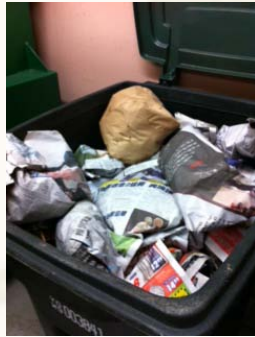


# Breaking Down Barriers to Multi-Family Food Scraps Collection



# Program Review



# Barriers/Concerns

## Complex

- Lack of space
- odour/attractants
- Cost/bin maintenance
- Collection scheduling
- Resident participation

## Resident

- Lack of in-unit space/storage
- In-unit odour/attractants
- “Yuck factor” with central containers
- Transport Gap

## City

- Complex contact
- 3C's: Capacity, Contamination & Communication
- Regulator vs. Service Provider



# Tortoise vs. Hare Approach

- **Resource intensive**
- **Site assessments**
  - Review current system set up
  - Identify building specific barriers
  - Facilitate required changes
- **Build ‘peer to peer’ relationships**
- **Create resident engagement opportunities**
  - Complex communication avenues
  - “*Scrape Your Plates*” information sessions
  - Present at AGMs, strata meetings
  - Engage residents via special projects, programs..



# Lessons Learned

- ‘One Size” does not fit all
- Peer to Peer engagement
- Building Champions/Contacts
- Level of education/communication varies
- Ongoing support/outreach/feedback
- Re-evaluate complex needs/service options
- Program implementation does not work in isolation



*“If you think you’ve communicated enough, you’ve only really begun”*

– Jonathan Rosenberg



Thank You.  
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