RPRA
Resource Productivity & Recovery Authority

Service Provider Advisory Council
Meeting Minutes

Date: May 13, 2026	**Time:** 1:00 pm – 2:30 pm
SPAC Co-Chairs: Jeffrey Steiner, Paulina Leung	**SPAC Secretary**: Cameron Parrack

Attendees:

Service Provider Advisory Council Members:
Paulina Leung, Emterra Group
Adam Moffatt, Ontario Tire Dealers Association (ODTA)
Clayton Miller, Quantum Lifecycle Partners
Dave Gordon, Regional Public Works Commissioners of Ontario (RPWCO)
Natasha Yurchyk, Waste Management/Stericycle
Heidi Manitowabi, Ontario First Nations Technical Services Committee (OFNTSC)
Charlotte Ueta, City of Toronto
Darryl Wolk, Waste to Resource Ontario (W2RO)
Mark Kliewer, Loop Recycled Products

RPRA Staff:
Noah Gitterman, Chief Executive Officer
Mary Cummins, Registrar
Lorella Hayes, Chief Financial and Administrative Officer
Cameron Parrack, Director of Programs and Stakeholder Relations
Nathan Aranha, Manager, Portfolio Management and Strategic Initiatives
Axel Ghinea, Senior Stakeholder Relations Advisor
Tristan Nathaniel, Stakeholder Relations Advisor

RPRA Board:
Robert Poirier, RPRA Board Chair
Ken Kawall, RPRA Board Vice-Chair
Jeffrey Steiner, SPAC Co-Chair, RPRA Board

MECP Staff
Marc Peverini, Resource Recovery Policy Branch
Sophia Giangioppo, Resource Recovery Policy Branch
John Fox, Resource Recovery Policy Branch

Regrets:
Wilson Lee, Chief of Programs and Public Affairs, RPRA
Charles O'Hara, Resource Recovery Policy Branch
Nicole Willett, GFL Environmental
Katherine Alton, Municipality of Greenstone
James Ewles, E360 Solutions
Izzie Abrams, Waste Connections of Canada

Recording Secretary: Tristan Nathanial, Stakeholder Relations Advisor

1. **Welcome and opening remarks**
   - Introductory and opening remarks by the SPAC co-chairs.

2. **Follow-up on previous engagement with RPRA's Board**
    - SPAC members reiterated concerns raised in February 2026, including continued support for the timely release of information, increased enforcement, and concerns about RRCEA program performance.
    - SPAC members requested the RPRA provide responses to feedback received during the February engagement
        - RPRA will revisit the key areas of feedback from the SPAC and provide responses, including actions planned and/or taken, if applicable, at the next advisory council meeting in July.

3. **2025 registrant survey results**
    - RPRA staff shared the results of RPRA's 2025 registrant survey and noted that the information would be published by June 1st, along with RPRA's 2025 Annual Report.
    - RPRA staff shared the survey's key performance indicator (KPI) results which measure registrant perception of the organization's effectiveness in achieving its strategic goals and objectives.
    - RPRA staff noted that the 2025 KPI results have remained generally stable, although some KPI targets were narrowly missed.
    - A SPAC member provided feedback that present the survey results by program and by registrant type (i.e., producer, PRO, service provider, etc.) may be helpful.
    - RPRA staff highlighted the declining survey response rate and shared RPRA's plans in 2026 to assess the survey methodology and redesign the questionnaire to encourage greater registrant participation and increase the utility of the registrant feedback collected.

4. **2027-2029 business planning**
    - RPRA staff outlined its business planning process and shared plans to consult on RPRA program fees during the summer, before RPRA's business plan and budget are finalized in response to industry feedback.
    - RPRA staff reviewed the proposed 2027 business plan activities with the council.
    - SPAC members asked for more details about the proposed 2027 activity to develop an EPR marketplace intelligence strategy.
        - RPRA staff noted that the planned activity is linked to AOGO's performance audit recommendations and aims to enhance RPRA's understanding of the resource recovery marketplace, registrant support and compliance and enforcement approach.
    - A SPAC member encouraged RPRA to continue to focus on enhancing public reporting and registrant service delivery
    - A SPAC members raised that none of the proposed businesses plan activities made mention of providing support to First Nations communities
        - RPRA staff highlighted RPRA's continuing work to engage with First Nations communities to provide information and support on how to access the producer funded resource recovery systems, including the creation of an internal Indigenous Engagement Team, but the draft business plan does not include a specific planned activity related to this work.
    - RPRA staff shared compliance activity metrics for 2025 including total compliance interactions, total cases closed and free rider cases closed.

- SPAC members requested that RPRA consider reporting the outcomes of RPRA's compliance and enforcement activity including number of free riders brought into compliance and new tonnage reported by RPRA program.

5. RPRA's performance measures

- RPRA staff reviewed RPRA performance measures, including RPRA's 2025 performance to target and new performance measures and targets for 2026.
  - RPRA staff highlighted the new performance measures adopted for 2026, including a new free rider metric and a first contact resolution KPI and encouraged stakeholders to share feedback other RPRA performance measures should RPRA should consider adopting.
- RPRA staff plan to share proposed 2027 performance measures with the advisory councils for feedback at the next meeting in July.

6. Public reporting calendar

- RPRA staff shared an overview of RPRA's public reporting schedule including targeted dates of publication of resource recovery program data.
- RPRA staff highlighted that RPRA's internal review processes are maturing and becoming more efficient which is resulting in more expedient publication dates with the goal of publishing EPR program data within 3 months of each program's reporting deadline.

7. Auditor General of Ontario (OAGO) recommendations

- RPRA staff reviewed the OAGO recommendations resulting from the 2025 performance audit and shared RPRA's estimated timelines for responding to each recommendation.
- A SPAC member expressed support for the OAGO recommendation for RPRA to establish an anonymous whistle-blower web form for receiving confidential reports of potential free riders.
- SPAC members inquired about how RPRA plans to respond to the OAGO recommendation of the need for additional outreach initiatives with industry associations to better identify potential free riders and support registrants in understanding their reporting requirements.
  - RPRA staff shared that RPRA's 2026 business plan includes the development and implementation of an awareness and outreach strategy, including outreach to industry associations support identification of potentially unregistered producers and to raise awareness of compliance requirements as well as ongoing work to refine service delivery and market intelligence activities.
  - A SPAC member shared that they welcomed RPRA collaboration with registrant industry associations to share accessible introductory program information with member businesses.

8. Open discussion

- A SPAC member asked if RPRA could share some of the key areas of concern expressed by the IAC members
  - RPRA staff shared that some of the feedback received from the IAC is similar to the SPAC, with both groups supporting continued RPRA focus on compliance and enforcement, calls for enhanced compliance activity

metrics, more useful and accessible program performance information, and more accessible registrant support materials.

- A SPAC member asked if RPRA's plans to develop an EPR marketplace intelligence strategy will include the creation of new RPRA committees or working groups.
    - RPRA staff shared that the strategy is still under development.

9. Co-Chairs' closing remarks

- SPAC Members were reminded that written feedback on business planned activities and performance measures is welcome until May 29.
- The SPAC Co-Chairs thanked the advisory council members for their participation and feedback and closed the meeting.