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| Date: Jun 21, 2024 | Time: 9:30am – 11:00am |
| SPAC Co-Chairs: Jeffrey Steiner, Paulina Leung | SPAC Secretary: Cameron Parrack |
| <p>Attendees:</p> <p><u>Service Provider Advisory Council Members:</u> Paulina Leung, Emterra Group Atif Durrani, City of Toronto Clayton Miller, Quantum Lifecycle Partners Ravneet Gill, Waste to Resource Ontario Izzie Abrams, Waste Connections of Canada James Ewles, Raw Materials Company</p> <p><u>RPRA Staff:</u> Noah Gitterman, Chief Executive Officer Wilson Lee, Chief of Programs and Public Affairs Mary Cummins, Registrar Cameron Parrack, Director of Programs and Stakeholder Relations Stacey Bowman, Manager of Policy, Research, and Data Analytics Nandaraye Choi, Stakeholder Relations Advisor</p> <p><u>RPRA Board:</u> Jeffrey Steiner, SPAC Co-Chair, RPRA Board Robert Poirier, RPRA Board Chair Ken Kawall, RPRA Board Vice-Chair</p> <p><u>MECP Staff:</u> Charles O’Hara, Resource Recovery Policy Branch John Fox, Resource Recovery Policy Branch</p> | |
| <p>Regrets: Adam McCue, Northumberland County Josh Wiwcharyk, Loop Recycled Products Nicole Willett, GFL Environmental Norman Lee, Region of Peel Adam Moffatt, Ontario Tire Dealers Association Dave Gordon, Association of Municipalities of Ontario</p> | |
| <p>Recording Secretary: Nandaraye Choi, Stakeholder Relations Advisor</p> | |

1. Opening Remarks

- Welcome and opening remarks by the SPAC co-chairs, including welcoming RPRA’s new CEO, Noah Gitterman, and the new SPAC Co-Chair Jeffrey Steiner.

2. Follow up on SPAC Engagement with RPRA Board in February

- RPRA staff presented an overview of issues raised by SPAC members during the February 6, 2024 engagement with the RPRA Board and discussed RPRA's response to each issue.
- SPAC member noted that ensuring PROs/producers continue to fund collection and management systems once targets have been met remains an issue in most RRCEA programs, but a future problem may arise in the ITT/AV and tires programs where not enough material may be available for collection to meet targets, due to product lightweighting or other industry factors.
 - RPRA staff encouraged SPAC members to continue to share market insights with the compliance team to ensure RPRA is kept apprised of emerging issues.

3. 2025-2027 Business Plan - Proposed strategic goals and planned activities

- RPRA staff reviewed the business planning process and shared the proposed strategic goals, objectives, strategics and planned activities for the upcoming business planning period.
- SPAC member asked whether RPRA will be able to continue to collect the detailed Blue Box data reported into the Datacall by municipalities under the legacy WDTA/WDA framework
 - RPRA staff clarified that the reporting requirements for Blue Box registrants are defined in the RRCEA regulation, and RPRA can only require that this information is reported.
 - RPRA can compel registrants to provide additional information for compliance purposes.

4. RPRA Performance Measures

- **2023 Performance Measures and Results**
 - RPRA staff reviewed the 2023 performance measures, targets and results.
- **2024 Proposed Performance Measures and Targets**
 - RPRA staff presented the proposed 2024 performance measures and targets and invited feedback from the council members.
 - SPAC member suggested that RPRA focus on public reporting of RPRA's performance and the performance of the resource recovery programs towards the public to help create awareness of the programs, how to participate in the system and combat the public's waning confidence in the effectiveness of recycling.
 - SPAC member requested that RPRA publicly report on performance of the legacy waste diversion programs compared to the new RRCEA programs.
 - RPRA staff confirmed that this analysis has begun, but there are challenges due to the varying definitions and regulatory requirements between the two frameworks.
 - SPAC member noted that half of the key performance measures were based on registrant perception of RPRA and our service delivery.
 - RPRA staff noted that registrant perception scores provide valuable information to RPRA and help us identify areas for improvement.

- Registrant perception scores are also commonly adopted performance metrics for regulators.
- SPAC member asked for clarification on which performance measures assess the effectiveness of RPRA's enforcement efforts.
 - RPRA staff noted a number of activity-based measures tracked and reported on in the annual report, which help to assess compliance and enforcement activity and effectiveness, such as number of cases closed, number of free riders brought into compliance, engagement with high priority registrants, tracking completeness of data submitted by registrants, and tracking verification of high priority producer supply and performance reports.
 - RPRA also publishes additional information on our [compliance activities webpage](#).
 - RPRA staff explained that setting specific performance targets for enforcement actions can be a challenge, but RPRA aims to report as much information related to compliance and enforcement activities as possible.

5. 2023 RPRA Registrant Survey Results and RPRA Action Plan in response

- RPRA staff presented the results of the 2023 Annual Registrant survey and RPRA's planned activities to help address areas of service delivery that registrant's feedback indicated needed improvement.
- SPAC member asked whether survey's response rate is considered normal, high, or low.
 - RPRA staff indicated that the response rate for the survey is typical for a registrant-regulator relationship.

6. Closing and Next Steps

- RPRA staff shared that the next SPAC meeting will focus on RPRA's resourcing plan including the budget and forecasts for the business planning period.
- The CEO and SPAC co-chairs thanked the council members for their participation and feedback and closed the meeting.