

# Recycling and Waste Minimization

*Includes:*

- Residential Recycling – Single Family Dwelling
- Residential Recycling – Multi Family Dwelling

## Service Overview

### DESCRIPTION

To provide recycling services to residential locations, offering single family locations collection service 50 times a year. Multi-family locations have the option of cart or bin collection once per week. City owned public facilities such as swimming pools and community clubs are also eligible for this service.

The recyclables are taken to a facility and separated into the various material types and sold. The Province of Manitoba, through the Manitoba Product Stewardship Corporation (MPSC) pays 80% of the net cost of this service.

Other related waste minimization services include the Leaf-It depots, Chip-In depots, a back yard composting program and 6 general use recycling depots around the City.

Programs related to household hazardous waste and used oil recycling is provided by the Province of Manitoba.

### KEY GOALS

1. To improve the state of the environment / improve public health.
2. To exceed our customer's needs and expectations.
3. To increase the efficiency and effectiveness of our services.
4. To implement best practices throughout the Department.
5. To maintain a high quality working environment for our staff.

## SERVICE LEVEL STATISTICS

Description	2003	2004	2005	2006	4 Year Average
Number of households served	260,141	261,099	262,394	264,224	261,965
Volume residential recycling material collected (tonnes)	36,223	40,877	42,163	42,620	40,471
Average Volume residential recycling per household (kg)	139	157	161	161	154
Total Leaf-It Program yard waste recycling (tonnes)	2,027	3,136	2,346	2,559	2,517
Total Chip-In Program Christmas tree recycling (tonnes)	61	44	50	62	54
Backyard composters sold	5,500	5,000	4,704	3,702	4,727
Average commodity price per tonne of recyclables sold	72.12	98.92	98.73	59.25	83.00
MPSC rate per Tonne on eligible material	128	112	102	110	113

# Strategic Direction

## LINK TO PLAN WINNIPEG

5A-02 Provide Solid Waste Management

## SYNOPSIS OF POLICY DIRECTION

In 2001, Council set a target of 34,000 tonnes of recycling per year.

## KEY FACTORS INFLUENCING SERVICE DELIVERY

Residents have fully embraced the residential multi-material recycling programs. Diversion is higher than ever and 86% of households participate in the program. With this renewed interest in environmental issues, the demand for services is increasing. A more robust organics diversion program is one program that residents may be interested in.

The Province of Manitoba is moving forward with electronics and household hazardous waste programs that will be funded and operated by the industries that produce these products.

The net cost of the City diversion programs are funded by the Solid Waste Disposal Utility.

The net cost of the recycling program is dependant on the market for materials and the level of funding from the Manitoba Product Stewardship Corporation (MPSC).

Manitoba Conservation is proposing to disband the MPSC and shift to a regulated steward responsibility model. Under this model companies that produce or distribute designated materials are responsible to develop the program for managing the waste. It is unknown what the impacts will be, if any, on funding levels or complexity of moving to a multi-steward system from one regulatory body.

## SUMMARY OF GOALS AND STRATEGIES

### 1. To improve the state of the environment / improve public health

- Reduce the impact of the solid waste stream on the global climate through the promotion of recycling and the backyard waste program.

### 2. To exceed our customers needs and expectations

- Continue to provide an excellent recycling service by minimizing service deficiencies, meeting service schedules and offering recycling to multi-family locations.

### 3. To increase the efficiency and effectiveness of our services

- Expand the City office paper recycling program to include all recyclables on a user-pay basis.
- Use activity based costing techniques to improved service efficiency.

### 4. To implement best practices throughout the Department

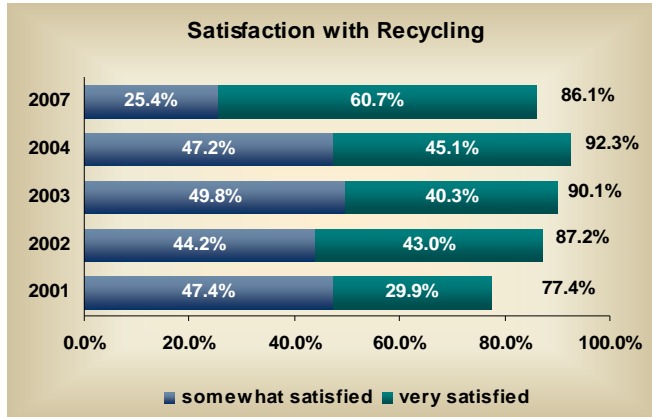
- Minimize the potential for an adverse environmental incident.

### 5. To maintain a high quality working environment for our staff

- Fully implement the Departmental safety strategy by undertaking job hazard analysis and implementing safe work procedures.

# Performance Information

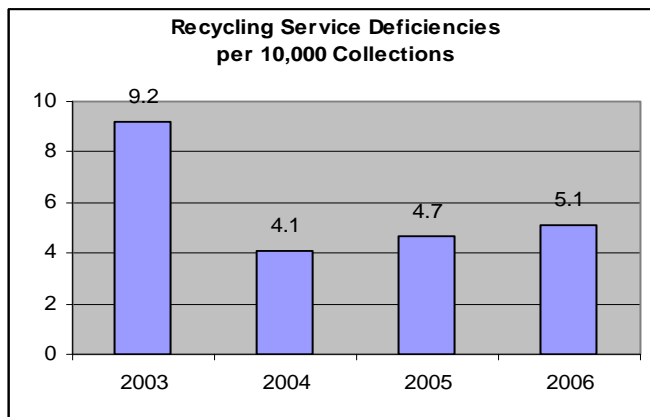
## CITIZEN SATISFACTION



86.1% of citizens are satisfied with the City's recycling service.

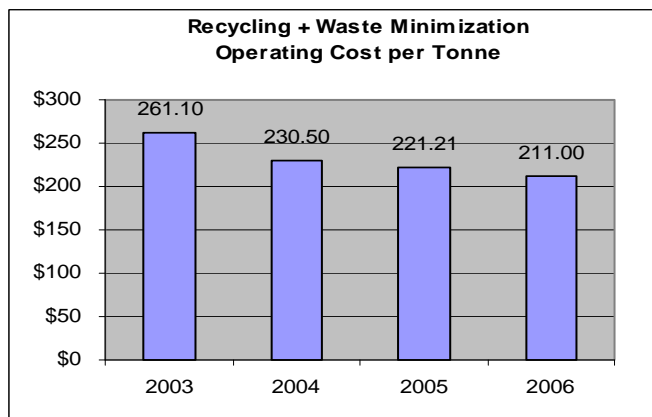
Source: City of Winnipeg, CAO Secretariat 2007 Survey

## EFFECTIVENESS MEASURES

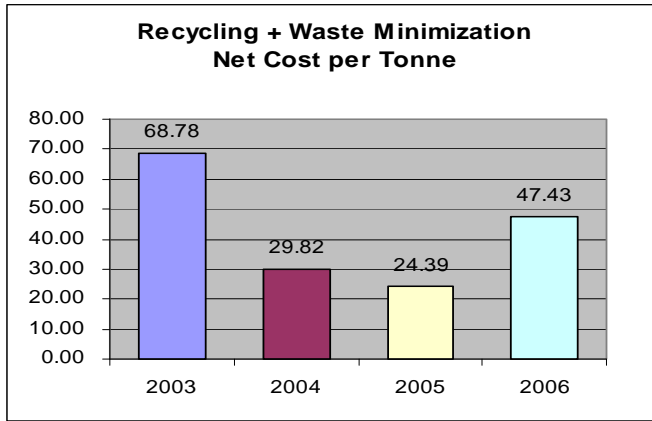


The service goal is to have less than 5 service deficiencies per 10,000 collections and since 2003, service has improved in meeting our customer's expectations.

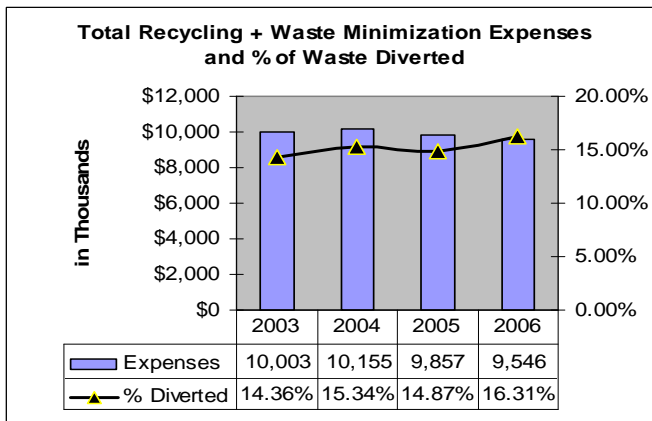
## EFFICIENCY MEASURES



Recycling + Waste Minimization costs per tonne have decreased significantly due to the competitive market for recycling contracts.



While recycling operating costs have decreased since 2003, market values for sales of recyclables and support rates paid by the Manitoba Product Stewardship Corporation will cause a fluctuation in net costs.



In 2005 and 2006, operating costs decreased 2.9% and 3.2% respectively. Waste diversion has increased slightly since 2003 and the percentage excludes composted yard waste which cannot be measured.