

Large Group Discussion – Questions, Comments and Follow-Up Topics

- What is 'adequate' space (both for buildings to prepare and in relation to the bylaw enforcement)?
- What does enforcement look like?
- Current capacity for haulers (is there enough)?
- Is The City prepared to provide financial assistance (for necessary structural enhancements)?
- Can buildings do their own hauling?
- Will CRDs (Community Recycling Depots – green boxes) still remain?
- Will the bylaw have requirements for enforcement similar to parking bylaws (i.e. with parking you need to have a sign that is the right height/visible to ensure the bylaw will be enforced)
- Don't forget that some people (especially residents) will need more than online communications to know about the recycling.
- What about printed communications?
- Is there/will there be a questionnaire to help building owners/managers, condo boards to understand their needs and give them an idea of what kind of services they might require? (Suggestion: look at the online questionnaire by Vancouver)
- Will there be any considerations/leeway for the enforcement deadline in the case of large property-owners with many sites that require capital investment and related grants to modify buildings and waste/recycling disposal infrastructure?
- Will the bylaw consider capital changes prior to fines?
- How will we send out information after tonight's session?
- What are the options for different haulers? Collection options? Specifics
 - Single stream versus source-separated?
- If a multi-family complex already have a black carts will they get a blue carts?
 - What if we already have Black Bin pick-up (i.e. Townhouses)
- Does it have to be a central location (especially if garbage is not picked up at a central location)?
- Can we keep using the green bins/CRD's?
- How do stakeholders supply information to The City (on an ongoing basis)?
- Who will be and can there be a dedicated contact person or email address for this?
- What can we learn from other programs (i.e. blue cart) that already use translation into multiple languages?
- How will we keep new tenants/move-ins informed about the program?
- Have you looked into the programs of other cities?
- Can it be very clear to understand: more pictures less words
- Can we have more sessions like this? Can the haulers bring their cards/brochures?
- Can future sessions start later – some small haulers have routes until 5:00pm?

Multi-Family Recycling Communication Tools Stakeholder Session – June 11, 2014

- Can there be better and consistent messaging between City staff at the landfills/recycling and elsewhere RE: small haulers bringing loads to Shepard (i.e. filling out forms or not, etc)
- Will there be enough capacity at The City sites for small haulers to drop new, greater volumes of recycling?
- Can we improve the process of dumping loads at Shepard?
- Education and Engagement should be accessible through a variety of means (311, online, mailout) and promotion through television and radio
- Materials delivered in multiple languages
- Direct messaging to property managers and support (i.e. condo boards, representatives etc.)
- Materials must be on the street really quickly after the amendment
- Opportunity for ongoing engagement and suggestions
- What are the specifics of the bylaw? How are we going to enforce it? What exactly do complexes need to be compliant?
 - Be specific
- Competitiveness, cost and ramp-up time are concerns
- It would be helpful to have a list of recycling service-providers that includes the different options for types of buildings service, co-mingles or source-separated, etc.
- Curious to know actual enforcement date
- Some are worried about “hard and fast” due date for enforcement
- Is The City prepared to assist the complexes with education? Including a variety of resources in numerous languages?
- Incentives at the beginning of the program will help stakeholders jump on board with the program before “the rush” once enforcement comes into effect

Dotmocracy Tally Sheets

Ideas generated by City staff: (Listed here in the order of which ‘ranking’ received the most dots – starting with those that has the most “Strong Agreement” or “Agreement” then down to the ones which received the most dots for “Disagreement” or “Strong Disagreement”). This does not mean that the only considerations will be the ideas or tools that had the most “Strong Agreement” – as this is not a one-size-fits all solution and some ideas with less agreement still had value for some participants.

- Online photo or video gallery of examples of recycling facilities in different types of buildings

Ratings (total = 15)					
Strong Agree 15	Agree	Neutral	Disagree	Strong Disagree	Confused
Strengths/Opportunities					Concerns/Weaknesses
Gives a feeling of association. Some people think they don't have room but they actually do. Need a way to communicate to building owners/condo boards that site exists! *^! [other marks in bold are perceived as additional support for this comment]					Guidelines need to be established on what kind of bins are needed

- Signs or recycling guides in non-English languages

Ratings (total = 15)					
Strong Agree 11	Agree	Neutral 4	Disagree	Strong Disagree	Confused
Strengths/Opportunities					Concerns/Weaknesses
Pictures are GOOD Agreed Agreed!					

- Information kit online for haulers including bylaw requirements, fire code considerations and more

Ratings (total = 9)					
Strong Agree 9	Agree	Neutral	Disagree	Strong Disagree	Confused
Strengths/Opportunities					Concerns/Weaknesses

- More In-person sessions for building owners/managers/condo boards and haulers with City presentation and chance to network/ask questions

Ratings (total = 13)					
Strong Agree 8	Agree 3	Neutral 2	Disagree	Strong Disagree	Confused
Strengths/Opportunities					Concerns/Weaknesses
Encourage discussion and					Discussions need to be

idea-sharing. Private haulers can definitely do this. Great for getting accurate info. Community based and TV ads just as often.		focused. Provide projected bylaw specifics that can be reviewed and discussed.
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- Online, customizable “recycling guides” with how/where to recycle for residents

Ratings (total = 15)					
Strong Agree 7	Agree 7	Neutral 1	Disagree	Strong Disagree	Confused
Strengths/Opportunities			Concerns/Weaknesses		
Good for in-house recycling to get materials into bins. Easy access			Cost to update and remain current		

- Email distribution lists for haulers

Ratings (total = 9)					
Strong Agree 6	Agree 1	Neutral 2	Disagree	Strong Disagree	Confused
Strengths/Opportunities			Concerns/Weaknesses		
			A list of properties would compliment this list		

- Online letter-template to residents for start of the program and for new move-in

Ratings (total = 13)					
Strong Agree 3	Agree 10	Neutral	Disagree	Strong Disagree	Confused
Strengths/Opportunities			Concerns/Weaknesses		
Helpful but not urgent. Information is everything!					

- Presentations to associations of building owners/managers – to learn more about bylaw, hiring haulers, implementing recycling program

Ratings (total = 13)					
Strong Agree	Agree 10	Neutral 1	Disagree 2	Strong Disagree	Confused
Strengths/Opportunities			Concerns/Weaknesses		
Provide ideas, reassurance as how to do & the results that could be expected			How to arrange? Hard to implement		

- Information kit online for building owner/managers with overview of responsibilities, how to hire a hauler and links to resources

Ratings (total = 12)					
Strong Agree 1	Agree 9	Neutral	Disagree 1	Strong Disagree	Confused
Strengths/Opportunities			Concerns/Weaknesses		
Information helps			Google Needs old school media too (news,		

		TV, radio)
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- Regular email updates to building owners/managers

Ratings (total = 14)					
Strong Agree 2	Agree 7	Neutral 4	Disagree 1	Strong Disagree	Confused
Strengths/Opportunities			Concerns/Weaknesses		
Easy, simple Easy & simple			Not everyone has email or checks. Consider old media and new (Facebook etc.) These emails might end up in the junk mail. " " " " " Too much email.		

- Online, printable posters for building common areas to promote awareness of recycling program (standard or editable)

Ratings (total = 11)					
Strong Agree 4	Agree 6	Neutral 1	Disagree	Strong Disagree	Confused
Strengths/Opportunities			Concerns/Weaknesses		
Editable!			Ours needs to be 8 ½ X 11"		

- Presentations to condo-board/residents-associations to learn more about bylaw, assess barriers and address concerns about recycling program

Ratings (total = 10)					
Strong Agree 4	Agree 5	Neutral 1	Disagree	Strong Disagree	Confused
Strengths/Opportunities			Concerns/Weaknesses		
Home Run!			What flexibility will there be after the bylaw is written?		

- Online printable signs for recycling area (customizable)

Ratings (total = 10)					
Strong Agree 2	Agree 4	Neutral 4	Disagree	Strong Disagree	Confused
Strengths/Opportunities			Concerns/Weaknesses		
This can work as long as the recycle streams remain consistent. Easy means easier.					

- Champion program: a resident can self-nominate or be nominated to represent the building's environmental/recycling program

Ratings (total = 15)					
Strong Agree 3	Agree 2	Neutral 9	Disagree 1	Strong Disagree	Confused
Strengths/Opportunities			Concerns/Weaknesses		
			If someone in the complex doesn't rise to the occasion the program may fizzle.		

		Build it and they will come – services providers can manage the program. Perhaps encourage boards to form sub-committee?
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➤ Online, printable signs for recycling area (standard)

Ratings (total = 14)					
Strong Agree 3	Agree 3	Neutral 8	Disagree	Strong Disagree	Confused
Strengths/Opportunities			Concerns/Weaknesses		
Our recycling signs are the brand of our company. I think signs should be approved, hauler responsibility. Not a huge concern - haulers likely happy to provide to promote themselves.			Depends on the private company's program. None are cut-and-paste. Private companies should provide their own for the building. Is this necessary or would service providers be able to do this?		

Multi-Family Recycling Communication Tools Stakeholder Session – June 11, 2014

- Physical, paper/coroplast/decals signs for recycling area (made by The City for a small fee)

Ratings (total = 8)					
Strong Agree 1	Agree 1	Neutral 6	Disagree	Strong Disagree	Confused
Strengths/Opportunities			Concerns/Weaknesses		
Include signage with directions leading to the recycling locations			Let the complex work with their service provider to come up with the perfect signs! Couldn't these be part of service chosen? Free enterprise not something the City should be concerned.		

- Online images, graphics, documents to edit and make own posters/signs for recycling program

Ratings (total = 12)					
Strong Agree 3	Agree 4	Neutral 5	Disagree	Strong Disagree	Confused
Strengths/Opportunities			Concerns/Weaknesses		
Might get used, cost to maintain			People need to know how to use/manipulate the resources. Relies on individuals to maintain. Perhaps more work than needed?		

- Online, printable door hangers (standard, non-customizable)

Ratings (total = 10)					
Strong Agree	Agree 2	Neutral 5	Disagree 1	Strong Disagree 2	Confused
Strengths/Opportunities			Concerns/Weaknesses		
Direct communication			Because it's junk mail. Junk mail. Would not use.		

- Distribute door hangers (via haulers) & if yes, what information on them?

Ratings (total = 12)					
Strong Agree	Agree	Neutral 3	Disagree 8	Strong Disagree 1	Confused
Strengths/Opportunities			Concerns/Weaknesses		
Just to property management companies			Waste of paper. This is about recycling. Junk mail! Junk Mail		

- Online, printable door hangers (customizable)

Ratings (total = 11)					
Strong Agree	Agree 2	Neutral 3	Disagree 2	Strong Disagree 4	Confused
Strengths/Opportunities			Concerns/Weaknesses		
These should be offered upon new set-ups or changes. Poster or door hangers.			Junk mail ditto		

New Ideas from Participants: (in no particular order because some ideas appeared at the end of the session and were not seen by all participants)

- Provide translation services for educational materials

Ratings (total = 4)					
Strong Agree 4	Agree	Neutral	Disagree	Strong Disagree	Confused
Strengths/Opportunities			Concerns/Weaknesses		
Calgary is very multicultural Must have!					

- Creating a questionnaire to give the condo boards/building managers/owners the information necessary to specific residents

Ratings (total = 10) *on same sheet as “QR codes”					
Strong Agree 5	Agree 3	Neutral 2	Disagree	Strong Disagree	Confused
Strengths/Opportunities			Concerns/Weaknesses		
Personalizes packages Access to education Onus on condo not City			Not everyone has internet Hard to get everyone to website		

- QR codes

Ratings (total = 10) *on same sheet as “creating a questionnaire...”					
Strong Agree 5	Agree 3	Neutral 2	Disagree	Strong Disagree	Confused
Strengths/Opportunities			Concerns/Weaknesses		
QR codes allow direct access to website			Hard to get everyone to website		

- Target associations (Calgary Apartment/Condo Managers) with educational material

Ratings (total = 13)					
Strong Agree 1	Agree 12	Neutral	Disagree	Strong Disagree	Confused
Strengths/Opportunities			Concerns/Weaknesses		
Better representation and connection to parties <i>removed</i> [unclear word] (owners, condo & buildings)					

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- Since it is possible for self-management [haul/disposal], utilize the remaining large bins to dispose of the recycled items

Ratings (total = 10)					
Strong Agree 1	Agree 2	Neutral 3	Disagree 4	Strong Disagree	Confused
Strengths/Opportunities			Concerns/Weaknesses		
			Cross contamination of recyclables		

- There is always space, sometimes we just need to think ‘outside the box’

Ratings (total = 5)					
Strong Agree 3	Agree	Neutral 1	Disagree 1	Strong Disagree	Confused
Strengths/Opportunities			Concerns/Weaknesses		
Thinking positive helps!			Not ‘always’		

- It would have been nice to have the haulers bring their brochures for owners/managers/boards to know about their services

Ratings (total = 2)					
Strong Agree 2	Agree	Neutral	Disagree	Strong Disagree	Confused
Strengths/Opportunities			Concerns/Weaknesses		
			Sorry... this was a late idea		