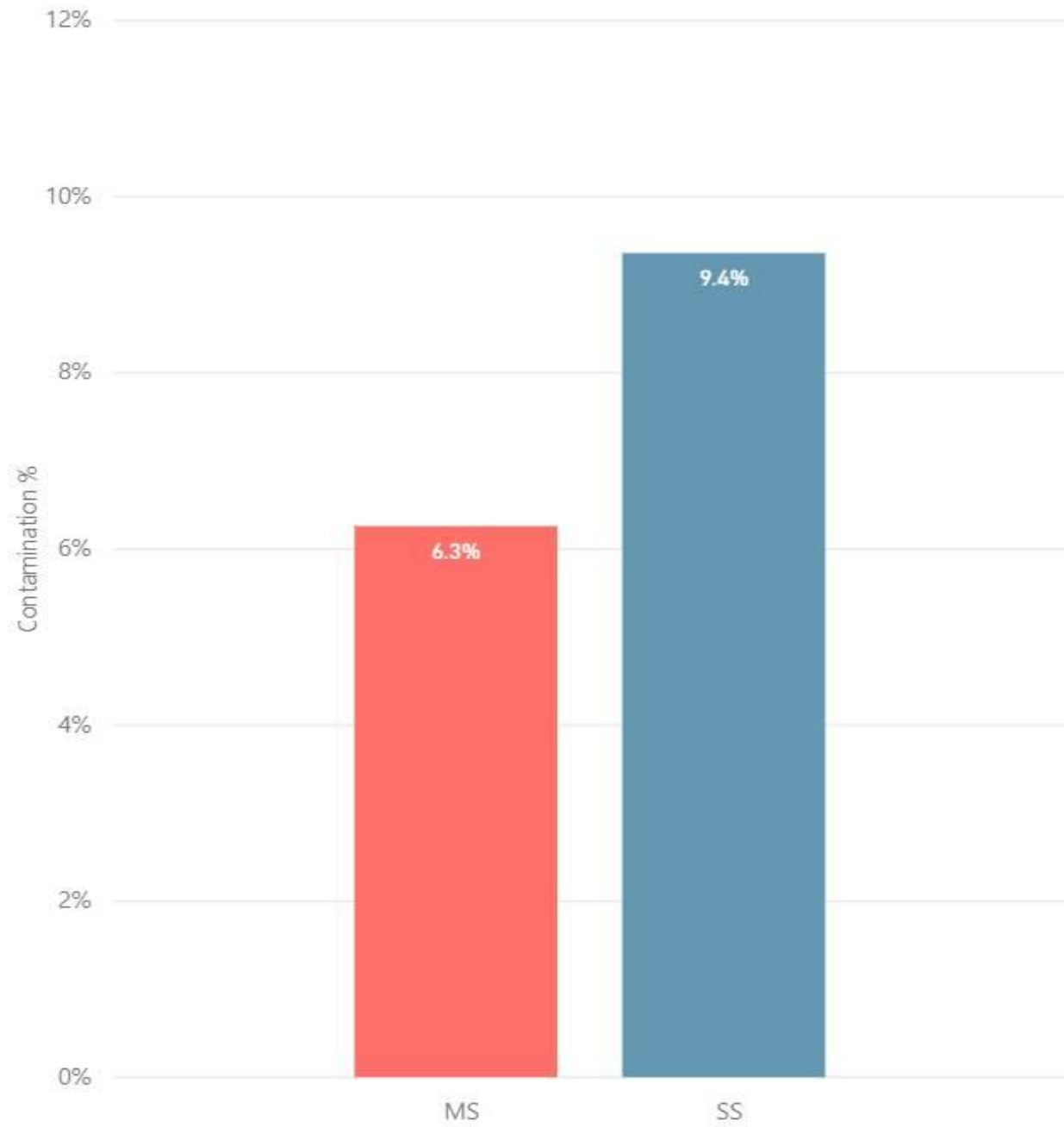


Payments – Proposed Increases

- Single stream– **8%**
- Multi stream – **10%**
- Rationale:
 - Collection cost
 - Processing cost
 - Contamination rate



% NON-PPP BY STREAM TYPE



Payments – Proposed Rates

Multi-Family Collector Type	Proposed Incentive Rate (\$/HH/Year)
Single Stream Collectors – 8%	\$18.30
Multi-Stream Collectors – 10%	\$21.90

Payments – Segregated Cardboard

- Provide Recycle BC with the right to develop a methodology to reduce the applicable incentive rates associated with those buildings where cardboard is collected as a separate stream and managed outside the Recycle BC program.
 - Current and proposed payment rates are for the collection of all in-scope PPP
 - In some cases, cardboard is segregated and managed outside of the Recycle BC program
 - Recycle BC does not receive tonnage or value of cardboard
 - Collectors is not providing services in accordance with the agreement





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..”
- 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
 - **7** discussion group topics
 - One main topic per table
 - “Vote with your feet” – join table that best corresponds with topics you’d like to discuss
 - **2** sessions of *15 minutes* each – opportunity to switch topics
 - Designate facilitator and note-taker – please assign as a group
 - Brainstorm ideas on flip charts
 - Capture consolidated feedback on table booklet
 - Recycle BC staff available to answer questions and assist



Discussion Groups and Table Number

Table 1: Payments – Structure, rates, Top- Ups and Bonus

Table 2: Contamination – Cross contamination, tagging procedures, thresholds etc.

Table 3: Containers – Single use bags, container changes

Table 4: Receiving facilities – Operations, location, consolidation

Table 5: Promotion and education – Promotional materials

Table 6: Reporting – Customer service reports, claim reports, EFTs

Table 7: Expansion – New service areas, household expansion

Table 8: Other Topics – An open discussion forum for topics not covered. Please leave feedback.

Discussion Questions

- What elements of the proposals do you support?
- What elements of the proposals do you NOT support? What are your primary concerns?
- What alternatives should be considered?
- What issues or topics do you feel were not addressed?
- Where should Recycle BC go from here?
- What outstanding questions or requests for further information do you have?



Discussion Groups per Table

- 1) Payments** – Structure, rates, Top- Ups and Bonus
- 2) Contamination** – Cross contamination, tagging procedures, thresholds etc.
- 3) Containers** – Single use bags, container changes
- 4) Receiving facilities** – Operations, location, consolidation

- 5) Promotion and education** – Promotional materials
- 6) Reporting** – Customer service reports
- 7) Expansion** – New service areas, household expansion
- 8) Other** – Open for any other topic to be discussed



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