

Overview of Niagara Region's Waste Management System and Associated Considerations for the City of Niagara Falls

An overview of Niagara Region's waste management system is highlighted below, with a summary of considerations if the City of Niagara Falls was to assume management and delivery of these services.

1. Curbside Collection Contract

1.1 Base Services

Waste Stream	Service	Low Density Residential Properties	Multi-Residential Buildings (high-rise) with 7 or more units	Mixed-Use Properties	IC&I Properties	Multi-Purpose Properties
Garbage	Current	Weekly collection. One (1) container (bag/can) limit per unit per property. Garbage tags for additional bag/can. Amnesty week and exemptions.	Weekly collection. One (1) container limit per unit weekly, to a max. of twelve (12) containers per building. No garbage tags. Amnesty week.	<u>Inside DBAs</u> Weekly collection. Seven (7) container limit per property. No garbage tags. Amnesty week. <u>Outside DBAs</u> Weekly collection. Six (6) container limit, per property, weekly. No garbage tags. Amnesty week.	<u>Inside DBAs</u> Weekly collection. Seven (7) container limit. No garbage tags. <u>Outside DBAs</u> Weekly collection. Four (4) container limit. No garbage tags.	At Niagara Region's discretion, each individual property type on the overall property is subject to their respective eligibility requirements and collection limit.
	As of Oct.19, 2020	Every other week Curbside or On-Site collection 2 bag/can limit per unit Garbage tags for additional bags/cans Amnesty Week and Exemptions	Every other week Curbside or On-site collection 2 bag/can limit per unit, to a max. of 24 per building. No garbage tags.	<u>Inside DBAs</u> Weekly Curbside or On-Site collection 4 bag/can limit per property <u>Outside DBAs</u> Every other week Curbside or On-Site collection	<u>Inside DBAs</u> Weekly Curbside or On-Site collection 4 bag/can limit per property <u>Outside DBAs</u> Every other week Curbside or On-Site collection	At Niagara Region's discretion, each individual property type on the overall property is subject to their respective eligibility requirements and collection limit.

Waste Stream	Service	Low Density Residential Properties	Multi-Residential Buildings (high-rise) with 7 or more units	Mixed-Use Properties	IC&I Properties	Multi-Purpose Properties
			Amnesty Week and Exemptions	8 bag/can limit per property	8 bag/can limit per property	
Bulky and White Goods	Current	Unlimited collection of both bulky and white goods. Call-in service or online booking year round.	No service	No service	No service	At Niagara Region's discretion, each individual property type on the overall property is subject to their respective eligibility requirements and collection limit.
	As of Oct.19, 2020	Four (4) Bulky Item limit per residential unit, per collection. White goods collection discontinued. Call-in service or online booking year round for Bulky Items.	No service	No service	No service	At Niagara Region's discretion, each individual property type on the overall property is subject to their respective eligibility requirements and collection limit.

Waste Stream	Service	Low Density Residential Properties	Multi-Residential Buildings (high-rise) with 7 or more units	Mixed-Use Properties	IC&I Properties	Multi-Purpose Properties
Recycling	Current	Weekly Curbside or On-Site collection Unlimited Blue/Grey Boxes/Carts	Weekly Curbside or On-Site collection Unlimited Blue/Grey Boxes or Carts	<u>Inside DBAs</u> Weekly Curbside or On-Site collection Unlimited Blue/Grey Boxes or Carts <u>Outside DBAs</u> Weekly Curbside or On-Site collection Unlimited Blue/Grey Boxes or Carts	<u>Inside DBAs</u> Weekly Curbside or On-Site collection Unlimited Blue/Grey Boxes or Carts <u>Outside DBAs</u> Weekly Curbside or On-Site collection Unlimited Blue/Grey Boxes or Carts	At Niagara Region's discretion, each individual property type on the overall property is subject to their respective eligibility requirements and collection limit.
	As of Oct.19, 2020	Weekly Curbside or On-Site collection Unlimited Blue/Grey Boxes/Carts	Weekly Curbside or On-Site collection Unlimited Blue/Grey Boxes or Carts	<u>Inside DBAs</u> Weekly Curbside or On-Site collection Unlimited Blue/Grey Boxes or Carts <u>Outside DBAs</u> Weekly Curbside or On-Site collection Unlimited Blue/Grey Boxes or Carts	<u>Inside DBAs</u> Weekly Curbside or On-Site collection Unlimited Blue/Grey Boxes or Carts <u>Outside DBAs</u> Weekly Curbside or On-Site collection Max. 8 Blue/Grey Carts/Equivalent Boxes	At Niagara Region's discretion, each individual property type on the overall property is subject to their respective eligibility requirements and collection limit.

Waste Stream	Service	Low Density Residential Properties	Multi-Residential Buildings (high-rise) with 7 or more units	Mixed-Use Properties	IC&I Properties	Multi-Purpose Properties
Organics	Current	Weekly Curbside or On-Site collection Unlimited Green Bins/Carts No collection of grass clippings	Weekly Curbside or On-Site collection Maximum 4 Green Bins (Curbside) or unlimited Green Carts (request basis only) No collection of grass clippings	<u>Inside DBAs</u> Weekly Curbside or On-Site collection Unlimited Green Bins/Carts No collection of grass clippings <u>Outside DBAs</u> Weekly Curbside or On-Site collection Unlimited Green Bins/Carts No collection of grass clippings	<u>Inside DBAs</u> Weekly Curbside or On-Site collection Unlimited Green Bins/Carts No collection of grass clippings <u>Outside DBAs</u> Weekly Curbside or On-Site collection Unlimited Green Bins/Carts No collection of grass clippings	At Niagara Region's discretion, each individual property type on the overall property is subject to their respective eligibility requirements and collection limit.
	As of Oct.19, 2020	Weekly Curbside or On-Site collection Unlimited Green Bins/Carts No collection of grass clippings	Weekly Curbside or On-Site collection Maximum 4 Green Bins (Curbside) or unlimited Green Carts (request basis only) No collection of grass clippings	<u>Inside DBAs</u> Weekly Curbside or On-Site collection Unlimited Green Bins/Carts No collection of grass clippings <u>Outside DBAs</u> Weekly Curbside or On-Site collection Unlimited Green Bins/Carts No collection of grass clippings	<u>Inside DBAs</u> Weekly Curbside or On-Site collection Unlimited Green Bins/Carts No collection of grass clippings <u>Outside DBAs</u> Weekly Curbside or On-Site collection Max. 8 Green Carts/Bins No collection of grass clippings	At Niagara Region's discretion, each individual property type on the overall property is subject to their respective eligibility requirements and collection limit.

Waste Stream	Service	Low Density Residential Properties	Multi-Residential Buildings (high-rise) with 7 or more units	Mixed-Use Properties	IC&I Properties	Multi-Purpose Properties
Leaf and Yard Waste	Current	Weekly Curbside or On-Site collection Unlimited No collection of grass clippings	No service	No service	No service	At Niagara Region's discretion, each individual property type on the overall property is subject to their respective eligibility requirements and collection limit.
	As of October 19, 2020	Weekly Curbside or On-Site collection Unlimited No collection of grass clippings	No service	No service	No service	At Niagara Region's discretion, each individual property type on the overall property is subject to their respective eligibility requirements and collection limit.
Brush	Current	Curbside or On-Site collection 8 weeks per year – four (4) weeks in the spring and four (4) weeks in the fall, on regular Collection Day	No service	No service	No service	At Niagara Region's discretion, each individual property type on the overall property is subject to their respective eligibility requirements and collection limit.

Waste Stream	Service	Low Density Residential Properties	Multi-Residential Buildings (high-rise) with 7 or more units	Mixed-Use Properties	IC&I Properties	Multi-Purpose Properties
	As of Oct.19, 2020	Curbside or On-Site collection 8 weeks per year – four (4) weeks in the spring and four (4) weeks in the fall, on regular Collection Day	No service	No service	No service	At Niagara Region's discretion, each individual property type on the overall property is subject to their respective eligibility requirements and collection limit.
Christmas Trees	Current	Curbside or On-Site collection One (1) week per year on resident's Collection Day	No service	No service	No service	At Niagara Region's discretion, each individual property type on the overall property is subject to their respective eligibility requirements and collection limit.
	As of Oct.19, 2020	Curbside or On-Site collection One (1) week per year on resident's Collection Day	No service	No service	No service	At Niagara Region's discretion, each individual property type on the overall property is subject to their respective eligibility requirements and collection limit.

Waste Stream	Service	Low Density Residential Properties	Multi-Residential Buildings (high-rise) with 7 or more units	Mixed-Use Properties	IC&I Properties	Multi-Purpose Properties
Batteries *Pending Council approval	Current	Curbside or On-Site collection One (1) week per year on resident's Collection Day (usually during Earth Week)	No service	No service	No service	At Niagara Region's discretion, each individual property type on the overall property is subject to their respective eligibility requirements and collection limit.
	As of Oct.19, 2020	Curbside or On-Site collection One (1) week per year on resident's Collection Day (usually during Earth Week)	No service	No service	No service	At Niagara Region's discretion, each individual property type on the overall property is subject to their respective eligibility requirements and collection limit.

1.1.1 Special Exemptions

- Diaper exemption collection provided for eligible LDR properties (i.e. two (2) or more children, under the age of four, in diapers, or daycares). Diapers must be placed inside a clear bag (i.e. one (1) clear bag for LDR properties with two (2) children, and (2) clear bags for LDR properties three (3) or more children).
- Weekly collection provided, as part of Emterra and Miller contracts.
- Medical waste exemption collection provided for individuals living with a medical condition, group homes (i.e. provided with 52 free medical waste tags each year).
- Weekly collection provided, as part of Emterra and Miller contracts.
- Additional information on the diaper and medical waste exemption programs can be found at: <https://www.niagararegion.ca/waste/collection/exemptions/default.aspx>
- Amnesty week collection (i.e. double weekly or EOW garbage limits) is provided during the five (5) collection days immediately following Christmas for LDR and MR properties only, with Emterra and Miller contracts.
- No garbage tags are required for these additional garbage containers during this week only.

1.2 Enhanced Services

1.2.1 Additional Garbage Collection

- Weekly garbage collection, with a maximum seven (7) container limit, for IC&I and MU properties inside Niagara Falls DBAs, with Emterra and Miller contracts. No garbage tags allowed for additional containers.
- Eight (8) additional garbage containers per collection between Victoria Day and Thanksgiving Day, for those food and lodging properties located inside the Lundy's Lane, Clifton Hill/Victoria Ave, Main Street, and Queen Street DBAs only, with Emterra and Miller contracts.
- **Beginning October 19, 2020**, Every other week garbage collection, with a maximum twelve (12) container limit, instead of eight (8) containers, for MU properties outside the DBAs, as part of the Miller contract. No garbage tags allowed for additional containers.
- Containerized (i.e. front-end) garbage collection at designated Niagara Falls MR and MU properties (collection frequency varies by location), with Emterra and Miller contracts.

1.2.2 Litter Bin Collection

- Once-per-week collection of public space litter bins at various locations inside and outside Niagara Falls DBAs. Collection is provided seven (7) days-per-week inside the Lundy's Lane, Clifton Hill, and Victoria Avenue DBAs (i.e. Mainline), on a year-round basis, with Emterra.
- **Beginning October 19, 2020**, Once-per-week collection of public space litter bins at various locations inside and outside Niagara Falls DBAs. Collection is provided seven (7) days-per-week inside the Lundy's Lane, Clifton Hill, and Victoria Avenue DBAs (i.e. Mainline DBAs), from mid-May to mid-October only, as part of the Miller contract.
- **Beginning October 19, 2020**, Weekly garbage collection, with a maximum six (6) container limit, for MU properties outside DBAs, as part of the Miller contract. No garbage tags allowed for additional containers.

1.2.3 Public Space Recycling (PSR)

- Once-per-week collection of public space recycling bins located inside and outside Niagara Falls DBAs, with Emterra.
- Beginning October 19, 2020, once-per-week PSR collection provided at various locations inside and outside the Niagara Falls DBAs. Collection is provided seven (7) days-per-week inside the Lundy’s Lane, Clifton Hill, and Victoria Avenue DBAs (i.e. Mainline DBA), from mid-May to mid-October only, with Miller contract.

1.3 Considerations for the City of Niagara Falls

Considerations and Actions to be Taken
<p>Transition of the Blue Box program to extended producer responsibility is anticipated between 2023 and 2025 and municipalities would no longer be responsible for the recycling collection (unless Niagara Falls decides not to transition, but in that case, there will be added tax burden).</p> <p>City actions:</p> <ol style="list-style-type: none">1. Procure a collection contractor;2. Develop and maintain system(s) for identification of collection service/limits for each property type, bulky goods bookings, garbage tags, special set-out service, diaper and medical exemptions;3. Manage customer service calls, online inquiries, etc.; and4. Develop new program communication and promotion for distribution.

2. Disposal and Processing

2.1 Household Hazardous Waste (HHW) Program

- Regional HHW depots are located at
 - Thorold Yard;
 - Niagara Road 12 Landfill, West Lincoln;
 - Humberstone Landfill, Welland; and
 - Bridge Street Drop-off Depot, Fort Erie (receives a subset of HHW material e.g. batteries, oil, propane tanks and cans of paint).
- A list of acceptable materials at HHW depots can be found on Niagara Region’s website:
<https://niagararegion.ca/waste/disposal/default.aspx?c=Household+Hazardous+Waste>

Considerations and Actions to be Taken
<p>Niagara Falls residents would no longer be able to use Regional HHW depots.</p> <p>City actions:</p> <ol style="list-style-type: none">1. Procure new HHW service provider(s) to operate depot(s) and to process collected materials, as well as, locate a new depot(s) location.2. Development of new program communication, promotion, and distribution.3. Manage customer service calls, online inquiries, etc.

2.2 Drop-Off Depots

- Regional drop-off depots are located at:
 - Niagara Road 12, West Lincoln (Grimsby, Lincoln, Pelham and West Lincoln residents only);
 - Humberstone Landfill, Welland;

- Bridge Street, Fort Erie; and
- The Recycling Centre, Niagara Falls (receives only a subset of material e.g. Blue Box recyclables, large hard plastics, electronics, grease, fats and oils, bicycles, textiles)
- Walker’s drop-off depot is located at 2800 Thorold Townline Road, Thorold.
- Reuse centres are located at Humberstone Landfill, Welland, and Niagara Road 12, West Lincoln.
- In addition to receiving the garbage waste stream (with the exception of the Recycling Centre), materials accepted for diversion at drop-off depots include the following:
 - Blue Box recyclables;
 - Leaf & yard, grass clippings, and brush material;
 - Drywall*;
 - Tires;
 - Asphalt & shingles;
 - Electronics;
 - Mattresses/box springs*;
 - Fats/Oils/Grease;
 - Wood waste*;
 - Porcelain*;
 - Bicycles;
 - Large hard plastics;
 - Textiles;
 - Scrap metal; and
 - Styrofoam.

*Excluding Walker’s depot

- Disposal fees for materials can be found on Niagara Region’s website:
<https://www.niagararegion.ca/waste/landfills/default.aspx>.

Considerations and Actions to be Taken
<p>Niagara Falls residents and IC&I sector would no longer be able to use Regional drop-off depots, but could continue to utilize Walker’s depot. Niagara Region has secured a cost for residents of Niagara region at Walker’s drop-off depot that may not be applicable to Niagara Falls residents.</p> <p>There are some minor differences between the disposal tipping fees charged at Niagara Region depots and Walker’s depot, including:</p> <ul style="list-style-type: none">• Walker’s depot charges H.S.T., which Niagara Region’s depots are exempt from charging; and• Clean soils are free at Niagara Region depots, but charged the waste tipping fee rate for residents at Walker’s depot. <p>Any non-profits located within the City of Niagara Falls would no longer be eligible for Niagara Region’s tipping fee exemption.</p> <p>City actions:</p> <ol style="list-style-type: none">1. Determine if Walker’s requires a contract for Niagara Falls residential and IC&I use of drop-off depot.2. Development of new program communication, promotion and distribution.3. Manage customer service calls, online inquiries, etc.

2.3 Landfill Sites

2.3.1 Open Sites

- In addition to the above Regional drop-off depots, Niagara Region is responsible for the operation of two (2) open landfill sites located at Humberstone Landfill, Welland, and Niagara Road 12, West Lincoln.
- Responsibilities include landfilling operations, leachate and methane collection system monitoring and maintenance, site maintenance, scale operations, etc.

Considerations and Actions to be Taken
<p>Potential financial considerations for current and long-term costs related to tonnage of Niagara Falls’ garbage disposal at Humberstone landfill site.</p> <p>City actions:</p> <ol style="list-style-type: none">1. Procure disposal contract with Walker’s or another disposal site;2. Development of new program communication, promotion and distribution3. Manage customer service calls, online inquiries, etc.

2.3.2 Closed Sites

Niagara Region is responsible for the ongoing maintenance and post-closure landfill liability of all 12 closed landfill sites, including the Mountain Road landfill in Niagara Falls, until their contaminating lifespan is reached.

- Responsibilities include operation, maintenance and replacement of infrastructure to keep human health and the environment safe.
- The total landfill liability cost for all 12 closed landfill sites is approximately \$61 million, of which Mountain Road accounts for \$15.5 million (based on 2019 Landfill Liability Model).
- Mountain Road landfill specific considerations include:
 - 2019 operating expenditures related to the Mountain Road landfill site’s leachate treatment, monitoring and maintenance costs was approximately \$400K.
 - Capital expenditure related to the Mountain Road landfill site was approximately \$2.1 million, from its date of acquisition to 2019.
 - Stormwater management pond and SCADA upgrades are planned for 2020, at a total cost of approximately \$630K.
 - Aging leachate collection system that will require retrofits, at a projected cost of \$1.85 million (2021-22), as well as converting the site for end-use of \$1 million (2022).

Considerations and Actions to be Taken
<p>Although the City does not wish to own/manage closed landfill sites, there are financial considerations if Mountain Road landfill is assumed by the City.</p> <p>Potential financial considerations for long-term costs related to use of Humberstone and Bridge Street landfill sites for disposal of Niagara Falls’ garbage</p> <p>City actions:</p> <ol style="list-style-type: none">1. Procure contracts for Mountain Road landfill site monitoring and other program/service and site requirements.

2.4 Composting Operations

- Niagara Region provides leaf and yard waste composting operations at two (2) landfill sites located at:
 - Bridge Street Landfill, Fort Erie; and
 - Niagara Road 12, West Lincoln.
- Food waste organics are also accepted for drop-off at:
 - Humberstone Landfill, Welland; and

- Niagara Road 12, West Lincoln.
- Walker’s provides composting processing operations, on contract with Niagara Region and food waste organics are accepted for drop-off.
- Acceptable organic materials for drop-off at all locations include leaf & yard waste, including grass clippings, and brush materials.

Considerations and Actions to be Taken
<p>Niagara Falls residents and IC&I sector would no longer be able to use Regional drop-off depots but can continue to utilize Walker’s depot.</p> <p>City actions:</p> <ol style="list-style-type: none">1. Procure a compost-processing contract with Walker or another processor.2. Development of new program communication, promotion and distribution.3. Manage customer service calls, online inquiries, etc.

2.5 Recycling Processing

- Niagara Region provides dual stream (i.e. Blue and Grey Box) recycling processing and marketing of all curbside, depot and IC&I collected materials, including the City of Niagara Falls, at its Niagara Recycling facility in Niagara Falls.

Considerations and Actions to be Taken
<p>Transition of the Blue Box program to extended producer responsibility is anticipated between 2023 and 2025 and municipalities would no longer be responsible for recycling processing and marketing (unless Niagara Falls decides not to transition, but in that case, there will be added tax burden).</p> <p>City actions:</p> <ol style="list-style-type: none">1. Negotiate contract with Niagara Recycling for processing of recyclables if dual-stream collection program is maintained, or procure a new processor.2. Development of new program communication, promotion and distribution.3. Manage customer service calls, online inquiries, etc.

3. Program Support and Related Functions

3.1 Public Outreach and Education

- Niagara Region is responsible for providing the following public outreach and education activities related to waste management services:
 - Programs aimed at increasing waste diversion at landfill sites (i.e. Broken Spoke, Rigid plastic recycling, textiles etc.).
 - Programs aimed at increasing waste diversion in MR buildings (i.e. Eco-Ambassador, Green Cart and Textile recycling programs).
 - Programs aimed at increasing waste diversion in the IC&I sector (i.e. Rethink your Waste at the Workplace).
 - Targeted campaigns based on Niagara region trends/audits at the Recycling Centre.
 - Ability to report illegal dumping on public property for investigation.
 - Access to Special Events Recycling and Organics service for public events.
 - Curriculum linked presentations to educate schools on the Region’s programs and services and the importance of reducing and diverting waste.

- Interactive presentations to educate community groups on the Region’s programs and services and the importance of reducing and diverting waste.
- Summer camp program designed to engage children in learning about the importance of reducing and diverting waste.
- Information booths at community events and participation in community parades designed to engage with the public to educate them about the Region’s programs and services.
- Tours of the Region’s Recycling Centre to educate schools and the public on the innovative technology used to sort and process Blue/Grey Box material.
- Multi-tiered approach to promotion/education of diversion programs (i.e. newspaper advertising, social media, specialty advertising, radio etc.).
- Development and distribution of promotion and education material (i.e. Collection Guide, Green Scene newsletters).
- Promotional material used at information booth and presentations to promote waste diversion (i.e. recycled pencils, recycled Frisbees, recycled rulers etc.).
- Print materials to support diversion programs (i.e. non-compliance stickers, brochures, flyers, posters, door hangers etc.) and other waste management print materials (i.e. garbage tags).
- Creative development and design of promotion and education material
- Waste management web/mobile application designed to administer waste collection reminders and service interruption notifications to residents.
- Team of waste management interns who assist in the distribution of promotion and education material and administer our public outreach program (i.e. presentations, summer camps, Special Events Recycling and Organics program etc.).

Considerations and Actions to be Taken

Niagara Falls residents and IC&I sector would no longer receive Niagara Region's promotional materials, including Collection Guide, Green Scene newsletter, etc. or access to Niagara Region’s various outreach programs.

City actions:

1. Develop and distribute collection guide and other program support material.
2. Deliver public outreach and education to Niagara Falls residents and IC&I sector.
3. Manage customer service calls, online inquiries, etc.

3.2 Container Sales and Distribution

- New homeowners and new renters are entitled to obtain **one (1)** of each of the curbside waste diversion containers (i.e. Blue Box, Grey Box, Kitchen Catcher and Green Bin), for free, if they do not have them already.
- Broken curbside waste diversion containers will be replaced, free-of-charge.
- Residents can purchase curbside waste diversion containers and backyard composters, at a subsidized price by Niagara Region.
- Residents can bring their broken curbside waste diversion containers, or purchase a new one, at the following locations:
<https://www.niagararegion.ca/waste/containers/container-locations.aspx>

- Recycling and organics carts are available for purchase, at a subsidized price by Niagara Region, to IC&I, MU, and MR properties (with seven (7) or more units). These carts can be ordered online:
<https://www.niagararegion.ca/waste/containers/cart-order-form.aspx>

Considerations and Actions to be Taken
<p>Niagara Falls residents, MR, MU and IC&I sectors would no longer be able to purchase waste diversion containers, at a subsidized price, from Niagara Region locations.</p> <p>City actions:</p> <ol style="list-style-type: none">1. Procure its own waste diversion containers2. Manage the distribution of these waste diversion containers3. Manage customer service calls, online inquiries, etc.

3.3 By-law Enforcement/Contract Supervision

- Waste Management contract supervisors and advisors are responsible for administering waste collection contracts, providing on-road supervision, ensuring compliance with municipal by-laws, responding to escalated complaints, and conducting investigations of residential and IC&I properties.
- The Waste Management By-law 2017-56 can be found on Niagara Region’s website: <https://www.niagararegion.ca/government/bylaws/most-requested-by-laws.aspx>

Considerations and Actions to be Taken
<p>Currently, Niagara Region’s Planning & Development staff, along with Waste Management staff, review all planning applications and provide comments as they pertain to waste collection eligibility for new developments. This would no longer be provided for Niagara Falls applications, if collection service were no longer provided by Niagara Region.</p> <p>City actions:</p> <ol style="list-style-type: none">1. Manage the contract through enforcement, on-road supervision, and review planning applications, etc.2. Manage customer service calls, online inquiries, etc.

3.4 Illegal Dumping Program

- Niagara Region works, in partnership with all LAMs and Crime Stoppers, to address any issues of illegally-dumped material in non-designated areas, such as public roads, ditches, public property, rural areas, vacant lots, and in public litter receptacles.
- Niagara Region has implemented a rewards program for reporting incidents of illegal dumping: <https://www.niagararegion.ca/waste/contact/dumping/default.aspx>.
- A monetary reward is given to any person whose report of illegal dumping results in an **act of compliance** (i.e. the person who was reported illegally dumping, returned to the site and removed the dumped materials), or to any person whose report of illegal dumping leads to a **conviction**.

Considerations and Actions to be Taken
<p>City actions:</p> <ol style="list-style-type: none">1. Investigate any issues of illegally dumped materials.2. Develop illegal dumping program.

Considerations and Actions to be Taken
3. Manage customer service calls, online inquiries, etc.

3.5 Customer Service and Complaint Management

- Niagara Region’s Waste Management Customer Service Representatives and staff provide information and responses to inquiries from Niagara residents, businesses, LAMs, other government agencies, etc. on all waste management-related programs and services, including collection, diversion, disposal, etc.
- The Waste Info-Line (905-356-4141 or 1-800-594-5542) is operated Monday to Friday, from 8:00 a.m. to 5:00 p.m. or online: www.niagararegion.ca/waste

Considerations and Actions to be Taken
City actions: 1. Manage customer service calls, online inquiries, etc.

3.6 Mandatory Reporting – Resource Productivity & Recovery Authority (RPRA) Datacall

- The RPRA Datacall is the source of data for determining the net Blue Box system cost and for allocating funding to Ontario municipal programs under the Blue Box Program Plan.
- Each year, Ontario municipal programs providing recycling services must complete the Datacall to be eligible to receive this Blue Box funding.
- An Ontario municipal program must complete the Datacall if it provided Blue Box collection (i.e. curbside or depot) and/or processing services to its residents in the previous year, and if all the tonnes, costs and revenue associated with these services are not reported by another program.
- Ontario municipal programs need to also report the following municipally-managed residential solid waste management services (if applicable) in the Datacall:
 - Other (i.e. non-Blue Box) recyclable materials collection and/or processing
 - Organic collection and/or processing
 - Municipal hazardous or special waste collection
 - Waste electrical and electronic equipment collection
 - Garbage collection and/or disposal

Considerations and Actions to be Taken
Currently, Niagara Region is responsible for completing the RPRA Datacall, on behalf of all 12 LAMs, including Niagara Falls. City actions: 1. Track program data and tonnages 2. Complete annual RPRA Datacall submission for City’s waste management program