

ICI Waste Diversion – Service Level

Proposed Service Level for the Industrial, Commercial, and Institutional (ICI) Sector Waste Diversion Regulation

The following describes the proposed service level for the ICI Waste Diversion Regulation Program. Implementation of this service level is dependent on available funding and could start as early as January 2022.

Scope

Service Level (SL) documents are prepared to allow customers of the City of Saskatoon (City) to review and understand the services currently provided. This document includes activities completed under the Waste Reduction service line. This service may be completed by various departments in the City.

Service Overview – what we do

The ICI Waste Diversion Regulation program focuses on education and compliance services to the ICI sector. The services will ensure awareness of the recycling and organics requirements, education is available through a variety of platforms on how to meet the requirements, a process is available for exemptions, and there is adequate enforcement capacity to follow-up on complaints and assist in education.

This is a new service level. Currently, there is no specific waste reduction or diversion education for the ICI sector and no enforcement program for the updated Waste Bylaw (Bylaw No.8310).

Purpose – why we do it

Saskatoon has a waste diversion target of 70%. The ICI sector waste diversion service level is projected to improve the City's diversion rate by 5%. The program aims to increase compliance by making the regulation easy to understand and offering resources and reducing administrative burden for businesses.



Programs within Service Line	Service Attributes and Customer Values	Service Level Outcomes	Customer Performance Measures
Customer Service	Responsiveness, Quality	The Customer Service Centre provides centralized 24-hour customer service through phone or email.	<p>24/7 dedicated customer service call centre used to take inquiries, book service requests and dispatch City education and enforcement staff.</p> <p>Emails acknowledged within two business days.</p> <p>Up to date knowledge base and customer relationship management software.</p>
Education	Environmental Responsibility, Quality of Life, Reliability	The education program will provide accessible information regarding waste diversion for the ICI sector.	<p>Education tools and resources for the ICI sector are relevant, accessible, and up to date. For example:</p> <ul style="list-style-type: none"> • Webpage content • Recycling and Organics Guide • Waste diversion directory <p>Annual communications plan and awareness campaign.</p> <p>Sub-sector targeted education resources (ex. Restaurants, schools).</p> <p>Integration and coordination with residential waste reduction and diversion education programs where appropriate.</p>
Bylaw Compliance	Safety, Responsive, Quality, Efficiency	Bylaw compliance ensures that the Waste Bylaw is being followed by members of the ICI sector.	<p>Complaint follow-ups of non-compliance received through the 24-hour customer service centre.</p> <p>Site-visits for issues. Provide expertise on concerns such as space or odors.</p>

			Education blitz's – site-visits to certain areas of the City or to certain sectors, providing education first with the potential of issuing tickets if compliance is not achieved.
Bylaw Exemption Administration	Responsive, Quality, Efficiency	Exemption process that is cost effective and easy for eligible businesses.	<p>Provide self-declaration exemption form on Saskatoon.ca.</p> <p>Grant eligible businesses or organizations exemption from the Waste Bylaw.</p> <p>Conduct site inspections to verify exemptions are valid.</p>
Data and continuous improvement	Quality, Efficiency, Reliability	Provide open and accessible information to the public. Ensure continuous improvement is built into regular operations.	<p>Biannual sector engagement – survey.</p> <p>Create program to collect material types and volume data from waste haulers.</p> <p>Prepare ICI data for annual reporting (Integrated Waste Management Annual Report and National Solid Waste Benchmarking Initiative).</p> <p>Maintain the ICI working group to receive feedback on implementation and support future initiatives.</p>

Resource Allocation: what does it cost

All costing information presented is estimated based on available data.

Service Line	Programs	Budget
Waste Reduction	ICI Waste Diversion <ul style="list-style-type: none"> • Customer Service • Education • Bylaw Compliance • Bylaw Exemptions • Data and Continuous Improvement 	\$285,000



Supporting information

These services are delivered in collaboration between Service Saskatoon, the Sustainability Department and the Water and Waste Operations Department as shown in the diagram below.

Constraints

Risk factors and variances that impact the ability to deliver the service include:

- The service line budget estimates are based on research and similar services provided by the City. Adjustments may be required in the future.
- This service level document should be reviewed and updated in 2024 after all the Bylaw requirements have come into force.

Supporting references

The support program is tailored to the ICI sector requirements as detailed in [Bylaw No. 9775, The Waste Amendment Bylaw, 2021](#)

