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## **MEMORANDUM**

**WMPSC-C 5-2019**

**Subject: Public Stakeholder Engagement Results on Proposed Collection Service Options**

**Date: Monday, February 25, 2019**

**To: Waste Management Planning Steering Committee**

**From: Brad Whitelaw, Program Manager, Policy and Planning**

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The purpose of this memorandum is to provide Waste Management Planning Steering Committee (WMPSC) members with the survey results of the public stakeholder engagement on the proposed collection options for Niagara Region's next collection contract.

As part of the stakeholder engagement on the proposed collection service options, Metroline Research Group (Metroline) conducted a total of 1,253 telephone surveys with randomly-selected low-density residential (LDR) households receiving curbside garbage collection, between November 7 and December 7, 2018. This included residential landlines and mobile exchanges. At the overall level, the results of this telephone survey can be considered accurate to within +/-2.8%, 19 times out of 20 (95% Confidence Interval).

Metroline also developed on-line surveys for various stakeholder groups (i.e. LDR, multi-residential (MR), industrial, commercial and institutional (IC&I), and mixed-use (MU) properties). These on-line surveys were available on the Region's "Let's Talk Waste Niagara" website between October 23 and November 30, 2018. A total of 6,639 LDR, 38 MR, and 166 businesses (IC&I or MU) completed the online surveys. Due to the self-selecting nature of on-line surveys, these results cannot simply be combined with the more statistically representative random telephone survey, nor can a margin of error be assigned to on-line surveys. However, if this had been a random probability sample, the results for the on-line survey could be considered accurate to within +/- 1.5%, 19 times out of 20 (95% Confidence Interval).

In addition, targeted stakeholder and broad-based community consultation was conducted by Niagara Region staff with the following stakeholder groups:

- Local Area Municipalities (LAMs) (i.e. municipal staff and Councillors)
- Organizations Representing Businesses (i.e. Business Improvement Associations, Chambers of Commerce, Tourism Agencies, Niagara Industrial Association)
- Residents and Business Owners
- Multi-residential Owners/Tenants and Associations
- Waste Management Advisory Committee

- Regional Departments and Agencies, Boards and Commissions (i.e. Niagara Regional Housing, Planning and Development Services, Economic Development)

### Survey Results:

Based on the telephone and on-line surveys that were completed, Metroline reported the following results for the proposed collection service options:

Proposed Options	Survey Results
1) Every-Other-Week (EOW) garbage collection (weekly recycling and organics, garbage container limits would double)	<ul style="list-style-type: none"><li>• Residents were split between those stating it would have:<ul style="list-style-type: none"><li>• a big or some impact (48% telephone; 58% on-line)</li><li>• little to no impact (45% telephone; 33% on-line)</li></ul></li><li>• Businesses outside Designated Business Areas (DBAs) expressed perceived need to continue weekly collection, although not fully utilizing diversion programs</li></ul>
2) Mandatory use of clear garbage bags (optional opaque privacy bag)	<ul style="list-style-type: none"><li>• Telephone survey support was split: 48% would support; 52% would not support</li><li>• On-line response was more divided: 27% would support; 73% would not support</li></ul>
3) Four large item limit, per collection	<ul style="list-style-type: none"><li>• Largely supported by survey respondents. The majority of residents responded that it would have little to no impact on their household (89% telephone; 72% on-line)</li></ul>
4) Eliminate appliances and scrap metal curbside collection	<ul style="list-style-type: none"><li>• Program is not widely used and respondents indicated there would be little to no impact on their households (84% telephone; 78% on-line)</li></ul>
5) Reduce weekly base garbage container limits for businesses inside DBAs from seven (7) to four (4)	<ul style="list-style-type: none"><li>• Slight majority (58%) of businesses inside DBAs reported they could manage a reduction to four (4) garbage containers (bags/cans) per week</li><li>• Less than half (44%) feel there would be a significant impact on their business/property</li></ul>
6) Reduce weekly garbage container limits for mixed-use properties outside DBAs from six (6) to four (4)	<ul style="list-style-type: none"><li>• Only one-third (34%) of MU properties outside DBAs reported they could manage reducing from six (6) to four (4) garbage containers (bags/cans) per week</li><li>• 60% feel there would be an impact on their business</li></ul>

A copy of the complete survey results is included Metroline's report in Appendix 1.

The survey results and stakeholder consultations were used by Metroline to develop recommendations of which proposed collection service options should be included in Niagara Region's next collection contract RFP.

At the January 8, 2019 Regional Council meeting, the following amended proposed collection service options were approved for circulation to the LAMs, for their review and comment by February 20, 2019:

- 1) Pricing for weekly and EOW garbage collection for the residential sector and those IC&I and MU properties located outside the DBAs, as a base service. Under the EOW garbage collection scenario, weekly recycling and organics collection would continue and garbage container (bag/can) limits would double
- 2) Mandatory use of clear bags for garbage for all properties (inside and outside DBAs), with the option of allowing a small, opaque privacy bag to be placed inside the clear garbage bag for sensitive items
- 3) Establishing a four (4) item limit, per collection, per household, for large items
- 4) Discontinuing appliance and scrap metal curbside collection and alternatively obtaining pricing to continue this option
- 5) Changing the weekly, base garbage container limits for IC&I and MU properties located inside the DBAs from seven (7) to four (4)
- 6) Changing the weekly garbage container limit for MU properties located outside the DBAs from six (6) to four (4)

A follow-up report on the position of the LAMs regarding the proposed collection service options and which enhanced services to be included in the next garbage, recycling and organics collection contract RFP will be submitted to Regional Council in March 2019, for their approval.

Respectfully submitted and signed by



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Brad Whitelaw, BA, CIM, P.Mgr, CAPM  
Program Manager, Policy and Planning

## Appendices

Appendix 1 – Metroline Waste Management Stakeholder Consultation Report