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To: "Direct to Mayor and Council - DL" <CCDTMACDL@vancouver.ca>

Date: 10/5/2016 5:31:08 PM

Subject: Multi-Material BC (MMBC) Transition Plans - RTS 11153

Attachments: [Memo to Mayor and Council - MMBC Transition - RTS #11153 Update.pdf](#)

Dear Mayor and Council,

Please find attached memo from Jerry Dobrovolny, General Manager - Engineering with an update on the upcoming transition of the residential recycling program to Multi-Material BC (MMBC).

The memo confirms the changeover occurred on October 3, and provides a high level update on these aspects of the transition:

- Service levels - residents will have the same service under MMBC, with some minor changes
- Communications - summary of activities that took place this summer and fall to inform residents and multi-family building owners/managers of the change
- Mitigation plans - a joint effort between CoV and MMBC staff to deal with challenges that may arise
- Labour adjustment plan - confirms all City workers who have been providing recycling pick up were offered another position with the City

If you have any questions, please feel free to contact Albert Shames at albert.shames@vancouver.ca or 604.873.7300.

Best
Sadhu

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ENGINEERING SERVICES
Jerry Dobrovolny, P.Eng.
City Engineer / General Manager

CONFIDENTIAL

MEMORANDUM

September 29, 2016

TO: Mayor and Council

CC: Sadhu Johnston, City Manager
Paul Mochrie, Deputy City Manager
Janice MacKenzie, City Clerk
Lynda Graves, Manager, Administration Services, City Manager's Office
Rena Kendall-Craden, Director, Communications
Mike Magee, Special Advisor, Mayor's Office
Kevin Quinlan, Chief of Staff, Mayor's Office
Katie Robb, Director, Communications, Mayor's Office
Emma Lee, Director, Community Relations, Mayor's Office
Patrice Impey, General Manager, Finance, Risk and Business Planning / CFO
Albert Shames, Director, Waste Management and Resource Recovery

FROM: Jerry Dobrovolny, General Manager of Engineering Services

SUBJECT: Multi-Material BC (MMBC) Transition Plans (RTS 11153)

This memo provides an update on the upcoming transition of the City's residential recycling program to MMBC on October 3, 2016.

The planning has progressed very smoothly with both the City and MMBC staff working together to make the transition as seamless as possible for the public.

The City will cease providing collection and MMBC's contractors (Waste Management Canada for multi-family buildings and Smithrite Disposal Ltd. for single-family curbside customers) will take over collection on Monday, October 3, 2016.

Service Levels

There will be minimal changes in collection for Vancouver residents. A small number of single family households and some multi-family buildings will see a change in their collection day,

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otherwise the programs will be consistent with what residents receive now. There are no changes to the City's green bin or garbage collection schedule or services.

The most significant change will be in how replacement boxes or bags will be handled. The City will continue to provide free replacements for one week after the transition, after that residents can order replacement boxes and bags for delivery directly from Smithrite. MMBC's policy is that each address may receive one free replacement blue box and grey box every three years, and one free yellow bag every year. For those that need additional replacements Smithrite will charge a nominal fee. The City is transferring the remainder of our stock of boxes and bags to MMBC, which means that replacement fees will only be charged once City stock is depleted and a curbside resident has already received their one free replacement from MMBC's contractor.

MMBC's collectors will deliver the recyclables to a Green By Nature (GBN) facility located at 8325 Main Street. GBN will temporarily lease the City's recycling receiving yard at 1198 E. Kent Ave. South until their new facility is ready to receive material, which is expected to be by December 31, 2016.

Communications

Over the summer, the City communicated directly with multi-family property owners by a combination of regular mail, registered mail with sign back and direct contact with building managers to advise them of the change in service provider. To date, two buildings have opted out of MMBC's program and have a different service provider.

Individual information packages will be delivered to each single family curbside residence by MMBC either by mail prior to the October 3 changeover date or dropped off during the first week of collection. These packages will include general recycling and contact information, MMBC's recycling calendar and an insert from the City explaining the change. Website updates are underway, and VanCollect alerts are being scheduled.

The City issued an Information Bulletin about the change on August 31 and MMBC will issue a joint news release the week of September 26 as a reminder to residents.

Customer Service

The City and MMBC have developed a coordinated customer service approach. Following the transition, all enquiries to 3-1-1 regarding curbside and multi-family recycling will be directly transferred to Smithrite's or Waste Management's respective customer service lines. The City will continue to receive and monitor residents' feedback about the transition and 3-1-1 is prepared with responses to expected areas of inquiry.

The collection schedules and messaging in the City's and MMBC's mobile applications for recycling have also been coordinated.

Mitigation Planning

Given the scale and complexity of this transition, some bumps are to be expected. The City and MMBC implementation teams have scheduled daily check-in calls during the first few weeks of the transition to troubleshoot any issues that may arise.

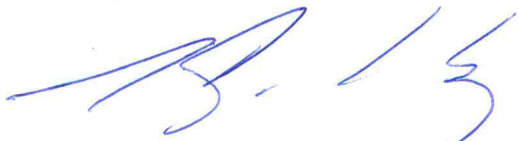
The greatest challenges expected are missed collections while MMBC's service providers adjust to their new routes, and higher call volumes to 3-1-1 as result. MMBC has dedicated staff resources to respond to calls and resolve routing issues with their contractors. The City's 3-1-1 call centre has allocated additional customer service representatives to handle higher call volumes that may occur around the transition.

Labour Adjustment Plan

All City workers who have been providing recycling pick up were offered another position with the City. The selection process is now complete and training for the new assignments is underway. The official transition date to new positions will be October 3, 2016.

The City and MMBC are both committed to ensuring a transition that is as smooth and seamless as possible. Both parties have established strong lines of communication at the staff and senior management levels, and have worked together in good faith to work through complex operational details. With this strong partnership in place, staff are confident that the City and MMBC will be able to work quickly to resolve any issues during the transition so that Vancouver residents continue to receive high quality recycling services.

If you have any questions, please feel free to contact Albert Shames, Director of Waste Management and Resource Recovery, at albert.shames@vancouver.ca or 604.873.7300.



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