Staff Memorandum

To	Mayor A. Nuttall and Members of Council
Subject	Preparation for Automated Waste Collection Starting September 8
Date	August 13, 2025
Ward	All
From	Stephanie Mack, P.Eng., Associate Director, Waste Management and Environmental Sustainability
Executive Member Approval	B. Araniyasundaran, P. Eng., General Manager of Infrastructure and Growth Management
CAO Approval	M. Prowse, Chief Administrative Officer

The purpose of this memorandum is to provide members of Council with an update on preparations for automated waste collection set to begin city-wide the week of September 8, 2025. Staff are very pleased with how delivery of the carts is progressing.

Status of Delivery

Despite the extreme heat, the City's contractor is making excellent progress on delivery of the carts and is about one (1) week ahead of schedule. Delivery began in Ward 1 on June 16 and, on average, about 13,000 carts are being delivered per week.

Curbside Collection Area	Approximate Cart Delivery Window	Delivery Status
Monday (Area A & B)	June 16 – 27	Complete
Tuesday (Area A & B)	June 30 – July 11	Complete
Wednesday (Area A & B)	July 14 – 25	Complete
Thursday (Area A & B)	July 28 – August 8	Partially Complete (as of July 25)
Friday (Area A & B)	August 11 – 22	Anticipated delivery – one week earlier than planned
Downtown Barrie BIA	August 25 – 29	Anticipated delivery – one week earlier than planned

The contractor's delivery team has relayed that feedback has been generally positive regarding the new program and they have appreciated the support of our community (especially on the hot days).

Requests for Exchanges/Additional Carts

As delivery has gone well, staff are anticipating that requests for cart exchanges, additional carts for two (2) to five (5) unit properties, and carts for new business registrations will begin late August (ahead of schedule). As background, property owners had the option to substitute the standard-size cart (240 L) for a smaller garbage cart (120 L) at no charge, select additional cart sets for multi-unit properties, and/or register for business and BIA waste collection programs by March 31 to ensure no interruption in servicing. Staff and our contractor are making every effort to fulfill requests and rectify service requests received during this initial delivery period ahead of September 8.

As many of the property owners requesting cart exchanges have indicated they believe they chose a different size cart, are addressing new accessibility challenges, or are new property owners, the $50 administration fee for exchanges will be waived through this initial delivery period. This will assist staff in processing requests and getting carts to concerned property owners in an efficient manner by September 8 or shortly thereafter. To date, of the over 30,000 properties that have received carts thus far, there have been approximately 50 requests to exchange for a different size.

As the program is fully rolled out this fall and to ensure good customer service, staff will be flexible on exchanges, the cart exchange fee, additional carts, and new registrations for businesses and properties in the BIA. This flexibility will be provided through to December 31, 2025 as residents adjust to the new carts and to minimize any service interruption.

Changes for Multi-Residential Properties

Starting the week of July 21, 42 small multi-residential properties (generally 6 to 20 unit buildings) began their new waste collection program as part of the city-wide change to automated waste collection. Individual units on these properties had historically put waste to the curb at common collection points (often resulting in problematic garbage piles, green bins left on boulevards, illegal dumping, etc.). With the change to automated cart collection, individual units will be required to share communal carts or front-end dumpsters (called “centralized collection”). The number of carts/size of dumpster is determined by a set volume of waste, comparable with the single family limit of two (2) bags of garbage biweekly. A letter and FAQ document were sent to property owners/managers in early June and staff held an on-line information session on June 17.

Also in July, curbside collection has been expanded to private roads on 5 multi-residential properties (38 have been provided notice of eligibility for municipal service). The City’s waste contractor will now travel within townhouse complexes and on private roads where residential units have individual driveways, it is safe to travel, and the configuration allows the trucks to maneuver. This has been a long-awaited and significant expansion of the City’s curbside program – bringing standardization to the multi-residential program. Property owners/managers are required to enter into a Waste Collection Service Agreement with the City and commit to standards for winter maintenance, participation in diversion, insurance, etc.

Staff will continue to work with property owners/managers and our contractor to investigate servicing for various types and configurations of multi-residential properties. On-boarding is

being undertaken in a phased approach as on-site investigations can be arranged with our contractor and the required paperwork is submitted by property owners/managers and reviewed by staff.

Business Improvement Area (BIA)

As follow-up to the staff memorandum dated December 18, 2024, the project team continues to plan new servicing for properties in the Business Improvement Area (BIA) and have contacted approximately 70% of the 151 property owners/managers who have registered for the new program to discuss their property-specific servicing plan. All properties requesting municipal waste collection service within the BIA are required to register for the new, more structured BIA collection program. Once registered, staff can plan for the storage and collection of the carts – noting that collection may occur at driveways/entrances (such as the properties along Mary Street and Toronto Street), in public laneways or, where necessary, along certain streets out front of businesses.

Based on staff's detailed investigations, walks through the BIA with our contractor, and discussions with property owners, staff are working with our contractor on different ways to collect waste in the BIA:

- **Semi-automated collection –** carts will be permitted to be clustered together at collection points rather than have the mandatory separation distance between carts. The driver will exit the truck to move carts around to facilitate collection.
- **Smaller collection truck –** as part of the new collection contract, the contractor does have a smaller collection truck (i.e. a "mini") as part of the City fleet to navigate more challenging/tighter roads like the rear laneways in the BIA if needed.
- **Coloured garbage bag pilot –** there are approximately 25 properties within the BIA that may not be able to facilitate carts due to property configuration, lack of internal/external storage, and no rear laneways. A pilot program will be initiated where identifiable coloured bags are provided for collection (noting that only 11 properties have confirmed registrations thus far). This is an interim measure for a very small number of properties and staff will assess the success of the pilot as future servicing is confirmed over the next year.

In collaboration with the Downtown BIA, on May 21, staff participated in a facilitated workshop for property and business owners impacted by these changes and presented information on the new waste collection program for the BIA. It was a successful meeting – the start of more proactive communication and collaborative planning for waste collection here. At this meeting, staff presented detailed mapping of the servicing plan breaking the BIA into new "zones", discussed the servicing "tools" noted above, and sought feedback from property owners on what requires clarification and individual property/business needs.

The BIA will continue to be a "work in progress" – this is the most challenging area of the city to manage/collect waste given property configurations, space restrictions, and current practices for setting out waste for collection (i.e. unlimited quantities, garbage dropped throughout the day on the street, etc.). Communication will be critical and key to success and staff will continue to bring forward more information to Council.

Next Steps in the Communication Plan

The project will enter into the final phase (i.e. “Start your carts!”) later this summer and will again be supported by a robust communication plan reminding property owners to begin filling their carts in preparation for set out the week of September 8. Tactics will include:

- An additional series of direct communications with targeted messaging for businesses/properties within the BIA and businesses currently receiving waste services;
- Mobile signage in each ward;
- Automated calls to cell phones/landlines and automated texts to cell phones;
- Television and digital ads on CTV and radio ads on local stations;
- Digital communications including leveraging the City’s website, mobile app, social media channels and e-News and digital ads via local media outlets;
- Monitors in community centres and posters; and
- Ongoing media relations.

Memo Author:

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