

Waste & Diversion Programs

2018 Annual Report to Council

Prepared by: Waste & Diversion Programs Branch

Date: February 2019

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PURPOSE

This report is a summary of the programs and services provided by the Waste & Diversion Programs branch in 2018.

This branch provides curbside collection of garbage, organics and recycling to 20,000 single family and 40 multi-family households. The City operates year-round recycling and seasonal compost depots and coordinates seasonal waste programs such as Take It or Leave It, Curbside Large Item Pick-Up, and Compost Giveaway.

This report compliments the Report on the Environment, which has been released annually to the community since 2003. The Report on the Environment focuses specifically on the metrics and goals established in the Environmental Master Plan.

This report provides an update on the full range of services provided by the Waste & Diversion Programs branch according to the “Service and Service Levels Inventory”.

2018 HIGHLIGHTS

- Home Health Care Waste Exemption Program launched
- Held two Curbside Large Item Pick-Up events. Mattresses were recycled instead of entering the landfill



- Winner of Solid Waste Association of North America (SWANA)’s 2018 Bronze Award for Educational Program for the Curbside Waste Education Program
- Blue Recycling Bag Program changes due to change in global recycling markets



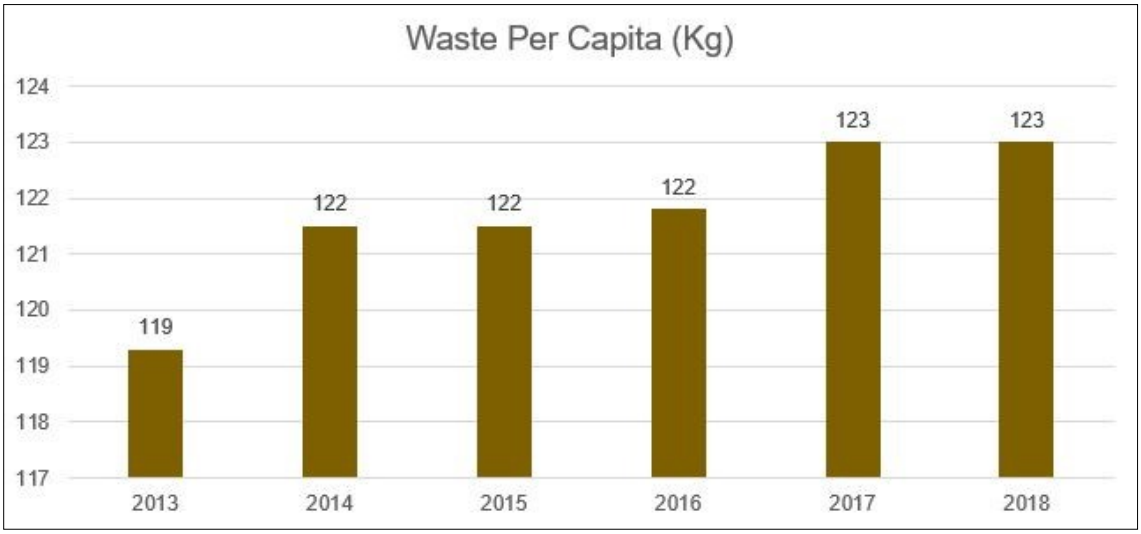
ENVIRONMENTAL MASTER PLAN GOALS

In 2014, St. Albert City Council approved the updated Environmental Master Plan. The Plan includes nine goals and 21 targets that were identified through consultation with the public, the Environmental Advisory Committee and City staff.

The two goals related to waste management are:

- Reduce solid waste generation to 105 kilograms or less per person per year by 2020
- Increase waste diversion rate to 75% by 2020

WASTE PER CAPITA

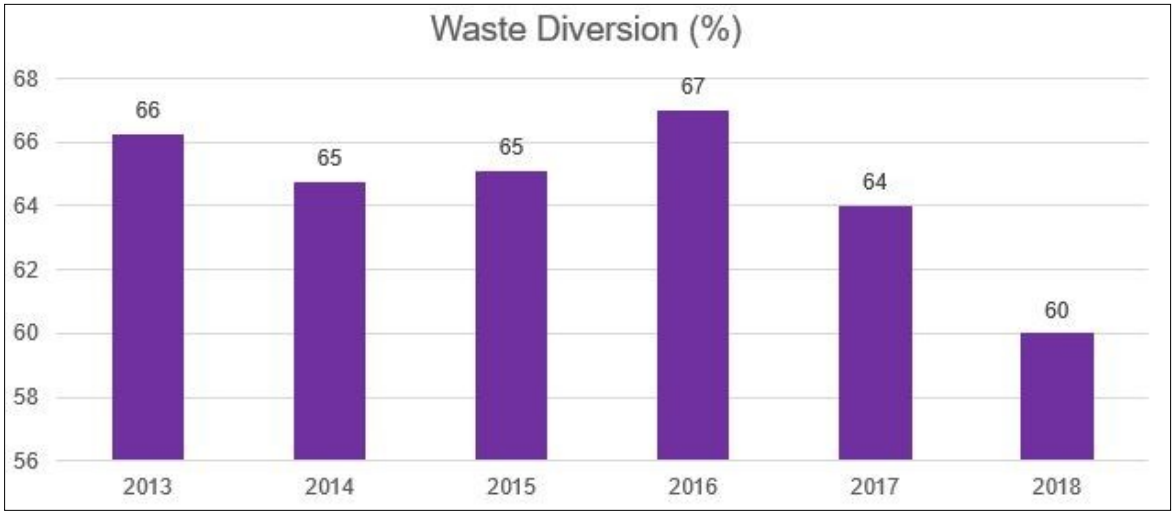




In 2018, St. Albert residents generated about 123 kg of garbage per person. This is consistent with previous years, however the general public became more aware and interested in waste, recycling and waste reduction in 2018 as the topics were prevalent in the media.

Waste per capita is calculated by dividing the total amount of residential garbage from the Brown Garbage Carts by the city's total population. Waste that is composted or recycled is not included in the waste per capita calculation.

WASTE DIVERSION



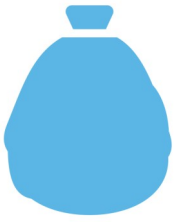
In 2018, St. Albert's waste diversion rate was 60%. Diversion is when waste does not go to the landfill, but instead goes into the Green Organics Cart to be turned into nutrient rich compost or into the Blue Recycling Bag to be recycled into new materials. Electronics dropped off at the Mike Mitchell Recycling Depot are also included in the waste diversion percent calculation. Diversion is measured in weight, and expressed as metric tonne (MT).

The diversion rate may have been impacted after the Blue Recycling Bag program changes were launched November 1, 2018. Bags with unacceptable materials were not collected, and residents had to re-sort the items into the garbage or organics.

St. Albert residents are also recycling fewer metric tonnes of waste and electronic devices than in past years. This is because product packaging is lighter or non-recyclable, paper consumption is decreasing, and electronic devices are becoming smaller, thinner, and lighter.

The City will continue education and outreach in 2019 to promote waste reduction within the community. By sharing tips to create less waste and by encouraging proper sorting, this will help meet our waste diversion goal.





CURBSIDE COLLECTION

The City of St. Albert provides curbside waste collection of garbage, organics and recycling to 20,000 single family and 40 multi-family households. Multi-family households that do not receive City collections contract private haulers to collect and remove their waste.

BROWN GARBAGE CART

The City of St. Albert uses a Pay As You Throw (PAYT) garbage system. The PAYT program allows residents to select, considering their usage, either a Small (80L), Medium (120L) or Large (240L) cart. Each cart has a corresponding fee as approved by Council.

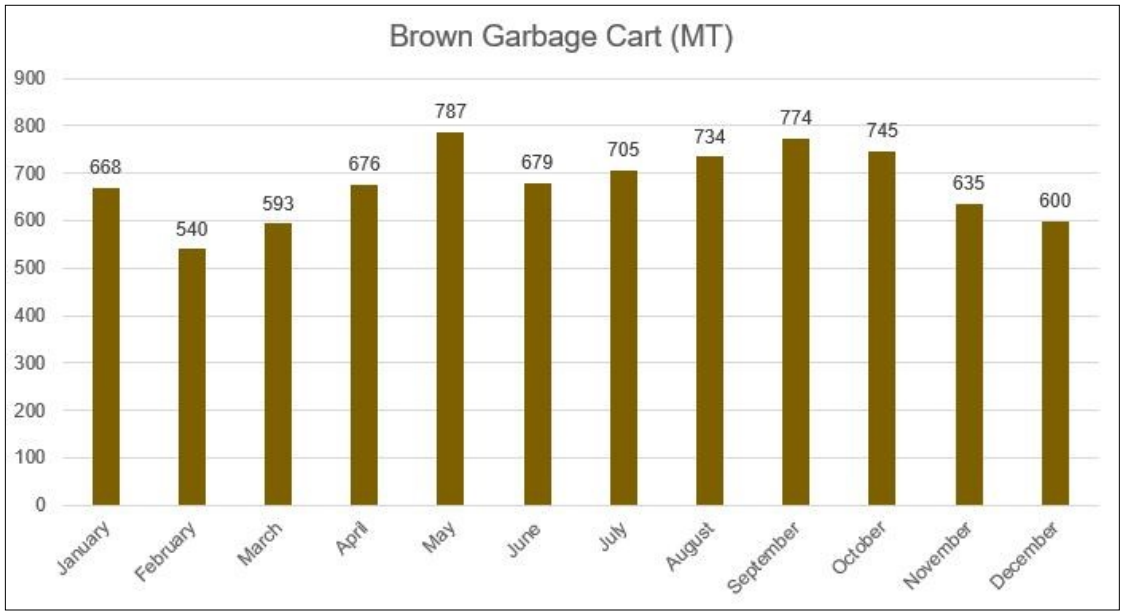
The current collection schedule for carts occurs every two weeks on the household's designated waste collection day.

Where does the City of St. Albert's garbage go?

The City of St. Albert transports collected residential garbage to the Roseridge Waste Management Services Commission (RWMSC), located east of the Town of Morinville.

Brown Garbage Cart - Tonnage Collected

In 2018, 8,137 MT was the total weight of garbage was collected through the Brown Garbage Carts as recorded by RWMSC. The following chart identifies the weight in MT collected by month in 2018:



Home Health Care Waste Exemption Program



In April, the City launched its Home Health Care Waste Exemption Program. The City supplies an additional Large (240 L) Brown Garbage Cart at no cost, for eligible residents with a home health care issue. Households must be subscribed to a Large (240 L) Brown Garbage Cart to qualify for this program.

Acceptable items include: empty or sealed colostomy bags, incontinence pads and products, and intravenous bags and tubing. Hazardous waste such as sharps and medication are not acceptable.

In 2018, 18 households signed up for this service to assist with their home health care waste disposal needs.

GREEN ORGANICS CART

The City of St. Albert provides participating households with a Green Organics Cart for use in the curbside collection program.

Residents can dispose of food waste and leaf and yard waste, to be converted into compost.

Carts are collected on the household's designated waste collection day:

- Every week from April to the end of October
- Every two weeks from November to the end of March

Where does the City of St. Albert's organics go?

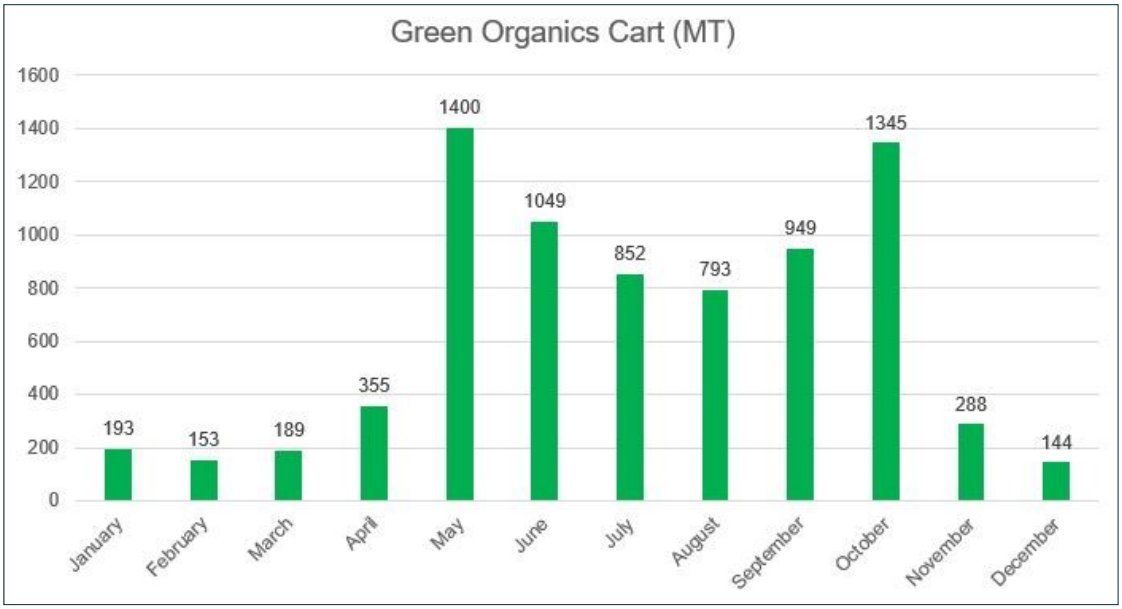


The City of St. Albert transports collected residential organics to the compost pad at Roseridge Waste Management Services Commission (RWMSC), located east of the Town of Morinville.

Organic material is composted through an outdoor windrow process, and the finished compost is available to residents through the Compost Giveaway program.

Green Organics Cart - Tonnage Collected

In 2018, 7,708 MT was the total weight of organics collected through the Green Organics Carts as recorded by RWMSC. The following chart identifies the weight in MT collected by month in 2018. The months with the highest tonnage correlate with outdoor leaf and yard waste disposal.



BLUE RECYCLING BAG

The City of St. Albert provides the Blue Recycling Bag program to participating households. Bags are collected every week on the household's designated waste collection day.

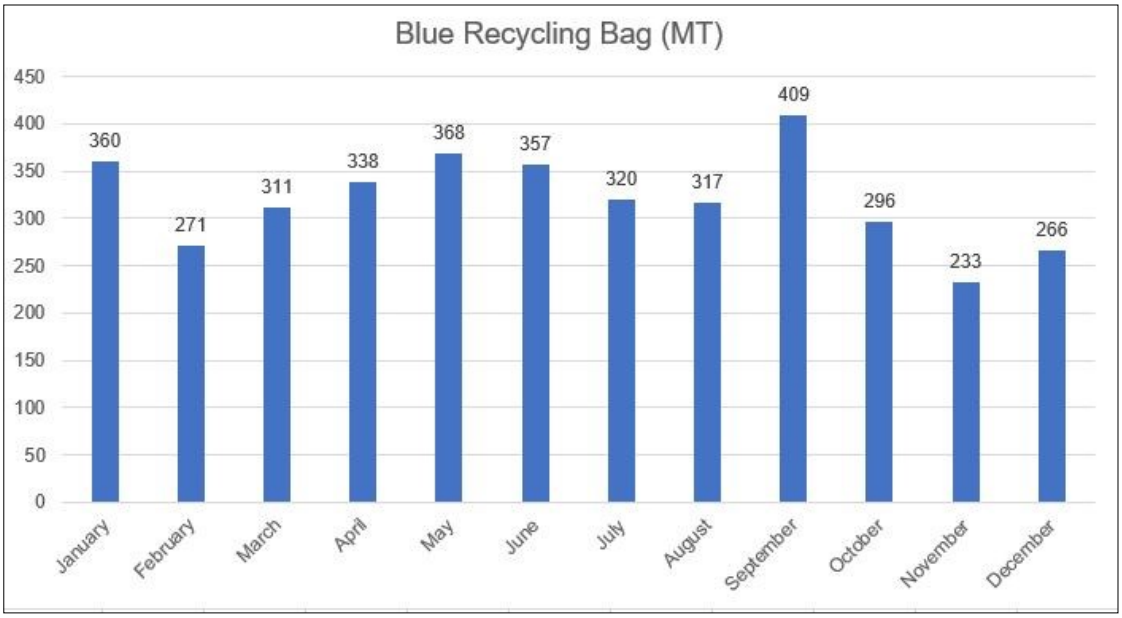
Where does the City of St. Albert's recycling go?

The City of St. Albert sends residential recycling to Green For Life (GFL) Inc.'s materials recovery facility in Edmonton, to be sorted and baled. Bales of recycling are sent to processing mills to be made into new products.



Blue Recycling Bag - Tonnage Collected

In 2018, 3,849 MT of recycling was collected through the Blue Recycling Bag and sent to the materials recovery facility to be sorted. The following chart shows the breakdown by months.



Recycling tonnage decreased once the Blue Recycling Bag program changes were implemented on November 1, 2018.

Unfortunately, if an item cannot be made into a new product, it cannot be collected to be recycled. Before the program changes, the recycling was often contaminated with unacceptable items such as plastic bags, wrappers, plastic toys and food residue or liquids. Unacceptable materials, including food residue and liquids compromised the clean recycling.

The City will continue education and outreach to promote proper waste sorting in 2019 to reduce contamination in the recycling.

Changes for Blue Recycling Bag

The recycling program in St. Albert changed as of November 1, 2018. Due to new global restrictions on recycled material, municipalities throughout the Edmonton Region and beyond are adapting to the changing market for recyclables.

Common items such as glass bottles and jars, single serve ‘to-go’ coffee cups and clamshells were no longer accepted in the Blue Recycling Bag. Materials that are not acceptable for recycling should be placed in the Brown Garbage Cart or the Green Organics Cart, depending on the item. Glass bottles and jars are still accepted at the Mike Mitchell Recycling Depot.

Residents are encouraged to learn more about how to reduce waste by using reusable items such as coffee mugs, utensils and grocery bags instead of single-use items. Glass jars can also be reused for crafts and home storage.

To communicate the changes, the City launched an education and outreach campaign consisting of the following methods:

- Mail-out of the new "What Goes Where?" brochure
- Newspaper advertisements and articles in the St. Albert Gazette
- Road sign billboards within the City
- Signage at City facilities
- Social media posts on the City's Facebook and Twitter pages
- Updated the stalbert.ca/waste website and the Be WasteWise App
- Information booths at various locations such as St. Albert Place, Red Willow Place, etc.



The City advertised the program changes through different methods, to try to reach as many residents as possible. Two weeks leading up to the program change, staff placed door hangers at households to inform residents their recycling had items that will no longer be acceptable.

Effective November 1, bags with unacceptable items were tagged with an “Oops!” sticker and left at the curb to inform the household.

Residents who required additional information could contact the City by phone or email to learn more.

Staff encouraged residents to email a photo of their recycling to wastewise@stalbert.ca to receive feedback to re-sort their bag.

Staff were also available to conduct site visits to help residents learn about the recycling changes and provide feedback to re-sort their bag. Many of these residents expressed their appreciation for the opportunity of a face to face conversation with staff and be provided answers to their questions. 22 site visits were conducted in November and December.



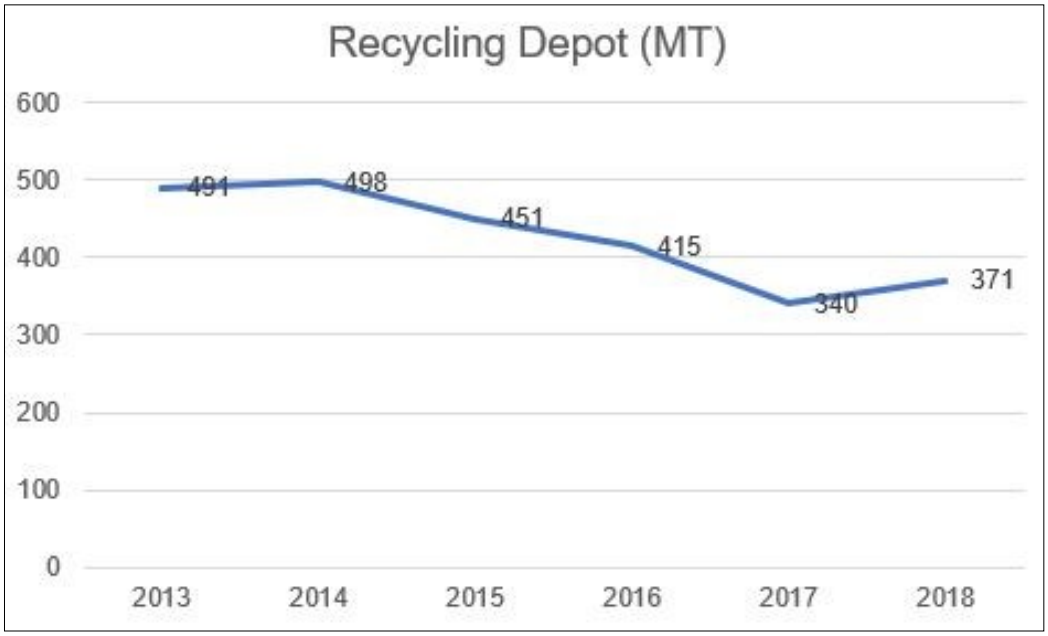
DROP-OFF LOCATIONS

MIKE MITCHELL RECYCLING DEPOT

The Mike Mitchell Recycling Depot is a facility staffed during operational hours, where residents can dispose of acceptable items including: cardboard, newspaper, tin cans, paint, hazardous waste, electronics and tires.

Mike Mitchell Recycling Depot - Tonnage Collected

In 2018, 371 MT of recycling was collected at the Depot and sent to be recycled. This included cardboard, newspapers, mixed paper, glossy magazines and tin cans. Tonnage has decreased over time. This may be a result of residents using the curbside collection program and product packaging changing.

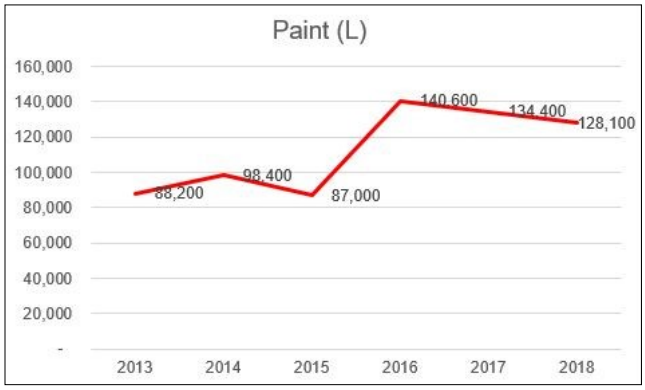




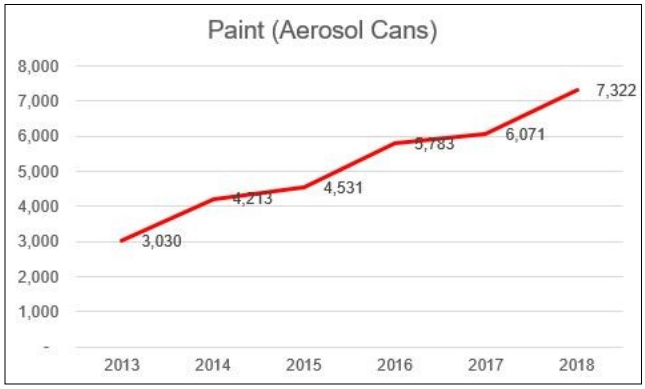
Hazardous waste is also accepted at the Depot. It is collected, packed and sent away to be recycled or disposed of safely.

The following items are accepted: paint, household hazardous waste, oil, fluorescent light bulbs, dry cell and automotive batteries, electronics and tires.

The Depot has been accepting increasing quantities of hazardous waste each year. This can be seen in the following graphs. Electronics are the exception, as electronic devices are becoming smaller, thinner, and lighter. The City receives funding through Alberta Recycling Management Authority's rebate programs; however it does not cover the cost of operating the Depot.

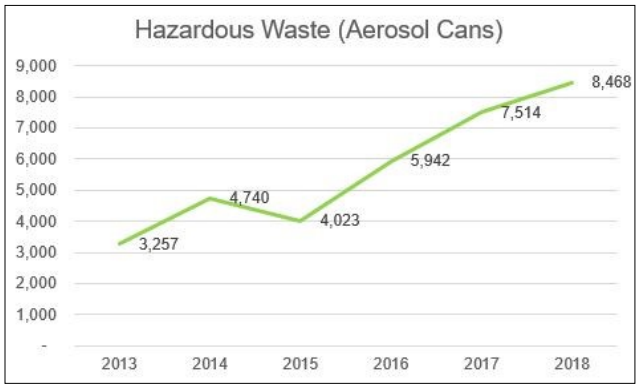




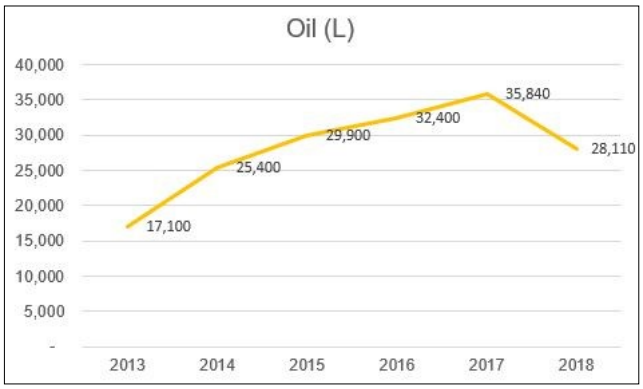




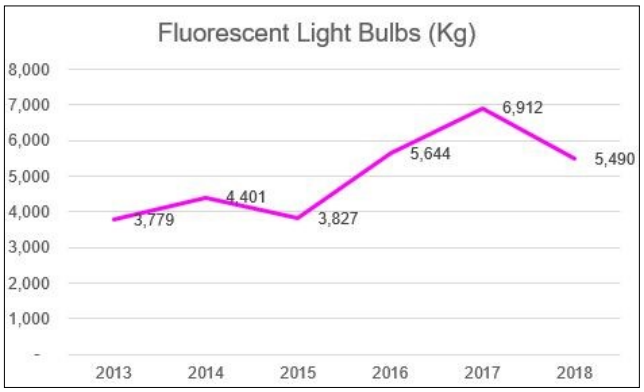


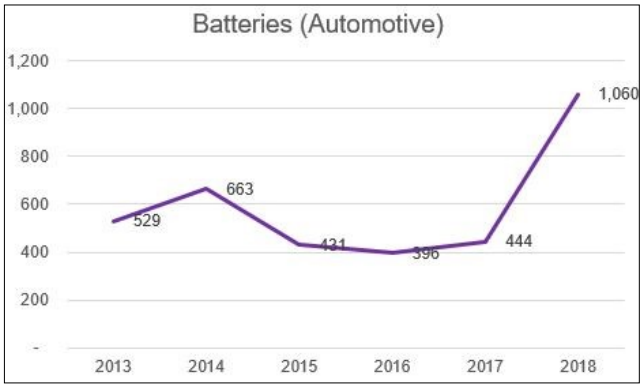






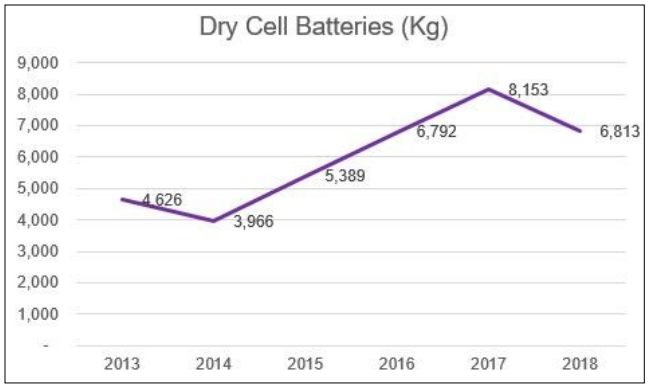




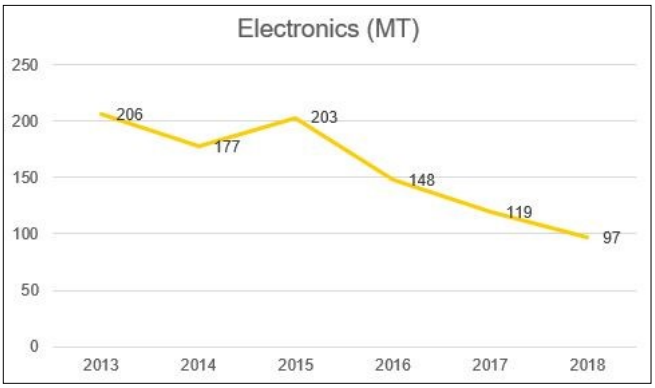




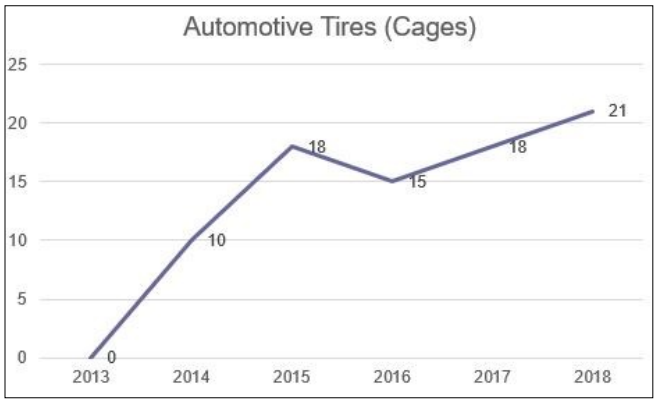
Note: Operational storage changes occurred in 2018 to improve security of the automotive batteries that were collected and redeemed.













Note: Each tire cage holds approximately 300 tires.

COMPOST DEPOT

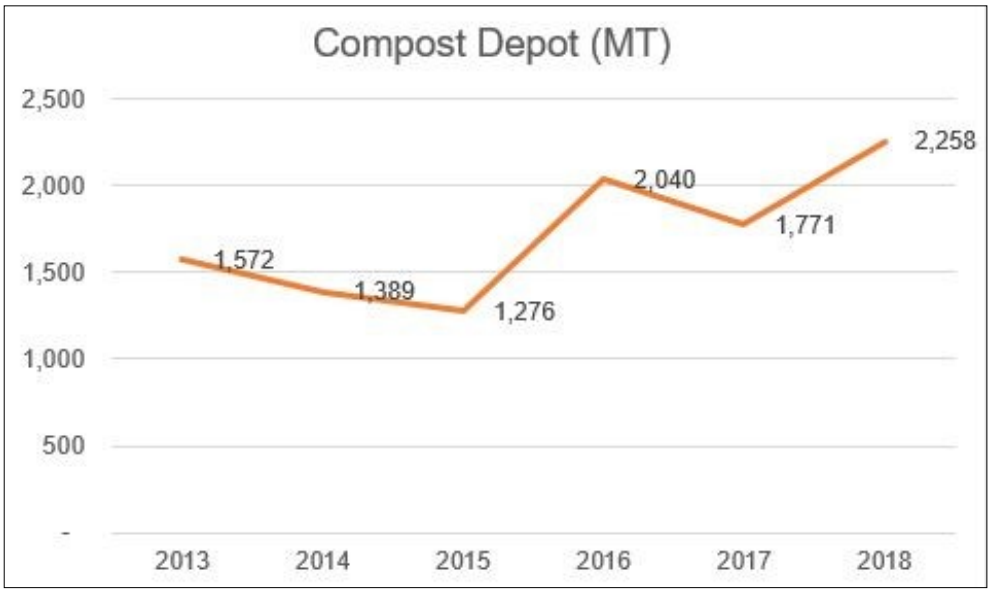
The City's Compost Depot is located on Villeneuve Road (between Ray Gibbon Drive and Hogan Road). It is open daily from 7:30 a.m. to 10 p.m., typically from April to November. Depending on weather conditions, the Depot may be open past November.

Residents can drop-off yard waste such as branches, grass, leaves, and garden waste at Compost Depot. Items will be chipped or composted instead of entering the landfill.

Compost Depot - Tonnage Collected

In 2018, 2,258 MT of leaf and yard waste was collected at the Depot and sent to be composted. This is the highest yearly amount of leaf and yard waste received, as seen in the chart below.

The Compost Depot also allowed residents to drop-off natural Christmas trees following the 2018 holidays. This new service was welcomed by residents who wanted flexibility and convenience in disposing of their tree, rather than waiting for the curbside collection program.







SEASONAL WASTE PROGRAMS

The City of St. Albert offers seasonal waste programs to allow residents to reuse, recycle or dispose of items that are not accepted in the curbside program.

CHRISTMAS TREE PICK-UP

Natural Christmas trees were collected from households from January 8 to 12 (Zone B) and January 15 to 19 (Zone A). 1,500 trees were collected, chipped and composted.

The quantity of natural Christmas trees being collected have declined in comparison to previous years (2016: 1,632 and 2017: 1,675). This may be due to an uptake of residents purchasing artificial trees.



1,500
NATURAL TREES

788
ZONE A HOUSEHOLDS

712
ZONE B HOUSEHOLDS

COMPOST GIVEAWAY

In May and October, over 200 MT of finished compost was available to residents for pick-up at the Mike Mitchell Recycling Depot.

Residents are reminded to put only organic materials in and use only compostable bags for the Green Organics Cart. This is because the compost for the giveaway is created from all the contents received through the curbside collection program.





CURBSIDE LEAF PICK-UP

The Curbside Leaf Pick-Up program allows residents to set out bagged leaves at the curb to be picked up and composted.

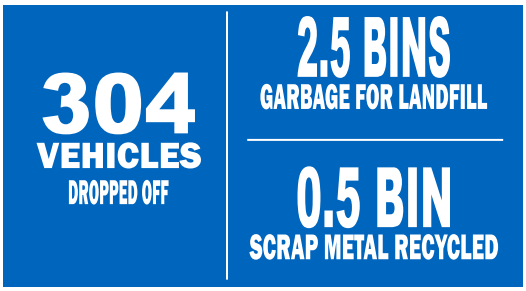
The program was held from October 1 to 12 and October 29 to November 9 in 2018.

333
MT OF LEAVES COMPOSTED

TAKE IT OR LEAVE IT

The 25th annual Take It or Leave It event was held on Saturday, June 23. Vehicle counts of residents dropping items off was 304, which is lower than previous years (2015: 630 vehicles, 2016: 582 vehicles, 2017: 505 vehicles). This does not represent the amount of materials being dropped off to be reused.

Number of vehicles dropping off may also be affected by the Spring Curbside Large Item Pick-Up (CLIPU), which was held from June 18 to 29. Advertising emphasized reusable items should be brought to Take It or Leave It, instead of being left out at the curb for CLIPU.



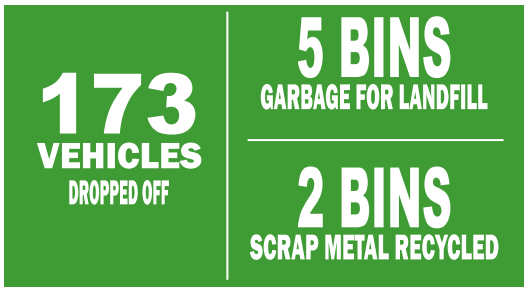
At the end of the event, two and half 40-yard bins were sent to landfill with items not taken. Half a 40 yard bin was filled with scrap metal to be recycled.



LARGE ITEM DROP-OFF

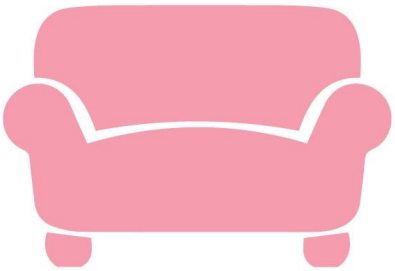
Two Large Item Drop-Off events were held in 2018. The summer event was held on Saturday, July 28 with 103 vehicles dropping items off. Three 40-yard bins were sent to landfill for disposal.

The fall event was held on Saturday, September 29 with 70 vehicles participating. Two 40-yard bins were sent to the landfill. One 40-yard bin was filled at each event with scrap metal to be recycled.



CURBSIDE LARGE ITEM PICK-UP

Two Curbside Large Item Drop-Off events were held in 2018. Normally one event is held in September; however an additional event was added as a pilot to determine residential participation.



The summer event was held June 18 to 22 (Zone A) and June 25 to 29 (Zone B).

The fall event was held September 10 to 14 (Zone A) and September 17 to 21 (Zone B).

New this year was mattress recycling, where the mattresses were collected separately and then dropped off at Redemptive Development's Evergreen Mattress Recycling in Edmonton to be processed. Through manual separation, steel, cotton, wood and other materials were recycled instead of entering the landfill.



Through feedback and comparing the weight of collected items between the two collection events, it was determined the June Curbside Large Item Pick-Up event was preferred as households have large items to dispose of after Spring Cleaning. Moving forward, the annual Curbside Large Item Pick-Up event will be held in June.

276 MT
GARBAGE
FOR LANDFILL

208 MT
APPLIANCES RECYCLED

21 MT
ELECTRONICS RECYCLED

1,111
MATTRESSES RECYCLED

EDUCATION AND OUTREACH

In 2018 Waste & Diversion Programs staff conducted education and outreach with over 5,200 recorded residents through methods consisting of information booths, presentations and through the Curbside Waste Education Program. Below is a summary of the attendance counts:

2,728 AT INFORMATION BOOTHS	190 AT CURBSIDE WASTE EDUCATION 534 AT OTHER (TOURS, DROP-OFF EVENTS)	1,758 AT PRESENTATIONS

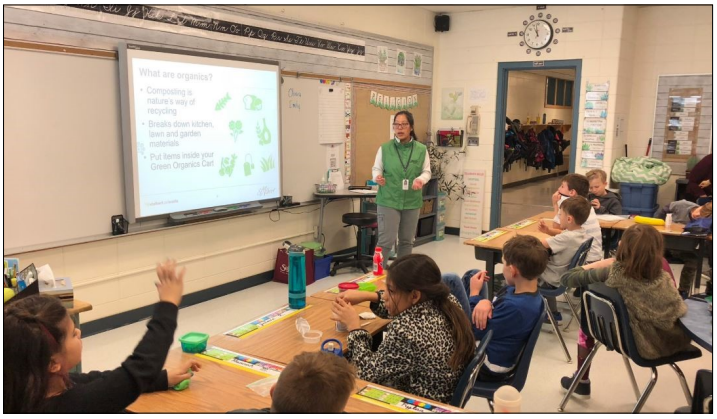
EDUCATION EVENTS

Staff set up 24 information booths and interacted with 2,728 people at locations such as the Lifestyle Expo Trade Show, Farmer's Market, Fountain Park and St. Albert Place.



Residents were provided opportunities to ask questions related to recycling and staff offered a variety of information and hand outs.

26 presentations were delivered to 1,758 people in grade four classrooms, community groups and workplace "Lunch and Learn" sessions.



Presentations are available at no cost, and are dependant on staff availability.

CURBSIDE WASTE EDUCATION PROGRAM

The Curbside Waste Education Program Team visited households in St. Albert to do quick checks on their waste collection days. This was the second year of the program.

The goals of the program are to:

- Encourage proper waste sorting by households
- Encourage proper waste set out of carts and bags at the curb
- Be available to answer questions from residents in their neighbourhoods on their pick-up days
- Gather information on common waste questions to improve education and outreach provided to residents



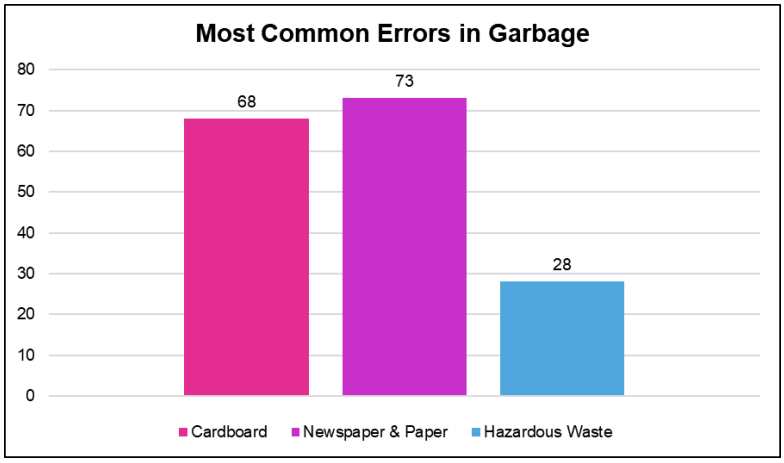
The program ran from July 9 to August 31, visiting 3,506 households on 160 streets. 339 “Thank You” stickers were awarded for households that sorted and set out their waste properly. A combined total of 2,533 errors due to sorting and set out of waste were observed. The following is a summary of the errors and corresponding hangers as distributed.

Summary of Errors and Hangers Distributed

“Oops!” Door Hanger	Number of Errors
“Oops! What Goes Where?”	**Total: 2,255**
Unacceptable waste in Brown Garbage Cart	301
Unacceptable waste in Green Organics Cart	254
Unacceptable waste in Blue Recycling Bag	1,700
“Oops! Extra Garbage”	**Total: 169**
Overfilled Brown Garbage Cart or extra bagged garbage	151
Overfilled Green Organics Cart or extra bagged yard waste	18
“Oops! Curb Your Cart”	**Total: 109**
Parked wrong	2
Pointed wrong	2
Spaced wrong	100
Parked and spaced wrong	2
Pointed and spaced wrong	3

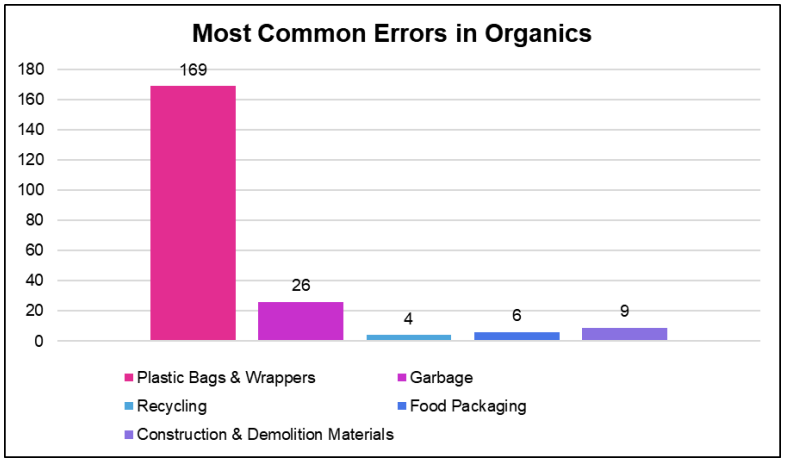
Most Common Sorting Errors in Garbage, Organics and Recycling

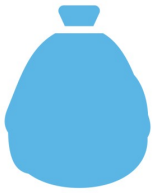


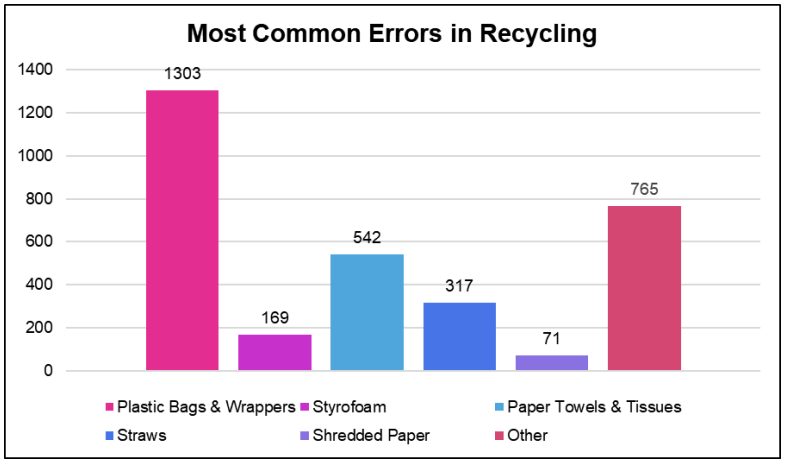


Note: Garbage is usually bagged, so all contents were not visible.









Note: Other items included bottle caps, clothes hangers, plastic toys, plastic utensils, and recycling with food residue. Reminder, the Blue Recycling Bag program change was not in effect during the Curbside Waste Education Program.

Curbside Waste Education Program Wins SWANA Award

In 2018, the City was awarded the bronze designation by the Solid Waste Association of North America (SWANA) in the Education category for its Curbside Waste Education Program. The awards recognize outstanding solid waste programs and facilities that show commitment and leadership in environmentally sound practices. The City collected the trophy on August 22 at SWANA's annual conference, WASTECON®.

The Curbside Waste Education Program will continue each summer, with the Team visiting new households to share tips on proper waste sorting and set out.



BE WASTE WISE APP

Get waste collection reminders by email, phone call, text message or Twitter! Not sure where an item goes? Click on "What Goes Where?" for sorting tips.



In 2018:

- 4,089 unique households were searched
- 2,616 households signed up for collection reminders
- 60,606 materials were searched on the "What Goes Where?" tool

The most popular items searched were: Plastic bag (1,214), glass jar (1,005), plastic take-out container (933), Styrofoam (711), and shredded paper (709). The data from the "What Goes Where?" tool assists the City to improve education and outreach provided to residents, such as creating targeted social media campaigns.

"OOPS! WHAT GOES WHERE?" CAMPAIGN

From April to the end of August, the City ran it's "Oops! What Goes Where?" campaign. 15 different items, such as plastic bags, shredded paper and electronics were featured to educate residents where they should be placed for proper disposal. Each item included a blurb explaining why the item wasn't recyclable or acceptable for curbside collection.

The campaign was shared on the City's Facebook and Twitter, the Be Waste Wise App, Citylights in the St. Albert Gazette, and website, stalbert.ca/waste.

During the campaign, the response was as follows:

- Facebook: 187 likes, 105 shares and 67 comments
- Twitter: 32 likes, 27 re-tweets and 3 replies
- Webpage: 1,498 unique page views



Below are examples of the campaign:

Oops! Not all plastics can be recycled. Items like plastic toys are not acceptable in the Blue Recycling Bag. Donate or share with others if reusable, or place these items in the garbage.



Hazardous waste such as batteries, electronics and paint do not belong in your curbside carts or bags. Please bring these items to the City's Mike Mitchell Recycling Depot to be recycled or disposed of safely. No fees for disposal for St. Albert residents.



Go strawless! Say "no thanks" to a straw when dining out. Straws are not recyclable and go in the Brown Garbage Cart.

"12 DAYS OF WASTE WISE HOLIDAY" CAMPAIGN

During December, the "12 Days of Waste Wise Holiday tips" shared ways to reduce waste during the season when shopping, wrapping gifts and celebrating the holidays.

The campaign was shared on the City's Facebook and Twitter, the Be Waste Wise App and website, stalbert.ca/waste.

During the campaign, the response was as follows:

- Facebook: 60 likes, 4 shares and 3 comments
- Twitter: 5 likes, 4 re-tweets and 0 replies
- Webpage: 664 unique page views



Below are examples of the campaign:

When shopping for decorations this holiday, pick quality products that will last several seasons. If you no longer need the decorations, share or swap with friends!



How do you know something will last? When it already has! Pass on a family heirloom, or something you cherish from your childhood. It will make for a memorable gift.



Skip the bows and ribbons! These decorations cannot be recycled. If you do receive gifts with bows and ribbons, try to reuse them. If you can't, they should go in the garbage.

EDMONTON REGION WASTE ADVISORY COMMITTEE

The City of St. Albert is a member of the Edmonton Region Waste Advisory Committee (ERWAC). City staff and members of Council meet with the Committee quarterly with a focus on collaboration and information sharing on waste management, diversion and minimization.

In 2018, the Committee focused on the global recycling market changes, and lobbying the Province to develop an Extended Producer Responsibility (EPR) program. EPR is an environmental policy approach in which the producer of a product is responsible for that product through the post-consumer stage of its lifecycle.

EPR shifts the responsibility and costs of recycling from local governments to producers. It incentivizes producers to reduce waste associated with their products and packaging, and to create products that are readily reusable or recycled. EPR exists in other provinces across Canada, and in 2009 as a member of the Canadian Council of Ministers of the Environment, the Government of Alberta committed to work towards the develop of EPR programs from priority products and materials, yet still has not implemented a legislated EPR program.

The City will continue to work with the ERWAC and other organizations to move the EPR program forward in Alberta.

CONCLUSION

In 2018, the Waste & Diversion Programs branch continued to provide excellent services through curbside collection, drop-off locations and seasonal waste programs while meeting our service levels.

New programs, such as the Home Health Care Waste Exemption Program and improvements to existing services, such as mattress recycling during Curbside Large Item Pick-Up were initiated to provide additional support to residents, and to divert waste from the landfill where possible.

New education and outreach campaigns (“Oops! What Goes Where?” and “12 Days of Waste Wise Holiday Tips”) were created to present tips and ideas in a fun and friendly way.

The City will continue education and outreach in 2019 to promote waste reduction within the community. Sharing tips to create less waste and encouraging proper sorting will help meet our waste diversion goals as outlined in the Environmental Master Plan.