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# ASSOCIATION OF MANITOBA MUNICIPALITIES

**Transition Plan Feedback**



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# WELCOME & INTRODUCTIONS

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# TRANSITION TO FULL EPR

**Information in this presentation assumes that the draft Transition Plan sent to the Minister on June 3, 2022, will be approved as written.**

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# TRANSITION PLAN TO FULL EPR: HISTORIC TIMELINES

## November 2021

As a result of extensive stakeholder consultations, MMSM submitted a draft Transition Plan to the Minister of Environment & Climate.

## June 2022

Revised Transition Plan submitted.

## July - August 2022

Government of Manitoba held public consultations to acquire input into the plan.

## May 2023

MMSM received an extension letter for current program.

The Manitoba Government advised that a ministerial committee consisting of MMSM, and other stakeholders impacted by the transition to full EPR will be established.

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# MMSM STATUS UPDATE

**The MMSM team is continuing the planning process, carefully considering all scenarios to ensure a smooth and effective transition to full EPR.**

## **What is happening in the background:**

- MMSM is meeting with stakeholders to gather additional feedback & input to the Transition Plan prior to the Ministerial Advisory Committee launch.
- Consolidating the feedback and questions received during the consultation.
- The goal of this meeting is to provide insight and clarity to those questions and generate a healthy dialogue that will be used to advise transition planning.

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# AMM FEEDBACK

**“Moving forward, ongoing dialogue and consultation will be key so municipalities can make informed decisions regarding service delivery in their communities.”**

## **MMSM’s Commitments for Transition to full EPR**

1. Be open, transparent and accountable.
2. Communicate with stakeholders in a respectful way to transition the MMSM program to full EPR with minimal disruption.
3. Develop and deliver communications that are clear, consistent and easily consumable.
4. Develop relationships and build trust with stakeholders.

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# MASTER SERVICE AGREEMENT & STATEMENTS OF WORK

## MASTER SERVICE AGREEMENT (MSA)

Sets forth the Terms and Conditions on all activities & responsibilities under the contract duration. The MSA will be between the Community & MMSM.

## STATEMENTS OF WORK (SoW)

Define the scope of services between the Community and MMSM.

Three separate SoWs will be defined:

1. Curbside Collection.
2. Depot Collection.
3. Multi-Family Collection.

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# KEY STEPS FOLLOWING PROGRAM APPROVAL

## OPT-IN

## OPT-OUT

- MMSM will publish an MSA, SoW, and proposed payments.
- MMSM's intention is to provide community representatives an appropriate amount of time to review and seek approval from local council.

- Community will formally choose opt-in option.

- Community will formally choose opt-out option.



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# PROGRAM APPROVAL TO START OF COLLECTION

## OPT-IN

- Community continues to manage the collection services using a service provider or community staff and be responsible for customer service.
- Community will receive quarterly payments from MMSM on a per household basis as established in the contract with MMSM.
- Community transitions to new full EPR payment model over the next three years.

## OPT-OUT

- MMSM notifies community of full EPR model transition date (0-3 years).
- MMSM puts out collection request for proposal (RFP) for catchment area while collection remains undisrupted.
- MMSM will negotiate directly with a collection service provider.
- Community notified of MMSM RFP service provider selected.
- Selected service provider starts collection and is responsible for customer services.
- MMSM will lead promotion and education (P&E).

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# COLLECTION ROLES & RESPONSIBILITIES

## OPT-IN

- MMSM will contract with each community who chooses to provide collection services.
- Payment will be set based on criteria set forth in MSA and SoWs.
- Community will continue to provide collection services internally or contract out collection.
- Current practice for customer service will continue.
- Community will continue to manage P&E with support from MMSM; a top up will be provided.

## OPT-OUT

- MMSM will negotiate directly with a collection service provider.
- MMSM will manage the collection contract with a collection service provider.
- The collection service provider will be responsible for customer services.
- MMSM will lead P&E.

**Post-collection will be the responsibility of MMSM**

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## AMM FEEDBACK

**“More information and details regarding impacts on municipal operations, finances & administration are required since the draft Transition Plan lacks sufficient detail to allow municipalities to conduct a fulsome review.”**

**The next three slides will address opt-in vs. opt-out details for:**

1. Finances
2. Operations
3. Administration

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# FINANCES

## OPT-IN

- Community will receive top up payment for P&E.

## OPT-OUT

- MMSM will be responsible for the costs associated to residential recycling and will work directly with the collection service provider.
- Community will still be financially responsible for all commercial recycling and other waste collection streams.

**Post-collection will be the responsibility of MMSM**

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# OPERATIONS

## OPT-IN

- Community will follow the terms and conditions in the MSA and SoWs.
- MMSM and Community will maintain accuracy of household counts.

## OPT-OUT

- MMSM will manage collection contract.
- Administration and staff resources will no longer be required for residential recycling.
- Collection service provider will be responsible for maintaining infrastructure (bins, carts, etc.).
- Collection service provider will be responsible for customer service.

**Post-collection will be the responsibility of MMSM**

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# ADMINISTRATION

## OPT-IN

- Community will be provided access to a user-friendly portal for reporting.
- Community will respond to any residential recycling inquiries directly.
- Community must ensure collection service provider fulfils all requirements of MSA.
- Community will manage P&E with support from MMSM.

## OPT-OUT

- MMSM will lead P&E.
- Community will redirect any residential recycling inquiries to collection service provider.
- Insurance will be the responsibility of the collection service provider and MMSM.

**Community will no longer be required to report tonnage using MORS or submit an annual Cost Monitoring Survey once transitioned.**

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# MANAGING CONTAMINATION

## OPT-IN

- Community will be responsible for meeting contamination rates.
- Community/route-specific audits will inform contamination rates.
- Contamination rates will be monitored which could trigger selected communities to develop and implement contamination reduction plans.
- Further audits for six months will inform success/failure of each plan.
- If no improvement second plan will be required.
- Continuous improvement will avoid penalties.

## OPT-OUT

- Collection service provider will be responsible for meeting contamination rates.
- Collection service provider/route-specific audits will inform contamination rates.
- Contamination rates will be monitored which could trigger selected collection service providers to develop and implement contamination reduction plans.
- Further audits for six months will inform success/failure of each plan.
- If no improvement second plan will be required.
- Continuous improvement will avoid penalties.

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## AMM FEEDBACK

**“A clearer understanding of the state of municipalities may be transitioning from will help with understanding the potential state municipalities may be transitioning to in relation to full EPR.”**

1. The transition from the current shared responsibility model to full EPR will be conducted in a thoughtful way with the goal of minimal or no impact to residents.
2. MMSM understands that each community has unique circumstances and needs. MMSM will share information in a timely manner to enable communities to make informed planning decisions in preparation for transition.
3. MMSM team will meet with communities as required.



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# MULTI-YEAR CONTRACTS | COLLECTION SERVICES

## OPT-IN

- Community must meet MSA terms and conditions.

## OPT-OUT

- Will vary based on the community's contract terms.

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# CAPITAL ASSETS

## OPT-IN

- Financial offers will consider operational expense, human resources and capital assets necessary to deliver the services.

## OPT-OUT

- The selected contractor could be advised of the availability of assets. If the community owns the carts, they could be sold to the contractor MMSM has contracted with.
- MMSM will not provide payment for assets owned by communities.

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# PROMOTION & EDUCATION

**The MMSM communication strategy includes key tactics and techniques will be delivered in a thoughtful and strategic way.**

## **Key Tactics:**

1. A variety of tools to build awareness among residents about appropriate end-of-life management of PPP.
2. The Recyclepedia web tool and mobile app by all participating communities.
3. Targeted school programming for K-12 & post-secondary institutions.
4. Educating residents about actions required.
5. Motivating behaviour by providing a 'call to action'.
6. Reinforcing and rewarding the newly adopted behaviour by providing information about the result of the communities recycling programs.

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# PROMOTION & EDUCATION

## OPT-IN

- MMSM will continue to lead P&E province-wide
- If the community is receiving the top-up for P&E, they are the lead.

## OPT-OUT

- MMSM will provide P&E support for the contractor to use to further amplify recycling education and messaging.
- MMSM will continue to lead P&E province-wide.

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# RESIDENT INQUIRIES & FEEDBACK

## OPT-IN

- During the transition period, communities will continue their current practice for resident calls, complaints and inquiries.

### **Examples of Inquiries:**

- Damage to recycling cart.
- New cart requests.
- Missed collection.
- Questions about accepted materials.

## OPT-OUT

- Resident calls, complaints and inquiries will be directed to the collection contractor.
- There may be a shift from current practice; MMSM will provide information and key messaging for communities to redirect residents to the contractor.
- Resident inquiries that can't be resolved by the contractor or complaints against the contractor will be escalated to MMSM's customer relations centre.

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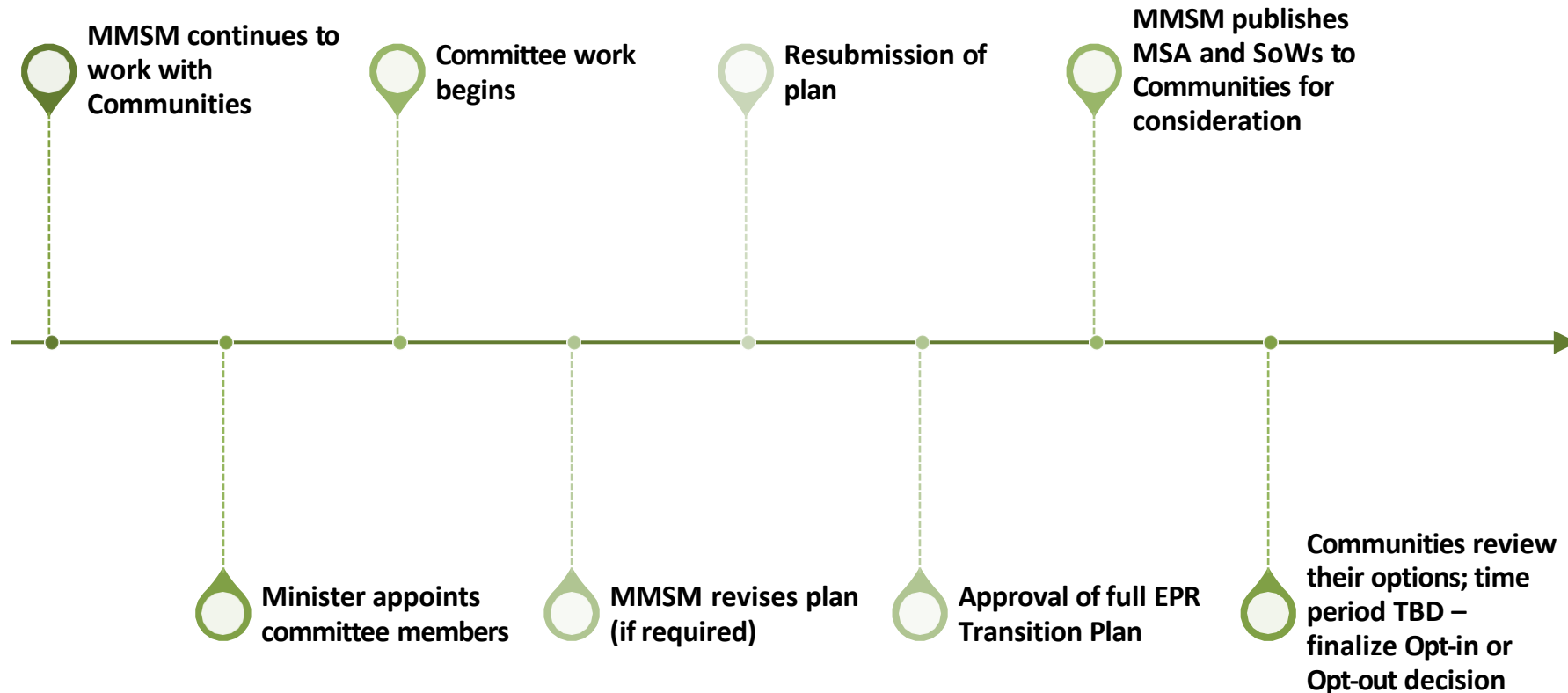
# IN-KIND PROGRAM

**Newspapers are obligated and will continue to be accepted in the PPP program**

1. The In-Kind credits for advertising owed to communities at the time of transition will carry over.
2. The newspaper payment relationship is with the Stewards and MMSM.

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# ANTICIPATED NEXT STEPS



# QUESTIONS?



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