



Waste Management Stakeholder Consultation

A quantitative survey with residents of Niagara Region



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Glossary

Here are some acronyms/terms (with their definition) that a reader may come across in this report:

| Term | Definition |
|---------------------------------------|---|
| BIA | Business Improvement Area |
| DBA | Designated Business Area |
| EOW | Every-Other-Week |
| IC&I | Industrial, Commercial & Institutional |
| LAM | Local Area Municipality |
| LDR | Low-density residential household (i.e. One to six residential units) |
| MR | Multi-Residential (i.e. Seven residential units or more) |
| MU | Mixed Use (i.e. commercial with a residential component) |
| Organizations Representing Businesses | Includes: Chambers of Commerce, Business Improvement Associations, Niagara Industrial Association, Niagara Tourism Agencies, Niagara Economic Development Corporation |

A. Executive Summary

Introduction

The Niagara Region’s Waste Management Services Division conducted a comprehensive consultation process with various stakeholder groups (i.e. residential, businesses, organizations representing businesses, multi-residential owners/associations, local area municipalities, etc.) regarding the proposed options being considered for the next waste collection contract. Metroline Research Group was contracted to conduct a telephone and online survey in 2018.

Metroline worked with Niagara Region to create the surveys used in this research. This included a review of previous surveys conducted by Metroline for Waterloo Region and Hamilton, and previous surveys that have been conducted by Niagara Region.

Metroline conducted 1,253 telephone surveys with randomly selected low-density residential households (i.e. 1 to 6 residential units) receiving curbside garbage collection in Niagara region. This included residential landlines and mobile exchanges. At the overall level, the results of this residential telephone survey can be considered accurate to within +/-2.8%, 19 times out of 20 (95% Confidence Interval).

Additionally, 6,639 low-density residential surveys were completed online. A total of 38 residents living in multi-residential buildings (i.e. 7 or more residential units) receiving curbside garbage collection completed an online survey, and 166 businesses (IC&I or MU) receiving garbage collection from Niagara Region completed an online survey.

The primary objective of this research was to assess each stakeholder group’s attitude and determine their preference toward the applicable proposed options or set of options for the next collection contract.

Key Findings

Current Attitudes and Behaviour

Diverting waste is important to the vast majority of those living in low-density residential households in Niagara region. In total, 94% of those in the telephone survey said it is ‘important’ to them, with 72% saying “very” important. Those in the online survey scored the importance slightly lower, but even still, 87% find waste diversion important.

There was about an even split about how much garbage they put out at the curb in an average week:

- On one side is the group (53% combined) who put out the maximum one bag (42%) and those who need more than one bag (11%).
- On the other side is the group (47% combined) who doesn’t have a full bag (34%) or sometimes can afford to skip a week (13%).

About two-thirds of those living in low-density residential households said they do not buy/use any garbage tags in the course of an average year. About one-third will use a garbage tag at least once a year on average. Household size was the biggest determinant in using garbage tags. About half of those (48%) have three or more people that require at least one tag a year. 20% of those with three or more people use seven or more tags a year.

In the telephone survey, 35% of low-density residential households use at least one garbage bag tag per year on average. In the online survey, that number was higher, at 53%. Program Participation

Recycling/Blue Box/Grey Box

Virtually all low-density residential households in Niagara region (99%) are participating in the recycling (Blue/Grey Box) program, in both the telephone and online surveys:

- 97% of low-density residential households in the telephone survey are putting out at least one Blue Box per week, and 99% in the online survey. 20% in the telephone survey, and 29% in the online survey put out two or more Blue Boxes per week.
- 92% of low-density residential households in the telephone survey put out at least one Grey Box per week on average, and 97% in the online survey.

Organics/Green Bin

About 7 in 10 low-density residential households say they participate in the Green Bin organics collection program. The participation level is virtually the same between the random telephone survey and the online survey (71%/72%).

- The biggest reason for not participating, in both the telephone survey (31%) and the online survey (23%), is that the household is doing their own composting/vermicomposting.
- The next biggest barrier to participating in the Green Bin program is a concern about smells/odours (13% telephone, 22% online).
- Lack of motivation was third, separating the waste was inconvenient or extra work for them (11% telephone, 4% online).
- Another major barrier is a concern about bugs/maggots/animals in and around the Green Bin (10% telephone, 22% online).
- The 'ick' factor was expressed as well, with in both the low-density telephone and online surveys talking about the process being messy (6% telephone, 12% online) and not being interested in sorting out the waste for the Green Bin (11% telephone, 4% online).

Other Programs

- Participation in leaf/yard waste collection (63% telephone, 81% online).
- Participation in the brush collection in spring and fall (50% telephone, 63% online).
- Participation in appliances/scrap metal collection (26% telephone, 27% online).
- Participation in bulky/large item collection (35% telephone, 46% online).

Options for next waste collection contract

For Niagara Region's new waste collection (garbage, recycling and organics) contract, residents and businesses are being asked for their opinion about several proposed collection options. Adopting some or all of these options would help reduce the amount of waste going to disposal, and limit future costs to businesses and taxpayers.

Eliminate Appliances/Scrap Metal Collection Option – Low-Density Residential

- In the telephone survey, 4 in 5 (80%) do not participate in the appliances/scrap metal collection program. Among those who have participated, most only participate about once a year. In the online survey, it was similar, with 75% not participating.
- Eliminating the curbside appliances/scrap metal collection program would have some impact on about 1 in 5 in Niagara region. 16% of those in the telephone survey, and 22% in the online survey feel there would be at least some impact.

Four Large Item Limit Per Collection Option – Low-Density Residential

- Making a change to the bulky/large item collection so that a maximum of four items per collection can be put out will not unduly impact Niagara region low-density residential households.
- In the telephone survey, 29% participate in large item collection at least once a year, on average. In the online survey, 44% are participating.
- Only 6% in the telephone survey, and 14% in the online survey, feel a change to limit the number of items to four per collection would have an impact on their household.
- The vast majority stated there would be little to no impact to them (94% of low-density residential households in telephone survey, 86% of those in the online survey).

Clear Garbage Bag Option (Low-Density Residential)

- Support for the mandatory use of clear bags in the telephone survey was a fairly even split. 48% would support (definitely or probably), and 52% do not support.
- It's a different picture when looking at the sentiment expressed in the online survey. 27% would support, and 73% would oppose.
 - * *"I use grocery bags for household garbage and put directly into garbage can. Seems like a waste and I don't want to purchase bags..."*
 - * *"I do not need anyone to see what I put in garbage. Sewer pipes are not clear plastic because nobody needs to see that either..."*
- Supporters feel this would help keep unwanted items from the landfill (51%) and encourage people to recycle and use Green Bins (48%)
- Those opposed don't like the invasion of privacy (40%), and don't want neighbours seeing their garbage (24%). They don't feel Niagara region needs 'garbage police' (8%).

Clear Garbage Bag Option (Businesses)

- In total, 166 businesses completed the online survey in Niagara region.
- 40% would support the idea of clear bags, 60% would oppose.
 - * *"Black and Green bags make it too easy for people to be lazy and not separate a lot of items that likely never need to end up in a landfill. It's encouraging mindfulness when putting your garbage out at the curb..."*
 - * *"I cannot train my tenants to do this properly. The landlord tenant act does not give me any tools to make them comply..."*
 - * *"We don't need more government control like the GARBAGE POLICE. Leave some decisions to the citizens and not make this into a Communist Society..."*
- Supporters here also feel it would keep unwanted items from the landfill (30%). They see that it would be safer for the collectors (10%), but only 8% feel it would encourage businesses to recycle/use Green Bins/Carts.
- Those opposed are concerned about their privacy (36%) and don't see a need for 'garbage police' (11%).

EOW Garbage Collection Option (Low-Density Residential)

There was a split on feelings about EOW garbage collection, with slightly more leaning towards continuing their weekly garbage collection.

46% of those in the telephone survey, and 41% of those in the online survey could manage EOW garbage collection.

- Those in single person households (62% telephone, 57% online) are more likely to be able to manage EOW garbage collection than those in two person households (50% telephone, 54% online), and those in households of three or more (37% telephone, 30% online).
- Those with no one using diapers are more likely to be able to manage EOW garbage collection (47% telephone, 46% online) than those with someone in diapers (31% telephone, 22% online).

- Those who do not use garbage bag tags in an average year are more likely to be able to manage EOW garbage collection (52% telephone, 57% online) than those who use 1-6 garbage tags (41% telephone, 38% online) and those who use 7+ garbage tags (24% telephone, 15% online).
- Those who participate in the Green Bin program are more likely to be able to manage EOW garbage collection (50% telephone, 50% online) compared to those who are not currently participating in the Green Bin program (37% telephone, 25% online).

48% of those in the telephone survey, and 57% in the online survey, say there would be at least some impact to them in a change to EOW garbage collection. Typically these are households of at least three people:

- The biggest barrier is the smell, especially in the summer time (63% telephone, 35% online).
- Keeping animals out of the garbage was the second barrier (39% telephone, 32% online).
- Finding space to store the garbage for the extra week was third (35% telephone, 29% online).

EOW Garbage Collection Option (Business)

A total of 86 businesses located outside of the DBA completed the online survey. There would be significantly more perceived impact to their operation in a switch to EOW garbage collection.

| | Total Online Surveys (n=86) | IC&I Online Survey (n=35) | MU Online Survey (n=51) |
|---|-----------------------------|---------------------------|-------------------------|
| A big impact | 52% | 43% | 66% |
| Some impact | 22% | 26% | 17% |
| Might or might not be an impact | 9% | 9% | 5% |
| Not much of an impact | 8% | 10% | 6% |
| No impact | 9% | 12% | 6% |
| Impact Ratio (Big/Some vs. Not much/no impact) | +57% | +47% | +71% |

Changing Collection Limits for Businesses

Inside DBA without enhanced collection

Those inside the DBA currently receiving a seven garbage bag/container limit were asked about a reduction in the garbage bag/container limit to four.

Overall, more than half (58%) would be able to manage a reduction to four garbage bags/containers per week.

The sample is small, however it appears that the IC&I sector would be less challenged to meet this target:

- IC&I (71% could manage)
- MU (46% could manage)

Inside DBA with enhanced collection

Those inside the DBA receiving enhanced garbage collection (pickup more than once a week or a limit higher than seven garbage bags/containers) were asked what kind of reduction they could manage:

- 71% feel they need to continue with their current limits
- 29% feel they could live with a limit reduced by at least one bag

Outside the DBA

MU properties outside the DBA would be challenged if their garbage bag/container limits were reduced from six to four.

Only about one-third (34%) would be able to manage a lower limit, and two thirds (66%) would need to continue receiving a limit of six garbage bags/containers per week.

There would be significant impact to MU properties outside the DBA if the garbage bag/container limit was reduced to four per week. 60% of respondents say there would be at least some impact to their operation.

Preferred Option

Low-Density Residential

In the telephone survey, participants could not see the option for “neither”, and our interviewers worked to force a choice from the other three. In the online survey, this was visible after the first day of fieldwork, and as a result was selected more often.

| | Telephone (n=1,253) | Online (n=6,639) |
|--|------------------------|---------------------|
| Clear garbage bags | 33% | 17% |
| EOW garbage collection | 27% | 33% |
| Both clear garbage bags and EOW garbage collection | 21% | 12% |
| Neither ¹ | 19% | 38% |

In the telephone survey, there was a slight preference for clear garbage bags over EOW garbage collection, but not dramatically so. In the online survey, participants who made a choice decided on EOW garbage collection over clear bags by a margin of about 2:1.

Businesses

Asking those businesses outside the DBA to make a choice between the options, it is telling how strong the impact of EOW garbage collection would be.

| | Total (n=86) | IC&I (n=35) | MU (n=51) |
|------------------------|-----------------|----------------|--------------|
| Clear garbage bags | 36% | 47% | 20% |
| EOW garbage collection | 15% | 17% | 11% |
| Both | 7% | 8% | 6% |
| Neither | 42% | 28% | 63% |

42% chose neither, and 36% chose clear garbage bags over EOW garbage collection, even though they didn’t like the clear garbage bag option either.

¹ Neither as an option was added to the online survey(s), but was not provided as a response on the telephone survey.

B. Stakeholder Consultation Background

Consultation Included All Local Area Municipalities

| Municipality | Population Proportion | Telephone Survey Low-Density Residential | Online Survey Low-Density Residential | Online Survey Multi-Residential | Online Survey Businesses |
|---------------------|-----------------------|--|---------------------------------------|---------------------------------|--------------------------|
| Fort Erie | 7.9% | 84 | 452 | 1 | 24 |
| Grimsby | 5.4% | 75 | 347 | 4 | 12 |
| Lincoln | 4.6% | 75 | 298 | 4 | 5 |
| Niagara Falls | 18.8% | 183 | 1,312 | 4 | 33 |
| Niagara-on-the-Lake | 4.2% | 67 | 274 | -- | 4 |
| Pelham | 3.5% | 73 | 329 | 2 | 5 |
| Port Colborne | 5.2% | 75 | 318 | 1 | 14 |
| St. Catharines | 30.3% | 279 | 2,053 | 18 | 47 |
| Thorold | 4.2% | 74 | 293 | 1 | 5 |
| Wainfleet | 1.6% | 75 | 81 | -- | 3 |
| Welland | 11.7% | 119 | 727 | 3 | 11 |
| West Lincoln | 2.7% | 74 | 155 | -- | 3 |
| Total | 100% | 1,253 | 6,639 | 38 | 166 |

Targeted and Broad Outreach to Businesses

(Social media/newspapers, media coverage and a letter with an invitation to participate in the survey was mailed to businesses known to be using Niagara Region's curbside garbage collection)

- **Where located?**
 - * Inside DBA 48%
 - * Outside DBA 52%
- **Type of business?**
 - * IC&I 53%
 - * MU property 47%

- **Inside DBA - receive any enhanced collection?**
 - * Can put out more than seven bags/containers 13%
 - * Have collection more than once a week 26%

Waste Collection

Does your household/business put out the following items for curbside collection?

- Almost all homes and most businesses participate in recycling.
- About 7 in 10 low-density residential households claim to participate in organics collection, but only about 30% of businesses are participating.

| | LDR Telephone Survey | LDR Online Survey | MR Online Survey | IC&I/MU Online Survey | |
|---------------------------------------|----------------------|-------------------|------------------|-----------------------|-------------|
| | | | | Inside DBA | Outside DBA |
| Sample size | 1,253 | 6,639 (Weighted) | 38 | 80 | 86 |
| Recycling – Blue and/or Grey Box/Cart | 99% | 99% | 95% | 86% | 97% |
| Organics – Green Bin/Cart | 71% | 72% | 63% | 30% | 29% |
| Appliances/Scrap Metal | 26% | 27% | -- | -- | -- |
| Bulky/Large items | 35% | 46% | -- | -- | -- |
| Leaf/Yard waste | 63% | 81% | -- | -- | -- |
| Brush in spring/fall | 50% | 63% | -- | -- | -- |

C. Conclusions & Recommendations

Eliminate Appliances/Scrap Metal Collection Option – Low-Density Residential

- In the telephone survey, 4 in 5 low-density residential households in Niagara region (80%) do not participate in the appliances/scrap metal collection program. Among those who have participated, most only participate about once a year. In the online survey, it was similar, with 75% not participating.
- Eliminating the curbside appliances/scrap metal collection program would have some impact on about 1 in 5 low-density residential households in Niagara region. 16% of low-density residential households in the telephone survey, and 22% in the online survey feel there would be at least some impact.
- *Conclusion – Given the relatively low participation and impact, it seems this program could be eliminated, providing residents continue to have alternatives of scrap haulers or taking an item to a Regional drop-off depot.*

Four Large Item Limit per Collection Option – Low-Density Residential

- In the telephone survey, 29% of low-density residential households participate in large item collection at least once a year, on average. In the online survey, 44% of low-density residential households are participating.
- Only 6% in the telephone survey, and 14% in the online survey, feel a change to limit the number of items to four per collection would have an impact on their household.
- The vast majority stated there would be little to no impact to them (94% of those in telephone survey, 87% in the online survey).
- *Conclusion - Making a change to the large item collection so that a maximum of four items per collection can be put out will not unduly impact Niagara region residents.*

Clear Garbage Bag Option (Low-Density Residential)

- Household support for the mandatory use of clear bags in the telephone survey was a fairly even split. 48% would support (definitely or probably), and 52% do not support.
- It's a different picture when looking at the sentiment expressed in the online survey. 27% would support, and 73% would oppose.
 - * *"I use grocery bags for household garbage and put directly into garbage can. Seems like a waste and I don't want to purchase bags..."*
 - * *"I do not need anyone to see what I put in garbage. Sewer pipes are not clear plastic because nobody needs to see that either..."*

Clear Garbage Bag Option (Businesses)

- In total, 166 businesses in Niagara region completed an online survey.
- 40% would support the idea of clear bags, 60% would oppose.
 - * *“Black and Green bags make it too easy for people to be lazy and not separate a lot of items that likely never need to end up in a landfill. It's encouraging mindfulness when putting your garbage out at the curb...”*
 - * *“I cannot train my tenants to do this properly. The landlord tenant act does not give me any tools to make them comply...”*
 - * *“We don't need more government control like the GARBAGE POLICE. Leave some decisions to the citizens and not make this into a Communist Society...”*

Why Support/Oppose Clear Garbage Bags?

- **Residential**
 - * Supporters feel this would help keep unwanted items from the landfill (51%) and encourage people to recycle and use Green Bins (48%)
 - * Those opposed don't like the invasion of privacy (40%), and tied to that, they don't want neighbours seeing their garbage (24%). They don't feel Niagara region needs 'garbage police' (8%).
- **Businesses**
 - * Supporters here also feel it would keep unwanted items from the landfill (30%). They see that it would be safer for the collectors (10%), but only 8% feel it would encourage businesses to recycle/use Green Bins/Carts
 - * Those opposed are concerned about their privacy (36%) and don't see a need for 'garbage police' (11%)
- *Conclusion: While there is some support for the mandatory use of clear bags, those opposed are quite vocal about their concerns and it could become an issue. Metroline does not recommend making clear garbage bags mandatory.*

EOW Garbage Collection Option (Low-Density Residential)

| | Niagara Region | | Hamilton ² | | Waterloo Region ³ | |
|---|----------------------------|-------------------------|--------------------------|-------------------------|------------------------------|-------------------------|
| | Telephone Survey (n=1,253) | Online Survey (n=6,639) | Telephone Survey (n=800) | Online Survey (n=1,468) | Telephone Survey (n=511) | Online Survey (n=7,087) |
| A big impact | 27% | 37% | 34% | 44% | 25% | 18% |
| Some impact | 21% | 21% | 20% | 19% | 29% | 24% |
| Might or might not be an impact | 7% | 9% | 6% | 8% | 7% | 10% |
| Not much of an impact | 19% | 17% | 18% | 13% | 22% | 24% |
| No impact | 26% | 16% | 22% | 16% | 17% | 24% |
| Impact Ratio (Big/Some vs. Not much/no impact) | +3% | +25% | +14% | +34% | +15% | -6% |

- 48% in the telephone survey say there would be at least some impact to them in a change to EOW garbage collection. Typically these are households of at least three people.
- *Conclusion: Residents are fairly evenly split on how EOW garbage collection would impact their household. In Waterloo Region, the impact ratio was higher for the telephone survey and they elected to begin EOW garbage collection, and with a similar score in Hamilton, council elected not to proceed.*

² City of Hamilton Waste Management Services Public Engagement Survey – Metroline Research Group, 2016

³ Region of Waterloo Waste Survey, Metroline Research Group Inc., 2014

EOW Garbage Collection Option (Businesses)

| | Total Online Surveys (n=86) | IC&I Online Survey (n=35) | MU Online Survey (n=51) |
|---|-----------------------------|---------------------------|-------------------------|
| A big impact | 52% | 43% | 66% |
| Some impact | 22% | 26% | 17% |
| Might or might not be an impact | 9% | 9% | 5% |
| Not much of an impact | 8% | 10% | 6% |
| No impact | 9% | 12% | 6% |
| Impact Ratio (Big/Some vs. Not much/no impact) | +57% | +47% | +71% |

- A total of 86 businesses (IC&I and MU) located outside the DBA responded to the online survey. There would be significantly more perceived impact to their operation in a switch to EOW garbage collection.
- *Conclusion: Businesses outside the DBA have a perceived need to continue having weekly pickup, but they are not fully utilizing the diversion programs.*

Reviewing the Options - Businesses

| | |
|---|---|
| IC&I and MU Inside DBA Container Limits | <ul style="list-style-type: none">• Slight majority could manage a reduction to four garbage bags/containers (58%)• Less than half feel there would be a significant impact on their business/property |
| IC&I and MU Inside DBA Enhanced Collection Frequency | <ul style="list-style-type: none">• We had a small sample, but they were on the same page.• Reducing frequency of collection by one day per week would be a challenge for their business/property |
| MU Outside DBA Container Limits | <ul style="list-style-type: none">• Only one-third could manage reducing from six (6) to four (4)• 60% feel there would be an impact on their business/property |
| IC&I and MU Outside DBA every-other-week garbage collection | <ul style="list-style-type: none">• Less than 40% could manage every-other-week collection• About three-quarters (74%) say their business/property will be impacted by this change |
| Mandatory clear garbage bag option | <ul style="list-style-type: none">• Only 40% supported this option and those opposed are definitely negative and vocal |

Reviewing the Options - Residential

Eliminate scrap metal/appliances option

•Not widely used, will not cause a big impact on households, and alternative options exist

Four bulky/large item limit collection option

•Not widely used, and is being reduced not removed, will not cause a big impact on household

Mandatory clear garbage bag option

•There is some support, but those opposed are quite concerned about privacy and a 'big brother' or 'garbage police' mentality

Every-other-week garbage collection

•Support from residential is mixed, and impacts mostly larger families. Waterloo Region proceeded with less support, Hamilton did not. Niagara businesses do not support this.

D. Project Background

Niagara Region’s Waste Management Division wanted to consult with various stakeholder groups (i.e. residential, businesses, organizations representing businesses, multi-residential owners/associations, local area municipalities, etc.) regarding the proposed options being considered for the next waste collection contract. Metroline Research Group was contracted to conduct the survey in 2018.

Metroline worked with Niagara Region to create the surveys used in this research. This included a review of previous surveys conducted by Metroline for Waterloo Region and Hamilton, and previous surveys that have been conducted by Niagara Region.

Metroline conducted 1,253 telephone surveys with randomly selected low-density residential households receiving curbside garbage collection in Niagara region. This included residential landlines and mobile exchanges. Additionally, 6,639 residential surveys were completed online. A total of 38 residents living in multi-residential buildings receiving curbside garbage collection completed an online survey, and 166 businesses (IC&I or MU) located inside or outside the DBAs receiving garbage collection from Niagara Region completed an online survey.

The primary objective of this research was to assess each stakeholder group’s attitude and determine their preference toward the applicable proposed options or set of options for the next collection contract.

This report outlines the results for the Waste Management Stakeholder Consultation. Resident and business opinions may take into consideration not only their own experiences, but also their perceptions or what they may have seen, heard, or read about in terms of the services being proposed.

E. Research Methodology

Project Initiation and Questionnaire Design

The Metroline Project Manager discussed the surveys with the Niagara Region Project Manager. The objectives and work plan were used to design the survey used in this research.

When the final surveys were approved, Metroline conducted a pre-test with 21 residents via telephone to ensure understanding and test the survey length.

For the telephone survey, Metroline purchased a random sample of directory listed telephone numbers for Niagara region from a professional sample provider. Metroline then supplemented the sample with randomly generated numbers from within cellular exchanges. In the end, 21% of surveys in the telephone sample were completed via mobile devices.

Metroline programmed and hosted the online surveys for residents, multi-residential buildings, and businesses. Niagara Region created a web page for the study (i.e. Let's Talk Waste Niagara), and posted the links on this webpage.

Survey Population and Data Collection

The online surveys were open between October 23rd and November 30th, 2018. Telephone surveys were open between November 7th and December 7th, 2018.

At the overall level, the results of this low-density residential telephone survey can be considered accurate to within +/-2.8%, 19 times out of 20 (95% Confidence Interval). It is important to note that within sub-groups, the sample is smaller, and the margin of error will increase accordingly. Metroline's sampling software randomly generated households to call from within the sample frame (listed numbers and mobile numbers). Calling took place seven (7) days a week, between the hours of 1pm and 9pm on weekdays, and between 10am and 3pm on weekends.

After an initial non-contact, Metroline staff returned to the number at least three (3) more times (at various times of day and day of week) before substitution.

Due to the self-selecting nature of online surveys, these results cannot simply be combined with the more statistically representative random telephone survey, nor can a margin of error be assigned to online surveys. However, if this had been a random probability sample, the results for the online survey could be considered accurate to within +/- 1.5%, 19 times out of 20 (95% Confidence Interval).

To qualify for this study, respondents were:

- Male or female head of household
- 18 years and older
- Living in low-density residential/single family homes, multi-residential homes, or be an owner/manager of a business
- Receive curbside garbage collection services from Niagara Region

Before working on this project, interviewers received a thorough briefing including conducting practice interviews with supervisory staff. All calling took place in Metroline's supervised, monitored call centre, and at minimum 10% of interviews conducted by an interviewer were validated.

Summary of Call Attempts – Random Telephone Survey

This table details the record of call attempts for the study.

A review of the study shows that over 34,000 call attempts were required, partially this is as a result of the introduction of a mobile sample. There is less control over location, respondents can be more likely to refuse if they do not have unlimited minutes or are not in a suitable location, and they can be less likely to answer the call.

21% of the surveys were completed using the mobile sample (approx. 1 in 5 surveys completed).

| Final Call Attempts | Calls |
|---------------------------------------|--------|
| Completed Interviews | 1,253 |
| Busy/No Answer | 9,536 |
| Respondent Unavailable/callback | 1,794 |
| Refusals | 6,105 |
| Not In Service | 13,388 |
| Language Barrier (not English/French) | 239 |
| Not Niagara region resident | 167 |
| Disqualified/Quota Full | 1,951 |
| Total Calls | 34,433 |

This table reflects contact attempts for unique households. The actual number of dials (due to repeated no contact) for this study was just under 53,000.

Data Analysis and Project Documentation

After all surveys were completed and verified, and the online survey was closed, the Metroline Project Manager reviewed the results of open-ended questions to develop a code list.

The internal data processing team worked on preparing data tables and coding the open-ended responses.

Data tables were prepared to a standard set of cross-tabulation banners, and included statistical testing (primarily z-test and u-tests) to understand statistically significant differences between sub-groups.

A review of the online residential survey indicated a need to weight the results by age group to better reflect the total population.

Before analysis began, a series of steps were undertaken to identify and remove from the online sample any possible duplicate surveys and incomplete surveys:

- Step 1 - Searching for duplicate IP addresses – keeping the first survey submitted and remove any subsequent ones (by date and time)
- Step 2 - Response pattern analysis - looking for similar or exact response patterns, particularly in the open ended questions.

- Step 3 - Date and time submitted. Surveys with similar responses that are submitted near back-to-back. In the past, when someone takes the time and effort to submit multiple surveys, typically it happens all together.

As with any survey of the general population, not all populations can be reached. The homeless, residents of hospitals, long-term care facilities, and prisons are not represented in the survey sample.

A copy of the various surveys used in this research can be found in Appendix 3.

F. Notes On Reading This Report

This document reports the findings of all of the stakeholder consultation surveys.

Where statistically significant and relevant, differences between specific sub-groups are mentioned in the analysis (for example, gender, age group, etc.).

While sophisticated procedures and professional staff have been used to collect and analyze the information presented in this report, it must be remembered that surveys are *not* predictions. They are designed to measure opinion within identifiable statistical limits of accuracy at specific points in time. This survey is in no way a prediction of opinion or behaviour at any future point in time.

The random telephone survey for low-density residential households had the most restrictions placed on the sample to be representative by gender, age, and municipality. While both methods are important to get feedback from residents, Metroline recommends that you consider the results from the telephone survey more carefully than the online survey results to inform decision making.

The online survey results are not necessarily projectable to the region's population. In particular, as interviewers cannot probe or ensure responses to open-ended questions in an online methodology, many residents could choose not to provide an answer, or provide an answer that is incomplete or doesn't answer the initial question.

LOW DENSITY RESIDENTIAL

Survey breakdown by municipality

| Municipality | Telephone (n=1,253) | | Online (n=6,639) | |
|---------------------|------------------------|-----|---------------------|-----|
| | Surveys | % | Surveys | % |
| Fort Erie | 84 | 7% | 452 | 7% |
| Grimsby | 75 | 6% | 347 | 5% |
| Lincoln | 75 | 6% | 298 | 5% |
| Niagara Falls | 183 | 15% | 1,312 | 20% |
| Niagara-on-the-Lake | 67 | 5% | 274 | 4% |
| Pelham | 73 | 5% | 329 | 5% |
| Port Colborne | 75 | 6% | 318 | 5% |
| St. Catharines | 279 | 22% | 2,053 | 31% |
| Thorold | 74 | 6% | 293 | 4% |
| Wainfleet | 75 | 6% | 81 | 1% |
| Welland | 119 | 10% | 727 | 11% |
| West Lincoln | 74 | 6% | 155 | 2% |

1.0 Current Attitudes/Behaviour

1.1 Importance of Waste Diversion

Q11 - How important would you say it is that Niagara region works to reduce the amount of garbage that is sent for disposal? (Full sample)

Figure 1.1a– Importance of waste diversion by survey type

Diverting waste is important to the vast majority of Niagara region. In total, 94% of those in the telephone survey said it is ‘important’ to them, with 72% saying “very” important, and 22% saying “somewhat” important. Only 4% told us it was “not important”, or they “don’t know”.

| | Telephone (n=1,253) | Online (n=6,639) |
|----------------------|------------------------|---------------------|
| Very important | 72% | 52% |
| Somewhat important | 22% | 35% |
| Not very important | 3% | 8% |
| Not important at all | 2% | 3% |
| Don’t know | 1% | 2% |

Those in the online survey scored the importance slightly lower, but even still 87% find waste diversion important.

Figure 1.1b⁴– Importance of waste diversion by survey type (Hamilton)

This question was asked in Hamilton in 2016, and the results were similar to what Niagara region residents have said in this survey. Residents in both surveys feel that waste diversion is important, but in the random telephone survey are more likely to say it is “very” important.

| Hamilton Waste Survey | Telephone (n=800) | Online (n=1,468) |
|-----------------------|----------------------|---------------------|
| Very important | 75% | 60% |
| Somewhat important | 21% | 30% |
| Not very important | 2% | 6% |
| Not important at all | 1% | 3% |
| Don’t know | 1% | 1% |

Where relevant, this report will indicate statistically significant differences by sub-groups for the random telephone survey.

Respondent Sub-Segment Findings (Telephone)

- Women (76%) are more likely to say reducing the amount of garbage sent for disposal is “very” important than men (68%).
- Those 65+ years (76%) and those 45-64 years (73%) are more likely to find it “very” important than those 18-44 years (63%).
- Those participating in the organics collection program (74%) are more likely to find it “very” important than those who are not (67%).
- Those who support clear bags (80%) more likely to find it “very” important than those who do not (65%).

⁴ City of Hamilton Waste Management Services Public Engagement Survey – Metroline Research Group, 2016

- Those who could manage EOW garbage collection (80%) are more likely to find it “very” important than those who would continue to need/want weekly collection (64%).

Respondent Sub-Segment Findings (Online)

- Women (56%) are more likely to say reducing the amount of garbage sent for disposal is “very” important than men (45%) or those who identify as something else (42%).
- Those 65+ years (65%) are more likely to find it “very” important than those 45-64 years (53%) and those 18-44 years (44%).
- Those participating in the organics collection program (59%) are more likely to find it “very” important than those who are not (36%).
- Those who support clear bags (80%) more likely to find it “very” important than those who do not (42%).
- Those who could manage EOW garbage collection (74%) are more likely to find it “very” important than those who would continue to need/want weekly collection (36%).

Figure 1.1c – Random Telephone Survey - Importance of waste diversion by municipality

| (Telephone survey – n=1,253) | Very/somewhat important | Not very/not important/don't know |
|------------------------------|-------------------------|-----------------------------------|
| Total | 94% | 6% |
| Fort Erie | 95% | 5% |
| Grimsby | 90% | 10% |
| Lincoln | 96% | 4% |
| Niagara Falls | 96% | 4% |
| Niagara-on-the-Lake | 96% | 4% |
| Pelham | 95% | 5% |
| Port Colborne | 92% | 8% |
| St. Catharines | 92% | 8% |
| Thorold | 92% | 8% |
| Wainfleet | 92% | 8% |
| Welland | 93% | 7% |
| West Lincoln | 95% | 5% |

Figure 1.1d – Online Survey - Importance of waste diversion by municipality

| (Online Survey – n=6,639) | Very/somewhat important | Not very/not important/don't know |
|---------------------------|-------------------------|-----------------------------------|
| Total | 88% | 12% |
| Fort Erie | 89% | 11% |
| Grimsby | 90% | 10% |
| Lincoln | 88% | 12% |
| Niagara Falls | 87% | 13% |
| Niagara-on-the-Lake | 90% | 10% |
| Pelham | 89% | 11% |
| Port Colborne | 88% | 12% |
| St. Catharines | 88% | 12% |
| Thorold | 86% | 14% |
| Wainfleet | 89% | 11% |
| Welland | 88% | 12% |
| West Lincoln | 90% | 10% |

Overall, the sentiment of important (very/somewhat) vs. not important (not very/not important/don't know) is similar across municipalities in both the telephone and online survey. A vast majority in all municipalities feel waste diversion is 'important'.

1.2 Garbage Limits

Q12 - Niagara Region allows for one bag/container of garbage to be put out per week. Dimensions of the container cannot exceed three feet high by two feet wide (91cm by 61cm) and must not weight more than 50 pounds. Which of the following best describes your situation in an average week? (Full Sample)

Figure 1.2a – Typical garbage set out by survey type

There was an almost even split about how much garbage is put out at the curb in an average week.

On one side is the group (53% combined) who put out the maximum one bag (42%) and those who need more than one bag (11%).

| | Telephone (n=1,253) | Online (n=6,639) |
|--|---------------------|------------------|
| We put out more than one garbage bag/container | 11% | 9% |
| We put out one full garbage bag/container | 42% | 49% |
| On a weekly basis, our garbage bag/container is not completely full | 34% | 29% |
| Some weeks, we do not have enough to put out the garbage bag/container | 13% | 13% |

On the other side (47% combined) is the group who doesn't have a full bag (34%) or sometimes can afford to skip a week (13%).

Respondent Sub-Segment Findings (Telephone)

- Those 18-44 years are more likely to put out a full bag or more (72%) than those 45-64 years (50%) and those 65+ years (45%).
- Those living in households of three or more people are more likely (73%) to put out a full bag or more than those in households of two people (41%) and those in single person households (30%).
- Those with someone using diapers are more likely to put out a full bag or more (87%) than those without (51%).
- Those who use seven or more bag tags a year are more likely to put out a full bag or more (91%) than those who use 1-6 tags (61%) and those use don't use any tags in an average year (42%).
- Those who do not participate in the organics program are more likely to put out a full bag or more (63%) than those who participate (49%).
- Those who would need to continue weekly garbage collection are more likely to put out a full bag or more (70%) than those who could manage EOW garbage collection (33%).

Respondent Sub-Segment Findings (Online)

- Those 18-44 years are more likely to put out a full bag or more (72%) than those 45-64 years (57%) and those 65+ years (39%).
- Those living in households of three or more people are more likely (75%) to put out a full bag or more than those in households of two people (42%) and those in single person households (27%).
- Those with someone using diapers are more likely to put out a full bag or more (83%) than those without (53%).
- Those who use seven or more bag tags a year are more likely to put out a full bag or more (94%) than those who use 1-6 tags (68%) and those use don't use any tags in an average year (37%).
- Those who do not participate in the organics program are more likely to put out a full bag or more (76%) than those who participate (51%).
- Those who do not support clear garbage bags (65%) are more likely to put out a full bag or more than those who support clear garbage bags (38%).
- Those who would need to continue weekly garbage collection are more likely to put out a full bag or more (81%) than those who could manage EOW garbage collection (27%).

Figure 1.2b – Random Telephone Survey - Typical garbage set out by municipality

| (Random telephone survey) | We put out more than one garbage bag/container | We put out one full garbage bag/container per week | On a weekly basis, our garbage bag/container is not completely full | Some weeks, we do not have enough to put out the garbage bag/container |
|---------------------------|--|--|---|--|
| Total (n=1,253) | 11% | 42% | 34% | 13% |
| Fort Erie | 7% | 45% | 30% | 18% |
| Grimsby | 11% | 35% | 37% | 17% |
| Lincoln | 8% | 35% | 45% | 12% |
| Niagara Falls | 13% | 44% | 34% | 9% |
| Niagara-on-the-Lake | 9% | 43% | 34% | 14% |
| Pelham | 10% | 34% | 44% | 12% |
| Port Colborne | 4% | 45% | 39% | 12% |
| St. Catharines | 11% | 41% | 35% | 13% |
| Thorold | 11% | 50% | 24% | 15% |
| Wainfleet | 16% | 39% | 32% | 13% |
| Welland | 14% | 46% | 25% | 15% |
| West Lincoln | 8% | 49% | 34% | 9% |

All percentage differences fall within the margin of error. There are a few trends in the data, however these could potentially be a result of the size of the households interviewed for the study rather than something unique to the municipalities:

- Residents of Thorold (60%), Welland (60%) and Niagara Falls (57%) are slightly higher in putting out one bag or more per collection.
- Residents of Lincoln (43%) and Pelham (44%) and Grimsby (46%) are slightly lower in putting out one bag or more per collection.

Figure 1.2c – Online Survey - Typical garbage set out by municipality

| (Online Survey – n=6,639) | We put out more than one garbage bag/container | We put out one full garbage bag/container per week | On a weekly basis, our garbage bag/container is not completely full | Some weeks, we do not have enough to put out the garbage bag/container |
|---------------------------|--|--|---|--|
| Total | 9% | 49% | 30% | 13% |
| Fort Erie | 6% | 49% | 29% | 16% |
| Grimsby | 8% | 42% | 36% | 14% |
| Lincoln | 7% | 43% | 33% | 16% |
| Niagara Falls | 6% | 53% | 29% | 12% |
| Niagara-on-the-Lake | 6% | 41% | 40% | 13% |
| Pelham | 5% | 43% | 35% | 18% |
| Port Colborne | 11% | 47% | 28% | 14% |
| St. Catharines | 10% | 48% | 30% | 13% |
| Thorold | 10% | 50% | 24% | 16% |
| Wainfleet | 11% | 53% | 28% | 8% |
| Welland | 12% | 51% | 27% | 10% |
| West Lincoln | 8% | 67% | 18% | 6% |

1.3 Garbage Tags

Q13 - How many tags for additional garbage bags does your household buy and use in an average year, if any? (Full Sample)

Figure 1.3a – Garbage tags used by survey type

About two-thirds of households (65%) do not buy/use any garbage tags in the course of an average year.

| (Random telephone survey) | Telephone (n=1,253) | Online (6,639) |
|---------------------------|---------------------|----------------|
| None | 65% | 49% |
| 1-6 | 24% | 32% |
| 7+ | 11% | 19% |

About one-third (35%) of households will use a garbage tag at least once a year on average, between those buying and using one to six tags (24%), and those using seven or more tags (11%).

Respondent Sub-Segment Findings (Telephone)

Household size was the biggest determinant in using garbage tags. About half of those (48%) were households with three or more people that require at least one tag a year. 20% of households with three or more people use seven or more tags a year.

Figure 1.3b – Random Telephone Survey - Garbage tags used by household size

| (Random telephone survey) | Total (n=1,253) | Household Size | | |
|---------------------------|--------------------|----------------|-----|-----|
| | | 1 | 2 | 3+ |
| None | 65% | 86% | 72% | 52% |
| 1-6 | 23% | 10% | 23% | 28% |
| 7+ | 12% | 4% | 5% | 20% |

Age is also a determining factor. The younger the resident in the survey, the more likely they were to have used garbage tags.

Figure 1.3c – Random Telephone Survey - Garbage tags used by age group

| (Random telephone survey) | Total (n=1,253) | Age group | | |
|---------------------------|--------------------|-----------|-------|-----|
| | | 18-44 | 45-64 | 65+ |
| None | 65% | 54% | 62% | 78% |
| 1-6 | 23% | 25% | 27% | 17% |
| 7+ | 12% | 21% | 11% | 5% |

Other significant findings:

- Those who deal with infant/adult diapers (53% use at least one a year) are more likely to need garbage tags than those without diapers (33% use at least one per year).
- Those who need to put out more than one bag of garbage per week are more likely to use at least one garbage tag per year (67%) than those who put out one bag per week (41%), those who put out a bag per week that isn't full (26%), and those who can afford to occasionally skip a week (12%).
- Those who need to continue having garbage picked up weekly are more likely to use at least one garbage tag per year (41%) than those who could manage EOW garbage collection (27%).

Respondent Sub-Segment Findings (Online)

- Those in households of three or more people (63%) are more likely to have used at least one garbage tag in the past year, compared to those in households of two people (41%), and single person households (32%).
- Those 18-44 years (62%) are more likely to have used at least one garbage tag in the past year, compared to those 45-64 years (51%), and those 65+ years (35%).
- Those who deal with infant/adult diapers (67% use at least one tag a year) are more likely to need bag tags than those without diapers (48%).
- Those who need to put out more than one bag of garbage per week are more likely to use at least one bag tag per year (85%) than those who put out one bag per week (66%), those who put out a bag per week that isn't full (33%), and those who can afford to occasionally skip a week (15%).

- Those who need to continue having garbage picked up weekly are more likely to use at least one bag tag per year (63%) than those who could manage EOW garbage collection (35%).

Figure 1.3d – Random Telephone Survey - Garbage tags used by municipality

| (Random telephone survey) | None | 1-6 | 7+ |
|---------------------------|------|-----|-----|
| Total (n=1,253) | 65% | 23% | 12% |
| Fort Erie | 69% | 21% | 10% |
| Grimsby | 69% | 19% | 12% |
| Lincoln | 74% | 21% | 5% |
| Niagara Falls | 61% | 25% | 14% |
| Niagara-on-the-Lake | 69% | 24% | 7% |
| Pelham | 77% | 19% | 4% |
| Port Colborne | 60% | 32% | 8% |
| St. Catharines | 62% | 24% | 14% |
| Thorold | 60% | 24% | 16% |
| Wainfleet | 75% | 16% | 9% |
| Welland | 58% | 29% | 13% |
| West Lincoln | 73% | 20% | 7% |

The municipalities least likely to have used one or more garbage tags in the past year:

- Pelham (23% used one or more), Wainfleet (25%), Lincoln (26%) and West Lincoln (27%)

Municipalities more likely to have used a garbage tag in the past year:

- Welland (42% used one or more), Thorold (40%), Niagara Falls (39%) and St. Catharines (38%)

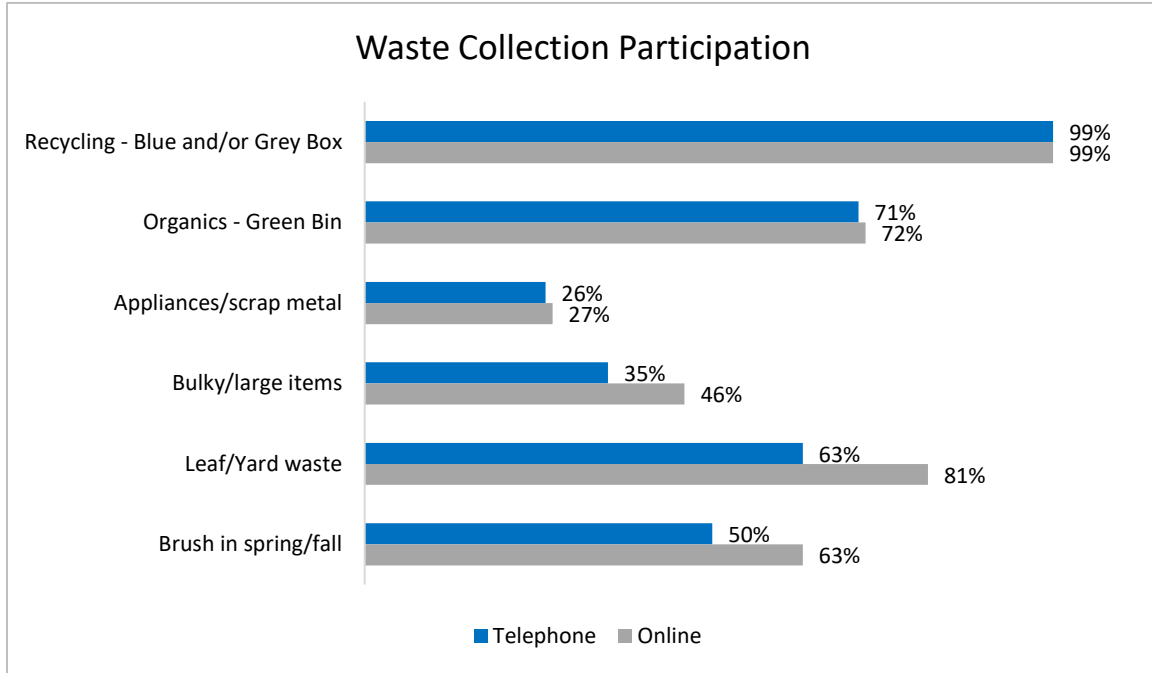
Figure 1.3e – Online Survey - Garbage tags used by municipality

| (Online survey) | None | 1-6 | 7+ |
|---------------------|------|-----|-----|
| Total (n=6,639) | 49% | 32% | 19% |
| Fort Erie | 56% | 28% | 16% |
| Grimsby | 58% | 29% | 13% |
| Lincoln | 60% | 24% | 16% |
| Niagara Falls | 42% | 36% | 22% |
| Niagara-on-the-Lake | 61% | 26% | 13% |
| Pelham | 54% | 33% | 13% |
| Port Colborne | 50% | 30% | 20% |
| St. Catharines | 42% | 34% | 22% |
| Thorold | 46% | 32% | 22% |
| Wainfleet | 58% | 22% | 19% |
| Welland | 51% | 28% | 21% |
| West Lincoln | 61% | 28% | 11% |

1.4 Waste Collection Participation

Q21 – Does your household put out the following items for curbside collection?
(Full sample)

Figure 1.4a – Waste collection program participation by survey type



Virtually all low-density residential households in Niagara region are participating in the recycling program (99% telephone/99% online).

About 7 in 10 say they participate in the organics collection program. The participation level is virtually the same between the random telephone survey and the online survey (71% telephone/72% online).

Participation in leaf/yard waste collection is next (63% telephone/81% online), and the brush collection in spring and fall (50% telephone/63% online).

Participation in both the appliances/scrap metal collection (26% telephone/27% online), and the bulky/large item collection (35% telephone/46% online) is lower.

Figure 1.4b⁵– Waste collection program participation by survey type (Hamilton)

The percentages were different, but we found a similar sentiment/pattern in Hamilton in 2016.

| <i>Hamilton Waste Survey</i> | Telephone (n=800) | Online (n=1,468) |
|------------------------------|----------------------|---------------------|
| Blue Box recycling | 99% | 99% |
| Organics/Green Bin | 83% | 84% |
| Yard waste | 80% | 88% |
| Bulky/large item collection | 45% | 55% |

Virtually all participate in the recycling program, followed by the organics collection and yard waste collection programs (which included brush in this survey). The bulky/large item collection (which includes scrap metal/appliances) had the lowest participation.

Respondent Sub-Segment Findings (Telephone)

Participate in Organics/Green Bin collection

- Those 65+ years (77%) and 45-64 years (73%) are more likely to participate than those 18-44 years (55%).
- Those in a single person household (72%) and dual person household (74%) are more likely to participate than those in a household of three or more people (66%).
- Those with nobody using diapers (72%) are more likely to participate than those with someone in diapers (50%).
- Those who can afford to skip a weekly collection (81%), and those who put out a garbage bag every week that isn't full (76%) are more likely to participate than those who put out a full bag every week (68%) or those who put out more than one bag (52%).
- Those who can manage EOW garbage collection (77%) are more likely to participate than those who need to continue having their garbage collected every week (66%).

Participate in bulky/large item collection

- Those in households of three or more (37%) and two people (35%) are more likely to participate than those in single person households (28%).
- Those who use seven or more garbage tags per year (45%) or 1-6 bag tags (44%) are more likely to participate than those who do not use bag tags in an average year (30%).

Participate in leaf/yard waste collection

- Those who could manage EOW garbage collection are more likely to participate (67%) than those who need to continue having garbage picked up weekly (61%).
- Those who participate in organics collection are more likely to participate in leaf/yard waste collection (71%) than those who do not participate in organic collection (45%).

⁵ City of Hamilton Waste Management Services Public Engagement Survey – Metroline Research Group, 2016

Participate in brush pickup

- Those who could manage EOW garbage collection are more likely to participate (54%) than those who need to continue having garbage picked up weekly (47%).
- Those who participate in organics collection are more likely to participate in brush collection (56%) than those who do not participate in organic collection (36%).

Respondent Sub-Segment Findings (Online)

Participate in Organics/Green Bin collection

- Those 65+ years (80%) and 45-64 years (74%) are more likely to participate than those 18-44 years (66%).
- Those who can afford to skip a weekly collection (88%), and those who put out a garbage bag every week that isn't full (83%) are more likely to participate than those who put out a full bag every week (66%) or those who put out more than one bag (54%).
- Those who can manage EOW garbage collection (84%) are more likely to participate than those who need to continue having their garbage collected every week (64%).

Participate in bulky/large item collection

- Those 45-64 years (49%) and 18-44 years (46%) are more likely to participate than those 65+ years (41%).
- Those who use seven or more bag tags per year (56%) or 1-6 bag tags (52%) are more likely to participate than those who do not use bag tags in an average year (38%).

Participate in leaf/yard waste collection

- Those who participate in organics collection are more likely to participate in leaf/yard waste collection (86%) than those who do not participate in organic collection (70%).

Participate in brush pickup

- Those who participate in organics collection are more likely to participate in brush collection (67%) than those who do not participate in organic collection (54%).

Figure 1.4c – Random Telephone Survey - Waste collection program participation by municipality

| (Random telephone survey) | Recycling – Blue and/or Grey Box | Organics – Green Bin | Appliances, Scrap Metal | Bulky/ Large Items | Leaf/Yard Waste | Brush in spring/fall |
|---------------------------|----------------------------------|----------------------|-------------------------|--------------------|-----------------|----------------------|
| Total (n=1,253) | 99% | 71% | 26% | 35% | 63% | 50% |
| Fort Erie | 99% | 63% | 16% | 36% | 45% | 32% |
| Grimsby | 100% | 84% | 36% | 36% | 77% | 53% |
| Lincoln | 99% | 73% | 19% | 27% | 55% | 45% |
| Niagara Falls | 100% | 72% | 35% | 42% | 73% | 60% |
| Niagara-on-the-Lake | 97% | 73% | 24% | 28% | 58% | 52% |
| Pelham | 99% | 70% | 19% | 29% | 59% | 43% |
| Port Colborne | 99% | 75% | 19% | 31% | 55% | 35% |
| St. Catharines | 100% | 74% | 34% | 44% | 82% | 69% |
| Thorold | 97% | 74% | 30% | 41% | 70% | 55% |
| Wainfleet | 96% | 59% | 23% | 25% | 19% | 12% |
| Welland | 98% | 64% | 24% | 36% | 68% | 50% |
| West Lincoln | 99% | 60% | 7% | 14% | 35% | 28% |

Figure 1.4d – Online Survey - Waste collection program participation by municipality

| (Online survey) | Recycling – Blue and/or Grey Box | Organics – Green Bin | Appliances, Scrap Metal | Bulky/ Large Items | Leaf/Yard Waste | Brush in spring/fall |
|---------------------|----------------------------------|----------------------|-------------------------|--------------------|-----------------|----------------------|
| Total (n=6,639) | 99% | 72% | 27% | 46% | 81% | 63% |
| Fort Erie | 98% | 70% | 18% | 38% | 69% | 49% |
| Grimsby | 100% | 80% | 24% | 40% | 83% | 67% |
| Lincoln | 100% | 78% | 24% | 41% | 79% | 61% |
| Niagara Falls | 100% | 72% | 27% | 47% | 86% | 67% |
| Niagara-on-the-Lake | 100% | 79% | 21% | 39% | 80% | 56% |
| Pelham | 100% | 74% | 32% | 41% | 76% | 64% |
| Port Colborne | 99% | 68% | 19% | 36% | 77% | 58% |
| St. Catharines | 100% | 74% | 34% | 56% | 89% | 72% |
| Thorold | 98% | 68% | 25% | 46% | 76% | 53% |
| Wainfleet | 97% | 52% | 16% | 30% | 33% | 79% |
| Welland | 99% | 69% | 21% | 39% | 79% | 60% |
| West Lincoln | 99% | 69% | 13% | 28% | 57% | 37% |

Participation rates in the different programs vary by municipality. Some of this may be a result of their geographical location. Municipalities in areas that are less urban may have residents with larger properties to manage their own composting and leaf/yard waste or brush disposal, for example.

1.5 Recycling Participation

1.5.1 Blue Boxes

Q22 - Blue Box recycling includes containers that are made of plastic, metals, glass or styrofoam. How many Blue Boxes does your household put out at the curb in an average week? (Base – Converted to full sample)

Figure 1.5.1a – Number of Blue Boxes by survey type

Virtually all (99%) of Niagara region are participating in the recycling program.

97% of those in the telephone survey are putting out at least one Blue Box per week. About 1 in 5 households put out two or more Blue Boxes per week.

| | Telephone (n=1,253) | Online (n=6,639) |
|-----------------------------------|------------------------|---------------------|
| None/Not participating in program | 1% | 1% |
| Less than once a week | 2% | -- |
| One per week | 78% | 70% |
| Two or more per week | 19% | 29% |

Respondent Sub-Segment Findings (Telephone)

- Household size was a primary factor in the number of Blue Boxes. Households of three or more people are most likely to be putting out two or more Boxes (34%), compared to two person households (9%) and single person households (3%).
- Those 18-44 years (29%) are most likely to be putting out two or more Boxes, compared to those 45-64 years (23%) and those 65+ years (7%).
- Those buying the most (7+) garbage tags per year are also most likely to put out 2+ Blue Boxes (42%), compared to those who buy 1-6 tags (20%), and those who do not use garbage tags (15%).
- Those who would need to continue having waste collected weekly are most likely to be putting out two or more Blue Boxes (22%), compared to those who could manage EOW garbage collection (16%).

Respondent Sub-Segment Findings (Online)

- Household size was a primary factor in the number of Blue Boxes. Households of three or more people are most likely to be putting out two or more Boxes (43%), compared to two person households (14%) and single person households (10%).
- Those 18-44 years (36%) are most likely to be putting out two or more Boxes, compared to those 45-64 years (32%) and those 65+ years (13%).
- Those buying the most (7+) garbage tags per year are also most likely to put out 2+ Blue Boxes (51%), compared to those who buy 1-6 tags (29%), and those who do not use garbage tags (19%).
- Those who would need to continue having waste collected weekly are most likely to be putting out two or more Blue Boxes (35%), compared to those who could manage EOW garbage collection (20%).

Figure 1.5.1b – Random Telephone Survey - Number of Blue Boxes by municipality

| (Random telephone survey) | Not participating | Less than once a week | One per week | Two or more per week |
|---------------------------|-------------------|-----------------------|--------------|----------------------|
| Total (n=1,253) | 1% | 2% | 78% | 19% |
| Fort Erie | 2% | -- | 85% | 13% |
| Grimsby | 1% | 2% | 81% | 16% |
| Lincoln | 1% | 3% | 84% | 12% |
| Niagara Falls | 1% | 1% | 79% | 19% |
| Niagara-on-the-Lake | 4% | 3% | 75% | 18% |
| Pelham | 3% | -- | 77% | 20% |
| Port Colborne | 1% | 1% | 82% | 16% |
| St. Catharines | -- | 1% | 80% | 19% |
| Thorold | 4% | -- | 74% | 22% |
| Wainfleet | 4% | -- | 71% | 25% |
| Welland | 2% | 4% | 71% | 23% |
| West Lincoln | 1% | -- | 75% | 24% |

Across all municipalities, there is not much difference when looking at the percentage of households who put out at least one Blue Box per week on average. Niagara-on-the-Lake was lowest, where 93% of households put out one or more Blue Boxes per week.

Figure 1.5.1c – Online Survey - Number of Blue Boxes by municipality

| (Online survey) | Not participating | Less than once a week | One per week | Two or more per week |
|---------------------|-------------------|-----------------------|--------------|----------------------|
| Total (n=6,639) | 1% | -- | 70% | 28% |
| Fort Erie | 2% | -- | 74% | 24% |
| Grimsby | 1% | -- | 75% | 25% |
| Lincoln | 1% | -- | 67% | 32% |
| Niagara Falls | 1% | -- | 69% | 30% |
| Niagara-on-the-Lake | -- | -- | 83% | 17% |
| Pelham | -- | -- | 74% | 26% |
| Port Colborne | 1% | 1% | 68% | 31% |
| St. Catharines | 1% | 1% | 70% | 29% |
| Thorold | 2% | -- | 71% | 26% |
| Wainfleet | 3% | -- | 62% | 35% |
| Welland | 2% | -- | 69% | 29% |
| West Lincoln | 2% | -- | 60% | 38% |

1.5.2 Grey Boxes

Q24 – Grey Box recycling includes items such as paper, cardboard, cereal boxes, tissue boxes, etc., and bundled plastic bags. How many Grey Boxes does your household put out at the curb in an average week? (Base – Converted to full sample)

Figure 1.5.2a – Number of Grey Boxes by survey type

Almost all of Niagara region households are participating in the Grey Box recycling program as well. Slightly fewer (92%) than the Blue Box (99%) program participation.

| | Telephone (n=1,253) | Online (6,639) |
|-----------------------------------|------------------------|-------------------|
| None/Not participating in program | 6% | 2% |
| Less than once a week | 2% | 1% |
| One per week | 84% | 81% |
| Two or more per week | 8% | 16% |

92% of Niagara region households put out at least one Grey Box per week on average.

Respondent Sub-Segment Findings (Telephone)

- Household size is a factor once again. Those in households of three or more people are most likely (14%) to put out two or more Grey Boxes, compared to two person households (4%) and single person households (2%).
- Those 18-44 years are most likely to put out two or more Grey Boxes (14%), compared to those 45-64 years (9%) and those 65+ years (2%).
- Those buying the most (7+) garbage tags per year are also most likely to put out 2+ Grey Boxes (20%), compared to those who buy 1-6 tags (8%), and those who do not use garbage tags (6%).

Respondent Sub-Segment Findings (Online)

- Those in households of three or more people are most likely (26%) to put out two or more Grey Boxes, compared to two person households (7%) and single person household (6%).
- Those 18-44 years are most likely to put out two or more Grey Boxes (23%), compared to those 45-64 years (17%) and those 65+ years (6%).
- Those buying the most (7+) garbage tags per year are also most likely to put out 2+ Grey Boxes (32%), compared to those who buy 1-6 tags (17%), and those who do not use garbage tags (10%).

Figure 1.5.2b – Random Telephone Survey - Number of Grey Boxes by municipality

| (Random telephone survey) | None / Not participating | < 1 per week | One per week | Two or more per week |
|---------------------------|--------------------------|--------------|--------------|----------------------|
| Total (n=1,253) | 6% | 2% | 84% | 8% |
| Fort Erie | 8% | -- | 91% | 1% |
| Grimsby | 4% | 1% | 88% | 7% |
| Lincoln | 5% | 3% | 87% | 5% |
| Niagara Falls | 4% | 3% | 85% | 8% |
| Niagara-on-the-Lake | 8% | 3% | 81% | 8% |
| Pelham | 4% | 4% | 84% | 8% |
| Port Colborne | 4% | 4% | 84% | 8% |
| St. Catharines | 3% | 1% | 85% | 11% |
| Thorold | 8% | -- | 84% | 8% |
| Wainfleet | 12% | 1% | 79% | 7% |
| Welland | 4% | 3% | 84% | 9% |
| West Lincoln | 12% | -- | 80% | 8% |

As with the Blue Box recycling, there is no difference statistically by municipality. Only two municipalities are below 90% of households putting out at least one Grey Box in an average week – Wainfleet (86%) and West Lincoln (88%).

Figure 1.5.2c – Online Survey - Number of Grey Boxes by municipality

| (Online survey) | None / Not participating | < 1 per week | One per week | Two or more per week |
|---------------------|--------------------------|--------------|--------------|----------------------|
| Total (n=6,639) | 2% | 1% | 81% | 16% |
| Fort Erie | 3% | -- | 84% | 12% |
| Grimsby | 1% | -- | 81% | 18% |
| Lincoln | 2% | 1% | 81% | 16% |
| Niagara Falls | 2% | 1% | 80% | 18% |
| Niagara-on-the-Lake | 1% | -- | 87% | 12% |
| Pelham | -- | -- | 84% | 16% |
| Port Colborne | 2% | -- | 79% | 19% |
| St. Catharines | 1% | 1% | 81% | 17% |
| Thorold | 2% | 1% | 80% | 18% |
| Wainfleet | 10% | 1% | 82% | 8% |
| Welland | 2% | 1% | 80% | 17% |
| West Lincoln | 3% | -- | 79% | 19% |

1.6 Green Bin/Organics Participation

Q26 – Green Bin organics program includes food waste, paper napkins/towels/bags, paper take-out trays/egg cartons, coffee grounds/filters & tea bags. How many Green Bins or containers marked as organics does your household put out at the curb in an average week? (Base – Converted to full sample)

Figure 1.6a – Number of Green Bins by survey type

About 7 in 10 (71%) of low-density residential households in Niagara region are participating in the Green Bin program. That number dropped slightly when looking at Green Bins in an average month, to 69%.

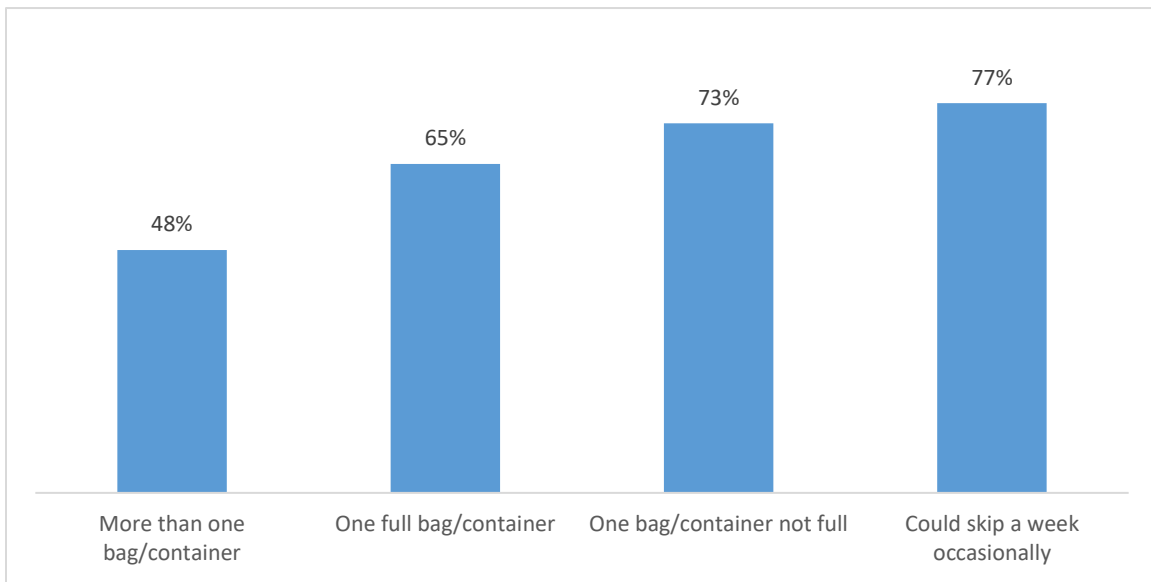
| | Telephone (n=1,253) | Online (n=6,639) |
|--------------------------|------------------------|---------------------|
| None / Not participating | 31% | 29% |
| Less than one per week | 1% | 1% |
| One per week | 63% | 63% |
| Two or more per week | 5% | 7% |

68% of those households in the telephone survey put out at least one Green Bin per week. In this particular question, the finding of the online survey was similar, where 70% of households are putting out one Green Bin per week on average.

Respondent Sub-Segment Findings (Telephone)

- Those 65+ years (73%) and 45-64 years (70%) are more likely to put out at least one Green Bin per week than those 18-44 years (53%).
- Those using diapers for someone (49%) are less likely to put out at least one Green Bin per week than those with no diapers (69%).
- Those who do not use any garbage tags in an average year (68%) and those who use 1-6 garbage tags per year (70%) are more likely to put out at least one Green Bin per week than those who use 7+ garbage tags per year (57%).
- Those who would need to continue having waste collected weekly (62%) are less likely to put out one or more Green Bins per week compared to those who could manage EOW garbage collection (73%).
- Those who feel there would be little to no impact to their low-density residential household with EOW garbage collection (72%) are more likely to be putting out at least one Green Bin per week than those who feel EOW garbage collection would have at least some impact (62%).

Figure 1.6b –Random Telephone Survey - Put out one or more Green Bins by typical garbage set out



- Those households who can afford to skip a week on garbage collection occasionally (77%), and those households who put out less than one full bag/container per week (73%) are more likely to be putting out at least one Green Bin per week, compared to those who put out one full bag/container per week (65%) and those households who put out more than one full bag/container per week (48%).

Respondent Sub-Segment Findings (Online)

- Those 65+ years (77%) and 45-64 years (72%) are more likely to put out at least one Green Bin per week than those 18-44 years (65%).
- Those who do not use any garbage tags in an average year (76%) and those who use 1-6 garbage tags per year (71%) are more likely to put out at least one Green Bin per week than those who use 7+ garbage tags per year (59%).
- Those who would need to continue having waste collected weekly (63%) are less likely to put out one or more Green Bins per week compared to those who could manage EOW garbage collection (82%).
- Those who feel there would be little to no impact with EOW garbage collection (82%) are more likely to be putting out at least one Green Bin per week than those who feel EOW garbage collection would have at least some impact (62%).
- Those who can afford to skip a week on garbage collection occasionally (86%), and those who put out less than one full bag/container per week (81%) are more likely to be putting out at least one Green Bin per week, compared to those who put out one full bag/container per week (64%) and those who put out more than one full bag/container per week (53%).

Figure 1.6c – Random Telephone Survey - Number of Green Bins by municipality

| <i>(Random telephone survey)</i> | None / Not participating | < 1 per week | One per week | Two or more per week |
|----------------------------------|--------------------------|--------------|--------------|----------------------|
| Total (n=1,253) | 31% | 1% | 63% | 5% |
| Fort Erie | 39% | 1% | 57% | 3% |
| Grimsby | 17% | 2% | 75% | 5% |
| Lincoln | 28% | -- | 72% | -- |
| Niagara Falls | 28% | 1% | 65% | 6% |
| Niagara-on-the-Lake | 27% | 3% | 61% | 9% |
| Pelham | 32% | -- | 62% | 6% |
| Port Colborne | 29% | 1% | 56% | 14% |
| St. Catharines | 28% | 1% | 65% | 6% |
| Thorold | 27% | 3% | 66% | 4% |
| Wainfleet | 45% | -- | 51% | 4% |
| Welland | 36% | 3% | 58% | 3% |
| West Lincoln | 46% | -- | 54% | -- |

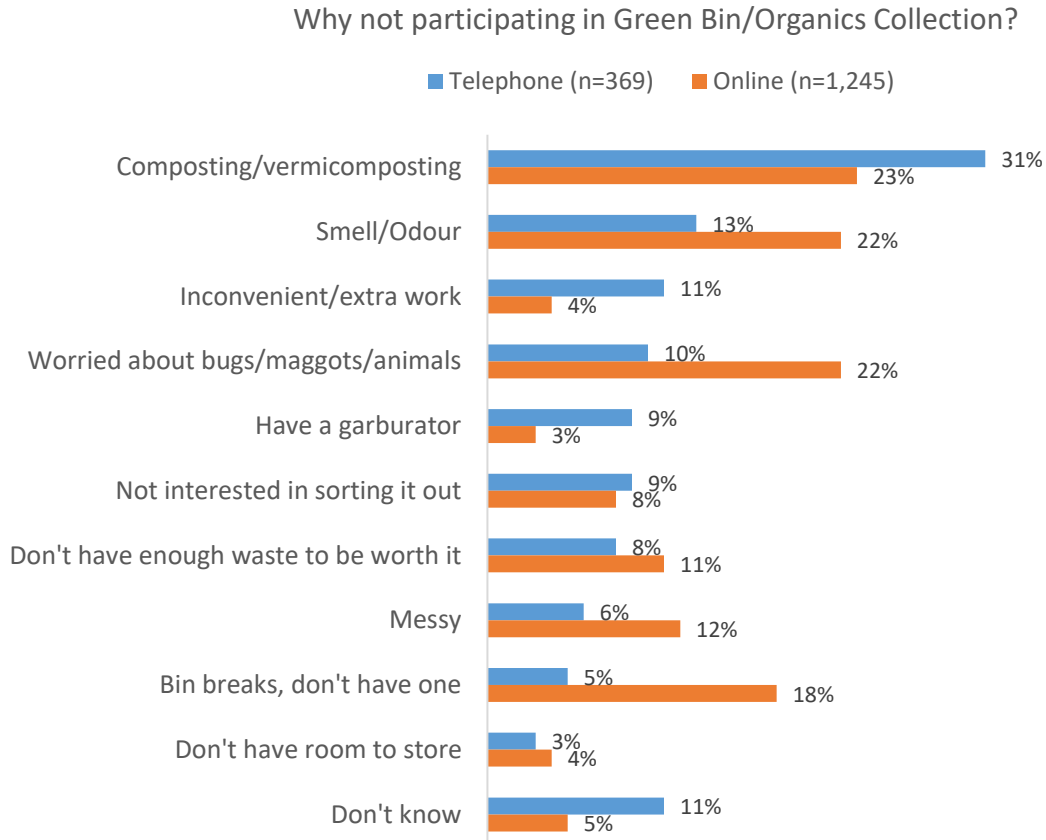
Figure 1.6d – Online Survey - Number of Green Bins by municipality

| <i>(Online survey)</i> | None / Not participating | < 1 per week | One per week | Two or more per week |
|------------------------|--------------------------|--------------|--------------|----------------------|
| Total (n=6,639) | 28% | 1% | 64% | 7% |
| Fort Erie | 33% | -- | 61% | 5% |
| Grimsby | 20% | 1% | 74% | 5% |
| Lincoln | 22% | -- | 72% | 6% |
| Niagara Falls | 29% | 1% | 62% | 9% |
| Niagara-on-the-Lake | 23% | -- | 72% | 6% |
| Pelham | 28% | -- | 65% | 7% |
| Port Colborne | 35% | 1% | 56% | 8% |
| St. Catharines | 26% | 1% | 64% | 9% |
| Thorold | 33% | -- | 63% | 4% |
| Wainfleet | 48% | -- | 48% | 4% |
| Welland | 32% | 1% | 62% | 5% |
| West Lincoln | 31% | 1% | 67% | 1% |

1.6.1 Not participating in Green Bin/Organics collection

Q28 – Why do you not participate in the Green Bin/Organics program?
 (Base – Not participating)

Figure 1.6.1a – Why not participating in Green Bin/Organics program?



Just under a third (31%) of those households not participating in the Green Bin/Organics program because are doing their own composting/vermicomposting.

“We have a farm and dispose of it in our manure pile...”

The next biggest barrier to participating in the Green Bin/Organics program is a concern about smells/odours. 13% of those not participating in this program indicated they do not participate because of a worry about the smell.

“It smells awful. We freeze organic waste throughout the week and dispose with the trash on garbage day. You can always tell when someone uses the Green organics Bin as soon as you walk into their house. It isn't practical...”

Lack of motivation was third, with people that separating the waste was inconvenient or extra work for them (11%).

“Waste of time separating items and keeping another Bin full of stinking food around for rodents and insects to find...”

The other major barrier is a concern about bugs/maggots/animals in and around the Green Bin (10%).

“Many animals in my neighbourhood makes it difficult to keep the organics from being eaten. I have the same problem with my regular garbage container...”

The ‘ick’ factor was expressed as well, with 6% talking about the process being messy and 9% not being interested in sorting out the waste for the Green Bin.

“I find it gross and disgusting...”

“Because I do not have very much for the Green Bin and find it disgusting to deal with in the summer...”

1.7 Appliances/Scrap Metal Participation

1.7.1 Put out at the curb

Q29 - How many times per year would you say your household puts out appliances or scrap metal at the curb for collection? (Base –Converted to full sample)

Figure 1.7a – Appliance/Scrap Metal participation by survey type

A total of 4 in 5 low-density residential households in Niagara region (80%) do not participate in the appliances/scrap metal collection program. Among those who have participated, at most is was about once a year.

| | Telephone (n=1,253) | Online (n=6,639) |
|--------------------------|------------------------|---------------------|
| None / Not participating | 80% | 75% |
| Once per year | 15% | 15% |
| Twice or more per year | 5% | 10% |

The results of the online survey are similar in this case, with 75% not participating in the program.

Respondent Sub-Segment Findings (Telephone)

- Those 18-44 years (21%) and those 45-64 years (22%) are more likely than those 65+ years (15%) to participate in the program at least once a year on average.
- Those in households of three or more people (23%) and two people (20%) are more likely than those in single person households (13%) to participate in the program at least once a year on average.
- Those who use 7+ garbage tags per year (27%) and those who use 1-6 garbage tags per year (25%) are more likely than those who do not use garbage tags (17%) to participate in the program at least once a year on average.

Respondent Sub-Segment Findings (Online)

- Those who use 7+ garbage tags per year (32%) and those who use 1-6 garbage tags per year (28%) are more likely than those who do not use garbage tags (20%) to participate in the program at least once a year on average.

Figure 1.7b – Random Telephone Survey - Appliance/Scrap Metal participation by survey type

| <i>(Random telephone survey)</i> | None / Not participating | Once per year | Twice or more per year |
|----------------------------------|--------------------------|---------------|------------------------|
| Total (n=1,253) | 80% | 15% | 5% |
| Fort Erie | 86% | 11% | 3% |
| Grimsby | 73% | 23% | 4% |
| Lincoln | 85% | 15% | -- |
| Niagara Falls | 75% | 16% | 9% |
| Niagara-on-the-Lake | 81% | 18% | 1% |
| Pelham | 85% | 8% | 7% |
| Port Colborne | 84% | 8% | 8% |
| St. Catharines | 75% | 19% | 6% |
| Thorold | 77% | 19% | 4% |
| Wainfleet | 81% | 16% | 3% |
| Welland | 84% | 11% | 5% |
| West Lincoln | 95% | 4% | 1% |

Figure 1.7c – Online Survey - Appliance/Scrap Metal participation by survey type

| (Online survey) | None / Not participating | Once per year | Twice or more per year |
|---------------------|--------------------------|---------------|------------------------|
| Total (n=6,639) | 75% | 15% | 10% |
| Fort Erie | 83% | 11% | 7% |
| Grimsby | 78% | 15% | 7% |
| Lincoln | 77% | 14% | 9% |
| Niagara Falls | 74% | 16% | 10% |
| Niagara-on-the-Lake | 81% | 11% | 8% |
| Pelham | 71% | 19% | 11% |
| Port Colborne | 82% | 10% | 9% |
| St. Catharines | 68% | 18% | 14% |
| Thorold | 76% | 14% | 11% |
| Wainfleet | 86% | 6% | 8% |
| Welland | 80% | 13% | 8% |
| West Lincoln | 87% | 9% | 4% |

1.7.2 Scheduling a pick up

Q210 - Do you schedule a pick up with Niagara Region for scrap metal or appliances, or put them out at the curb for anyone to pick up without scheduling a pick up?
(Base – Participate at least once a year on average)

Figure 1.7.2a – Appliance/Scrap Metal pick up type by survey type

| Note: Sample size varies according to participation rates and survey type | Telephone (n=249) | Online (n= 1,696) |
|---|-------------------|-------------------|
| Schedule a pick up | 74% | 77% |
| Leave out | 26% | 23% |

Those who participate in the appliances/scrap metal program at least once a year on average were asked how they arrange for pick up.

Three-quarters (74%) of program participants schedule a pick up with Niagara Region, and one-quarter (26%) will simply put the item at the curb.

The online survey respondents felt similarly (77% scheduled, 23% leave at curb).

Respondent Sub-Segment Findings (Telephone)

- Women (81%) were more likely than men (65%) to say they scheduled a pick up.
- Those 65+ years (88%) were more likely to have scheduled a pick up than those 45-64 years (72%) or those 18-44 years (64%).

Respondent Sub-Segment Findings (Online)

- Those 65+ years (81%) were more likely to have scheduled a pick up than those 45-64 years (77%) or those 18-44 years (74%).

Figure 1.7.2b – Random Telephone Survey - Appliance/Scrap Metal pick up type by municipality

| <i>(Random telephone survey) Note: Sample size varies according to participation rates and survey type</i> | Schedule a pick up | Leave out |
|--|--------------------|-----------|
| Total (n=249) | 74% | 26% |
| Fort Erie | 92% | 8% |
| Grimsby | 90% | 10% |
| Lincoln | 82% | 18% |
| Niagara Falls | 69% | 31% |
| Niagara-on-the-Lake | 85% | 15% |
| Pelham | 73% | 27% |
| Port Colborne | 83% | 17% |
| St. Catharines | 69% | 31% |
| Thorold | 65% | 35% |
| Wainfleet | 79% | 21% |
| Welland | 74% | 26% |
| West Lincoln | 75% | 25% |

Figure 1.7.2c – Online Survey - Appliance/Scrap Metal pick up type by municipality

| <i>(Online survey) Note: Sample size varies according to participation rates and survey type</i> | Schedule a pick up | Leave out |
|--|--------------------|-----------|
| Total (n=1,696) | 77% | 23% |
| Fort Erie | 78% | 22% |
| Grimsby | 90% | 10% |
| Lincoln | 77% | 23% |
| Niagara Falls | 70% | 31% |
| Niagara-on-the-Lake | 71% | 29% |
| Pelham | 92% | 8% |
| Port Colborne | 80% | 21% |
| St. Catharines | 77% | 23% |
| Thorold | 79% | 21% |
| Wainfleet | 77% | 23% |
| Welland | 74% | 26% |
| West Lincoln | 73% | 27% |

1.8 Bulky/Large Item Collection

1.8.1 Put out at the curb

Q211 - Bulky/large item collection includes items like carpet and furniture. How many times per year would you say your household puts out items like this out at the curb for collection? (Base – Converted to full sample)

Figure 1.8a – Bulky/Large Item collection by survey type

| | Telephone (n=1,253) | Online (n=6,639) |
|------------------------|------------------------|---------------------|
| None/not participating | 71% | 56% |
| Once per year | 19% | 20% |
| Twice or more per year | 10% | 24% |

More (29%) participate in bulky/large item collection compared to the scrap metal/appliances collection (20%).

In total, 29% of households participate at least once a year, with the majority (19%) participating once a year, and 10% participating two or more times a year on average.

Those households in the online survey indicated they are participating more often.

Respondent Sub-Segment Findings (Telephone)

- Those with three or more people are more likely to participate at least once a year (33%), compared to those with two people (28%), or living alone (19%).
- Those who use 7+ garbage tags per year are more likely to participate at least once a year (43%), compared to those who use 1-6 garbage tags per year (38%) and those who do not use garbage tags (23%).

Respondent Sub-Segment Findings (Online)

- Those who use 7+ garbage tags per year are more likely to participate at least once a year (54%), compared to those who use 1-6 garbage tags per year (50%) and those who do not use garbage tags (36%).
- Those who need to continue having their garbage collected weekly (46%) are more likely to participate in bulky/large item collection at least once a year, compared to those who could manage EOW garbage collection (41%).

Figure 1.8b – Random Telephone Survey - Bulky/Large Item collection by municipality

| <i>(Random telephone survey)</i> | None | Once per year | Twice or more per year |
|----------------------------------|------------|---------------|------------------------|
| Total (n=1,253) | 71% | 19% | 10% |
| Fort Erie | 71% | 19% | 10% |
| Grimsby | 72% | 24% | 4% |
| Lincoln | 83% | 13% | 4% |
| Niagara Falls | 67% | 20% | 13% |
| Niagara-on-the-Lake | 78% | 14% | 8% |
| Pelham | 74% | 14% | 12% |
| Port Colborne | 72% | 15% | 13% |
| St. Catharines | 61% | 25% | 14% |
| Thorold | 66% | 27% | 7% |
| Wainfleet | 80% | 16% | 4% |
| Welland | 70% | 18% | 13% |
| West Lincoln | 89% | 8% | 3% |

Figure 1.8c – Online Survey - Bulky/Large Item collection by municipality

| <i>(Online survey)</i> | None | Once per year | Twice or more per year |
|------------------------|------------|---------------|------------------------|
| Total (n=6,639) | 56% | 20% | 24% |
| Fort Erie | 64% | 17% | 19% |
| Grimsby | 61% | 18% | 21% |
| Lincoln | 62% | 17% | 21% |
| Niagara Falls | 55% | 21% | 24% |
| Niagara-on-the-Lake | 63% | 15% | 22% |
| Pelham | 61% | 20% | 19% |
| Port Colborne | 65% | 17% | 18% |
| St. Catharines | 47% | 23% | 30% |
| Thorold | 56% | 19% | 25% |
| Wainfleet | 71% | 18% | 11% |
| Welland | 63% | 16% | 21% |
| West Lincoln | 73% | 11% | 16% |

1.8.2 Scheduling a pick up

Q212 - Do you schedule a pick up with Niagara Region for these bulky/large items, or put them out at the curb for anyone to pick up without scheduling a pick up? (Base – Participate at least once a year on average)

Figure 1.8.2a – Bulky/Large Item collection type by survey type

| <i>Note: Sample size varies according to participation rates and survey type</i> | Telephone (n=365) | Online (n=2,943) |
|--|----------------------|---------------------|
| Schedule a pick up | 94% | 92% |
| Leave out | 6% | 8% |

Those participating in the bulky/large item pick up are most likely going to be scheduling a pick up with Niagara Region. 94% said they would schedule a pickup for bulky/large items, compared to 74% of those participating in scrap metal/appliances.

Figure 1.8.2b – Random Telephone Survey - Bulky/Large item collection type by municipality

| <i>(Random telephone survey) Note: Sample size varies according to participation rates and survey type</i> | Schedule a pick up | Leave out |
|--|--------------------|-----------|
| Total (n=365) | 94% | 6% |
| Fort Erie | 96% | 4% |
| Grimsby | 95% | 5% |
| Lincoln | 100% | -- |
| Niagara Falls | 97% | 3% |
| Niagara-on-the-Lake | 93% | 7% |
| Pelham | 100% | -- |
| Port Colborne | 81% | 19% |
| St. Catharines | 92% | 8% |
| Thorold | 92% | 8% |
| Wainfleet | 100% | -- |
| Welland | 94% | 6% |
| West Lincoln | 87% | 13% |

Figure 1.8.2c – Online Survey - Bulky/Large item collection type by municipality

| <i>(Online survey)</i> <i>Note: Sample size varies according to participation rates and survey type</i> | Schedule a pick up | Leave out |
|--|--------------------|-----------|
| Total (n=2,943) | 92% | 8% |
| Fort Erie | 96% | 4% |
| Grimsby | 89% | 11% |
| Lincoln | 90% | 10% |
| Niagara Falls | 90% | 10% |
| Niagara-on-the-Lake | 88% | 12% |
| Pelham | 91% | 9% |
| Port Colborne | 92% | 8% |
| St. Catharines | 95% | 5% |
| Thorold | 96% | 4% |
| Wainfleet | 83% | 17% |
| Welland | 93% | 7% |
| West Lincoln | 71% | 29% |

2.0 Waste Collection Options For Next Contract

For Niagara Region’s next waste collection (garbage, recycling and organics) contract, residents and businesses are being asked for their opinion about several proposed collection options. Adopting some or all of these options would help reduce the amount of waste going to disposal, and limit future costs to businesses and taxpayers.

The purpose of this survey is to receive feedback from residents on the possible collection options and to help Regional staff understand residents’ feelings about each option.

2.1 Bulky/Large Item Collection

Q31 - The first option is related to large or bulky item pick up, such as carpet or furniture. The change would be to limit the number of large/bulky items collected to a maximum of four per week. In 2018, 92% of the bookings for large or bulky item pick up were for four items or less. If Niagara Region was to make this change, what would be the impact on your household? (Base – Full sample)

Figure 2.1a – Change to Bulky/Large Item collection, impact by survey type

Making a change to the bulky/large item collection so that a maximum of four items per collection can be put out will not unduly impact Niagara region’s low-density residential households.

The vast majority stated there would be little to no impact to them (89% in the telephone survey, 72% in the online survey).

| | Telephone (n=1,253) | Online (n=6,639) |
|---|------------------------|---------------------|
| A big impact | 2% | 5% |
| Some impact | 4% | 8% |
| Might or might not be an impact | 5% | 15% |
| Not much of an impact | 25% | 27% |
| No impact | 64% | 45% |
| Impact Ratio (big/some vs. not much/no impact) | -83% | -59% |

6% of those in the telephone survey, and 13% in the online survey feel this change would have an impact on their household.

Respondent Sub-Segment Findings (Telephone)

- Those in households of three or more (8%) are slightly more likely to feel impacted, compared to households of two people (5%) and single person households (4%).
- Those who use 7+ garbage tags per year (16%) are most likely to feel there would be an impact on their household, compared to those who use 1-6 garbage tags per year (5%) and those who do not use garbage tags (4%).

Respondent Sub-Segment Findings (Online)

- Those in households of three or more (16%) are slightly more likely to feel impacted, compared to households of two people (11%) and single person households (9%).
- Those who put out more than one garbage bag/container per week (26%) are most likely to say they will impacted, compared to those who put out one garbage bag/container per week (17%), and those who put out less than one full garbage bag/container per week (7%) or who don’t always put a garbage bag/container on a weekly basis (3%).
- Those who use 7+ garbage tags per year (22%) are most likely to feel there would be an impact on their household, compared to those who use 1-6 garbage tags per year (13%) and those who do not use garbage tags (9%).

Figure 2.1b – Random Telephone Survey - Change to Bulky/Large Item collection, impact by municipality

| <i>(Random telephone survey) Note: Sample size varies according to participation rates and survey type</i> | A big impact | Some Impact | Might or might not be an impact | Not much of an impact | No impact | Impact Ratio |
|--|--------------|-------------|---------------------------------|-----------------------|-----------|--------------|
| Total (n=1,253) | 2% | 4% | 5% | 25% | 64% | -83% |
| Fort Erie | -- | 1% | 5% | 23% | 71% | -93% |
| Grimsby | 7% | 8% | 4% | 21% | 60% | -66% |
| Lincoln | -- | 3% | 5% | 30% | 62% | -89% |
| Niagara Falls | 2% | 7% | 7% | 33% | 51% | -75% |
| Niagara-on-the-Lake | -- | 2% | 8% | 21% | 69% | -88% |
| Pelham | 1% | 3% | 6% | 19% | 71% | -86% |
| Port Colborne | -- | 7% | 7% | 25% | 61% | -79% |
| St. Catharines | 1% | 5% | 4% | 27% | 63% | -84% |
| Thorold | 4% | 3% | 3% | 30% | 60% | -83% |
| Wainfleet | -- | 1% | -- | 11% | 88% | -98% |
| Welland | 2% | 3% | 11% | 23% | 61% | -79% |
| West Lincoln | 1% | 4% | 4% | 19% | 72% | -86% |

Figure 2.1c – Online Survey - Change to Bulky/Large Item collection, impact by municipality

| <i>(Online survey) Note: Sample size varies according to participation rates and survey type</i> | A big impact | Some Impact | Might or might not be an impact | Not much of an impact | No impact | Impact Ratio |
|--|--------------|-------------|---------------------------------|-----------------------|-----------|--------------|
| Total (n=6,639) | 5% | 8% | 15% | 27% | 45% | -59% |
| Fort Erie | 6% | 6% | 13% | 31% | 44% | -63% |
| Grimsby | 2% | 7% | 10% | 25% | 56% | -72% |
| Lincoln | 2% | 8% | 8% | 30% | 53% | -73% |
| Niagara Falls | 6% | 9% | 19% | 28% | 38% | -51% |
| Niagara-on-the-Lake | 1% | 6% | 11% | 30% | 52% | -75% |
| Pelham | 3% | 6% | 13% | 28% | 50% | -69% |
| Port Colborne | 5% | 7% | 14% | 28% | 45% | -61% |
| St. Catharines | 4% | 9% | 17% | 25% | 45% | -57% |
| Thorold | 4% | 10% | 14% | 30% | 42% | -58% |
| Wainfleet | 2% | 9% | 8% | 22% | 58% | -69% |
| Welland | 5% | 9% | 15% | 29% | 42% | -57% |
| West Lincoln | 3% | 7% | 11% | 27% | 52% | -69% |

2.2 Appliances/Scrap Metal Collection

Q32 – The second option under consideration would eliminate curbside pick up by Niagara Region of appliances and scrap metal. Currently, residents can go online and schedule a pick up of items at their home. Only 6% of Niagara are using the curbside collection of appliances and scrap metal service. Also, as much as 60% of these items that are being put out have already been removed by the time collection staff arrive to pick them up. There would continue to be an opportunity for residents to take the items to a Regional Drop-off Depot, at no charge, or have it picked up by private scrap metal haulers. If Niagara Region was to make this change, what would be the impact on your household? (Base – Full sample)

Figure 2.2a – Change to appliance/scrap metal collection, by survey type

Dropping/stopping the appliance/scrap metal collection program would have some impact on about 1 in 5 low-density residential households in Niagara region. 17% of households in the telephone survey, and 22% in the online survey feel there would be at least some impact.

| | Telephone (n=1,253) | Online (n=6,639) |
|---|------------------------|---------------------|
| A big impact | 7% | 8% |
| Some impact | 9% | 14% |
| Might or might not be an impact | 9% | 17% |
| Not much of an impact | 25% | 27% |
| No impact | 50% | 34% |
| Impact Ratio (big/some vs. not much/no impact) | -59% | -39% |

84% in the telephone survey, and 78% in the online survey, feel there would be little to no impact on their household.

Respondent Sub-Segment Findings (Telephone)

- Those who use 7+ garbage tags per year (23%) are most likely to feel there would be an impact on their household, compared to those who use 1-6 garbage tags per year (18%) and those who do not use garbage tags (14%).
- Those who would need to continue to have their garbage picked up weekly are more likely to find at least some impact (19%) than those who could manage EOW garbage collection (12%).

Respondent Sub-Segment Findings (Online)

- Those who use 7+ garbage tags per year (29%) are most likely to feel there would be an impact on their household, compared to those who use 1-6 garbage tags per year (24%) and those who do not use garbage tags (18%).
- Those who would need to continue to have their garbage picked up weekly are more likely to find at least some impact (27%) than those who could manage EOW garbage collection (14%).

Figure 2.2b – Random Telephone Survey - Impact of change to appliance/scrap metal collection, by municipality

| <i>(Random telephone survey) Note: Sample size varies according to participation rates and survey type</i> | A big impact | Some impact | Might or might not be an impact | Not much of an impact | No impact | Impact Ratio |
|--|--------------|-------------|---------------------------------|-----------------------|-----------|--------------|
| Total (n=1,253) | 7% | 9% | 9% | 25% | 50% | -59% |
| Fort Erie | -- | 8% | 14% | 28% | 50% | -70% |
| Grimsby | 11% | 11% | 11% | 25% | 43% | -56% |
| Lincoln | 7% | 4% | 12% | 25% | 52% | -66% |
| Niagara Falls | 8% | 11% | 11% | 27% | 43% | -51% |
| Niagara-on-the-Lake | 10% | 13% | 12% | 23% | 42% | -52% |
| Pelham | 7% | 7% | 8% | 27% | 51% | -64% |
| Port Colborne | 9% | 11% | 4% | 20% | 56% | -56% |
| St. Catharines | 7% | 10% | 9% | 28% | 46% | -57% |
| Thorold | 8% | 5% | 10% | 34% | 43% | -64% |
| Wainfleet | 3% | 9% | 1% | 11% | 76% | -75% |
| Welland | 8% | 8% | 8% | 23% | 53% | -60% |
| West Lincoln | 4% | 7% | 10% | 16% | 63% | -68% |

Figure 2.2c – Online Survey - Impact of change to appliance/scrap metal collection, by municipality

| <i>(Online survey) Note: Sample size varies according to participation rates and survey type</i> | A big impact | Some impact | Might or might not be an impact | Not much of an impact | No impact | Impact Ratio |
|--|--------------|-------------|---------------------------------|-----------------------|-----------|--------------|
| Total (n=6,639) | 8% | 14% | 17% | 27% | 34% | -39% |
| Fort Erie | 8% | 12% | 15% | 28% | 36% | -44% |
| Grimsby | 7% | 11% | 18% | 26% | 38% | -46% |
| Lincoln | 6% | 11% | 16% | 29% | 38% | -50% |
| Niagara Falls | 9% | 14% | 18% | 28% | 31% | -36% |
| Niagara-on-the-Lake | 7% | 14% | 17% | 34% | 28% | -41% |
| Pelham | 9% | 14% | 15% | 33% | 29% | -39% |
| Port Colborne | 9% | 9% | 18% | 24% | 40% | -46% |
| St. Catharines | 9% | 16% | 18% | 24% | 33% | -32% |
| Thorold | 8% | 13% | 20% | 25% | 34% | -38% |
| Wainfleet | 4% | 13% | 6% | 20% | 58% | -61% |
| Welland | 7% | 13% | 18% | 25% | 37% | -42% |
| West Lincoln | 5% | 9% | 10% | 26% | 51% | -63% |

2.3 Clear Bags

2.3.1 Support for clear bags

Q33 – A third option under consideration is the mandatory use of clear garbage bags. Some municipalities in Canada have already made this change. The cost for the clear bags would be about the same as Green/Black garbage bags. Clear garbage bags will make it easier to see recyclable or organic material that should be placed in the Blue/Grey Box or Green Bin or Hazardous Waste items that should be disposed of safely. A smaller opaque bag, such as a grocery bag, can be placed inside the clear garbage bag for disposing of sensitive or personal items. Would you support a switch to clear –garbage bags? (Full Sample)

Figure 2.3.1a – Support for mandatory clear garbage bags by survey type

Support for the mandatory use of clear bags in the telephone survey was a fairly even split. 48% would support (definitely or probably), and 52% do not support.

| | Telephone (n=1,253) | Online (n=6,639) |
|------------------------------|------------------------|---------------------|
| Definitely would support | 26% | 13% |
| Probably would support | 22% | 14% |
| Might or might not support | 14% | 11% |
| Probably would not support | 14% | 16% |
| Definitely would not support | 24% | 46% |
| Support Ratio | +10 | -35 |

It’s a different picture when looking at the sentiment expressed in the online survey. 27% would support, and 73% would oppose.

Respondent Sub-Segment Findings (Telephone)

- Those who would need to continue to have their garbage picked up weekly are more likely to support the use of clear bags (57%) than those who could manage EOW garbage collection (40%).

Respondent Sub-Segment Findings (Online)

- Women (29%) are more likely to support mandatory clear garbage bags than men (22%).
- Those 65+ years (35%) are more likely to support than those 45-64 years (25%) or those 18-44 years (25%).
- Those who do not use any garbage tags in an average year (34%) are more likely to support mandatory clear garbage bags, than those use 1-6 garbage tags (25%) and those who use 7+ garbage tags (12%).
- Those who would need to continue to have their garbage picked up weekly are less likely to support the use of clear garbage bags (15%) than those who could manage EOW garbage collection (43%).

Figure 2.3.1b – Random Telephone Survey - Support for mandatory clear garbage bags by municipality

| <i>(Random telephone survey) Note: Sample size varies according to participation rates and survey type</i> | Definitely would support | Probably would support | Might or might not support | Probably would not support | Definitely would not support | Support Ratio |
|--|--------------------------|------------------------|----------------------------|----------------------------|------------------------------|---------------|
| Total (n=1,253) | 26% | 22% | 14% | 14% | 24% | +10% |
| Fort Erie | 19% | 26% | 17% | 17% | 21% | +7% |
| Grimsby | 24% | 28% | 14% | 17% | 17% | +18% |
| Lincoln | 28% | 23% | 12% | 17% | 20% | +14% |
| Niagara Falls | 26% | 19% | 13% | 16% | 26% | +3% |
| Niagara-on-the-Lake | 30% | 16% | 19% | 12% | 23% | +11% |
| Pelham | 33% | 15% | 16% | 12% | 24% | +12% |
| Port Colborne | 24% | 24% | 19% | 7% | 26% | +15% |
| St. Catharines | 23% | 26% | 15% | 14% | 22% | +13% |
| Thorold | 20% | 30% | 16% | 8% | 26% | +16% |
| Wainfleet | 26% | 16% | 8% | 13% | 37% | -8% |
| Welland | 33% | 20% | 13% | 15% | 19% | +19% |
| West Lincoln | 27% | 19% | 11% | 12% | 31% | +3% |

Figure 2.3.1c – Online Survey - Support for mandatory clear garbage bags by municipality

| <i>(Online survey) Note: Sample size varies according to participation rates and survey type</i> | Definitely would support | Probably would support | Might or might not support | Probably would not support | Definitely would not support | Support Ratio |
|--|--------------------------|------------------------|----------------------------|----------------------------|------------------------------|---------------|
| Total (n=6,639) | 13% | 14% | 11% | 16% | 46% | -35% |
| Fort Erie | 14% | 17% | 10% | 15% | 45% | -29% |
| Grimsby | 15% | 16% | 10% | 17% | 43% | -29% |
| Lincoln | 13% | 17% | 13% | 17% | 41% | -28% |
| Niagara Falls | 13% | 12% | 10% | 16% | 49% | -40% |
| Niagara-on-the-Lake | 17% | 16% | 18% | 13% | 36% | -16% |
| Pelham | 11% | 17% | 12% | 12% | 47% | -31% |
| Port Colborne | 15% | 12% | 13% | 20% | 41% | -34% |
| St. Catharines | 13% | 14% | 12% | 15% | 47% | -35% |
| Thorold | 12% | 13% | 12% | 17% | 46% | -38% |
| Wainfleet | 8% | 17% | 9% | 20% | 46% | -41% |
| Welland | 14% | 14% | 12% | 18% | 43% | -33% |
| West Lincoln | 9% | 12% | 7% | 25% | 48% | -52% |

2.3.2 Why support/not support?

Q34 – Why do you say that (support/not support clear bags)? (Full Sample)

Figure 2.3.2a – Random Telephone Survey – Why support/oppose mandatory clear garbage bags by municipality

| (Random telephone survey, n=1,253) | Total | Support clear bags | Oppose clear bags |
|--|-------|--------------------|-------------------|
| Keeps unwanted items from landfill | 28% | 51% | 6% |
| Encourages use of Blue/Grey Boxes and Green Bins | 25% | 48% | 5% |
| Concerned about invasion of privacy | 25% | 8% | 40% |
| Don't want my neighbours seeing my garbage | 14% | 3% | 24% |
| Concerned about strength of clear bags | 5% | 2% | 8% |
| We do not need "garbage police" | 5% | 1% | 8% |
| Added cost/more effort | 4% | 1% | 8% |
| Neutral/indifferent (General) | 4% | 6% | 3% |
| We only use small grocery bags | 3% | 1% | 5% |
| Stupid/no need (General) | 2% | -- | 3% |
| Safer/better for waste management people | 1% | 3% | -- |

NOTE: All other responses are less than one percent total

Figure 2.3.2b – Online Survey – Why support/oppose mandatory clear garbage bags by municipality

| (Online survey, n=6,639) Response order based on telephone survey answers above | Total | Support clear bags | Oppose clear bags |
|--|-------|--------------------|-------------------|
| Keeps unwanted items from landfill | 4% | 14% | -- |
| Encourages use of Blue/Grey Boxes and Green Bins | 7% | 27% | -- |
| Concerned about invasion of privacy | 34% | 6% | 43% |
| Don't want my neighbours seeing my garbage | 7% | 1% | 9% |
| Concerned about strength of clear bags | 3% | 2% | 4% |
| We do not need "garbage police" | 13% | 5% | 16% |
| Added cost/more effort | 17% | 8% | 21% |
| Neutral/indifferent (General) | 3% | 7% | 1% |
| We only use small grocery bags | 8% | 5% | 9% |
| Stupid/no need (General) | 3% | -- | 4% |
| Safer/better for waste management people | 2% | 6% | -- |

"Clear bags tend to cost more money and are not as readily available. I also think having them curbside looks gross vs a black garbage bag. That being said I can understand why this idea could potentially reduce the amount of unacceptable items..."

"I just don't buy garbage bags so that would be an extra expense for us. Otherwise I am on board, we have nothing to hide..."

“Taking the trouble to separately sort embarrassing or secure sensitive material is annoying...”

“Clear bags are more expensive for one. The world doesn't need to see my garbage. Are you going to refuse pick up if I have recyclables in my trash? What about recycling that can't be cleaned like pizza boxes? Teaching what can be recycled and what can't would be far better...”

“If it becomes mandatory I will of course comply but personal items aside, I am not a fan of having my neighbours being able to see what I purchase, eat or throw out. Items come into my house concealed in shopping bags and that privacy with them going out is just as important to me...”

2.4 Every Other Week Garbage Collection

2.4.1 Managing EOW garbage collection

Q35 – In Niagara region an average of 50% of every garbage bag is food waste. A fourth option under consideration, that is already in practice in many other municipalities which encourages residents to use their Green Bin, is to pick up garbage EOW, but continue to collect unlimited Blue/Grey Boxes and Green Bins every week. There would be no change or reduction in the garbage container limit, but there would be less frequent pickup. With collection EOW, you would be allowed two garbage bags/containers. Based on your household's waste practices, would you be able to manage? (Full Sample)

Figure 2.4.1a – Ability to manage Every Other Week garbage collection by survey type

Residents were split on their feelings about EOW garbage collection, with slightly more leaning towards continuing their weekly collection.

| | Telephone (n= 1,253) | Online (n=6,369) |
|--|-------------------------|---------------------|
| Be able to manage EOW garbage collection | 46% | 43% |
| Need to continue weekly garbage collection | 54% | 57% |

46% of the telephone survey, and 41% of those in the online survey could manage EOW garbage collection.

Figure 2.4.1b – Ability to manage Every Other Week garbage collection by survey type

| | Niagara Region | | Waterloo Region ⁶ | |
|---|------------------------|-------------------------|------------------------------|---------------------|
| | Telephone (n=1,253) | LDR Online (n=6,639) | Telephone (n=511) | Online (n=7,087) |
| Be able to manage EOW garbage collection | 46% | 43% | 50% | 36% |
| Need to continue having your garbage picked up weekly | 54% | 57% | 50% | 64% |

Respondent Sub-Segment Findings (Telephone)

- Residents 65+ years are more likely to be able to manage EOW garbage collection (51%), compared to those 45-64 years (45%) and those 18-44 years (41%).
- Those in single person households (62%) are more likely to be able to manage EOW garbage collection than those in two person households (50%), and those in households of three or more (37%).
- Those with no one using diapers are more likely to be able to manage EOW garbage collection (47%) than those with someone in diapers (31%).
- Those who do not use garbage bag tags in an average year are more likely to be able to manage EOW garbage collection (52%) than those who use 1-6 garbage tags (41%) and those who use 7+ garbage tags (24%).
- Those who participate in the Green Bin/organics collection program are more likely to be able to manage EOW garbage collection (50%) compared to those who are not currently participating in the Green Bin/organics collection program (37%).
- Those who support mandatory use of clear bags (55%) are more likely to be able to manage EOW garbage collection (55%) than those who oppose mandatory clear bags (38%).
- Those who currently put out more garbage are less likely to say they could manage EOW garbage collection

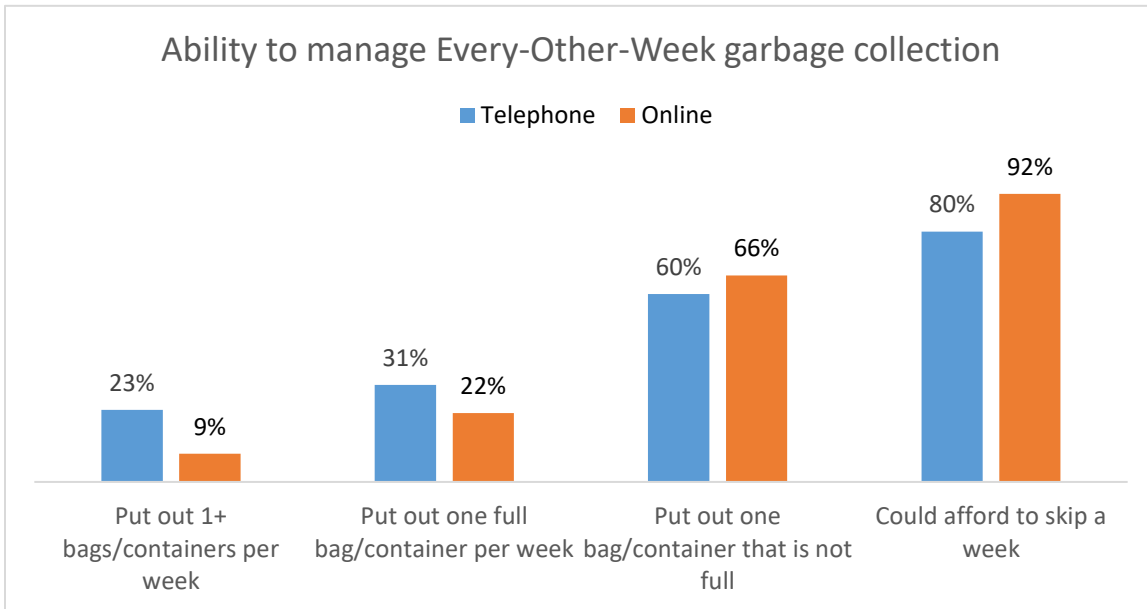
Respondent Sub-Segment Findings (Online)

- Females (45%) are more likely to be able to manage EOW garbage collection than males (39%).
- Residents 65+ years are more likely to be able to manage EOW garbage collection (57%), compared to those 45-64 years (42%) and those 18-44 years (33%).
- Those in single person households (64%) are more likely to be able to manage EOW garbage collection than those in two person households (54%), and those in households of three or more (30%).
- Those with no diapers are more likely to be able to manage EOW garbage collection (46%) than those with someone in diapers (22%).

⁶ Region of Waterloo Waste Survey, Metroline Research Group Inc., 2014

- Those who do not use garbage bag tags in an average year are more likely to be able to manage EOW garbage collection (57) than those who use 1-6 garbage tags (38%) and those who use 7+ garbage tags (15%).
- Those who participate in the Green Bin/organics collection program are more likely to be able to manage EOW garbage collection (50%) compared to those who are not currently participating in the Green Bin/organics collection program (25%).
- Those who support mandatory use of clear bags (69%) are more likely to be able to manage EOW garbage collection than those who oppose mandatory clear bags (33%).

Figure 2.4.1c – Ability to manage EOW garbage collection by typical garbage set out



Those who put more than one garbage bag/container per week on average now would have the most difficulty with EOW garbage collection. Only 23% of those in the telephone survey who put out more than one garbage bag/container, and 9% of those in the online survey, could manage EOW garbage collection.

Figure 2.4.1d – Random Telephone Survey - Ability to manage EOW garbage collection by municipality

| <i>(Random telephone survey)</i> | Be able to manage EOW garbage collection | Need to continue weekly garbage collection |
|----------------------------------|--|--|
| Total (n=1,253) | 46% | 54% |
| Fort Erie | 52% | 48% |
| Grimsby | 48% | 52% |
| Lincoln | 52% | 48% |
| Niagara Falls | 36% | 64% |
| Niagara-on-the-Lake | 50% | 50% |
| Pelham | 52% | 48% |
| Port Colborne | 40% | 60% |
| St. Catharines | 50% | 50% |
| Thorold | 47% | 53% |
| Wainfleet | 40% | 60% |
| Welland | 49% | 51% |
| West Lincoln | 38% | 62% |

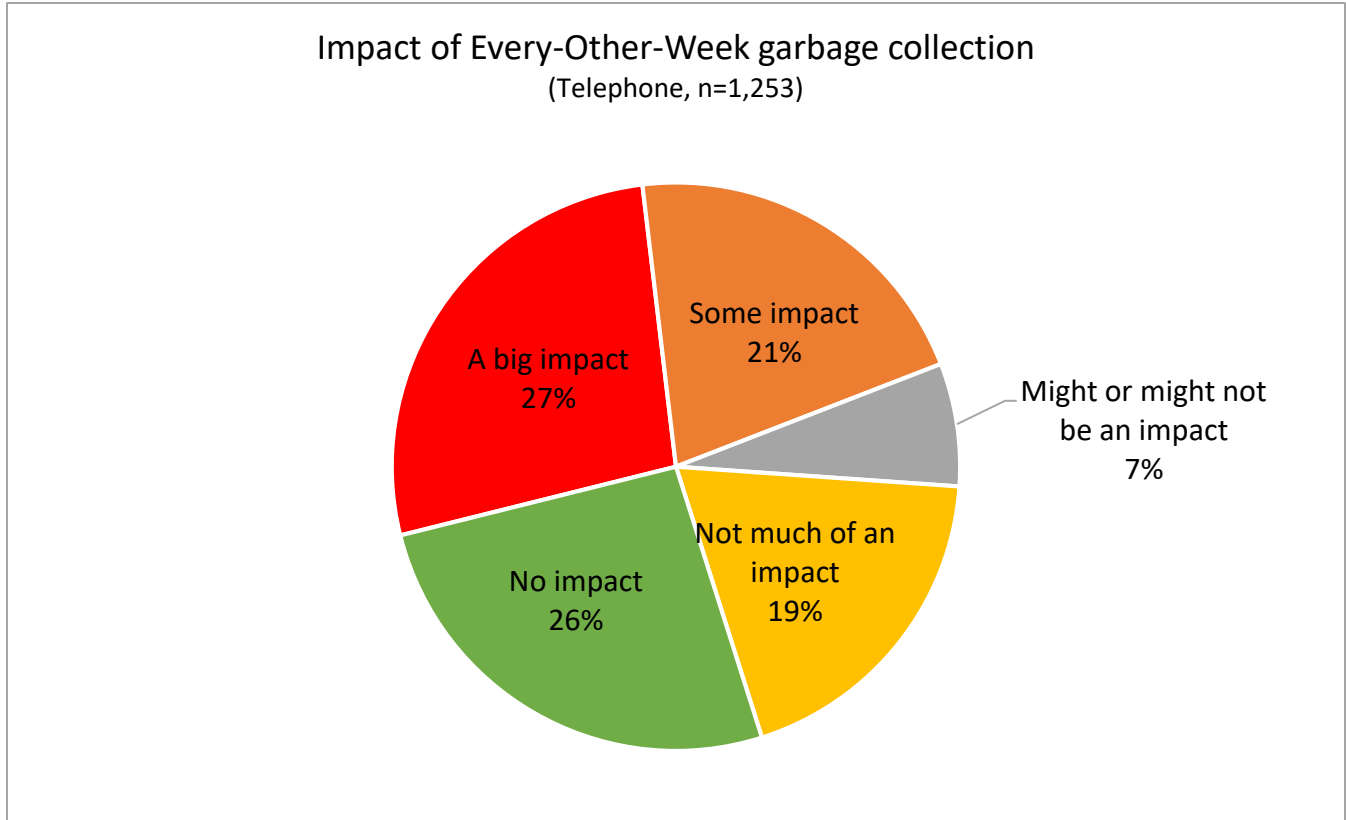
Figure 2.4.1e – Online Survey - Ability to manage EOW garbage collection by municipality

| <i>(Online survey)</i> | Be able to manage EOW garbage collection | Need to continue weekly garbage collection |
|------------------------|--|--|
| Total (n=6,639) | 43% | 57% |
| Fort Erie | 46% | 54% |
| Grimsby | 48% | 52% |
| Lincoln | 50% | 50% |
| Niagara Falls | 37% | 63% |
| Niagara-on-the-Lake | 50% | 50% |
| Pelham | 50% | 50% |
| Port Colborne | 42% | 58% |
| St. Catharines | 43% | 57% |
| Thorold | 39% | 61% |
| Wainfleet | 41% | 59% |
| Welland | 41% | 59% |
| West Lincoln | 34% | 66% |

2.4.2 Impact of EOW garbage collection

Q36 – If Niagara Region collected garbage bags EOW, but collected your Blue/Grey Boxes and Green Bins every week, what would be the impact on your household? (Full Sample)

Figure 2.4.1a – Random Telephone - Impact of EOW garbage collection



In the telephone survey, just under half (48%) feel there would be at least “some” impact on their household if Niagara Region switched to EOW garbage collection (while continuing to collect Blue/Grey Boxes and Green Bins weekly).

A slight majority (52%) feel there would be little to no impact to their household.

Respondent Sub-Segment Findings (Telephone)

- Those in households of three or more (62%) are more likely to say there would be a big/some impact, compared to households of two people (40%) and single person households (33%).
- Those 18-44 years (59%) are more likely to say there would be a big/some impact, compared to those 45-64 years (48%) and those 18-44 years (41%).
- Those using diapers (70%) are more likely to say there will be an impact, compared to with no diapers (47%).
- Those using 7+ garbage bag tags per year (76%) are more likely to say there will be an impact, compared to those using 1-6 garbage tags (55%) and those not using garbage tags (41%).
- Those not participating in the Green Bin/organics collection program are more likely to say there will be an impact (57%) than those who are participating (45%).

Respondent Sub-Segment Findings (Online)

- Those in households of three or more (70%) are more likely to say there would be a big/some impact, compared to households of two people (47%) and single person households (35%).
- Those 18-44 years (69%) are more likely to say there would be a big/some impact, compared to those 45-64 years (57%) and those 18-44 years (41%).
- Those using diapers (80%) are more likely to say there will be an impact, compared to households with no diapers (55%).
- Those using 7+ garbage bag tags per year (84%) are more likely to say there will be an impact, compared to those using 1-6 garbage tags (64%) and those not using garbage tags (44%).
- Those not participating in the Green Bin/organics collection program are more likely to say there will be an impact (74%) than those who are participating (52%).

Figure 2.4.1b – Impact of Every Other Week garbage collection

| | Niagara Region | | Hamilton ⁷ | | Waterloo Region ⁸ | |
|---|------------------------|---------------------|-----------------------|---------------------|------------------------------|---------------------|
| | Telephone (n=1,253) | Online (n=6,639) | Telephone (n=800) | Online (n=1,468) | Telephone (n=511) | Online (n=7,087) |
| A big impact | 27% | 37% | 34% | 44% | 25% | 18% |
| Some impact | 21% | 21% | 20% | 19% | 29% | 24% |
| Might or might not be an impact | 7% | 9% | 6% | 8% | 7% | 10% |
| Not much of an impact | 19% | 17% | 18% | 13% | 22% | 24% |
| No impact | 26% | 16% | 22% | 16% | 17% | 24% |
| Impact Ratio (Big/Some vs. Not much/no impact) | +3% | +25% | +14% | +34% | +15% | -6% |

While 48% of Niagara region households indicate EOW garbage collection would have some impact on their household, these numbers are lower than the 54% in Hamilton and Waterloo Region who indicated there would be an impact on their household.

⁷ City of Hamilton Waste Management Services Public Engagement Survey – Metroline Research Group, 2016

⁸ Region of Waterloo Waste Survey, Metroline Research Group Inc., 2014

Figure 2.4.1c – Random Telephone Survey - Impact of EOW garbage collection by municipality

| <i>(Random telephone survey)</i> | A big impact | Some impact | Might or might not be an impact | Not much of an impact | No impact | Impact Ratio |
|----------------------------------|--------------|-------------|---------------------------------|-----------------------|-----------|--------------|
| Total (n=1,253) | 27% | 21% | 7% | 19% | 26% | +3% |
| Fort Erie | 19% | 23% | 13% | 14% | 31% | -3% |
| Grimsby | 32% | 19% | -- | 21% | 28% | +2% |
| Lincoln | 16% | 23% | 5% | 21% | 35% | -17% |
| Niagara Falls | 38% | 19% | 7% | 22% | 14% | +21% |
| Niagara-on-the-Lake | 15% | 31% | 9% | 15% | 30% | +1% |
| Pelham | 18% | 23% | 4% | 16% | 39% | -14% |
| Port Colborne | 27% | 24% | 5% | 23% | 21% | +5% |
| St. Catharines | 25% | 20% | 8% | 19% | 28% | -2% |
| Thorold | 26% | 26% | 7% | 23% | 18% | +11% |
| Wainfleet | 31% | 23% | 3% | 13% | 30% | +11% |
| Welland | 28% | 20% | 8% | 18% | 26% | +4% |
| West Lincoln | 35% | 16% | 10% | 18% | 21% | +12% |

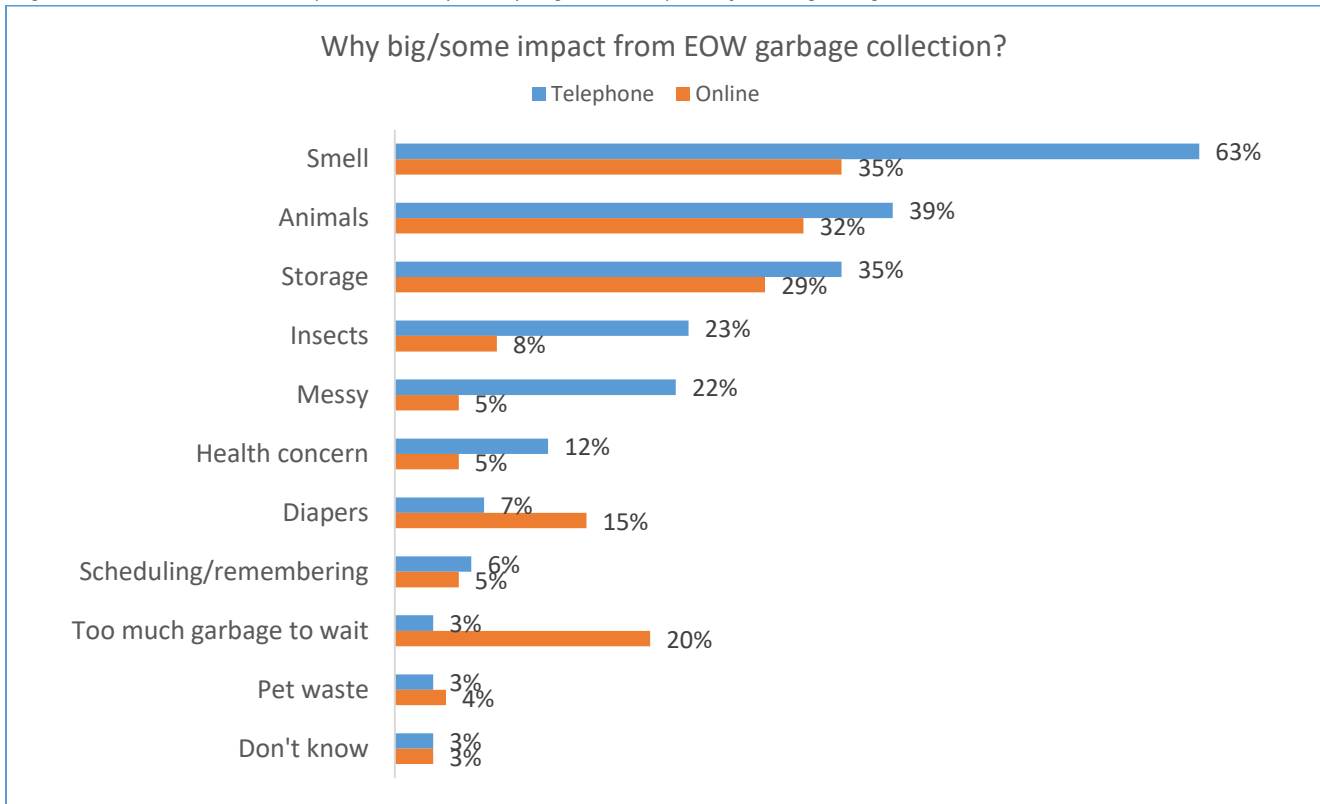
Figure 2.4.1d – Online Survey - Impact of Every- Other-Week garbage collection by municipality

| <i>(Online survey)</i> | A big impact | Some impact | Might or might not be an impact | Not much of an impact | No impact | Impact Ratio |
|------------------------|--------------|-------------|---------------------------------|-----------------------|-----------|--------------|
| Total (n=6,639) | 37% | 21% | 9% | 17% | 16% | +25% |
| Fort Erie | 34% | 20% | 9% | 17% | 20% | +17% |
| Grimsby | 30% | 22% | 10% | 19% | 20% | +12% |
| Lincoln | 33% | 21% | 10% | 18% | 19% | +16% |
| Niagara Falls | 42% | 21% | 10% | 16% | 12% | +34% |
| Niagara-on-the-Lake | 29% | 23% | 5% | 24% | 19% | +9% |
| Pelham | 34% | 17% | 9% | 22% | 19% | +11% |
| Port Colborne | 36% | 21% | 9% | 18% | 17% | +21% |
| St. Catharines | 37% | 20% | 10% | 16% | 18% | +22% |
| Thorold | 40% | 21% | 11% | 14% | 14% | +33% |
| Wainfleet | 35% | 27% | 9% | 17% | 13% | +31% |
| Welland | 37% | 21% | 10% | 18% | 15% | +24% |
| West Lincoln | 45% | 26% | 6% | 15% | 9% | +46% |

2.4.3 Why is there an impact

Q37 – Why do you say that? (Base - Asked of those who say there would be a big/some impact)

Figure 2.4.3a – Random Telephone Survey - Why big/some impact of EOW garbage collection?



Those who feel there would be a “big impact” or “some impact” were asked for the primary reasons why (unaided, this list was not provided).

The biggest barrier is the smell, especially in the summer time (63%), significantly higher than all other mentions.

Keeping animals out of the garbage was the second barrier, at 39%.

Finding space to store the garbage for the extra week was third, at 35%.

“The stench would be absolutely sickening in the summer, and it would also be a big draw for flies and rats and we are overrun with them already - both of which could be a health issue. Instead of punishing those of us that recycle and try to keep garbage at a minimum try increasing the cost of the bag tags substantially - if the price is high enough they'll learn to recycle...”

“We produce a full Green Bin and full garbage every week for a family of 4. Bi-weekly garbage would result in us having 2 bags of garbage bi-weekly. We do not have storage space for this extra bag. We already have a mice problem in our neighbourhood and we are concerned that it would increase if we are keeping bags of garbage for longer. Our garbage contains soiled diapers and holding them longer would greatly increase odour issues...”

“Where am I supposed to keep this garbage for an extra week. If I leave it outside animals will get it, if I leave it in my house it will smell and I will have flies in my house...”

2.5 Making A Choice

Q38 - If you had to choose between mandatory use of clear garbage bags, EOW garbage collection, or the use of both, which would you choose? (Full Sample)

Figure 2.5a – Choice between EOW garbage collection and/or clear garbage bags by survey type

In the telephone survey, participants could not see the option for “neither”, and interviewers worked to force a choice from the other three. In the online survey, this was visible after the first day or two of fieldwork, and as a result was selected more often.

| | Telephone (n=1,253) | Online (n=6,639) |
|--|------------------------|---------------------|
| Clear garbage bags | 33% | 17% |
| EOW garbage collection | 27% | 33% |
| Both clear garbage bags and EOW garbage collection | 21% | 12% |
| Neither ⁹ | 19% | 38% |

In the telephone survey, between the two, there was a slight preference for clear garbage bags over EOW garbage collection, but not dramatically so. In the online survey, those who made a choice decided on EOW garbage collection over clear bags by a margin of about 2:1.

Figure 2.5b – Random Telephone Survey - Choice between EOW garbage collection and/or clear garbage bags by municipality

| (Random telephone survey) | Clear garbage bags | EOW garbage collection | Both clear garbage bags and EOW garbage collections | Neither |
|---------------------------|--------------------|------------------------|---|---------|
| Total (n=1,253) | 33% | 27% | 21% | 19% |
| Fort Erie | 26% | 31% | 25% | 18% |
| Grimsby | 33% | 24% | 24% | 19% |
| Lincoln | 31% | 33% | 20% | 16% |
| Niagara Falls | 37% | 22% | 13% | 28% |
| Niagara-on-the-Lake | 36% | 22% | 30% | 12% |
| Pelham | 26% | 34% | 19% | 21% |
| Port Colborne | 40% | 21% | 24% | 15% |
| St. Catharines | 33% | 30% | 20% | 17% |
| Thorold | 31% | 4% | 16% | 11% |
| Wainfleet | 33% | 21% | 19% | 27% |
| Welland | 36% | 20% | 25% | 19% |
| West Lincoln | 37% | 20% | 22% | 21% |

⁹ Neither as an option was added to the online survey(s), but was not provided as a response on the telephone survey.

Figure 2.5c – Online Survey - Choice between EOW garbage collection and/or clear garbage bags by municipality

| (Online survey) | Clear garbage bags | EOW garbage collection | Both clear garbage bags and EOW garbage collections | Neither |
|---------------------|--------------------|------------------------|---|---------|
| Total (n=6,639) | 17% | 33% | 13% | 38% |
| Fort Erie | 13% | 34% | 15% | 38% |
| Grimsby | 16% | 38% | 14% | 32% |
| Lincoln | 17% | 40% | 13% | 30% |
| Niagara Falls | 17% | 29% | 10% | 44% |
| Niagara-on-the-Lake | 16% | 36% | 17% | 31% |
| Pelham | 13% | 37% | 13% | 37% |
| Port Colborne | 20% | 33% | 12% | 36% |
| St. Catharines | 16% | 34% | 13% | 37% |
| Thorold | 20% | 35% | 11% | 34% |
| Wainfleet | 19% | 31% | 11% | 40% |
| Welland | 18% | 31% | 13% | 38% |
| West Lincoln | 19% | 31% | 7% | 44% |

3.0 Communications

3.1 Sources/Resources

Q4.1 – Where do you tend to get your information about Niagara Region waste programs, services, or initiatives? (Full Sample)

Figure 3.1a – Information Sources

| Rank order by telephone survey (Note - In the telephone survey this question was unaided and online survey they could see the list of options) | Telephone (n=1,253) | Online (n=6,639) |
|--|---------------------|------------------|
| Mailings/flyers delivered to your home | 66% | 43% |
| Website – Niagara Region | 24% | 49% |
| Local daily newspapers | 10% | 41% |
| Word of mouth | 7% | 23% |
| Local Community weekly newspapers | 6% | 22% |
| Website(s) – Other | 5% | 7% |
| Facebook | 3% | 41% |
| Radio | 2% | 14% |
| Television | 2% | 5% |
| Local facilities/centres/rinks | 2% | 3% |
| Twitter | 1% | 4% |

4.0 Sample Description

| | Telephone (n=1,253) | Online (n=6,639) Weighted | | Telephone (n=1,253) | Online (n=6,639) Weighted |
|----------------------------------|------------------------|---------------------------------|--|------------------------|---------------------------------|
| Gender | | | Home Type | | |
| Male | 47% | 33% | Single family home (detached or semi-detached) | 91% | 91% |
| Female | 53% | 66% | Townhouse/row house | 6% | 6% |
| Other | -- | 1% | Apartment/condo in a building with 2-6 units | 3% | 3% |
| | | | | | |
| Age | | | Time in Niagara Region | | |
| 18-44 years | 21% | 38% | 5 years or less | 8% | 11% |
| 45-64 years | 49% | 36% | 6-10 years | 6% | 7% |
| 65+ years | 30% | 26% | 11-20 years | 14% | 12% |
| | | | 21+ years | 72% | 70% |
| Kids 18 and under at home | | | | | |
| Yes | 25% | 36% | Education | | |
| No | 75% | 64% | High school or less | 25% | 12% |
| (In diapers) | 19% | 15% | Some/graduated college | 36% | 43% |
| | | | Some/graduated university | 36% | 39% |
| Household size | | | Refused/did not answer | 3% | 8% |
| 1 | 13% | 9% | | | |
| 2 | 45% | 40% | | | |
| 3+ | 42% | 51% | | | |

MULTI-RESIDENTIAL

Those living in or managing multi-residential buildings (7+ units) who receive garbage collection from Niagara Region were given an opportunity to provide their own feedback about waste collection options for the next contract.

Not many qualified responses were received (38), but partially this is a result of a low number of multi-residential buildings receiving curbside garbage collection from Niagara Region. Almost 120 clicked into the multi-residential survey, but about two-thirds were discontinued after indicating their garbage collection was not handled by Niagara Region.

Among the 38 respondents:

- 5 (13%) represented resident associations and condo boards
- 8 (21%) represented property owners
- 25 (66%) represented tenants or unit owners

As a result, it is not possible to provide in-depth analysis. Generally speaking, here are some directional findings:

- 95% are participating in the recycling program
- 63% are participating in the organics collection program
- 47% definitely/probably support the mandatory use of clear garbage bags
- 37% would be able to manage EOW garbage collection, with two thirds (66%) saying that EOW garbage collection would have at least some impact on their household
- making a choice:
 - 29% would choose mandatory clear garbage bags
 - 13% would choose EOW garbage collection
 - 18% would choose both
 - 40% would choose neither

See Appendix 1b for official feedback from Niagara Region Housing and Niagara Region Planning and Economic Development.

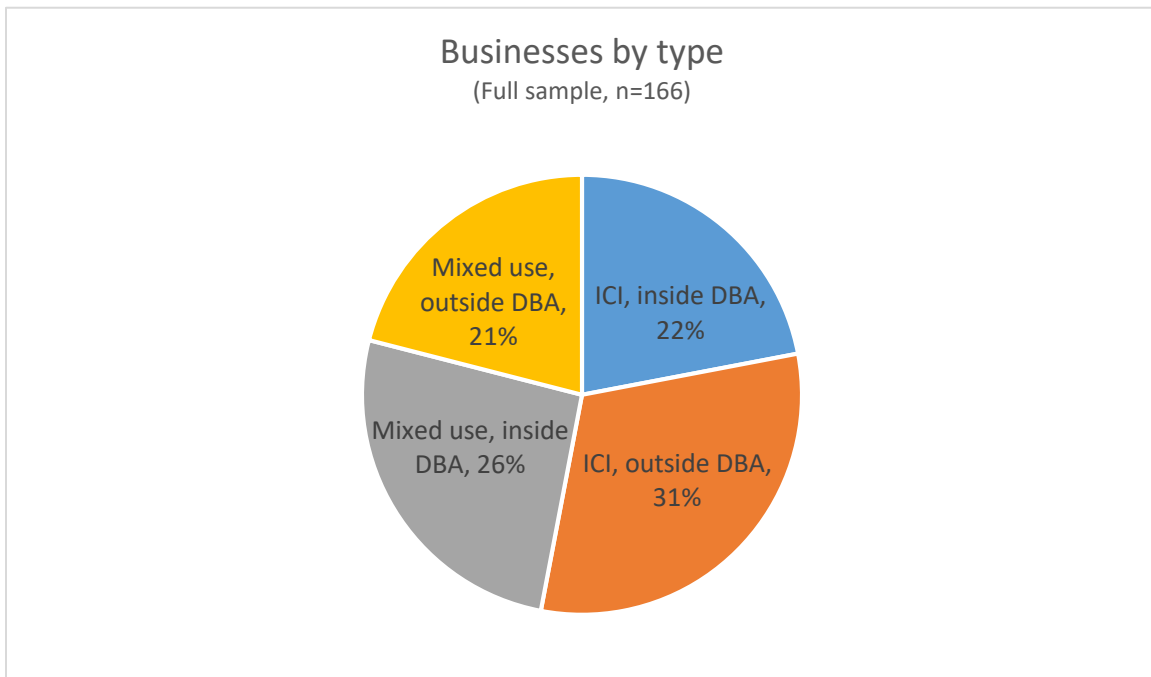
Industrial, Commercial & Institutional and Mixed Use Sectors

Niagara Region staff identified businesses and MU properties inside and outside DBAs who were receiving curbside garbage collection from Niagara Region, based on best available information.

Letters were sent to those property owners to give them the opportunity to complete the online survey, in addition to the overall advertising and promotion for the entire project. The survey was available online to complete at the convenience of the business or property owner.

In addition, Niagara Region worked with organizations representing businesses (i.e. Chambers of Commerce, Business Improvement Associations, Niagara Industrial Association, Niagara Tourism Agencies, Niagara Economic Development Corporation) to encourage members to participate. In the end, 166 businesses/owners in the IC&I and MU sectors participated.

The businesses in the survey broke down as follows:



All municipalities were represented, but in some cases, by only a couple of businesses:

| Municipality | Surveys | % | Municipality | Surveys | % |
|---------------------|---------|-----|----------------|---------|-----|
| Fort Erie | 24 | 15% | Port Colborne | 14 | 8% |
| Grimsby | 12 | 7% | St. Catharines | 47 | 28% |
| Lincoln | 5 | 3% | Thorold | 5 | 3% |
| Niagara Falls | 33 | 20% | Wainfleet | 3 | 2% |
| Niagara-on-the-Lake | 4 | 2% | Welland | 11 | 7% |
| Pelham | 5 | 3% | West Lincoln | 3 | 2% |

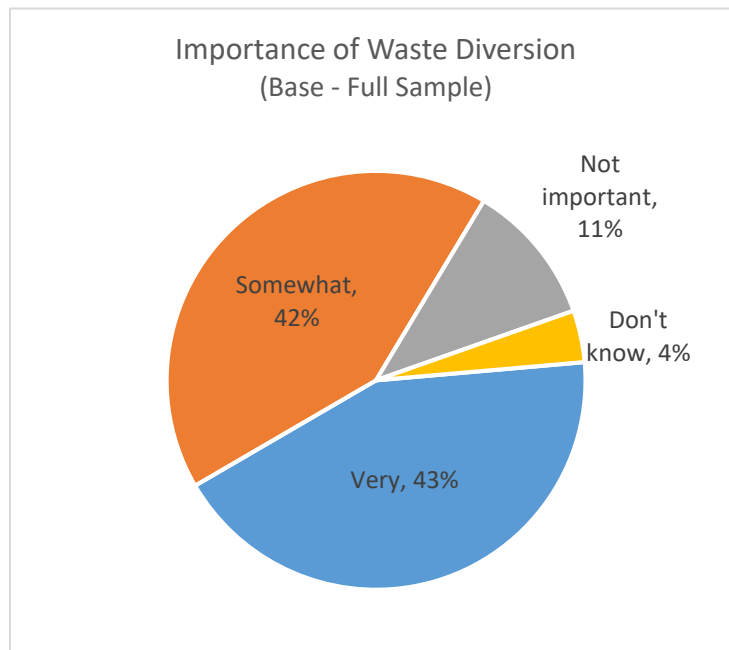
About 7 in 10 business surveys (69%) were completed by the business/property owner or President:

| | Total (n=166) | IC&I Sector | | MU Sector | |
|--|------------------|-------------------------|--------------------------|-------------------------|--------------------------|
| | | Inside DBA (n=37) | Outside DBA (n=51) | Inside DBA (n=43) | Outside DBA (n=35) |
| Owner or President | 69% | 71% | 57% | 76% | 77% |
| Manager/Supervisor | 10% | 14% | 16% | 7% | -- |
| Senior Manager or Vice-President Level | 8% | 5% | 12% | 7% | 6% |
| Administration | 8% | 5% | 15% | 5% | 3% |
| Other (Property Manager, etc.) | 5% | 5% | -- | 5% | 14% |

5.0 Current Attitudes/Behaviour

5.1 Importance of Waste Diversion

Q11 - How important would you say it is that Niagara region works to reduce the amount of garbage that is sent for disposal? (Full sample)



Overall, the IC&I and MU properties who responded to the survey feel it is important to reduce the amount of waste sent for disposal.

85% of survey respondents feel it is 'very' (43%) or 'somewhat' (42%) important.

While the percentage of businesses finding it at least ‘somewhat’ important is a little lower than the residential telephone survey (94%), the difference is in the sentiment. 72% of those in the telephone survey said it was ‘very’ important, compared to 43% of businesses.

Those in the IC&I sector are slightly more likely to say it is important (90%) than those in the MU sector (79%).

5.2 Garbage Limits

5.2.1 Any challenge meeting limits?

Q12 – Which of these options best describes your business/property related to putting out garbage bags/containers on an average collection day? (Full sample)

| | Total (n=166) | IC&I Sector | | MU Sector | |
|--|------------------|-------------------------|--------------------------|-------------------------|--------------------------|
| | | Inside DBA (n=37) | Outside DBA (n=51) | Inside DBA (n=43) | Outside DBA (n=35) |
| We could easily put out more garbage bags/containers than what we are allowed | 15% | 19% | 18% | 12% | 11% |
| We put out the maximum number of garbage bags/containers allowed each week | 41% | 32% | 47% | 37% | 43% |
| On a weekly basis, we do not put out the maximum number of garbage bags/containers | 24% | 27% | 14% | 33% | 26% |
| Some weeks, we only put out one or two garbage bags/containers | 12% | 8% | 16% | 7% | 17% |
| We could probably skip a week and it wouldn't be a big concern | 8% | 14% | 6% | 12% | 3% |

A little over half of businesses (56%) put out at least their limit every collection, with the balance (44%) putting out less than their limit.

About 15% of businesses who replied to this survey are struggling to stay within their garbage limits. They could easily put out more garbage bags/containers than they are allowed.

5.2.2 Bags/Containers put out per week on average

Q13 – On average, how many garbage bags/containers does your property/building usually put out each week for pickup by Niagara Region? (Full sample)

| | Total (n=166) | IC&I Sector | | MU Sector | |
|-----------|------------------|-------------------------|--------------------------|-------------------------|--------------------------|
| | | Inside DBA (n=37) | Outside DBA (n=51) | Inside DBA (n=43) | Outside DBA (n=35) |
| 4 or less | 55% | 54% | 72% | 35% | 55% |
| 5-7 | 31% | 30% | 22% | 42% | 31% |
| 8+ | 14% | 16% | 6% | 23% | 14% |

More than half (55%) of businesses are putting out four garbage bags/containers per week or less.

In both sectors, businesses/properties inside the DBA are more likely to put out five or more containers than those outside the DBA:

- IC&I – 46% inside the DBA are putting out five or more containers, compared to 28% outside the DBA
- MU – 65% inside the DBA are putting out five or more containers, compared to 45% outside the DBA

5.3 Waste Collection Participation

Q21 – Does your property/building put out the following items for curbside collection? (Full sample)

| | Total (n=166) | IC&I Sector | | MU Sector | |
|---|------------------|----------------------|-----------------------|----------------------|-----------------------|
| | | Inside DBA (n=37) | Outside DBA (n=51) | Inside DBA (n=43) | Outside DBA (n=35) |
| Recycling – Blue and/or Grey Box/Cart | 92% | 81% | 94% | 91% | 100% |
| Take cardboard to a centralized container | 37% | 32% | 39% | 42% | 31% |
| Organics – Green Bin/Cart | 30% | 27% | 20% | 33% | 43% |

(NOTE: Please use caution due to small sample size when looking at the results by smaller groups)

Over 9 in 10 businesses are participating in recycling (92%). Businesses inside the DBA are slightly less likely to be participating.

About 3 in 10 businesses are participating in the organics collection program. In general, MU properties are more likely to be participating than IC&I properties.

Several businesses stated that they have no food waste, or don't create enough food waste to make it worth their time.

| Q28 – Why not participate in organics collection program? | Total (n=111) | IC&I (n=66) | MU (n=45) |
|---|------------------|----------------|--------------|
| Not applicable to our business/no food or organics | 26% | 30% | 20% |
| Don't create enough organic food waste to bother | 23% | 29% | 13% |
| Don't have room/space to store | 13% | 12% | 13% |
| Bin issues (don't have one, breaks, too expensive) | 10% | 8% | 13% |
| Don't know enough about it/didn't know we could | 9% | 6% | 13% |
| Smell/Odour | 7% | 5% | 11% |
| Bugs/Pests/Animals | 5% | 5% | 7% |
| Messy | 5% | 5% | 7% |
| We compost/give to animals/vermicompost | 5% | -- | 13% |
| Not convenient/too much hassle | 5% | 6% | 2% |

"We don't have food here. And the tenants do their own garbage..."

"We don't really generate enough organics to have the Bin--they'd be rotten by the time we collected enough to justify putting it out at the curb..."

"We have not been given a Bin to participate, or have been notified that this service is available..."

5.4 Recycling Participation

5.4.1 Blue Boxes/Carts

Q22 - Blue Box/Cart recycling includes containers that are made of plastic, metals, glass or styrofoam. How many Blue Boxes/Carts does your business/property put out at the curb in an average week? (Base – Converted to full sample)

| | Total (n=166) | IC&I Sector | | MU Sector | |
|--------------------------------|------------------|----------------------|-----------------------|----------------------|-----------------------|
| | | Inside DBA (n=37) | Outside DBA (n=51) | Inside DBA (n=43) | Outside DBA (n=35) |
| Blue Box | | | | | |
| None/not participating monthly | 23% | 32% | 26% | 21% | 11% |
| One | 32% | 35% | 33% | 33% | 26% |
| Two | 19% | 5% | 22% | 16% | 31% |
| Three or more | 27% | 27% | 20% | 30% | 31% |
| Blue Cart | | | | | |
| None/not participating monthly | 73% | 70% | 69% | 72% | 83% |
| One | 16% | 14% | 24% | 7% | 17% |
| Two | 5% | 5% | 6% | 7% | -- |
| Three or more | 7% | 11% | 2% | 14% | -- |

27% of businesses in this survey are putting out three or more Blue Boxes per week on average, and 7% are putting out three or more Blue Carts per week (these are primarily inside the DBA).

Just over 1 in 4 businesses (27%) are participating using Blue Carts.

Overall, based on the businesses who replied to the survey, Blue Boxes are used by the majority of businesses. IC&I businesses inside the DBA are the lowest users of Blue Boxes, but are also the group least likely to be participating in recycling programs.

| | Total (n=166) | IC&I Sector | | MU Sector | |
|---|------------------|----------------------|-----------------------|----------------------|-----------------------|
| | | Inside DBA (n=37) | Outside DBA (n=51) | Inside DBA (n=43) | Outside DBA (n=35) |
| Blue Boxes only | 63% | 48% | 60% | 60% | 83% |
| Blue Carts only | 13% | 11% | 18% | 9% | 11% |
| Both Blue Boxes and Carts | 15% | 19% | 14% | 19% | 6% |
| Neither (on a monthly basis, if at all) | 9% | 22% | 8% | 12% | -- |

5.4.2 Grey Boxes/Carts

Q24 – Grey Box/Cart recycling includes items such as paper, cardboard, cereal boxes, tissue boxes, etc., and bundled plastic bags. How many Grey Boxes/Carts does your property/building put out at the curb in an average week? (Base – Converted to full sample)

| | Total (n=166) | IC&I Sector | | MU Sector | |
|--------------------------------|------------------|----------------------|-----------------------|----------------------|-----------------------|
| | | Inside DBA (n=37) | Outside DBA (n=51) | Inside DBA (n=43) | Outside DBA (n=35) |
| Grey Box | | | | | |
| None/not participating monthly | 25% | 33% | 27% | 20% | 17% |
| One | 31% | 35% | 28% | 26% | 40% |
| Two | 17% | 8% | 16% | 21% | 23% |
| Three or more | 27% | 24% | 29% | 33% | 20% |
| Grey Cart | | | | | |
| None/not participating monthly | 78% | 70% | 84% | 70% | 83% |
| One | 13% | 19% | 6% | 14% | 17% |
| Two | 4% | 3% | 6% | 7% | -- |
| Three or more | 5% | 8% | 4% | 9% | -- |

About 3 in 4 businesses (75%) are putting out at least one Grey Box per week on average, and about 1 in 4 businesses (23%) are putting out at least one Grey Cart per week on average.

Businesses inside the DBA are more likely to be using a Grey Cart.

1 in 10 businesses in this survey (10%) are using only Grey Carts, not Boxes. Just under two-thirds (63%) are using Grey Boxes only.

| | Total (n=166) | IC&I Sector | | MU Sector | |
|---|------------------|----------------------|-----------------------|----------------------|-----------------------|
| | | Inside DBA (n=37) | Outside DBA (n=51) | Inside DBA (n=43) | Outside DBA (n=35) |
| Grey Boxes only | 63% | 49% | 69% | 56% | 77% |
| Grey Carts only | 9% | 10% | 11% | 7% | 11% |
| Both Grey Boxes and Carts | 13% | 19% | 4% | 23% | 6% |
| Neither (on a monthly basis, if at all) | 15% | 22% | 16% | 14% | 6% |

5.5 Organics Participation

5.5.1 Green/Bins Carts

Q26 – The Green Bin/Cart organics program includes food waste, paper napkins/towels/bags, paper take-out trays/egg cartons, coffee grounds/filters and tea bags. How many Green Bins/Carts does your property/building put out at the curb in an average week? (Base – Converted to full sample)

| | Total (n=166) | IC&I Sector | | MU Sector | |
|--------------------------------|------------------|----------------------|-----------------------|----------------------|-----------------------|
| | | Inside DBA (n=37) | Outside DBA (n=51) | Inside DBA (n=43) | Outside DBA (n=35) |
| Green Bin | | | | | |
| None/not participating monthly | 78% | 78% | 90% | 77% | 60% |
| One | 15% | 16% | 6% | 14% | 29% |
| Two | 4% | 3% | -- | 7% | 9% |
| Three or more | 3% | 3% | 4% | 2% | 3% |
| Green Cart | | | | | |
| None/not participating monthly | 93% | 94% | 94% | 85% | 94% |
| One | 3% | 3% | 2% | 5% | 3% |
| Two | 2% | -- | 2% | 5% | 3% |
| Three or more | 2% | 3% | 2% | 5% | -- |

Combining both Green Bins and Carts, we can see that overall 72% of businesses in this survey do not participate in organics collection on at least a monthly basis.

| | Total (n=166) | IC&I Sector | | MU Sector | |
|---|------------------|----------------------|-----------------------|----------------------|-----------------------|
| | | Inside DBA (n=37) | Outside DBA (n=51) | Inside DBA (n=43) | Outside DBA (n=35) |
| Grey Boxes only | 20% | 19% | 10% | 19% | 37% |
| Grey Carts only | 6% | 3% | 6% | 9% | 3% |
| Both Grey Boxes and Carts | 2% | 3% | -- | 5% | 3% |
| Neither (on a monthly basis, if at all) | 72% | 75% | 84% | 67% | 57% |

6.0 Waste Collection Options For Next Contract

For Niagara Region’s next waste collection (garbage, recycling and organics) contract, residents and businesses are being asked for their opinion about several proposal collection options. Adopting some or all of these options would help reduce the amount of waste going to disposal, and limit future costs to businesses and taxpayers.

The purpose of this survey is to receive feedback from businesses on the possible collection options and to help Regional staff understand business feelings about each option.

6.1 Clear Bags

6.1.1 Support for clear bags

Q31 – An option under consideration is the mandatory use of clear garbage bags. Some municipalities in Canada have already made this change. The cost for the clear bags would be about the same as Green/Black garbage bags. Clear garbage bags will make it easier to see recyclable or organic material that should be placed in the Blue/Grey Box or Green Bin or Hazardous Waste items that should be disposed of safely. A smaller opaque bag, such as a grocery bag, can be placed inside the clear garbage bag for disposing of sensitive or personal items. Would you support a switch to clear garbage bags? (Full Sample)

| | Total (n=166) | IC&I Sector | | MU Sector | |
|--|------------------|----------------------|-----------------------|----------------------|-----------------------|
| | | Inside DBA (n=37) | Outside DBA (n=51) | Inside DBA (n=43) | Outside DBA (n=35) |
| Definitely would support | 21% | 14% | 28% | 23% | 17% |
| Probably would support | 19% | 22% | 22% | 19% | 14% |
| Might or might not support | 13% | 18% | 12% | 9% | 6% |
| Probably would not support | 16% | 16% | 14% | 16% | 20% |
| Definitely would not support | 31% | 30% | 24% | 33% | 43% |
| Support Ratio (Definitely/probably support vs. would not support) | -7% | -10% | +2% | -3% | -32% |

About 40% support the mandatory use of clear garbage bags (21% definitely support, and 19% probably would support).

A majority (60%) do not support the mandatory use of clear garbage bags.

6.1.2 Why support/not support clear bags?

Q32 – Why do you say that? (Full Sample)

| | Total | Support clear bags | Oppose clear bags |
|--|-------|--------------------|-------------------|
| Concerned about invasion of privacy | 23% | 2% | 37% |
| Keeps unwanted items from landfill | 14% | 34% | 1% |
| We do not need “garbage police” | 10% | 7% | 12% |
| Added cost/more effort | 8% | 5% | 10% |
| Concerned about strength of clear bags | 6% | 5% | 6% |
| Bad curbside look/don’t want to see that | 5% | -- | 8% |
| Don’t have time/want to make the effort | 5% | 2% | 7% |
| We already sort correctly | 5% | 9% | 2% |
| Don’t always see what customers/tenants put in the garbage | 5% | -- | 7% |
| Safer/better for waste management people | 5% | 12% | -- |
| Doesn’t matter what colour the bag is | 4% | 9% | 1% |
| Encourages use of Blue/Grey Boxes and Green Bins | 3% | 9% | - |
| Holds people accountable | 3% | 9% | -- |
| Don’t want to be told what to do | 3% | -- | 4% |
| Stupid/no need (General) | 2% | -- | 3% |
| Have nothing to hide | 2% | 5% | -- |

Those who support clear bags:

- feel it would help keep unwanted items from the landfill (34%)
- would make the process safer/better for staff picking up the garbage (12%)
- would encourage better use of Blue/Grey Boxes and Green Bins (9%)
- are not concerned about what colour their garbage bags are (9%)

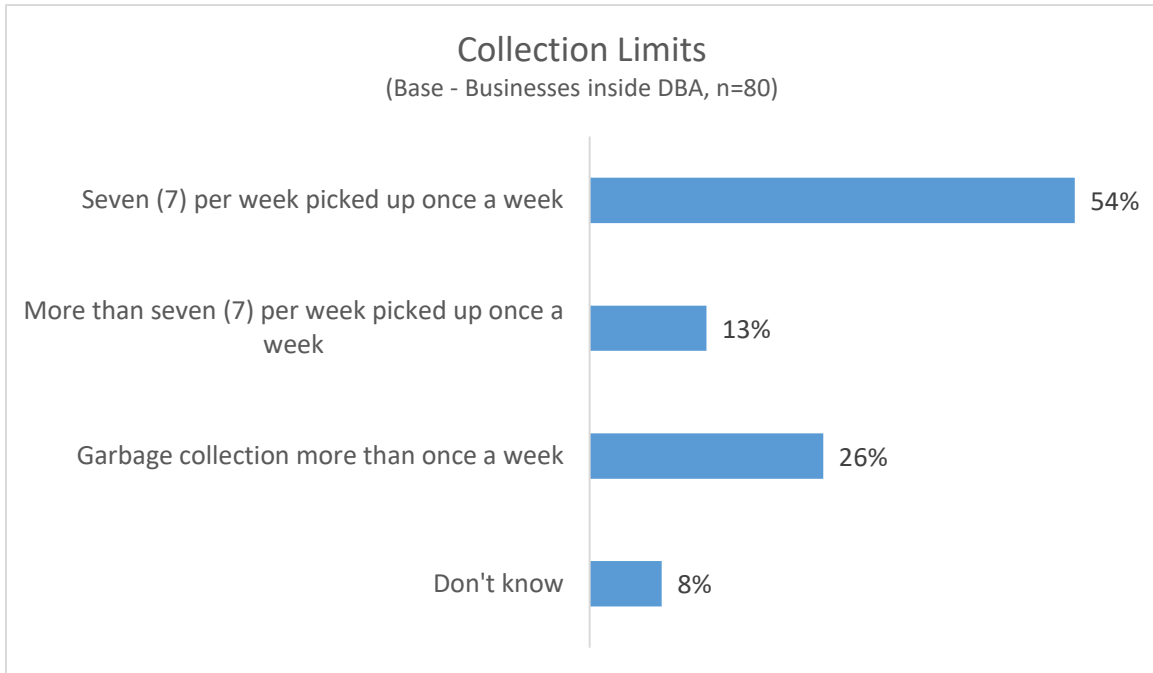
Those who oppose clear bags:

- are concerned about the invasion of their privacy (37%)
- do not feel a need to have “garbage police” (12%)
- feel this change will add more cost/effort for them (10%)
- don’t think clear garbage bags out at the curb will look very good (8%)

7.0 INSIDE DBA

7.1 Collection limits

Q33 – Which of the following best describes the total garbage bag/container collection limits or pickup frequency for your business/property? (Base – Business inside DBA, n=80)



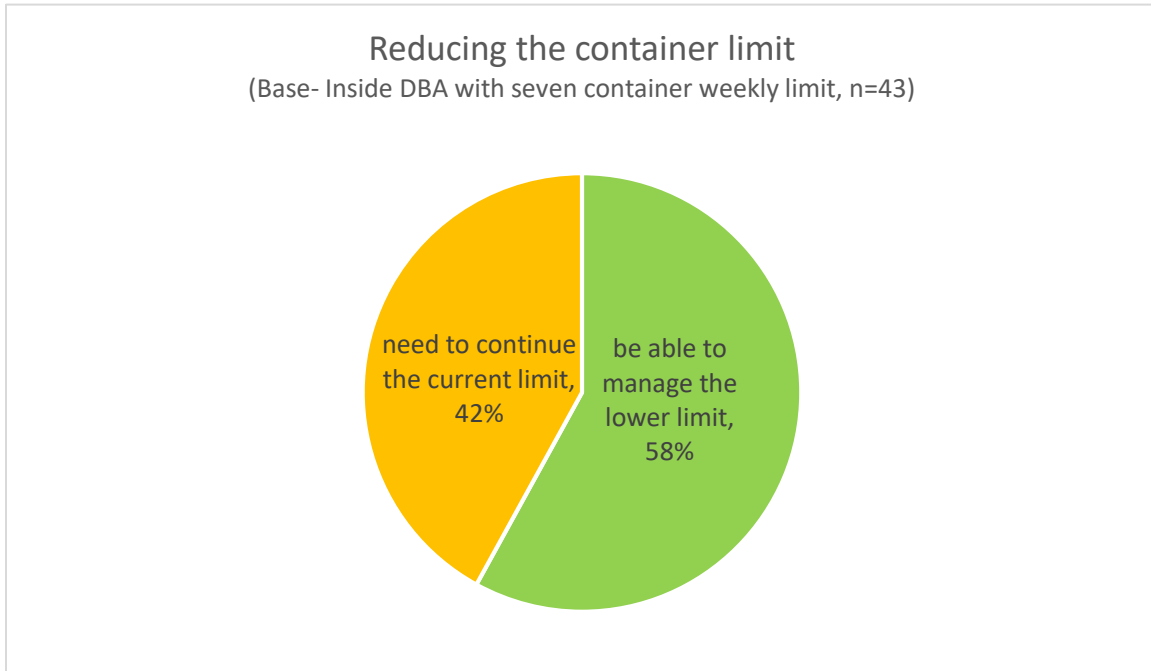
A slight majority of businesses (54%) who responded to this survey were located inside a DBA where they currently have collection of seven (7) garbage bags/containers, picked up once a week.

About 1 in 4 (26%) of businesses receive garbage collection more than once a week.

13% of businesses receive collection of garbage bags/containers picked up more than once a week.

7.2 Reducing from seven to four bags/containers

Q34 – A second option under consideration will be to reduce the number of garbage bags/containers collected per week. The current limit for each property/business owner in your property is seven (7) bags/containers per week, but if this option proceeds, that number would be reduced to four (4) total per week. Data from audits conducted by Niagara Region shows that the average business is putting out about two (2) garbage bags/containers per week. Based on your current waste practices, would your business/property...? (Base – Inside DBA with seven container limit weekly, n=43)



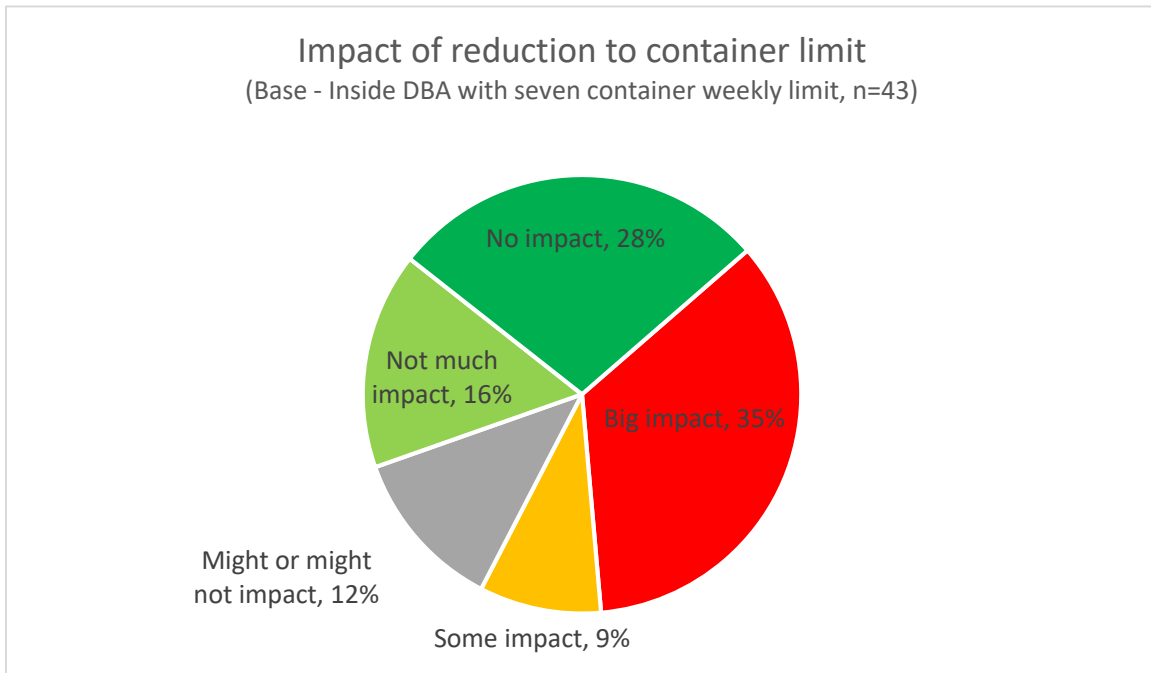
Overall, more than half (58%) would be able to manage a reduction to four garbage bags/containers per week.

The sample is small, however it appears that the IC&I sector would be less challenged to meet this target:

- IC&I (71% could manage)
- MU (46% could manage)

7.3 Impact of reduction to four containers per week

Q35 - If Niagara Region reduced the number of garbage bags/containers collected every week to four (4) and continued to collect your Blue/Grey Boxes/Carts and Green Bins/Carts every week, what would be the impact on your property as a whole? (Base – Inside DBA with seven container limit weekly, n=43)



The impact of the reduction in containers is relatively neutral. A similar percentage would be impacted by the change as would not be impacted.

44% feel there would be a “big/some” impact, and 44% feel there would be “little to no” impact.

The impact ratio then, would be zero.

Those who feel there would be an impact were asked why. The primary challenge is how to manage businesses with multiple units, and where to store garbage they can’t put out in a given week.

“We have four rental units and a business in our building, a reduction would be very hard on us...”

“We have multiple addresses with more than one business operating out of them. All properties are merged on title, so we are only allowed seven bags. Reducing that number would force us to use a different (private) collection system, very costly. Cannot manage on four bags per week. Struggle with seven bag limit now...:”

“I put out 6-7 bags every week plus all my recycling. My business does not have the space to store two weeks worth of trash and recycling...”

7.4 Container Reduction

Q314a/b – A second option under consideration will be to reduce the number of garbage bags/containers collected per week. In other municipalities this has encouraged residents and businesses to participate more fully in the recycling and organics programs. Based on your current waste practices, would your business/property... (Base – Inside DBA receiving enhanced collection, n= 31)

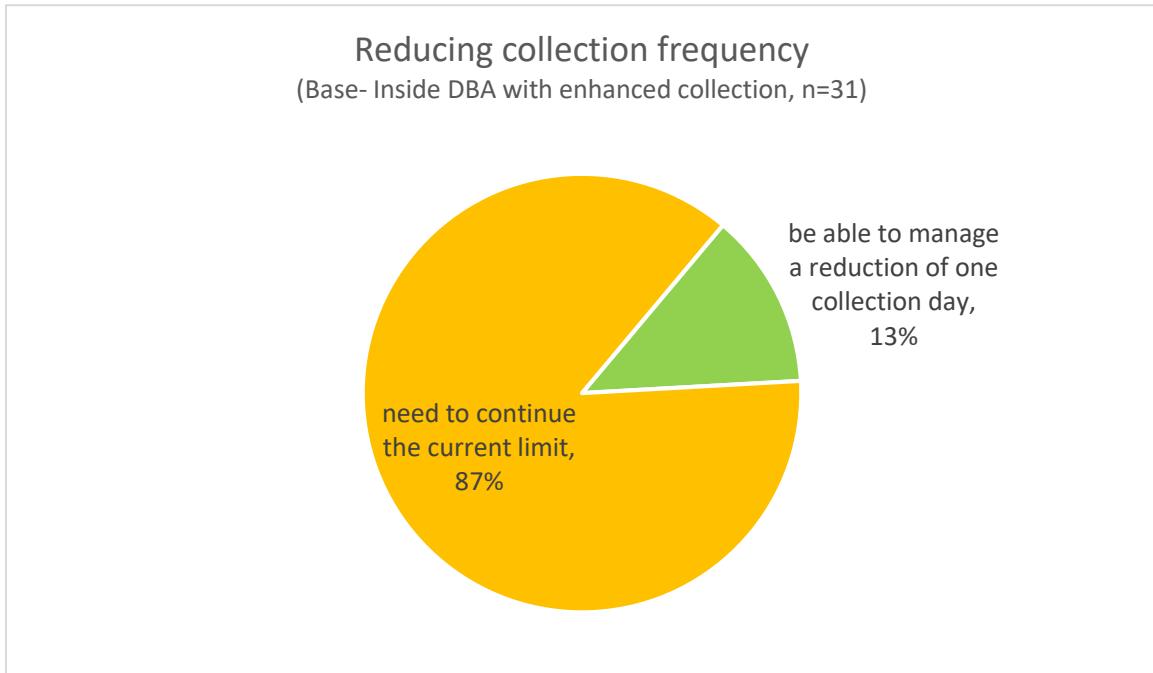
Those currently receiving enhanced collection inside the DBA (more than one collection per week and/or garbage bag limits more than seven) were asked if they could manage a reduction in the garbage bag limit.

7 out of 10 (71%) of businesses indicated they need to continue as is. About 3 in 10 (29%) indicated they could manage a reduction of between one and three bags per collection.

| <i>CAUTION: Small Sample</i> | Total (n=31) | Collection more than once a week (n=21) | Garbage bag/container limit of more than seven picked up weekly (n=10) |
|---|-----------------|--|--|
| Be able to manage a reduction in the limit on collection day of one (1) bag/container | 3% | 5% | -- |
| Be able to manage a reduction in the limit on collection day of two (2) bags/containers | 16% | 14% | 20% |
| Be able to manage a reduction in the limit on collection day of three (3) bags/containers | 10% | 14% | -- |
| Need to continue having the current garbage bag/container limit | 71% | 67% | 80% |

7.5 Container reduction by one per week

Q315 – Another option under consideration will be to reduce the number of times garbage bags/containers are collected each week. Based on your current waste practices, would your business or property... (Base – Receive enhanced collection, n=31)



Those receiving enhanced collection were asked if they could manage a reduction by one collection day per week.

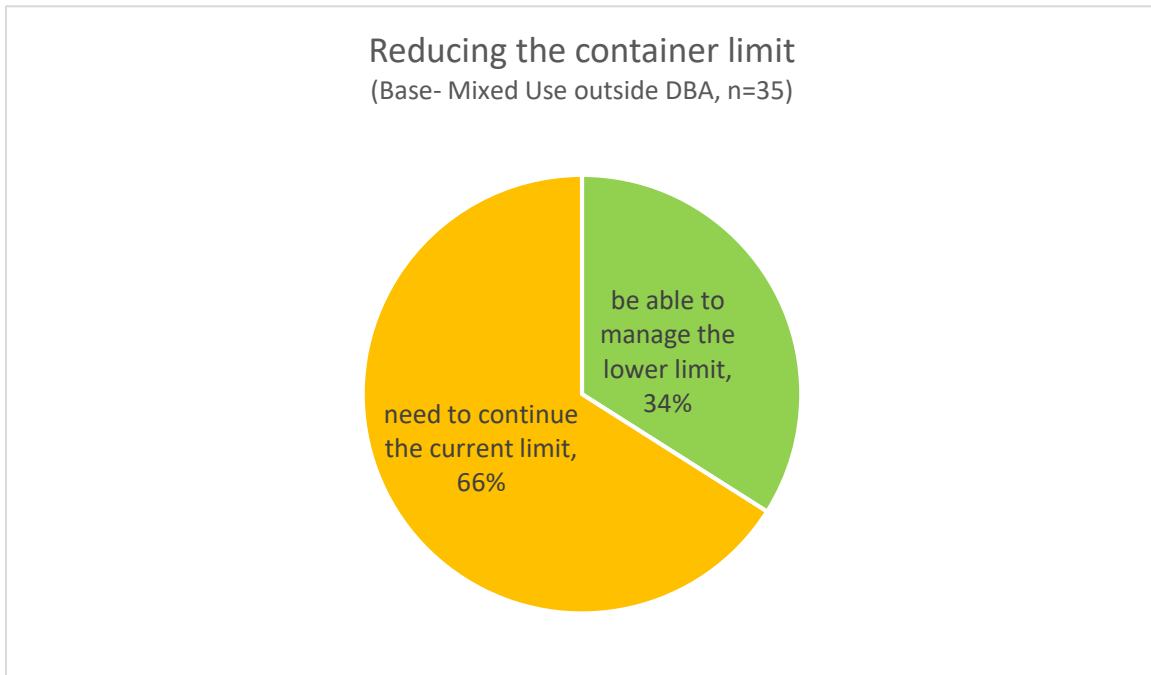
This was not well received by the 31 businesses in the survey who receive enhanced collection.

Almost 9 in 10 (87%) of them could not manage a reduction by one collection per day, and need to continue receiving the collection they have.

8.0 Outside DBA

8.1 MU Outside DBA - Reducing from six containers to four

Q37 – A second option under consideration will be to reduce the number of garbage containers collected on a weekly basis. The current limit for all tenants/businesses located at your property is now six (6) containers total, but if this option proceeds, that number would be reduced to four (4) containers total. Based on your current waste practices, would your business/property as a whole... (Base – MU outside DBA, n=35)

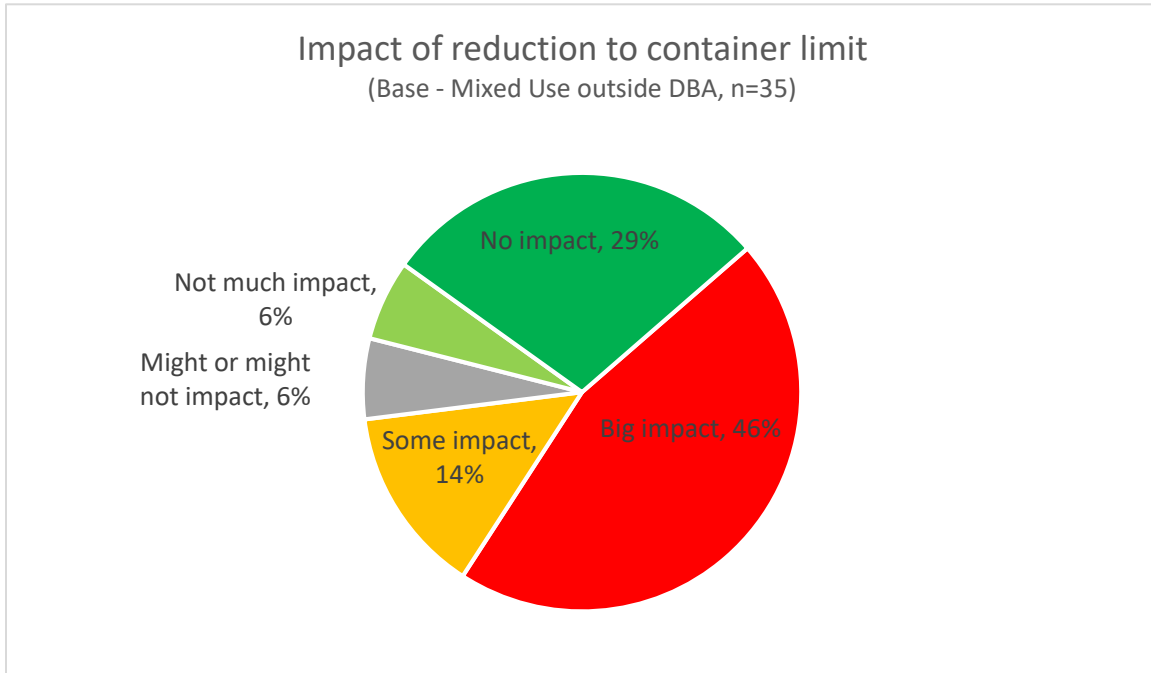


MU properties outside the DBA would be challenged if their garbage bag/container limits were reduced from six to four.

Only about one-third (34%) would be able to manage a lower limit, and two thirds (66%) would need to continue receiving a limit of six garbage bags/containers per week.

8.2 Impact of reduction to four containers

Q38 - If Niagara Region reduced the number of garbage bags/containers collected every week to four (4) and continued to collect your Blue/Grey Boxes/Carts and Green Bins/Carts every week, what would be the impact on your property as a whole? (Base – MU outside DBA, n=35)



There would be a significant impact to MU properties outside the DBA if the garbage bag/container limit was reduced to four per week.

60% of respondents say there would be at least some impact, compared to 35% who do not see much impact, if any.

The impact ratio would be +25%.

"I struggle to stay within current limits. Tenants are irresponsible..."

"Our restaurant business fluctuates, some weeks we put out less and in the busy season we are at the max allowable bag limit. Our location does not have the space for garbage storage in or outside the building..."

"This process is not based on the number commercial units or residential units in the complex therefore it's discriminatory..."

8.3 Change to EOW garbage collection

Q310 – One option under consideration, which is already in practice in many other municipalities and encourages residents and businesses to use their Green Bin/Cart, is to pick up garbage EOW, but continue to collect Blue/Grey Boxes/Carts and Green Bins/Carts every week. There would be no change or reduction in the total number of garbage bags/containers collected for a two week period, but there would be less frequent pickup. This would mean that your business/property could put out eight (8) garbage bags/containers, EOW. Based on your current waste practices, would you....? (Base – Outside DBA, n=86)

| | Total (n=86) | IC&I (n=35) | MU (n=51) |
|--|-----------------|----------------|--------------|
| Be able to manage the lower garbage bag/container limit every week | 31% | 35% | 26% |
| Need to continue having the current garbage bag/container limit | 69% | 65% | 74% |

All businesses outside the DBA were asked if they could manage EOW garbage collection, and more than two-thirds (69%) told us they would not be able to manage.

IC&I sector businesses were slightly more likely to say they could manage (35%) compared to MU properties (26%).

8.4 Impact of EOW Garbage Collection

Q311 – If Niagara Region collected garbage bags/containers EOW, but collected your Blue/Grey Boxes/Carts and Green Bins/Carts every week, what would be the impact on your business/property? (Base – Outside, DBA, n=86)

| | Total (n=86) | IC&I (n=35) | MU (n=51) |
|---|-----------------|----------------|--------------|
| A big impact | 52% | 43% | 66% |
| Some impact | 22% | 26% | 17% |
| Might or might not be an impact | 8% | 10% | 6% |
| Not much of an impact | 8% | 10% | 6% |
| No impact | 9% | 12% | 6% |
| Impact Ratio (big/some vs. not much/no impact) | +57% | +47% | +71% |

74% told us there would be at least some impact to their business if there was a change to EOW garbage collection.

Reasons were similar to other groups:

- No room or space to store 92%
- Worried about bugs/animals 89%
- Smell/Odour 84%
- Messy 73%
- Not convenient 56%

8.5 Making a choice

Q313 – If you had to choose between mandatory use of clear garbage bags, EOW garbage collection, or the use of both, which would you choose? (Base – Outside DBA, n=86)

| | Total (n=86) | IC&I (n=35) | MU (n=51) |
|------------------------|-----------------|----------------|--------------|
| Clear garbage bags | 36% | 47% | 20% |
| EOW garbage collection | 15% | 17% | 11% |
| Both | 7% | 8% | 6% |
| Neither | 42% | 28% | 63% |

Asking those outside the DBA to make a choice between the options, it is telling how strong the impact of EOW garbage collection would be.

42% chose neither, and 36% chose clear garbage bags over EOW garbage collection, even though they didn't like the clear garbage bag option either.

9.0 Changing behaviour related to a change in garbage collection

How likely is your business/property/building to do the following as a result of a change to your garbage collection?

More recyclables would be placed in the Blue/Grey Box/Cart

| | Total (n=166) | IC&I Sector | | MU Sector | |
|-------------------------------------|------------------|--------------------------|-------------------------|--------------------------|-------------------|
| | | Outside DBA (n=51) | Inside DBA (n=43) | Outside DBA (n=35) | Outside (n=86) |
| Very likely | 10% | 11% | 16% | 5% | 9% |
| Somewhat likely | 14% | 16% | 14% | 16% | 9% |
| Not very likely | 14% | 22% | 10% | 12% | 14% |
| Not likely at all | 19% | 22% | 18% | 16% | 20% |
| No change for our property/business | 43% | 29% | 42% | 51% | 49% |

More food and organics would be placed in the Green Bin/Cart

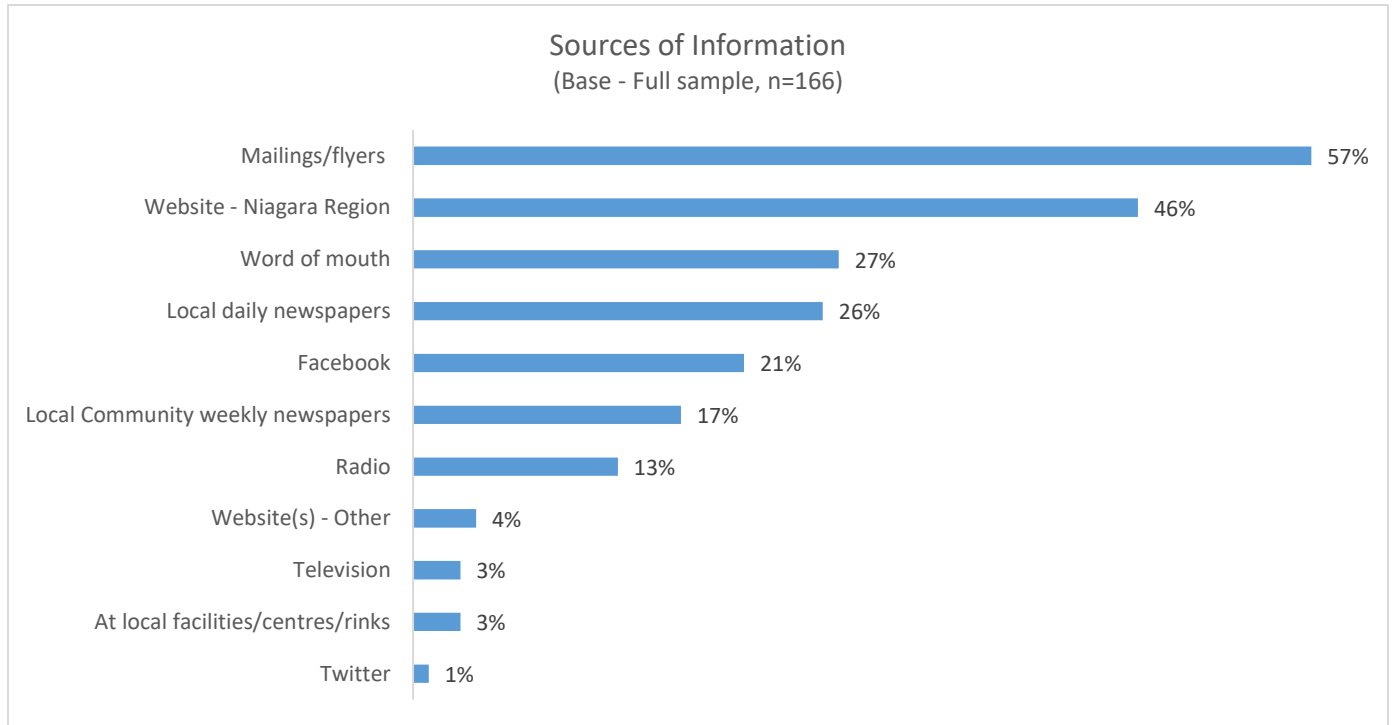
| | Total (n=166) | IC&I Sector | | MU Sector | |
|-------------------------------------|------------------|--------------------------|-------------------------|--------------------------|-------------------|
| | | Outside DBA (n=51) | Inside DBA (n=43) | Outside DBA (n=35) | Outside (n=86) |
| Very likely | 10% | 11% | 14% | 5% | 9% |
| Somewhat likely | 13% | 19% | 10% | 14% | 9% |
| Not very likely | 11% | 19% | 10% | 7% | 11% |
| Not likely at all | 25% | 22% | 28% | 26% | 23% |
| No change for our property/business | 41% | 29% | 38% | 48% | 48% |

You will look for other ways/places to dispose of waste

| | Total (n=166) | IC&I Sector | | MU Sector | |
|-------------------------------------|------------------|--------------------------|-------------------------|--------------------------|-------------------|
| | | Outside DBA (n=51) | Inside DBA (n=43) | Outside DBA (n=35) | Outside (n=86) |
| Very likely | 21% | 22% | 16% | 23% | 23% |
| Somewhat likely | 17% | 14% | 20% | 14% | 20% |
| Not very likely | 12% | 11% | 10% | 14% | 14% |
| Not likely at all | 21% | 24% | 22% | 19% | 20% |
| No change for our property/business | 29% | 29% | 32% | 30% | 23% |

10.0 Communications

Where do you tend to get your information about Niagara Region’s waste management programs, services, or initiatives?



11.0 Staff Consultation and Feedback

Niagara Region’s Waste Management Services Division staff conducted an extensive, broad-based stakeholder consultation and feedback process.

This included meetings with local area municipality staff/Councils (June 2018-February 2019), Organizations Representing Businesses (July-September 2018), as well as community booths and public open houses (October-November 2018).

All residents and businesses were invited to provide their feedback through the appropriate survey (October-November 2018). Some additional feedback received from residents and business owners is appended to this report.

Organizations Representing Businesses were invited to provide a formal response by November 30, 2018. The letters from those that chose to do so are appended to this report.

See Appendix 3 for further information about public open houses, community booths, meetings with Organizations Representing Businesses, and the promotions undertaken to notify residents and businesses about the project.

Appendix 1

1a - Feedback from Organizations Representing Businesses

1b - Regional Departments and Agencies, Boards and Commissions

1c – Feedback received from public open houses and Niagara Region’s Waste Info Line

Appendix 1a - Feedback from Organizations Representing Businesses



Niagara Falls Downtown BIA
4321 Queen Street
Niagara Falls, ON
L2E 2K9
905-356-5444
www.queenstreetniagara.com
e-mail: info@queenstreetniagara.com

November 22, 2018

Niagara Region,
Public Works,
Waste Management,
1815 Sir Isaac Brock Way,
P.O. Box 1042,
Thorold, ON
L2V 4T7

Attention: Brad Whitelaw, Program Manager, Waste Policy & Planning

Dear Mr. Whitelaw:

At yesterday's Board of Management monthly meeting, we addressed the letter sent by your office dated Monday, October 22, 2018 regarding the Proposed Collection Service Options for the Niagara Region's Next Waste Collection Contract.

We did forward this letter to our BIA membership on November 1, 2018 via our Mail Chimp mailing as well as delivering hard copies to our membership as well.

As the BIA for Queen Street, we would like to request that service be maintained as it has been in the past meaning to not reduce the number of containers from seven (7) to four (4). We already have people leaving garbage out prior to the scheduled pick-up day and we are concerned by reducing the amount of containers allowed, we will be facing even greater waste issues. We also do not support the mandatory switch to clear garbage bags. We feel that for those people who come to do business, shop, enjoy a meal or take part in an event on Queen Street, it would be inappropriate to see other people's waste in public view.

Sincerely,



Ron Charbonneau,
Chair.

RC/ah

Victoria Centre BIA

1-Victoria Center Business Improvement area will not be seeking “Enhanced Service” curbside pick up for the next contract. As you see from your data and our members believe that 15 garbage container for MU is not being utilized and we cannot support the extra cost of this service. “Base Service” is what the VCBIA will be seeking for the next contract.

2- We cannot support “Base Service” reduction from 7 containers to 4. Since VCBIA will be not seeking the “Enhanced Service”, we feel that the “Base Service” at 7 containers is more of a appropriate number for our members at this time.

3-VCBIA cannot support the Clear bag program at this time. As all members try very hard to educate all their service workers and patrons on what garbage and recycles go into what containers, it’s not always followed 100 %. Thus, some materials from time to time will not get to the appropriate containers. If clear plastic bags are enacted and the contractor sees an unlawful article in the bag, they will not pick up the contaminated bag. With this said the bag will be left curbside and this may cause friction between the service provider and the member. Also, the contamination will be questionable with different opinions between the contractor and member. With the contractor changing staff so often and proper education of the materials in the bags not be preformed on the contractor side, it just leaves the member open for confrontation with the contractor. The VCBIA would like to see a full report on how the contractor will educate its staff on the proper materials that go into the proper containers/bags before the VCBIA will accept the clear bag program.

4- As the VCBIA is a high tourist are and we are in the middle of completing a multi million dollar up dated streetscape plans, appearances are vital to our membership. With that being said we would like pick up of our service to begin at 5:00am and be completed by 7:00am. We do not want to see any curbside garbage or recyclables on the curbside after 7:00am. Tourists begin to come out on the sidewalks for early morning walks or breakfast around 7:00am. We would like them to have there first appearance be a very delightful one, rather then the streets littered with garbage containers for morning pick up.

We hope that these comments are what you were looking for and can be incorporated with the new service contractor.

Tim Parker

Office Administrator

Victoria Centre BIA

Scotiabank Convention Centre

6815 Stanley Avenue, Niagara Falls L2G 3Y9

Phone: 905-357-6222 x 7234

Cell: 905-714-3828

www.TopOfCliftonHill.com

CLIFTON HILL DISTRICT – VICTORIA AVENUE



The PELHAM BUSINESS ASSOCIATION is committed to working together to support and inspire a thriving, sustainable Pelham business community.

To whom it may concern,

Re: Formal input on Proposed Collection Service Options for Niagara Region's next waste collection contract

The Pelham Business Association (PBA) has had time to review and discuss the proposed collection changes to the regional garbage service options and we can provide the following input.

Based on the information provided by the Niagara Region and the response given back by member businesses, the PBA is supportive of the following proposed options:

- Changing the weekly base garbage collection from (7) to (4) containers per IC & I business and MU property to align with IC & I businesses outside the DBA
- Changing garbage collection from a weekly to a bi-weekly service
- mandatory use of clear bags for garbage with option of allowing an opaque privacy bag on the interior

We are supportive of the proposed measures in the interest of standardizing garbage collection across the region, increasing participation in the diversion programs (in order to prolong the life of current landfills), and in the interest of reducing costs for the next service contract.

Thank you for the information provided and the opportunity to provide input into the proposed options.

David Tucker, President
Pelham Business Association
david@tuckerhomes.ca
905-327-4212

Grimsby Downtown Improvement Association

Thank you for inquiring with the Grimsby DIA regarding the new Waste Collection contract and your proposed changes.

The Board of Management of the Grimsby DIA would not be in support of

Every other week collection for our Designated Business Area.

Mandatory use of Clear bags for any property

Changing the weekly container limits from 7 to 4

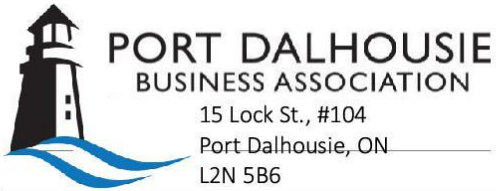
Changing the container limits for mixed use from 6 to 4.

The Board of Management of the Grimsby DIA has not opinion on:

The limit for large items

Or the Appliance and scrap metal curbside collection discontinuing.

The Board of Management of the Grimsby DIA would like to have it noted that when a new contract is negotiated that our Designated Business Area Pick up days change from Tuesday and Thursday to Tuesday and Friday.



Good afternoon Susan,

After speaking with the Port Dalhousie businesses in regards to the proposed changes to the Niagara Waste Collection many have expressed concern.

The Waste Collection services are already a topic of concern for our businesses, and we feel that the proposed changes would make it more onerous and/or costly for our businesses which already pay relatively high taxes.

Owners have also expressed concerns over the hot summer months where storage of garbage will be an issue for them and surrounding locations.

Louise Foster
Port Dalhousie Business Association
Administrative Assistant



www.MyPortDalhousie.com yourportdalhousie@gmail.com



80 King St., (main floor) St. Catharines, ON L2R 7G1 • T. 905.685.8424 • F. 905.685.7771
St. Catharines Downtown Association • www.mydowntown.ca

November 30, 2018

Niagara Region
Public Works
Waste Management
1815 Sir Isaac Brock Way
Thorold, ON L2V 4T7

Re: Proposed Collection Service Options for Niagara Region’s Next Waste Collection Contract

The St. Catharines Downtown Association is the designated Business Improvement Area (BIA) of Downtown St. Catharines or Designated Business Area (DBA). We represent 550+ commercial property owners and their tenants within a designated geographical boundary consisting of retail, restaurants, licenced establishments, professional offices and services, what you would consider IC&I. Our boundaries also include Mixed-Use (MU) properties.

Proposed Option 1:

Currently the DBA collection area and the enhanced service collection area have weekly set-out limits of 7 garbage containers per pick up. According to your audits in 2017, only 1 individual property within the IC&I properties was exceeding the average limit 1 day during the 4 day audit period and 2 individual properties identified as MU properties audited exceeded the limit. Further in 2018, 13 individual properties within the IC&I Properties were exceeding the average limit 2 days during the 8 day audit period and 12 individual properties in the MU properties audited exceeded the limit on average of 2 days during the 8 day audit period. On behalf of the businesses within our BIA I feel that reducing the container limits to 4 from 7 will only create more individual properties exceeding the limits, as this is a considerable reduction to conform to all at once. Some consideration should be given to reducing the amount of containers on a sliding scale in order to mitigate the transition. A strong educational component should also be considered to express the rationale for the drastic reductions if these actions are adopted in the next contract.

Proposed Option 2:

The mandatory use of clear bags for garbage, with the option of allowing an opaque privacy bag to be placed inside the clear bag will only cause confusion for the downtown businesses unless there is quite a bit of education to go along with this proposal before it is implemented. I feel it will not be adhered to very easily and with many buildings having mixed use, Waste Management staff will need to decipher who is actually in violation. The rationale for this proposal to increase waste diversion and increase awareness of what is placed in garbage seems a bit excessive if the result is as minimal as in the case of Markham with only a 6% increase in their diversion rate in 2014 after changing to this option.

The Association fully supports the need for more waste to be diverted to better utilize the recycling and organic programs. We have a large amount of food service businesses within the BIA boundaries and downtown core area. A number of these establishments are not able to utilize the organics program at all or if so not to its capacity. Part of this issue is lack of space to properly house organics and recycling container(s) and the need to have multiple pickups throughout the week would be required, as it would most likely be a health violation to store a week’s worth of waste in a commercial kitchen. The inability to store the organic waste and recycling in an area that is manageable is also of concern for many of the downtown businesses, as many of them are housed in buildings close to 200 years old, so the structures themselves are not necessarily conducive to today’s needs and a lot of attention is already given to meet the health regulation requirements.

.../2

-2-

The Association would fully support Niagara Region Waste Management investigating innovative approaches and tools to better educate and adopt proactive ways of enabling the businesses in the downtown core area to effectively utilize an organics and recycling program as this would certainly cut down on the number of actual garbage containers put out.

I would also like to recommend that Niagara Region Waste Management evaluate the days and times of pick up for the DBA collection area and the enhanced service collection area in order for the businesses to maximize the service provided and in turn the use of the organics and recycling services that would be available.

We certainly need to continue with the cardboard collection container bins located throughout the downtown core as this is definitely a valuable waste diversion benefit that is being utilized currently.

The St. Catharines Downtown Association diligently works to inform and remind all its members of the current waste management services available on a regular basis, but businesses as well as staff complement change on a regular basis resulting in an ongoing struggle to keep everyone informed.

I do want to commend and thank the staff at the Niagara Region Public Works Waste Management department for their outstanding efforts to deal with daily issues and concerns, and their ability to always be receptive to lend a hand when called upon by our Association.

If you require any further comments or clarification please do not hesitate to contact me.

Yours truly,



Tisha Polocko
Executive Director
St. Catharines Downtown Association



NIAGARA-ON-THE-LAKE CHAMBER OF COMMERCE & VISITOR & CONVENTION BUREAU

January 31, 2019

VIA EMAIL

Ms Catherine Habermehl
Commissioner of Public Works (A)
1815 Sir Isaac Brock Way
P O Box 1042
Thorold, Ontario

Dear Catherine

ENHANCED WASTE MANAGEMENT SERVICE – NIAGARA-ON-THE-LAKE DBA

Thank you for the multiple opportunities to review options for the upcoming waste services renewal. We were pleased to have provided input at various times:

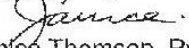
- On a call Aug 8 with Waste Management staff
- In a meeting at our Chamber on Sept 10
- In a meeting at the Tourism Partnership of Niagara on Sept 18
- In a meeting at the Town of Niagara-on-the-Lake on Dec 18

Speaking specifically to the waste pick-up in the Heritage District (identified as a DBA in your study) and as outlined during our discussions, there are several items of importance to the taxpayers in that district:

1. That the base limits not be reduced to a level that creates a cost increase beyond the existing Enhanced Pick-up Charge + Base Charge
2. That all garbage in the DBA be picked up (although the Enhanced Pick-up permits up to 20 bags per address, not all users are anywhere near that level). We asked that the total garbage volume for the DBA be taken into account when determining the total area limit.
3. That the pick-up time be amended to 10 am from 9 am. This will avoid merchants having to put garbage out the night before, which creates a negative visual impact as well as attracts animals to the garbage overnight.

We appreciate the opportunity to provide input and thank the Region for their recently improved attention to our needs for quality service in the area of waste management.

Sincerely


Janice Thomson, President

Cc: Brad Whitelaw, Niagara Region
Sheldon Randall, Town of Niagara-on-the-Lake

Box 1043, Niagara-on-the-Lake, ON L0S 1J0
Phone: 905-468-1950 Ext 213 Fax: 905-468-4930 E-Mail: manager@niagaraonthelake.com

Appendix 1b - Regional Departments and Agencies, Boards and Commissions

Thank you for the opportunity to review and provide input into the proposed waste collection service changes for the next collection contract. As noted in your e-mail below, ensuring alignment of the proposed changes with broader Corporate initiatives, including the objectives of Growth Management policies, is to be considered. Development Services staff provides the following for your consideration.

Objectives of the Regional Official Plan's (ROP) Growth Management Policies include: directing a significant portion of Niagara's future growth to the Built-up Area through intensification; directing intensification to Local Municipally Designated Intensification Areas; and, building compact, mixed use, transit supportive, active transportation friendly communities in the Built-up Area and in Designated Greenfield Areas. To promote intensification and achieve the intensification targets of the ROP each municipality through its Official Plan will, among other matters, generally encourage intensification throughout the Built-up Area, identify Intensification Areas to support the achievement of the intensification targets, and plan Intensification Areas to provide a diverse mix of land uses. Designated Greenfield Areas will be planned as compact, complete communities by providing opportunities for integrated, mixed land uses as well as through other measures. It is noted as an observation that Niagara is experiencing an increase in higher density forms of development including mixed-use developments, which is anticipated to continue given changes in the housing market occurring in the region.

The proposed collection service changes as noted in the Overview below include a weekly four (4) garbage container limit for mixed-use (MU) properties, which would be changed from the current limits of seven (7) containers inside Designated Business Areas (DBAs) and six (6) containers outside DBAs. It is noted that the proposed reduced limit would not affect larger mixed-use developments that already exceed the current container limits and require private garbage collection. It is also noted that recent curbside audits referenced in Appendix A of Report WMPSC-C 9-2018 indicate the average number of garbage containers placed out weekly by mixed-use properties was below the proposed limit. The report, therefore, indicates that the needs of mixed-use properties are expected to be met based on the audit results, particularly if diversion services are utilized. As such, it is generally not anticipated that smaller mixed-use developments would be affected by the proposed change.

As noted below, as part of the Stakeholder Consultation and Engagement the comments of the local area municipalities on the proposed service changes are to be obtained and considered.

Let me know if you have any questions or wish to discuss these comments further.

Regards,
Pat

Pat Busnello, MCIP, RPP

Manager Development Planning

Planning and Development Services Department

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Thank you for the opportunity to review and provide input into the proposed waste collection services changes for the next collection contract. Community and Long Range Planning staff provides the following comments for your consideration.

The new Growth Plan for the Greater Golden Horseshoe took effect on July 1, 2017. The Growth Plan provides a framework for growth management and includes policy direction relating to climate change as well as a variety of conservation objectives. The proposed changes to waste collection services align with and support policy 4.2.9.1 d) i) of the Growth Plan, which requires municipalities to develop and implement official plan policies and other strategies in support of integrated waste management, including through enhanced waste reduction, composting and recycling initiatives. In addition, a new Regional Official Plan is under development which will include policies supporting integrated waste management, in conformity with the Growth Plan. Waste management policies will be developed as part of the Climate Change Work Program for the Regional Official Plan, which was endorsed by the Planning and Economic Development Committee and Regional Council in May 2018 through report PDS 22-2018 (Climate Change Framework). Planning and Development Services and Public Works will continue to collaborate on this important policy initiative over the next several years, with an expected completion date of 2021.

Please do not hesitate to contact me if you have any questions or would like to discuss this further.

Regards,
Lindsey

Lindsey Savage, MES, MCIP, RPP
Planner
Planning and Development Services
Niagara Region
Phone: 905-980-6000 ext. 3630

Appendix 1c – Feedback received from public open houses and Niagara
Region’s Waste Info Line

Comments received through municipal/regional website or communications booths

Resident Comments

Changes in Waste collection management: BIO: my business was the owner of a company that built machinery to produce thin wall plastic film like bags and many other products. In the past I was involved with the Canadian Plastics Association (CPA) and have since retired and live in Welland Ontario. I read the Tribune a story that was reported on June 22, 2018. As my past business took me around the world and preached about recycling opened me up to some good and not so good ideas. One of the points I would like to speak about is who we need to talk to find out what is a better and more cost effective way to separate our curb side trash; For sure this begins at home and education and I for one think it must start in Kindergarten and motivate our children to bring it home and never stop promoting the right and wrong way to handle trash. Clear bags? This is a question to make the trash pick up guy be a trash police and this is okay if most cases. But Maybe it starts before he or she gets the clear bag at the curb? Must trash bags have thin wall because of technology and in many cases the bag can be made by adding recycled parts added to it and this is also good. But if the bag is clear or clear enough to see through it this may not be possible to add recycled plastic as well as the bag may have to be made thicker and this is going the wrong direction for waste in our land fills. Most bags are 26" X 36" and that would be called a standard bag. Lets look at the household now and assume it is a one occupant home. This person may only have 1/2 the amount of a 2 person house. Size should matter: I think the manufactures would have no problem of making different sizes of bags for the same job: 26 X 36 or 20% less volume is 20% less plastic say 18"X 24" and so on. Even better make all grocery carry out sacks Clear and it would double as the waste collection: I am sorry for the book but I had this on my mind and wanted to get it into the hands of someone who might care.

Just read the article in The Standard about garbage collection and I can say I am NOT HAPPY. 1. Considering garbage collection every 2 weeks when we have a rodent infestation in this city is just stupid. Have you seen the Public Health inspection reports lately? 2. I pay large property taxes already for this are you prepared to REDUCE MY PROPERTY TAXES. 3. I KNOW FIRST HAND that if Emterra didn't cut corners , had working trucks and hired workers they wouldn't have the ongoing problems they have with garbage collection. You have a contract that is paying Emterra already you should be demanding that service and if they broke that contract by not fulfilling that service then move on to another company. Since when is it ok to pay for what you are not getting? 4. instead of hiring more workers like they should be you come up with a plan to make more unemployment in this city. There has been huge growth due to all the infilling and you get huge property taxes from that and more housing=more garbage and should = more jobs NOT cutbacks.

The Standard reports that Catherine Habermehl of Niagara Region is considering mandatory clear bags for garbage pickup. So I would put my small kitchen bag inside another bag? Instead of using my garbage can? Why would you want to increase the amount of plastic going to our landfills by adding a clear outside bag? We should be REDUCING our plastics footprint, not increasing it. I would not support this proposal at all. I DO support increased use of the organics program and garbage pickup every second week.

Resident Comments

Hello . I just read today's Standard article on the garbage / recycling pickup. With all the talk about plastics and that nobody wants the recycled plastics to process back into new products can't the companies whose products come in plastic containers (water bottles from Nestle) be made to take them back for recycling or at least have their bottle manufacturer take them back? Also with the trash bags being plastic why can't we go back to the days of the garbage can instead. I have not put a plastic garbage bag out for pickup in 2 years. Between the shopping stores and garbage bags there is a ton of plastic buried for ever. Ban the plastic shopping and garbage bags and go back to paper for groceries and a can for track pickup. thanks

Hello I am very disturbed to hear the possible changes to garbage collection in the Standard today. Especially the 2 week pickup. We live in Old Glenridge. Even in this nice area we have a constant battle with vermin. I have a little enclosure outside of our home to hold my garbage and recycling. Every year I have to repair it because raccoons and rats will eat thru the plywood to get at the garbage and recycling. If I have to keep garbage there for two weeks this problem will only get worse. Just last year there was all this talk about a growing rat problem in St. Catharines. How would this terrible change impact that problem???

Please keep it to every week and don't bother with this see-thru bag. Keep it as it is. We already recycle way more than half of our waste. Isn't that good enough for the region.

Hello, I just read about your proposed garbage collection plans and have to comment. Clear garbage bags infringe on people's privacy as to what they are tossing....eg. Incontinence products, unusable underthings. I don't want to have to screen or hide what I throw to the curb! Also, the Green Bin is absolutely wonderful BUT have you ever seen what grows in one after two weeks in warm weather? Let alone the critters that the ripe smells will attract?

I read that the Niagara Region is again looking to change to bi-weekly garbage collection and I would like to express my displeasure and concern regarding this matter. Understanding that the concept and end game is to reduce/divert the amount of garbage going landfills is a good thing, I still believe that it is not practical nor sanitary to achieve this with bi-weekly garbage pick up. If such a level of service reduction should directly affect the amount we pay towards it in our taxes (reduction) if implemented (hopefully not). The main reasons why I feel the bi-weekly waste collection is not practical are as follows:

2. As it stands right now if you happen to miss your garbage day you can deal with the inconvenience, buy a tag and put two bags out the next week. If you switch to bi-weekly pick up and the same scenario happens you have your day one waste sitting around up to a month
3. With current weekly waste pick up during the summer you already have to deal with odors, maggot infested, unsanitary conditions if you are not diligent. Personally I keep my waste in the garage, in a bag, inside of a rubbermaid garbage can and don't achieve a 100% success rate in avoiding the bad odors and maggots so I could only imagine how disgusting it would be for someone that keeps it outside.
4. If my waste is collected on a Monday and I eat chicken, I have to deal with a rotting putrid carcass/bones for two weeks?
5. I know the region has a strong mandate against illegal dumping, bi-weekly pick up will not help this.
6. There have been talks recently about rodent issues, having garbage sit around for two weeks will not help with raccoons, rats, possums, etc.

In summary, I would like to reiterate

Resident Comments

that I do not think bi-weekly waste pick up is a good idea or what is best for the residents of Niagara/Welland. If you could maybe take some of my points into consideration and ask some of your peers and staff to rebuttal them with sound reasoning it would be greatly appreciated. For further thought I would also like to mention that Sweden burns their waste in a manner that generates electricity and minimal waste. They even import from other countries such as Norway, Italy and the UK. Why are we not researching and implementing this technology? Perhaps it is not something that can be addressed at a municipal level but maybe you can make the provincial and federal governments aware for the citizens of Canada.

In TIMMINS, Ontario - starting few years ago, they use big containers with lids like those used by ambulance building in the falls. One for regular garbage and one for recycling. They have wheels. All houses given two Bins for free. No garbage blowing all over. No losing your Bins from the wind blowing them away. Garbage collected weekly in summer and every two weeks in winter. Winter is lot longer than in this area. Only need driver and truck has arms that pick up garbage Bins and out in truck. There is initial expense of purchasing the Bins and trucks but save wages of one employee per truck plus in winter save money by collecting every two weeks and not weekly. Not too mention it might be worth considering down here.

An older lady voiced her issue with the potential combination of clear garbage bags with EOW collection, due to her diaper exemption. Her main issues were that the diapers would produce a foul smell being stored for an additional week, and clear bags could create an embarrassing situation between her and the neighbours. She suggested having weekly pickup for those who have diaper / medical exemptions, but was still concerned about the embarrassment of sticking out as the only household on the street with weekly collection, which would point out her exemption.

Many residents voiced concern with EOW collection. One specifically threatened to illegally dump if EOW collection is implemented. Another resident was very against EOW collection because of their strong stance against the Green Bin program. This person explained that they would not be using a Green Bin anyways, so EOW collection was a bad option in their opinion.

One gentlemen was against the cancellation of large household appliances/scrap metal collection, due to his concern of a higher rate of competition for these items with other scavengers.

Many residents were not inclined to complete the survey due to the time commitment.

I have completed your survey and it disturbs me, at the end of the survey you ask very personal information regarding gender, age and education level... WHAT does this have to do with garbage collection? I see no need for the region or anyone else to collect and have this personal information. I seriously question the need for this. It is not proper or needed... I do see a need for the people in charge of garbage collection at the region to start managing our current system to ensure the contractor collects our garbage for which we are paying for. Four times this summer our garbage was not collected... There is no need to change the system we currently have; there is a need for you to manage it properly with the contractor to ensure we get what we are paying for rather than trying to reduce this service thus giving us less. IF you are not capable of this your position[s] should be eliminated... thank you...

Started the survey, but it stopped working at the gender question. Additional comments about clear bags: should be using Bins without the bags (additional cost). Additional comments about the EOW garbage collection - would not be reasonable for large families.

Resident Comments

Called, wouldn't give any info, didn't want to talk to anyone.. just wanted to voice the fact that she does not agree with garbage every two weeks. She said it should be garbage every week and recycle every two weeks.

What I most liked about this page is that it's reaching out the community to take responsibility for our environment and to take care of it for ourselves and the next generation. Also, to make us part of the decision that is better for us.

why not collect the rotting garbage every week, and the recycle Blue Box or Grey Box every other week

Resident is in favour of EOW collection, limiting large item pick up, and eliminating scrap metal/appliance pick up. However, with regards to large item pick up, the resident suggested that residents should be given 4 tags for large items for the entire year. If they want to put out more than 4 items per year then they should have to buy additional tags.

Regarding Garbage, If garbage pickup goes to a biweekly service instead of weekly service, I will be getting a lawyer to recoup the portion of taxes set aside for garbage pickup (for my self and residence of Port Colborne). I also believe that there should be a protest against the region. My taxes are almost 5k a year and I have 6 kids and garbage is the only real service we get. We will not be able to store garbage for 2 weeks at a time. Now, I would suggest if the region is looking for money that they look elsewhere. My guess is that the region is trying to mask this as an environmental issue to get more money in their budget. If your looking for more money, may I suggest looking to cut staff! Please feel free to contact me, John

Just finished the waist survey. Can someone tell me where is all the garbage that is filling up the Walker dump site? Is it Toronto? Is all that garbage checked for proper recycling for disposal? Niagara shouldn't be taking Toronto's garbage.

I'm a restaurant owner in downtown St Catharines, and have just filled out the survey. I just wanted to follow up to provide some additional feedback. On more than one occasion we have expressed concern regarding the frequency of compost pickup in the downtown BIA, so I was disappointed that this was not listed as a planned change. A weekly pickup is not feasible for us because of the large quantity of compost we generate each week. We don't have room to store that much compost, it quickly becomes smelly, and can attract pests. There are many restaurants in the downtown BIA in a similar circumstance. Unfortunately, we have to hire a 3rd party service to perform our compost pickup, which means we are incurring a significant additional cost because of the inadequacy of the current composting service. If we were not willing to pay this additional cost or could not afford it, what would we do with all of our compost? Please advise, would there be a fine if we were to dispose of our compost via the regular garbage pickups? I'd be curious if that fine would be larger or smaller than the additional compost pickup costs we incur. And isn't that contrary to your intended goal of redirecting waste from landfills? Hoping to hear some positive news from you about increased compost pickup frequency. Thanks for getting back to me. Yes, we are in the enhanced collection service area. From what I understand, this applies only to garbage and recycling, not compost? We definitely put out a lot of recycling so the enhanced service is valuable. The frequency of garbage pickup is valuable to us to avoid having it sitting around in the restaurant, but as an environmentally motivated restaurant, we do try to divert as much garbage to compost and recycling as possible. Unfortunately, because of our present situation with compost, the better we get at diverting garbage to compost, the more it costs us each month. This is a disincentive to divert garbage. Alternately, enhanced compost frequency pickup would be an incentive for us to continue diverting waste to compost.

Resident Comments

Also, just to follow up, and I correct in understanding that there would be a fine if we stopped paying for private compost pickup, and instead diverted all of our compost to the garbage pickup service? Can you advise what the amount of that fine is? Just curious as despite my environmental motivations, money in the restaurant industry is tight, and I do need to seriously consider the costs associated with our private compost service. It's currently costing us around \$600 per month.

Should allow extra comments on the survey. In addition the sex of and age of the people filling out the survey is personal information and should not be collected through the survey. As the IP address can be traced and we have no confidence in the confidentiality

comments section - get rid of landfills and start burning garbage to produce energy and rid of ourselves of toxic landfills - technology is there for mostly pollution free burning of garbage

I did not know the city may change my services. Good to be informed

I should have a forum to offer comments on the existing garbage/recycle program. I assume that you do not offer that as you already know it is totally unacceptable and has placed many burdens on the residents of virtually every sector of Niagara region!

The grapevine says the regional Council intends to charge the "sanitation engineers" (who collect garbage) with ensuring that only the waste is in the right containment through the use of transparent bags. Could you confirm or infirm this "news"? Thank you

I will not put my garbage in clear bags due to privacy issues

Comments Received through Niagara Region's Waste Info Line

| Resident Comments |
|---|
| Resident is in favour of both EOW collection and clear bags. Would like to see increased leaf and yard waste collection. |
| Resident is in favour of EOW collection, but was wondering if compacted garbage would be accepted if EOW collection went through. This resident owns a residential sized garbage compactor that compacts waste into paper bags that can fit up to 30 pounds. |
| Resident is in favour of both EOW collection and clear bags. Resident explained that if the region eliminates scrap metal/appliance pick up they must provide information on scrap metal dealers that will come pick up materials for free, as this could be a concern for elderly or people with disabilities to dispose of scrap metal/appliances. |
| I would like to add to the garbage pickup survey. I would like to propose that, should garbage pick up times be changed from every week to every other week, perhaps the summer period (June to September) should be every week due to smells. |
| I have notice lots of black garbage bags set out on the curb on St. Paul St. I feel it is time to require garbage bags to be placed in garbage Bin. Since we put our recyclables in specific containers maybe so should the garbage. I live on Gerrard St. and take doggie walks a couple of times a day so, I do notice the bags being ripped and assume the "rippers" are vermin. At the corner of Duke St. and Queen, the Avondale Store has a ton of garbage, none of it any kind of containers. The prospect of bi-weekly is fine with me, but I a bit concerned about more litter. I have even placed a spare garbage can at the front of our house to encourage folks to use it. When are the public meetings to discuss the bi-weekly pickup? |
| Hello I just tried to take your survey - but the document never opened in survey form. I am now going to download and print it off - adding to more paper to be recycled. - this is just a FYI I do have a couple of comments on the process 1. If we want the amount of garbage to be cut down - why will you still honour 2 bags of garbage if the collection is every 2 weeks? 2. We need a returnable program for drink boxes, water bottles, beverage cans and large juice containers - this would help clean up streets - as well as eliminate a lot of the mixed recycling I applaud this endeavour but, unfortunately having seen the very sad recent voter turn out - am afraid this will be a tough learning curve for some of the lazier and less responsible residents - even though we will all, hopefully gain from it. |
| I just finished taking the survey regarding the changes to garbage pickup. My husband I moved here from the Waterloo Region 3 years ago. The Waterloo Region made the change to pickup garbage every other week and the Blue & Green Bins every week. At the beginning there was a lot of negative feedback and people were reluctant to accept this change but as time went by the residents realized it was a positive change. This forced people to properly recycle. If other Regions can make this work there is no reason it can't work here. Good luck with this venture! |
| Resident was asking how they would determine the recycle from the garbage if they use clear bags for garbage. CSR explained. he is in favour of this. |

Resident Comments

Curbside scrap metal items Hello, I realise that it is a severe hindrance and cost to the region when items requested for pickup have been inappropriately taken prior your removal team arriving. One solution to this is to enforce the existing laws regarding the illegal scavenging of metal items that have been set out by residents for the Region's pick up service. These people won't need much of a financial risk to stop taking metal. A few small fines will make it uneconomic for them to continue. This way the Region can receive the scrap value. I am also worried about what the illegal scrap people do with non-recyclable parts in appliances, such as some plastics and refrigerants. 1 - What are the Region's economics of scrap metal recycling? 2 - Is it simply more cost effective to surrender to the illegal scrap recyclers?

Business owner is very opposed to 4 container/bag limit and would like to speak to someone in regards to taxes being changed etc.....

Owner of building has pizzeria and tenants, which don't use organics and residents don't recycle, so they are not in favour reduced garbage container limit.

Property owner has 4 businesses and 4 residential properties in complex and is not in favour of reduced garbage limit. The residential tenants do not use GB or recycling program and are not interested in doing so.

Owner of property very upset about letter he received as he seemed to think we were changing his property zoning. Tried to explain that the letter was just to inform him about the survey for proposed options for the upcoming contract. Also talked about water and sewer service, so explained this was for Waste Management curbside collection only. He also wanted to know if services were reduced, would his taxes would be reduced as well?

comments: You go to the expense of a survey and nowhere do you have a box for general comments. With a majority of my friends and acquaintances, and myself included, we now drive pick-up trucks, so please tell my why and in good common sense if I have large articles to dispose of and I wish to run it to the dump I get charge \$25.00 or so for the privilege to dump and save the Region money. I have heard the same complaint from others. I believe you pay by the ton for pick-up, all those pick-up trucks out there might save us poor tax payers a few bucks or so.

comments: Re: Curbside Heavy Item Pickup Hello, Residents still need the current heavy household item pickup service. Old sofas and other unwanted items that aren't attractive to the scrap metal vultures still need to be responsibly disposed of. If free pickup of these items is discontinued then most residents without a truck will have difficulty disposing of them. This will, of course, lead to more illegal dumping. The whole town will look like the Marsdale/Glenridge area after the Brock students move out - piled furniture on the front lawns. Is the current free heavy household item pickup service to continue?

Primary concern is Every-Other-Week creating a storage issue. The building owner has little control over tenant behaviour and would end up having to store the extra garbage. The building is small and there is no additional space for more garbage or a Green Bin container. Currently, the building does not use the Green Bin. Clear bags could also be a problem if the bags are left behind by collectors if not in compliance. This would again create a storage issue.

This is a property owner of a multi-residential building. Property owner is against both EOW collection and clear bags because they feel that tenants are unlikely to comply.

Resident Comments

Resident is against both EOW collection and clear bags. They see an issue with rodent problems and windy blowing garbage around if residents are not allowed to use closed top containers. Follow up requested.

Against EOW collection because of the issue of elderly using depends/diaper products. Does not want to get an exemption for diapers due to cost of the doctor's form, and potential embarrassment of neighbours knowing they have the exemption. Concern was also raised to the fact that garbage limits are the same for a one person household as for a multi person household.

Owner of apartment building does not support EOW garbage collection at her 11-unit apartment building, even though they would be allowed to put out up to 22 garbage containers, on an EOW basis. The building only uses the Region's recycling Cart program, but does not use organics. She would be interested in investigating the addition of the organics Cart program to this building.

resident said his concerns are rat problem and every two weeks will encourage it.(this is his main concern)..... and big bins sitting on property are not nice to look at. and encouraging non diligent people to do more bad things and illegal dumping... environmental is putting more owners on owners of homes.

Your survey didn't have an option for "other ideas".... so here is my idea. This has been done in other cities... How about collection on only one side of the street where possible (on less busy streets in the suburbs)... this way the trucks have to only drive down one side of the street, thus saving tons of time and fuel. Trash is put out late at night or early in the morning, so traffic is low anyway, and if an elderly neighbour is unable to move trash, then a friendly neighbour can help them. THIS IS A GREAT MONEY SAVING IDEA!!! You can alternate sides of the street... maybe every month or season... or if it's an even date, then on the even numbered houses, and an odd date the odd numbered side of the street. That way people won't get confused.

He owns this MR building, and does not support EOW garbage collection, due to the potential rodent issue. They do not use the organics collection program, but do use the Region's recycling program. BW suggested setting up an appointment with him to have staff come out and investigate the potential for implementing an organics program. He will need to speak to his building sup't to get him on board and will get back to Region on whether they are interested in doing so. He will be filling out the on-line survey to provide his formal comments.

Business owner is not in favour of keeping their garbage for two weeks. They do not use the Green Bin program and are not interested in doing so.

I just did the survey about possible changes to garbage pick up and there was not a place to comment on the every other week pick up. I would like to communicate my biggest concern. I think the largest issue for bi-weekly pick up is storage and animals. to make sure that no animals get into my garbage, even though we use the Green Bin almost exclusively for food waste I still seem to get animals in my garbage. Do we not have a large enough problem with rats in the city already.

My garbage box only has room for 2 containers. I currently put out a large amount of food-type recycling each week with the garbage. However, if you choose to collect garbage every two weeks I will be forced to stop the food recycling as I will need the room for 2 garbage containers. Seems like a move backwards to me.

Resident Comments

I agree with every two week garbage collection but the summer months would still require weekly pick up. I'm certain you can figure that one out.

I completed the survey and felt it was a poorly designed survey only allowing for expanded answers on areas the Region decided were important. When I completed the survey there was no comment at the end to add your other comments. I think the Region did a poor job advertising this survey and the community dates available for presentations. AS a taxpayer I want to know how the proposed recommendations by the Region will become more efficient, promote recycling and be more efficient. I strongly disagree with a Q 2 week garbage collection but increasing the bag limit to 2. Taxpayers also want the job done in the time designated(between 7AM-5pm). I have noticed a steep decline in all areas of service since June 2017. I don't see how the new recommendations would improve this. The present garbage collection company has not been able to live up to their contract. I don't believe the workers are paid well enough to get and retain workers. The company appears to lack appropriate individuals with problem solving skills to solve through problems. Delays are inevitable when it gets hot, cold and when leaf collections takes place yet these have issues have always been there. I just see it as an excuse for the inefficient garbage collection. I have called in several times in the past year to voice my concerns and asked to be kept updated re progress and this was only done once. I am not able to attend the meeting at the St.Catharines library today but would appreciate being able to access the information that is being presented. IF this information can be made available at the Region's website or mailed to me. I believe the recommendations being given will only further aggravate the problem of illegal dumping. My garbage day is on Wednesday and it is now Thursday Nov. 15 @ 446pm and the leaves have not been collected. When garbage, recyclables, leaf bags have to be left out for 2-3 days, it certainly does not promote the idea of St.Catharines being a garden city. This takes away from the look of a neighbourhood.

As the owner of two six plexes in St. Catharines I have concerns about proposed changes to waste pick up. I tried your survey but it doesn't cover my worries. My tenants dispose of their garbage throughout the week into a common trash bin which holds multiple trash bags. This is because they live in an apartment and are not going to store their garbage inside their apartment for a week let alone for two weeks. I carry it to the curb on garbage day. I can't be responsible to sort out their garbage. Even if I changed the way I do things and made them save their garbage inside their apartment for a week or two and carry it to the curb themselves it wouldn't work. Do you really think they are going to go pick it back up and sort it and store it for another two weeks? Absolutely not. They don't own the property and could care less. It will be left there. The overwhelming number of rats and raccoons in the city will tear into it leaving a mess. Please don't make these changes without considering the problems it will cause for multi-unit building owners.

What not just give every household 52 tags at the start of the year and when they run out they start buying them.

Hello, I just filled out the survey regarding new options for waste collection. I was hoping there would be an opportunity to provide more feedback. I lived in Ottawa for 10 years. They had an alternative pick up of Blue/Grey Bins every two weeks which was great! However i think pushing garbage and Green Bins every two weeks(except for winter months Nov-March) will create opposite effect and complaints especially in summer with the heat and smell. However if clear bags is solution to weekly pick up that works. Also to reduce leaf bags, has region considered loose leaf pick up like the region of waterloo does?

Resident Comments

Recently completed survey re changes to our garbage pick-up. First off - wow, whomever thought of more "plastic" doesn't give a hoot about our environment! If you have to go to every second week pick-up, keep it to the cooler months. May thru Sept. should be weekly. The stench would be unbearable and unhealthy in the summer heat. And - a banquet for rats.

Privacy issue. It is a dental office and they are concerned with people seeing bloody gauze, etc. A small privacy bag would not work for their business.

Opposed to clear bags for privacy issues related to medical garbage. Opposed to Every-Other-Week garbage collection for storage concern and if miss collection on windy day then have to hold on to materials. Suggest allowing residents to bring to dump on windy days at no charge.

Landlord of unit is opposed to clear garbage bags because tenant is elderly and has limited transportation. She would have challenges buying and using clear garbage bags.

We should have residents within neighbourhoods set garbage out in a communal location to decrease the amount of stops required per residential area to save time, money and improve service. She is concerned about the use of clear bags in this scenario however, as privacy would be an issue to her.

I attended you waste presentation in Port Colborne. I have a question about Green Bin would dust from a vacuum system be Green Bin or garbage? If the clear plastic bags are implemented people will not be allowed to place the paper dust containers from most central vacuum systems in the garbage.

Appendix 2 – Surveys

- a. Low density residential - random telephone survey
 - b. Low density residential - online survey
 - c. Multi-residential – online survey
 - d. IC&I/mixed use – online survey

Appendix 2a – Low density residential – random telephone survey



Good..., my name is..., of the Metroline Research Group, a national marketing research company. We are calling on behalf of Niagara Region. We are speaking with Niagara residents about Waste Management Services, and would like to include the opinions of someone in your household. I assure you this is strictly a research survey, and we are not selling anything.

We would appreciate your help by taking 10-12 minutes to answer an important survey that will help Niagara Region plan for the future.

INTERVIEWER, PROVIDE IF NEEDED. If resident questions the research, you can invite them to confirm the legitimacy of the survey by visiting the Niagara Region website, or by contacting Brad Whitelaw or Susan McPetrie at Niagara Region, phone # 905-980-6000, or 800-263-7215, ext. 3316 or 3763 during normal business hours (confirm if Thorold is long distance to see which telephone number to provide).

S1. INDICATE GENDER:

PN: Check quotas

- Male 1
- Female 2
- Other/Unknown 3

S2. This study requires we speak to the head of the household. Would that be you?

- Yes 1
- No 2 – ASK TO SPEAK TO HEAD HOUSEHOLD

S3. Which of the following age groups do you fall into?
PN: Quotas according to population

- | | |
|---------------------|----------|
| 17 years or younger | 1 - TERM |
| 18-24 years | 2 |
| 25-34 years | 3 |
| 35-44 years | 4 |
| 45-54 years | 5 |
| 55-64 years | 6 |
| 65-74 years | 7 |
| 75 years and older | 8 |

S4. Which municipality in Niagara region do you live in?
PN: DO NOT READ. CLARIFY AND PROBE AS NEEDED

- | | |
|---|--|
| Fort Erie (Ridgeway, Crystal Beach, Bridgeburg) | St. Catharines (includes Port Dalhousie) |
| Grimsby | Thorold |
| Lincoln (Beamsville, Vineland, Jordan) | Wainfleet |
| Niagara Falls (includes Chippawa) | Welland |
| Niagara-On-The-Lake | West Lincoln (Smithville) |
| Pelham (Fonthill, Ridgville, Fenwick) | Other – THANK AND END |
| Port Colborne | |

S5. Postal code – pull from sample management platform for landline and confirm it is correct, for cell phones ask for first three digits of postal code.

S6. Which of the following best describes where you live?

- | | |
|---|--|
| Single family home (detached or semi-detached) | 1 |
| Townhouse/row house | 2 |
| An apartment/condo in a house or building with two to six units (duplex, triplex, fourplex, etc.) | 3 – ASK S6b. |
| An apartment/condo in a building with seven or more units | 4 – THANK AND END. DIRECT TO MR SURVEY |

S6b. Do you live above a business, or are there any units in your building that are a business?

- | | | | |
|-----|--------------------------|----|---|
| Yes | 1 – THANK AND END | No | 2 |
| | DIRECT TO IC&I/MU SURVEY | | |

S7. What type of waste collection do you receive?

- Put your garbage out to the road/curbside 1
- Private/central collection (dumpster/chute, etc.) 2 – THANK AND END

S8. Do you or any members of your household work for any of the following?

PN: Thank and end if any are 'yes'

| | Yes | No |
|---|-----|----|
| A municipal or regional government | 1 | 2 |
| A market research or advertising agency | 1 | 2 |
| The media | 1 | 2 |
| Waste management industry | 1 | 2 |
| Local recycling authority | 1 | 2 |

S9. Have you or someone in your household completed the on-line survey on the future collection service options for the next waste collection contract?

- | | | | |
|-----|-------------------|----|---|
| Yes | 1 – THANK AND END | No | 2 |
|-----|-------------------|----|---|

SECTION 1 – GARBAGE COLLECTION

1.1 How important would you say it is that Niagara region works to reduce the amount of garbage that is sent for disposal?

- Very important 1
- Somewhat important 2
- Not very important 3
- Not important at all 4
- DO NOT READ: Don't know 5

1.2 Niagara Region allows for one bag/container of garbage to be put out per week. Dimensions of the container cannot exceed three feet high by two feet wide (91cm by 61cm) and must not weigh more than 50 pounds. Which of the following best describes your situation in an average week?

- We put out more than one garbage bag/container
- We put out one full garbage bag/container per week
- On a weekly basis, our garbage bag/container is not completely full
- Some weeks, we do not have enough to put out the garbage bag/container

2.6 Green Bin/Cart organics program includes food waste, paper napkins/towels/bags, paper take-out trays/egg cartons, coffee grounds/filters & tea bags. How many Green Bins or containers marked as organics does your household put out at the curb in an average week? **PN: ASK IF 'YES' TO ORGANICS IN 2.1**

0 1 2 3 4 5

2.7 Do you put a Green Bin out at the curb more than once a month?
PN: ASK IF ZERO IN 2.6

Yes 1 No 2

2.8 Why do you not participate in the Green Bin/Organics program?
PN: ASK IF 'NO TO ORGANICS IN 2.1
PN: DO NOT READ LIST.

- Smell/Odour
- Worried about bugs/maggots/pests/animals
- Don't have room/space to store
- Messy
- Not convenient
- Have a garburator
- Not interested in sorting it out
- Don't know
- Other _____

2.9 How many times per year would you say your household puts out appliances or scrap metal at the curb for collection? **PN: ASK IF "YES" TO APPLIANCES/SCRAP METAL ITEMS IN 2.1**

0 1 2 3 4 5 6 or more

2.10 Do you schedule a pick up with Niagara Region for these types of items, or put them out at the curb for anyone to pick up without scheduling a pick up?
PN: ASK IF 1+ IN 2.9

- Schedule a pick up
- Leave out

2.11 Bulky/large item collection includes items like carpet and furniture. How many times per year would you say your household puts items like this out at the curb for collection?
PN: ASK IF "YES" TO BULKY/LARGE ITEMS IN 2.1

0 1 2 3 4 5 6 or more

2.12 Do you schedule a pick up with Niagara Region for these types of items, or put them out at the curb for anyone to pick up without scheduling a pick up?

PN: ASK IF 1+ IN 2.11

Schedule a pick up

Leave out

SECTION 3 – FUTURE OPTIONS

For Niagara Region’s new waste collection (garbage, recycling and organics) contract, residents and businesses are being asked for their opinion about several proposed collection options. Adopting some or all of these options would help reduce the amount of waste going to disposal, and limit future costs to businesses and taxpayers.

The purpose of this poll is to receive feedback from residents on the possible collection options and to help regional staff understand resident’s feelings about each option.

3.1 The first option is related to large or bulky item pick up, such as carpet or furniture. The change would be to limit the number of large/bulky items collected to a maximum of four per week. In 2018, 92% of the bookings for large or bulky item pick up were for four items or less. If Niagara Region was to make this change, what would be the impact on your household?

| | |
|---------------------------------|---|
| A big impact | 5 |
| Some impact | 4 |
| Might or might not be an impact | 3 |
| Not much of an impact | 2 |
| No impact | 1 |

3.2 The second option under consideration would eliminate curbside pickup by Niagara Region of scrap metal and white goods, such as old appliances. Currently, residents can go online and schedule a pick up of items at their home. Only 6% of Niagara are using the curbside collection of appliances and scrap metal service. Also, as much as 60% of these items that are being put out have already been removed by the time crews arrive to pick them up. There would continue to be an opportunity for residents to take the items to a regional drop-off at no charge, or have it picked up by private scrap metal haulers. If Niagara Region was to make this change, what would be the impact on your household?

| | |
|---------------------------------|---|
| A big impact | 5 |
| Some impact | 4 |
| Might or might not be an impact | 3 |
| Not much of an impact | 2 |
| No impact | 1 |

3.3 A third option under consideration is the mandatory use of clear garbage bags. Some municipalities in Canada have already made this change. The cost for the clear bags would be about the same as green/black garbage bags. Clear garbage bags will make it easier to see recyclable or organic material that should be placed in the Blue/Grey Box/Cart or Green Bin/Cart or Hazardous Waste items that should be disposed of safely. A smaller opaque bag, such as a grocery bag, can be placed inside the clear garbage bag for disposing of sensitive or personal items. Would you support a switch to clear garbage bags?

- Definitely would support
- Probably would support
- Might or might not support
- Probably would not support
- Definitely would not support

3.4 Why do you say that?

PN: Red not read list. Accept all responses

- Keeps unwanted items from landfill
- Encourages people to use their Blue/Grey Boxes and Green Bins more
- Concerned about invasion of privacy
- Don't want my neighbours seeing my garbage
- Concerned bags would break
- Other _____

3.5 In Niagara region an average of 50% of every garbage bag is food waste. A fourth option under consideration, that is already in practice in many other municipalities which encourages residents to use their Green Bin, is to pick up garbage Every-Other-Week, but continue to collect unlimited Blue/Grey Boxes and Green Bins every week. There would be no change or reduction in the garbage container limit, but there would be less frequent pickup. With collection Every-Other-Week, you would be allowed two garbage bags/containers. Based on your household's waste practices, would you:

- be able to manage garbage collection Every-Other-Week 1
- OR
- need to continue having your garbage picked up weekly 2

3.6 If Niagara Region collected garbage bags Every-Other-Week, but collected your Blue/Grey Boxes and Green Bins every week, what would be the impact on your household?

- A big impact 5
- Some impact 4
- Might or might not be an impact 3
- Not much of an impact 2
- No impact 1

3.7 Why do you say that?

PN: ASK IF “Big” or “some” impact in 3.6

PN: Do not read list. Accept all responses

- Smell
- Storage
- Animals
- Insects
- Pet Waste
- Diapers
- Health concerns
- Messy
- Scheduling
- Don’t know
- Other _____

3.8 If you had to choose between mandatory use of clear garbage bags, Every-Other-Week garbage collection, or the use of both, which would you choose?

- Clear garbage bags
- Every-other-week garbage collection
- Both clear garbage bags and every other week garbage collection

Section 4 – Communications/Outreach

4.1 Where do you tend to get your information about Niagara Waste programs, services, or initiatives?

PN: Unaided, do not read list

PN: Accept all responses

- Local daily newspapers 1
- Local Community weekly newspapers 2
- Radio 3
- Television 4
- Website – Niagara Region 5
- Website(s) – Other 6
- Facebook 7
- Twitter 8
- At local facilities/centres/rinks 9
- Mailings/flyers delivered to your home 10
- Word of mouth 11
- Other _____ XX
- Don’t know 99

Section 5 - Demographics

5.1 Including yourself, how many people live in your household?

1 2 3 4 5 6 7 8 9 10

5.2 How many are children 18 years or younger?

0 1 2 3 4 5 6 7+

5.3 How many children, if any, are still in diapers?

0 1 2 3 4 5+

5.4 How long have you lived in Niagara Region?

_____ years

5.5 What is the highest level of education you have completed?

Some high school or less

Graduated high school

Some college

Graduated college

Some university

Graduated university

Appendix 2b – Low-density residential, online/hard copy survey



Thank you for your interest in this online survey regarding waste management options for homes in Niagara region. Please take 7-8 minutes to answer this important survey that will help Niagara Region plan for the future. When you finish, please return it to Niagara Region, using the contact information at the end of the survey.

S4. Which municipality in Niagara region do you live in?

| | | | |
|---------------------|---|----------------|----|
| Fort Erie | 1 | St. Catharines | 8 |
| Grimsby | 2 | Thorold | 9 |
| Lincoln | 3 | Wainfleet | 10 |
| Niagara Falls | 4 | Welland | 11 |
| Niagara-On-The-Lake | 5 | West Lincoln | 12 |
| Pelham | 6 | Other _____ | |
| Port Colborne | 7 | | |

S5. Which of the following best describes where you live?

| | |
|---|-------------|
| Single family home (detached or semi-detached) | 1 |
| Townhouse/row house | 2 |
| An apartment/condo in a house or building with two to six units (duplex, triplex, fourplex, etc.) | 3 |
| An apartment/condo in a building with seven or more units | 4 ** |

**** There is a different survey for those who live in higher density, multi-unit residential buildings or complexes. You can find that survey on the webpage, or ask to receive it instead.**

S6. ANSWER IF YOU LIVE IN A BUILDING OR COMPLEX WITH TWO TO SIX UNITS: Do you live above a business, or are there any units in your building that are a business?

| | | | |
|-----|---|----|---|
| Yes | 1 | No | 2 |
|-----|---|----|---|

S7. What type of waste collection do you receive?

| | |
|---|---|
| Put your garbage out to the road/curbside | 1 |
| Other (dumpster/chute, etc.) | 2 |

S8. Do you or any members of your household work for any of the following?

| | Yes | No |
|---|-----|----|
| A municipal or regional government | 1 | 2 |
| A market research or advertising agency | 1 | 2 |
| The media | 1 | 2 |
| Waste management industry | 1 | 2 |
| Local recycling authority | 1 | 2 |

S9. Have you or someone in your household completed the on-line survey on the future collection service options for the next waste collection contract?

| | | | |
|-----|---|----|---|
| Yes | 1 | No | 2 |
|-----|---|----|---|

SECTION 1 – GARBAGE COLLECTION

1.1 How important would you say it is that Niagara region works to reduce the amount of garbage that is sent for disposal?

| | |
|----------------------|---|
| Very important | 1 |
| Somewhat important | 2 |
| Not very important | 3 |
| Not important at all | 4 |
| Don't know | 5 |

1.2 Niagara Region allows for one bag/container of garbage to be put out per week. Dimensions of the container cannot exceed three feet high by two feet wide (91cm by 61cm) and must not weigh more than 50 pounds. Which of the following best describes your situation in an average week?

| | |
|--|---|
| We put out more than one garbage bag/container | 1 |
| We put out one full garbage bag/container per week | 2 |
| On a weekly basis, our garbage bag/container is not completely full | 3 |
| Some weeks, we do not have enough to put out the garbage bag/container | 4 |

2.6 ANSWER IF YOU SAID 'YES' TO ORGANICS IN 2.1: Green Bin/Cart organics program includes food waste, paper napkins/towels/bags, paper take-out trays/egg cartons, coffee grounds/filters & tea bags. How many Green Bins or containers marked as organics does your household put out at the curb in an average week?

0 1 2 3 4 5

2.7 ANSWER IF ZERO PER WEEK: Do you put a Green Bin out at the curb more than once a month?

Yes 1 No 2

2.8 ANSWER IF YOU SAID 'NO ' TO ORGANICS IN 2.1: Why do you not participate in the Green Bin/Organics program?

2.9 ANSWER IF YOU SAID 'YES' TO APPLIANCES/SCRAP METAL IN 2.1: How many times per year would you say your household puts out appliances or scrap metal at the curb for collection?

0 1 2 3 4 5 6 or more

2.10 ANSWER IF YOU SAID ONCE OR MORE IN 2.9: Do you schedule a pick up with Niagara Region for these types of items, or put them out at the curb for anyone to pick up without scheduling a pick up?

Schedule a pick up 1
Leave out 2

2.11 ANSWER IF YOU SAID 'YES' TO BULKY/LARGE ITEMS IN 2.1: Bulky/large item collection includes items like carpet and furniture. How many times per year would you say your household puts items like this out at the curb for collection?

0 1 2 3 4 5 6 or more

2.12 ANSWER IF YOU SAID ONCE OR MORE IN 2.11: Do you schedule a pick up with Niagara Region for these types of items, or put them out at the curb for anyone to pick up without scheduling a pick up?

Schedule a pick up 1
Leave out 2

SECTION 3 – FUTURE OPTIONS

For Niagara Region’s new waste collection (garbage, recycling and organics) contract, residents and businesses are being asked for their opinion about several proposed collection options. Adopting some or all of these options would help reduce the amount of waste going to disposal, and limit future costs to businesses and taxpayers.

The purpose of this poll is to receive feedback from residents on the possible collection options and to help regional staff understand resident’s feelings about each option.

3.1 The first option is related to large or bulky item pick up, such as carpet or furniture. The change would be to limit the number of large/bulky items collected to a maximum of four per week. In 2018, 92% of the bookings for large or bulky item pick up were for four items or less. If Niagara Region was to make this change, what would be the impact on your household?

| | |
|---------------------------------|---|
| A big impact | 1 |
| Some impact | 2 |
| Might or might not be an impact | 3 |
| Not much of an impact | 4 |
| No impact | 5 |

3.2 The second option under consideration would eliminate curbside pickup by Niagara Region of scrap metal and white goods, such as old appliances. Currently, residents can go online and schedule a pick up of items at their home. Only 6% of Niagara are using the curbside collection of appliances and scrap metal service. Also, as much as 60% of these items that are being put out have already been removed by the time crews arrive to pick them up. There would continue to be an opportunity for residents to take the items to a regional drop-off at no charge, or have it picked up by private scrap metal haulers. If Niagara Region was to make this change, what would be the impact on your household?

| | |
|---------------------------------|---|
| A big impact | 1 |
| Some impact | 2 |
| Might or might not be an impact | 3 |
| Not much of an impact | 4 |
| No impact | 5 |

3.3 A third option under consideration is the mandatory use of clear garbage bags. Some municipalities in Canada have already made this change. The cost for the clear bags would be about the same as green/black garbage bags. Clear garbage bags will make it easier to see recyclable or organic material that should be placed in the Blue/Grey Box/Cart or Green Bin/Cart or Hazardous Waste items that should be disposed of safely. A smaller opaque bag, such as a grocery bag, can be placed inside the clear garbage bag for disposing of sensitive or personal items. Would you support a switch to clear garbage bags?

- Definitely would support 1
- Probably would support 2
- Might or might not support 3
- Probably would not support 4
- Definitely would not support 5

3.4 Why would you support or not support using clear garbage bags?

3.5 In Niagara region an average of 50% of every garbage bag is food waste. A fourth option under consideration, that is already in practice in many other municipalities which encourages residents to use their Green Bin, is to pick up garbage Every-Other-Week, but continue to collect unlimited Blue/Grey Boxes and Green Bins every week. There would be no change or reduction in the garbage container limit, but there would be less frequent pickup. With collection Every-Other-Week, you would be allowed two garbage bags/containers. Based on your household’s waste practices, would you:

- be able to manage garbage collection Every-Other-Week 1
- OR
- need to continue having your garbage picked up weekly 2

3.6 If Niagara Region collected garbage bags Every-Other-Week, but collected your Blue/Grey Boxes and Green Bins every week, what would be the impact on your household?

- A big impact 5
- Some impact 4
- Might or might not be an impact 3
- Not much of an impact 2

No impact 1

3.7 Why would it have an impact/less impact on your household?

3.8 If you had to choose between mandatory use of clear garbage bags, Every-Other-Week garbage collection, or the use of both, which would you choose?

- Clear garbage bags 1
- Every-other-week garbage collection 2
- Both clear garbage bags and every other week garbage collection 3
- Neither 4

Section 4 – Communications/Outreach

4.1 Where do you tend to get your information about Niagara Waste programs, services, or initiatives?

- Local daily newspapers 1
- Local Community weekly newspapers 2
- Radio 3
- Television 4
- Website – Niagara Region 5
- Website(s) – Other 6
- Facebook 7
- Twitter 8
- At local facilities/centres/rinks 9
- Mailings/flyers delivered to your home 10
- Word of mouth 11
- Other _____ XX
- Don't know 99

Section 5 - Demographics

S1. Are you...?

| | |
|--------|---|
| Male | 1 |
| Female | 2 |
| Other | 3 |

S2. Are you the head of your household?

| | | | |
|-----|---|----|---|
| Yes | 1 | No | 2 |
|-----|---|----|---|

S3. Which of the following age groups do you fall into?

| | |
|---------------------|---|
| 17 years or younger | 1 |
| 18-24 years | 2 |
| 25-34 years | 3 |
| 35-44 years | 4 |
| 45-54 years | 5 |
| 55-64 years | 6 |
| 65-74 years | 7 |
| 75 years and older | 8 |

5.1 Including yourself, how many people live in your household?

1 2 3 4 5 6 7 8 9 10

5.2 How many are children 18 years or younger?

0 1 2 3 4 5 6 7+

5.3 How many children, if any, are still in diapers?

0 1 2 3 4 5+

5.4 How long have you lived in Niagara Region?

_____ years

5.5 What is the highest level of education you have completed?

| | |
|--------------------------|---|
| Some high school or less | 1 |
| Graduated high school | 2 |
| Some college | 3 |
| Graduated college | 4 |
| Some university | 5 |
| Graduated university | 6 |

Appendix 2c – Multi-residential online survey



Thank you for your interest in completing this online survey for multi-residential property tenants, owners/groups/associations in Niagara region about waste management. Please take 7-8 minutes to answer this important survey that will help Niagara Region plan for the future.

S1. Which of the following best describes your capacity related to this property/building?

- Resident's association member/condo board member
- Property management company
- Building superintendent
- Building/property owner
- Tenant or unit owner

S2. Which municipality in Niagara region is your property/building located in?

- | | |
|---|--|
| Fort Erie (Ridgeway, Crystal Beach, Bridgeburg) | St. Catharines (includes Port Dalhousie) |
| Grimsby | Thorold |
| Lincoln (Beamsville, Vineland, Jordan) | Wainfleet |
| Niagara Falls (includes Chippawa) | Welland |
| Niagara-On-The-Lake | West Lincoln (Smithville) |
| Pelham (Fonthill, Ridgeville, Fenwick) | Other – THANK AND END |
| Port Colborne | |

S3. Which of the following best describes your property/building?

- Single family home (detached or semi-detached)
- Townhouse/row house
- An apartment/condo in a house or building with two to six units (duplex, triplex, fourplex, etc.)

| |
|--|
| 1 |
| 2 THANK AND END. Direct to LDR survey |
| 3 |

- An apartment/condo in a building with seven or more units
- 4

S4. What type of garbage collection service does your property/building receive?

- Put your garbage out to the road/curbside 1
- Centralized collection (dumpster/chute) 2 – THANK AND END
- Both curbside and centralized collection 3
- Don't know/not sure 4

S5. Do you take your own garbage to the curb or is that managed by the property/building?

PN: ASK IF S1=5 (Tenant)

- Take to the curb 1
- Managed by the building 2

S6. How is your garbage taken to the curb for collection on a weekly basis?

PN: ASK IF S1 <= 4 (Non-tenant)

- Our residents take out their own 1
- It is one of my weekly responsibilities 2
- Someone else is responsible 3
- Don't know 4

S7. Which of the following best describes the curbside garbage bag/container collection limits or pickup frequency at your property/building?

PN: ASK IF S6= 2 (Non-tenant)

A garbage bag/container limit of one (1) per residential unit, up to a maximum of twelve (12) per week picked up by Niagara Region

Up to twelve (12) garbage bags/containers for pick up by Niagara Region, but have paid private collection for anything more

Don't know

S8. Do you work directly for/in any of the following?

PN: ASK ALL

NOTE: We will not terminate in the online survey, but we can suppress during analysis as needed.

| | Yes | No |
|---|-----|----|
| A municipal or regional government | 1 | 2 |
| A market research or advertising agency | 1 | 2 |
| The media | 1 | 2 |
| Waste management industry | 1 | 2 |
| Local recycling authority | 1 | 2 |

SECTION 1 – GARBAGE COLLECTION

1.1 How important would you say it is that Niagara region works to reduce the amount of garbage that is sent for disposal?

- Very important 1
- Somewhat important 2
- Not very important 3
- Not important at all 4
- DO NOT READ: Don't know 5

1.2 Which of these options best describes your property/building related to putting out garbage bags/containers to the curb on an average collection day for pickup by Niagara Region?

PN: ASK IF S6= 2 (Non-tenant)

- We could easily put out more garbage bags/containers than what we are allowed
- We put out the maximum number of garbage bags/containers allowed each week
- On a weekly basis, we do not put out the maximum number of garbage bags/containers
- Some weeks, we only put out a few garbage bags/containers

1.3 On average, how many garbage bags/containers does your property/building usually put out each week?
PLEASE PROVIDE AN AVERAGE NUMBER, NO RANGES.

SECTION 2 – RECYCLING/ORGANICS

2.1 Does your property/building put out the following items for curbside collection?

| | Yes | No | DO NOT READ: Don't know |
|---------------------------------------|-----|----|----------------------------|
| Recycling – Blue and/or Grey Box/Cart | 1 | 2 | 9 |
| Organics - Green Bin/Cart | 1 | 2 | 9 |

2.2 Blue Box/Cart recycling includes containers that are made from plastic, metal, glass, or styrofoam. How many Blue Boxes/Carts does your property/building place at the curb in an average week?

PN: ASK IF 'YES' TO RECYCLING IN 2.1

PN: ASK IF S6= 2 (Non-tenant)

Blue Boxes
0 1 2 3 4 5 6 7 8

Blue Carts
0 1 2 3 4 5 6 7 8

2.3 Do you put a Blue Box/Cart at the curb more than once a month?

PN: ASK IF ZERO IN 2.2

| | | | |
|-----|---|----|---|
| Yes | 1 | No | 2 |
|-----|---|----|---|

2.4 Grey Box/Cart recycling includes items such as paper, cardboard, cereal boxes, tissue boxes, etc., and bundled plastic bags. How many Grey Boxes/Carts does your property/building place at the curb in an average week? PN: ASK IF 'YES' TO RECYCLING IN 2.1

PN: ASK IF S6= 2 (Non-tenant)

Grey Boxes

| | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
|---|---|---|---|---|---|---|---|---|

Grey Carts

| | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
|---|---|---|---|---|---|---|---|---|

2.5 Do you put out a Grey Box/Cart at the curb more than once a month?

PN: ASK IF ZERO IN 2.4

| | | | |
|-----|---|----|---|
| Yes | 1 | No | 2 |
|-----|---|----|---|

2.6 Green Bin/Cart organics program includes food waste, paper napkins/towels/bags, paper take-out trays/egg cartons, coffee grounds/filters & tea bags How many Green Bins/Carts or containers marked as organics does your property/building place at the curb in an average week? PN: ASK IF 'YES' TO ORGANICS IN 2.10

PN: ASK IF S6= 2 (Non-tenant)

Green Bins

| | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
|---|---|---|---|---|---|---|---|---|

Green Carts

| | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
|---|---|---|---|---|---|---|---|---|

2.7 Do you put a Green Bin/Cart or container at the curb more than once a month?

PN: ASK IF ZERO IN 2.6

| | | | |
|-----|---|----|---|
| Yes | 1 | No | 2 |
|-----|---|----|---|

2.8 Why does your property/building not participate in the Green Bin/Cart Organics program? CLICK ALL THAT APPLY OR ADD SOME OF YOUR OWN.

PN: ASK IF 'NO TO ORGANICS IN 2.1

PN: MULTIPLE RESPONSE OPTION

Smell/Odour

Worried about bugs/maggots/pests/animals

Don't have room/space to store

Messy

Not convenient

Have a garburator

Not interested in sorting it out

Don't know

Other _____

SECTION 3 – FUTURE OPTIONS

For Niagara Region’s new waste collection (garbage, recycling and organics) contract, residents and businesses are being asked for their opinion about several proposed collection options. Adopting some or all of these options would help reduce the amount of waste going to disposal, and limit future costs to businesses and taxpayers.

The purpose of this survey is to receive feedback from taxpayers on the possible collection options and to help Regional staff understand reaction to each option.

3.1 One option under consideration is the mandatory use of clear garbage bags. Some municipalities in Canada have already made this change. The cost for the clear bags would be about the same as green/black garbage bags. Clear garbage bags will make it easier to see recyclable or organic material that should be placed in the Blue/Grey Box/Cart or Green Bin/Cart or Hazardous Waste items that should be disposed of safely. A smaller opaque bag, such as a grocery bag, can be placed inside the clear garbage bag for disposing of sensitive or personal items. Would you support a switch to clear garbage bags?

PN: ASK ALL

Definitely would support

Probably would support

Might or might not support

Probably would not support

Definitely would not support

3.2 Why do you say that?

3.3 Today in Niagara Region, only about 1 in 4 multi-residential buildings which use Niagara Region’s garbage collection services, use the organics collection program. A second option under consideration, that is already in practice in many other municipalities which encourages residents to use their Green Bin/Cart, is to pick up garbage Every-Other-Week, but continue to collect unlimited Blue/Grey Boxes/Carts and unlimited Green Bins/Carts every week. There would be no change or reduction in the garbage container limit for a two-week period, but there would be less frequent pickup. With collection Every-Other-Week, your property/building would be allowed to put two (2) garbage bags/containers per unit, up to a maximum of twenty-four (24) out at the curb for pickup by Niagara Region. Based on your current waste practices, would you:

PN: ASK ALL

be able to manage garbage collection Every-Other-Week 1

OR

need to continue having your garbage picked up weekly 2

3.4 If Niagara Region collected garbage bags/containers Every-Other-Week, but collected your Blue/Grey Boxes/Carts and Green Bins/Carts every week, what would be the impact on your household/property/building?

PN: ASK ALL

| | |
|---------------------------------|---|
| A big impact | 5 |
| Some impact | 4 |
| Might or might not be an impact | 3 |
| Not much of an impact | 2 |
| No impact | 1 |

3.5 Why do you say that? CLICK ALL THAT APPLY OR ADD YOUR OWN.

PN: ASK IF “Big” or “some” impact in 3.4

PN: MULTIPLE RESPONSE OPTION

- Smell
- Storage
- Animals
- Insects
- Pet Waste
- Diapers
- Health concerns
- Messy
- Scheduling
- Don’t know
- Other _____

3.6 If you had to choose between mandatory use of clear garbage bags, Every-Other-Week garbage collection, or the use of both, which would you choose?

PN: ASK ALL

- Clear garbage bags
- Every-other-week garbage collection
- Both clear garbage bags and every other week garbage collection

3.7 How likely is your unit/property/building to do the following as a result of a change to your garbage collection? Would you say...?

PN: Rotate

| | Very likely | Somewhat likely | Not very likely | Not likely at all | No change |
|---|-------------|-----------------|-----------------|-------------------|-----------|
| ...more recyclables would be placed in the Blue/Grey Box/Cart | 5 | 4 | 3 | 2 | 1 |
| ...more food and organics would be placed in the Green Bin/Cart | 5 | 4 | 3 | 2 | 1 |
| ...you will look for other ways/places to dispose of waste | 5 | 4 | 3 | 2 | 1 |

Section 4 – Communications/Outreach

4.1 Where do you tend to get your information about Niagara Region’s waste management programs, services, or initiatives? CLICK ALL THAT APPLY OR ADD YOUR OWN.

PN: MULTIPLE RESPONSE OPTION

- Local daily newspapers 1
- Local Community weekly newspapers 2
- Radio 3
- Television 4
- Website – Niagara Region 5
- Website(s) – Other 6
- Facebook 7
- Twitter 8
- At local facilities/centres/rinks 9
- Mailings/flyers delivered to your home 10
- Word of mouth 11
- Other _____ XX
- Don’t know 99

Section 5 - Demographics

PN: ONLY ASK DEMOGRAPHIC QUESTIONS OF TENANTS – S1=5

5.1 Including yourself, how many people live in your household?

1 2 3 4 5 6 7 8 9 10

5.2 How many are children 18 years or younger?

0 1 2 3 4 5 6 7+

5.3 How many children, if any, are still in diapers?

0 1 2 3 4 5+

5.4 How long have you lived in Niagara Region?

_____ years

5.5 What is the highest level of education you have completed?

Some high school or less

Graduated high school

Some college

Graduated college

Some university

Graduated university

Appendix 2d – IC&I/mixed use online survey



Thank you for your interest in this online survey regarding waste management options for businesses in Niagara region. Please take 7-8 minutes to answer this important survey that will help Niagara Region plan for the future.

S1. Which municipality in Niagara region is your business/mixed use property located in?

- Fort Erie (Ridgeway, Crystal Beach, Bridgeburg)
- Grimsby
- Lincoln (Beamsville, Vineland, Jordan)
- Niagara Falls (includes Chippawa)
- Niagara-On-The-Lake
- Pelham (Fonthill, Ridgeville, Fenwick)
- Port Colborne
- St. Catharines (includes Port Dalhousie)
- Thorold
- Wainfleet
- Welland
- West Lincoln (Smithville)
- Other – **THANK AND END**

S2. What type of garbage collection service does your business/mixed use property receive at this address?

- Put your garbage out to the road/curbside or laneway for pickup by Niagara Region 1
- Paid garbage collection picked up by a private company 2 – **THANK AND END**

S3. Are you an owner or a tenant at this address?

- Property owner
- Tenant/renter

S4. How would you classify your business(es) located at this address? **CLICK ALL THAT APPLY.**

PN: Multiple response option

- Industrial - manufacturing, warehousing, logistics, etc.
- Commercial - offices, hospitality, food, retail, etc.
- Institutional - hospitals, community centres, medical centres, libraries, etc.
- Other _____

S5. Does this property have any residential units?

Yes 1 – Mixed use No 2 – IC&I

S6. Is your business/property located inside or outside the Designated Business Area (DBA), also known as the Business Improvement Area (BIA) in your municipality?

Inside 1
 Outside 2
 Not sure 3 – Will provide link to a map of the DBA for their municipality based on their answer to S1, so they can define where they are

S7. Does your business work directly for/in the following?

NOTE: We will not terminate in the online survey, but we can suppress during analysis as needed.

| | Yes | No |
|---|-----|----|
| A municipal or regional government | 1 | 2 |
| A market research or advertising agency | 1 | 2 |
| The media | 1 | 2 |
| Waste management industry | 1 | 2 |
| Local recycling authority | 1 | 2 |

SECTION 1 – GARBAGE COLLECTION

1.1 How important would you say it is that Niagara Region works to reduce the amount of garbage that is sent for disposal?

Very important 1
 Somewhat important 2
 Not very important 3
 Not important at all 4
 Don't know/not sure 5

1.2 Which of these options best describes your business/property related to putting out garbage bags/containers on an average collection day?

- We could easily put out more garbage bags/containers than what we are allowed
- We put out the maximum number of garbage bags/containers allowed each week
- On a weekly basis, we do not put out the maximum number of garbage bags/containers
- Some weeks, we only put out one or two garbage bags/containers
- We could probably skip a week and it wouldn't be a big concern

1.3 On average, how many garbage bags/containers does your property/building usually put out each week?
 PLEASE PROVIDE AN AVERAGE NUMBER, NO RANGES.

SECTION 2 – RECYCLING/ORGANICS

2.1 Does your business/property put out the following items?

| | Yes | No Not sure | Don't know/ |
|---|-----|----------------|-------------|
| Recycling – Blue and/or Grey Box/Cart to the curb/laneway | 1 | 2 | 9 |
| Take cardboard to a centralized containers | 1 | 2 | 9 |
| Organics - Green Bin/Cart | 1 | 2 | 9 |

2.2 Blue Box/Cart recycling includes containers that are made from plastic, metal, glass, or styrofoam. How many Blue Boxes/Carts does your business/property put out at the curb in an average week?

PN: ASK IF 'YES' TO RECYCLING IN 2.1

Blue Boxes

0 1 2 3 4 5 6 7 8

Blue Carts

0 1 2 3 4 5 6 7 8

2.3 Do you put a Blue Box/Cart out at the curb more than once a month?

PN: ASK IF ZERO IN 2.2

Yes 1 No 2

2.4 Grey Box/Cart recycling includes items such as paper, cardboard, cereal boxes, tissue boxes, etc., and bundled plastic bags. How many Grey Boxes/Carts does your business/property put out at the curb in an average week? PN: ASK IF 'YES' TO RECYCLING IN 2.1

Grey Boxes

0 1 2 3 4 5 6 7 8

Grey Carts

0 1 2 3 4 5 6 7 8

2.5 Do you put a Grey Box/Cart out at the curb more than once a month?

PN: ASK IF ZERO IN 2.4

Yes 1 No 2

SECTION 3 – FUTURE OPTIONS

For Niagara Region’s new waste collection (garbage, recycling and organics) contract, residents and businesses are being asked for their opinion about several proposed collection options. Adopting some or all of these options would help reduce the amount of waste going to disposal, and limit future costs to businesses and taxpayers.

The purpose of this survey is to receive feedback from businesses/property owners on the possible collection options and to help Regional staff understand business reaction to each option.

NOTE: *Clear bag questions to be asked whether inside or outside the DBA*

3.1 One option under consideration is the mandatory use of clear garbage bags. Some municipalities in Canada have already made this change. The cost for the clear bags would be about the same as green/black garbage bags. Clear garbage bags will make it easier to see recyclable or organic material that should be placed in the Blue/Grey Box/Cart or Green Bin/Cart or Hazardous Waste items that should be disposed of safely. A smaller opaque bag, such as a grocery bag, can be placed inside the clear garbage bag for disposing of sensitive or personal items. Would you support a switch to clear garbage bags?

- Definitely would support
- Probably would support
- Might or might not support
- Probably would not support
- Definitely would not support

3.2 Why do you say that?

NOTE: *Asked of IC&I or mixed use inside the DBA*

3.3 Which of the following best describes the total garbage bag/container collection limits or pickup frequency for your business/property?

A garbage bag/container limit of seven (7) per week picked up once a week
(Survey will ask 3.4)

Garbage bag/container limit of more than seven (7) per week picked up once a week
(Survey will skip to 3.14)

Garbage collection more than once a week (Survey will skip to 3.14)

Don’t know/not sure (Survey will skip to 3.16)

3.4 A second option under consideration will be to reduce the number of garbage bags/containers collected per week. The current limit for each property/businesses owner in your property is seven (7) bags/containers per week, but if this option proceeds, that number would be reduced to four (4) total per week. Data from audits conducted by Niagara Region shows that the average business is putting out about two (2) garbage bags/containers per week. Based on your current waste practices, would your business/property:
 PN: ASK IF 3.3 =1

be able to manage the lower garbage bag/container limit every week 1

OR

need to continue having the current garbage bag/container limit 2

3.5 If Niagara Region reduced the number of garbage bags/containers collected every week to four (4) and continued to collect your Blue/Grey Boxes/Carts and Green Bins/Carts every week, what would be the impact on your property as a whole?

| | |
|---------------------------------|---|
| A big impact | 5 |
| Some impact | 4 |
| Might or might not be an impact | 3 |
| Not much of an impact | 2 |
| No impact | 1 |

3.6 Why do you say that?

PN: ASK IF 3.5 =(4,5)

NOTE: Asked of mixed use outside the DBA

3.7 A second option under consideration will be to reduce the number of garbage containers collected on a weekly basis. The current limit for all tenants/businesses located at your property is now six (6) containers total, but if this option proceeds, that number would be reduced to four (4) containers total. Based on your current waste practices, would your business/property as a whole:

be able to manage the lower garbage bag/container limit every week 1

OR

need to continue having the current garbage bag/container limit 2

3.8 If Niagara Region reduced the number of garbage containers collected every week to four (4) and continued to collect your Blue/Grey Boxes/Carts and Green Bins/Carts every week, what would be the impact on your property as a whole?

- A big impact 5
- Some impact 4
- Might or might not be an impact 3
- Not much of an impact 2
- No impact 1

3.9 Why do you say that?

PN: ASK IF 3.8 =(4,5)

NOTE: Asked of IC&I outside the DBA

3.10a Approximately 1 in 10 businesses participate in Niagara Region’s Green Bin/Cart organics program. One option under consideration, which is already in practice in many other municipalities and encourages residents and businesses to use their Green Bin/Cart, is to pick up garbage Every-Other-Week, but continue to collect Blue/Grey Boxes/Carts and Green Bins/Carts every week. There would be no change or reduction in the total number of garbage bag/containers collected for a two week period, but there would be less frequent pickup. This would mean that your business/property could put out 8 garbage bags/containers, Every-Other-Week. Based on your current waste practices, would you:

- be able to manage garbage collection every other week 1
- OR
- need to continue having your garbage picked up weekly 2

NOTE: Asked of mixed-use outside the DBA

3.10b About 1 in 5 mixed use properties participate in Niagara Region’s Green Bin/Cart organics program. One option under consideration, which is already in practice in many other municipalities and encourages residents and businesses to use their Green Bin/Cart, is to pick up garbage Every-Other-Week, but continue to collect Blue/Grey Boxes/Carts and Green Bins/Carts every week. There would be no change or reduction in the total number of garbage bag/containers collected for a two week period, but there would be less frequent pickup. This would mean that your mixed use property could put out eight (8) garbage bags/containers, Every-Other-Week. Based on your current waste practices, would you:

be able to manage garbage collection every other week 1

OR

need to continue having your garbage picked up weekly 2

3.11 If Niagara Region collected garbage bags/containers Every-Other-Week, but collected your Blue/Grey Boxes/Carts and Green Bins/Carts every week, what would be the impact on your business/property?

- A big impact 5
- Some impact 4
- Might or might not be an impact 3
- Not much of an impact 2
- No impact 1

3.12 Why do you say that? CLICK ALL THAT APPLY OR ADD YOUR OWN.

PN: ASK IF “Big” or “some” impact in 3.11

PN: MULTIPLE RESPONSE OPTION

- Smell
- Storage
- Animals
- Insects
- Pet Waste
- Diapers
- Health concerns
- Messy
- Scheduling
- Don’t know
- Other _____

3.13 If you had to choose between mandatory use of clear garbage bags, Every-Other-Week garbage collection, or the use of both, which would you choose?

- Clear garbage bags
- Every-other-week garbage collection
- Both clear garbage bags and Every-Other-Week garbage collection

NOTE: Asked of IC&I receiving enhanced collection

3.14a A second option under consideration will be to reduce the number of garbage bags/containers collected per week. In other municipalities this has encouraged residents and businesses to participate more fully in the recycling and organics programs. Data from audits conducted by Niagara Region shows that the average business is putting out between three and four garbage bags/containers per collection day. However, almost 40% are not participating in the Blue/Grey Box/Cart recycling program and over 90% are not participating in the Green Bin/Cart organics collection program. Based on your current waste practices, would your business:
PN: ASK IF S5=2 AND 3.3 =2,3

be able to manage a reduction of the garbage bag/container limit on each collection day by:

- one (1) bag/container 1
- two (2) bags/containers 2
- three (3) bags/containers 3

OR

need to continue having the current garbage bag/container limit 4

NOTE: Asked of mixed-use receiving enhanced collection

3.14b A second option under consideration will be to reduce the number of garbage bags/containers collected per week. In other municipalities this has encouraged residents and businesses to participate more fully in the recycling and organics programs. Data from audits conducted by Niagara Region shows that the average property is putting out around three garbage bags/containers per collection day. However, almost 40% are not participating in the Blue/Grey Box/Cart recycling program and over 90% are not participating in the Green Bin/Cart organics collection program. Based on your current waste practices, would your property:
PN: ASK IF S5=1 AND 3.3 =2,3

be able to manage a reduction of the garbage bag/container limit on each collection day by:

- one (1) bag/container 1
- two (2) bags/containers 2
- three (3) bags/containers 3

OR

need to continue having the current garbage bag/container limit 4

NOTE: Asked of both IC&I and mixed-use receiving enhanced collection

3.15 A third option under consideration will be to reduce the number of times garbage bags/containers are collected each week. Based on your current waste practices, would your business or property:
PN: ASK IF 3.3 =3

be able to manage a reduction of one (1) garbage collection day each week

OR

need to continue having the current frequency of garbage collection

NOTE: Back to asking all

3.16 How likely are you to do the following as a result of a change to your garbage collection? Would you say ...? PN: Rotate

| | Very likely | Somewhat likely | Not very likely | Not likely at all | No change for our business/property |
|---|-------------|-----------------|-----------------|-------------------|-------------------------------------|
| ...more recyclables would be placed in the Blue/Grey Box/Cart | 5 | 4 | 3 | 2 | 1 |
| ...more food and organics would be placed in the Green Bin/Cart | 5 | 4 | 3 | 2 | 1 |
| ...you will look for other ways/places to dispose of waste | 5 | 4 | 3 | 2 | 1 |

Section 4 – Communications/Outreach

4.1 Where do you tend to get your information about Niagara Region’s waste management programs, services, or initiatives? CLICK ALL THAT APPLY OR ADD YOUR OWN.

PN: MULTIPLE RESPONSE OPTION

- Local daily newspapers 1
- Local Community weekly newspapers 2
- Radio 3
- Television 4
- Website – Niagara Region 5
- Website(s) – Other 6
- Facebook 7
- Twitter 8
- At local facilities/centres/rinks 9
- Mailings/flyers delivered to your home 10
- Word of mouth 11
- Other _____ XX
- Don’t know 99

Section 5 – Business Information

5.1 Which of these best represents your role in the business?

- Owner or President
- Senior Manager or Vice-President level
- Administration
- Manager/Supervisor
- Other _____

Appendix 3 – Broad Based Public Consultation

Public Open Houses (All public open houses are from 6:00pm to 8:00pm, with a presentation at 6:30pm)

| Municipality | Venue | Address | Event Date |
|---------------------|---|--|-------------------|
| Niagara-on-the-Lake | Community Centre | 14 Anderson Lane, NOTL | November 1, 2018 |
| Niagara Falls | Gale Centre – Memorial Community Room | 5152 Thorold Stone Road, Niagara Falls | November 5, 2018 |
| Welland | Community Wellness Complex - Theatre | 145 Lincoln Street, Welland | November 6, 2018 |
| Port Colborne | Roselawn Centre – Dining Room | 296 Fielden Avenue, Port Colborne | November 8, 2018 |
| Pelham | Pelham Meridian Centre – Accursi Room | 100 Meridian Way, Fonthill | November 12, 2018 |
| Fort Erie | Leisureplex- Banquet Hall | 3 Municipal Centre Drive, Fort Erie | November 13, 2018 |
| St. Catharines | St. Catharines Public Library- Central Branch, Mills Room | 54 Church Street, St. Catharines | November 15, 2018 |
| Thorold | Niagara Region Headquarters Building- CE101 and CE102 | 1815 Sir Isaac Brock Way, Thorold | November 19, 2018 |
| Lincoln | Fleming Centre- 2 nd Floor Meeting Room | 5020 Serena Drive, Beamsville | November 20, 2018 |
| West Lincoln | Town of West Lincoln Municipal Office- Council Chambers | 318 Canborough Street, Smithville | November 22, 2018 |
| Grimsby | Peach King Centre – Auditorium | 162 Livingston Avenue, Grimsby | November 27, 2018 |
| Wainfleet | Firefighters Memorial Community Hall | 31907 Park Street, Wainfleet | November 28, 2018 |

Community Booths:

| Municipality | Venue | Address | Event Date | Event Time |
|---------------------|---------------------------------|-------------------------------------|-------------------|-------------|
| St. Catharines | Pen Centre | 221 Glendale Avenue, St. Catharines | October 30, 2018 | 9am-9pm |
| Niagara Falls | MacBain Community Centre | 7150 Montrose Road, Niagara Falls | November 5, 2018 | 9:30am-4pm |
| Niagara-on-the-Lake | Community Centre | 14 Anderson Lane, NOTL | November 6, 2018 | 9am-3:30pm |
| Port Colborne | Vale Health and Wellness Centre | 66 Charlotte Street, Port Colborne | November 7, 2018 | 4:30pm-9pm |
| Thorold | Thorold Public Library | 14 Ormond Street, Thorold | November 8, 2018 | 10am-7:30pm |
| Pelham | Pelham Public Library | 43 Pelham Town Square, Fonthill | November 12, 2018 | 10am-4:30pm |

Niagara Region Waste Collection – February 2019

| Municipality | Venue | Address | Event Date | Event Time |
|---------------------|--|-------------------------------|-------------------|-------------------|
| Fort Erie | Fort Erie Centennial Library | 136 Gilmore Rodd, Fort Erie | November 13, 2018 | 9:30am-4:30pm |
| Welland | Seaway Mall | 800 Niagara Street, Welland | November 14, 2018 | 10am-8pm |
| Lincoln | Fleming Centre | 5020 Serena Drive, Beamsville | November 20, 2018 | 9am -5pm |
| West Lincoln | West Lincoln Public Library - Smithville | 177 West Street, Smithville | November 21, 2018 | 10am-4:30pm |
| Wainfleet | Wainfleet Arena | 31943 Park St, Wainfleet | November 22, 2018 | 2:30pm-8:30pm |
| Grimsby | Grimsby Public Library | 18 Carnegie Lane, Grimsby | November 26, 2018 | 9am-8:30pm |

Record of Consultation with Organizations Representing Businesses (as of November 30, 2018)

| Municipality | Meeting Date | Organization Name | Meeting Attendees from Organization Representing Businesses (ORB) | ORB Reps. Not in Attendance | Public Works Official in Attendance | Email Sent to Organization to Request Formal Feedback | Letter on Proposed Collection Options for Businesses Provided to Organization by Email |
|---------------|--------------|---|---|-----------------------------|-------------------------------------|---|--|
| Fort Erie | 23-Aug-18 | Ridgeway Business Improvement Association (BIA) | Marge Ott | N/A | Kelly Walsh | 10-Oct-18 | 24-Oct-18 |
| | | Crystal Beach BIA | No DBA rep present | Casey Marzec | Kelly Walsh | 10-Oct-18 | 24-Oct-18 |
| | | Bridgeburg Station BIA | No DBA rep present | Julie Brady | Kelly Walsh | 10-Oct-18 | 24-Oct-18 |
| Grimsby | 01-Aug-18 | Grimsby Downtown Improvement Association (Friendly by Nature) | Leigh Jankiv | N/A | Bob LeRoux | 10-Oct-18 | 24-Oct-18 |
| Lincoln | 10-Aug-18 | Downtown Beamsville BIA | Stephanie Hicks | N/A | Dave Graham | 10-Oct-18 | 24-Oct-18 |
| Niagara Falls | 15-Aug-18 | Clifton Hill BIA | No DBA rep present | Joel Noden | Geoff Holman | 10-Oct-18 | 24-Oct-18 |
| | | Fallsview BIA | Sue Mingle | Wayne Thomson | Geoff Holman | 10-Oct-18 | 24-Oct-18 |
| | | Lundy's Lane BIA | David Jankovic | Tish DiBellonia | Geoff Holman | 10-Oct-18 | 24-Oct-18 |

Niagara Region Waste Collection – February 2019

| Municipality | Meeting Date | Organization Name | Meeting Attendees from Organization Representing Businesses (ORB) | ORB Reps. Not in Attendance | Public Works Official in Attendance | Email Sent to Organization to Request Formal Feedback | Letter on Proposed Collection Options for Businesses Provided to Organization by Email |
|-----------------------------|---------------------|---|--|------------------------------------|--|--|---|
| | | Main and Ferry BIA | Ruth Ann Nieuwesteeg | N/A | Geoff Holman | 10-Oct-18 | 24-Oct-18 |
| | | Victoria Centre | Eric Marcon | Tim Parker | Geoff Holman | 10-Oct-18 | 24-Oct-18 |
| | | Queen Street Niagara Falls Downtown BIA (The Q) | No DBA rep present | Ron Charbonneau | Geoff Holman | 10-Oct-18 | 24-Oct-18 |
| Niagara -on-the-Lake | 10-Sep-18 | Niagara-on-the-Lake | Janice Thompson | N/A | Sheldon Randall | 10-Oct-18 | 24-Oct-18 |
| Pelham | 08-Aug-18 | Pelham Business Association | David Tucker | N/A | Derek Young, Ryan Cook | 10-Oct-18 | 24-Oct-18 |
| Port Colborne | 24-Aug-18 | Port Colborne-Main Street BIA | Frank Danch | N/A | Chris Lee | 10-Oct-18 | 24-Oct-18 |
| | | Port Colborne-Downtown BIA | Betty Konc | N/A | Chris Lee | 10-Oct-18 | 24-Oct-18 |
| Port Dalhousie | 22-Aug-18 | Port Dalhousie Business Association | Wolfgang Guembel | N/A | Dan Dillon | 10-Oct-18 | 24-Oct-18 |
| St. Catharines | 22-Aug-18 | St. Catharines Downtown Association | Tisha Polocko | N/A | Dan Dillon | 10-Oct-18 | 24-Oct-18 |
| Thorold | 02-Aug-18 | Thorold BIA | Marsha Coppola, Tim Whalen | N/A | Sean Dunsmore | 10-Oct-18 | 24-Oct-18 |

Niagara Region Waste Collection – February 2019

| Municipality | Meeting Date | Organization Name | Meeting Attendees from Organization Representing Businesses (ORB) | ORB Reps. Not in Attendance | Public Works Official in Attendance | Email Sent to Organization to Request Formal Feedback | Letter on Proposed Collection Options for Businesses Provided to Organization by Email |
|---|---------------------|--|---|------------------------------------|--|--|---|
| | 26-Sept-18 | Venture Niagara | Susan Morin | N/A | N/A | 10-Oct-18 | 24-Oct-18 |
| | 26-Sept-18 | Niagara Centre Board of Trade and Commerce | John D’Amico | N/A | N/A | 10-Oct-18 | 24-Oct-18 |
| Welland | 09-Aug-18 | Downtown Welland BIA | Amanda MacDonald, Delores Wright | N/A | Eric Nickel | 10-Oct-18 | 24-Oct-18 |
| | | North Welland BIA | John Clark | N/A | Eric Nickel | 10-Oct-18 | 24-Oct-18 |
| Fort Erie, Grimsby, Lincoln, Niagara Falls, NOTL, Pelham, Port Colborne, St. Catharines, West Lincoln, Welland | 13-Sept-18 | Greater Niagara Chamber of Commerce | Mishka Balsom | N/A | N/A | 10-Oct-18 | 24-Oct-18 |
| Fort Erie, Grimsby, Lincoln, Niagara Falls, Pelham, Port | 22-Aug-18 | Niagara Chamber of Commerce Partnership | Rebecca Shelley (Grimsby) Johnathan George (Fort Erie), Paul Scottile (Niagara Falls), | N/A | N/A | 10-Oct-18 | 24-Oct-18 |

Niagara Region Waste Collection – February 2019


| Municipality | Meeting Date | Organization Name | Meeting Attendees from Organization Representing Businesses (ORB) | ORB Reps. Not in Attendance | Public Works Official in Attendance | Email Sent to Organization to Request Formal Feedback | Letter on Proposed Collection Options for Businesses Provided to Organization by Email |
|---|---------------------|--------------------------------|---|--|--|--|---|
| Colborne, Welland, West Lincoln | | | Delores Fabiano (Niagara Falls), Denise Potter (West Lincoln), Jim Arnold (Niagara Falls), Len Stolk (Port Colborne/ Wainfleet), Gary Bruce (Lincoln), Anna Murre (Lincoln) | | | | |
| | 21-Sept-18 | Niagara Industrial Association | Adam Joon, Aaron Tisdelle | N/A | N/A | 10-Oct-18 | 24-Oct-18 |
| Fort Erie, Grimsby, Lincoln, Niagara Falls, NOTL, Port Colborne, St. Catharines, Welland, West Lincoln | 18-Sept-18 | Tourism Niagara | Karin Jahnke-Haslam, Anthony Annunziata | Tourism Niagara met on behalf of Noel Buckley (Niagara Falls Tourism) Victor Ferraiuolo (Niagara Falls Tourism) | N/A | N/A | N/A |

Niagara Region Waste Collection – February 2019



| Municipality | Meeting Date | Organization Name | Meeting Attendees from Organization Representing Businesses (ORB) | ORB Reps. Not in Attendance | Public Works Official in Attendance | Email Sent to Organization to Request Formal Feedback | Letter on Proposed Collection Options for Businesses Provided to Organization by Email |
|--------------|--------------|-------------------|---|--|-------------------------------------|---|--|
| | | | | Janice Thomson (NOTL) Brian York (St. Catharines) Erin Thomson (Twenty Valley Tourism) Ron Bodnar (Niagara South Coast Tourism) | | | |


| Let's Talk Waste Promotion | | | | |
|----------------------------|--|--------|------------------------------|--|
| | Medium | Date | Location | Sample/Link |
| LETTERS | | | | |
| | Letters to Business Owners (inside DBA) | 22-Oct | Business Inside DBA | Letter |
| | Letters to Business Owners (outside DBA) | 22-Oct | Business Outside DBA | Letter |
| | Letters to Multi-residential Owners | 22-Oct | Multi-residential buildings | Letter |
| WEB | | | | |
| | Webpage | 23-Oct | Niagara Region Website | Webpage |
| | Webpage banner | 23-Oct | Niagara Region Waste webpage |  |
| | Local Area Municipalities | | |  |
| MEDIA COVERAGE | | | | |
| | Media Release | 25-Oct | Niagara Region Website | Media Release |
| | Radio Interview | 05-Nov | I Heart Radio | |

| Let's Talk Waste Promotion | | | | |
|----------------------------|----------------------------|----------------|-------------------------|--|
| | Television Coverage | Nov 5 - Nov 30 | Cogeco - YourTV | Show |
| | Articles | 28-Oct | Erie Media | Article |
| | | 05-Nov | Niagara Falls Review | |
| | | 05-Nov | St. Catharines Standard | Article |
| | | 07-Nov | Voice of Pelham | Article |
| NEWSPAPER | | | | |
| PRINT | | | | |
| | Print Advertising | 25-Oct | Niagara this Week |  <p>Do you use Niagara Region's curbside garbage collection service? If so, we want to hear from you!</p> <p>Niagara Region is in the process of consulting with various groups (i.e. residents, business owners, associations, etc.) to obtain their input on the proposed collection service options being considered for Niagara Region's next waste collection contract.</p> <p>To find out more information, complete the on-line survey, or obtain a list of public open houses and community booth dates, visit niagararegion.ca/letstalkwaste.</p> <p>Survey closes at midnight on November 30, 2018</p> <p>Niagara Region Waste Info-Line 905-356-4141 or 1-800-594-5542</p> |
| | | 27-Oct | St. Catharines Standard | |
| | | 01-Nov | Niagara this Week | |
| | | 03-Nov | Niagara Falls Review | |
| | | 03-Nov | Welland Tribune | |
| | | 08-Nov | Niagara this Week | |
| | | 10-Nov | St. Catharines Standard | |
| | | 15-Nov | Niagara this Week | |
| | | 15-Nov | News Now | |
| | | 22-Nov | Niagara this Week | |
| | 22-Nov | News Now | | |
| ONLINE | | | | |
| | 24 Hour Online Advertising | 30-Oct | St. Catharines Standard |  <p>Niagara Region wants your input on the proposed options for the next waste collection contract</p> <p>Niagara Region</p> |
| | | 30-Oct | Niagara Falls Review | |
| | | 30-Oct | Welland Tribune | |
| | | 06-Nov | St. Catharines Standard | |
| | | 06-Nov | Niagara Falls Review | |
| | | 06-Nov | Welland Tribune | |
| | | 13-Nov | St. Catharines Standard | |

| Let's Talk Waste Promotion | | | | |
|----------------------------|---------------------------|----------------------|-------------------------|--|
| | | 13-Nov | Niagara Falls Review | |
| | | 13-Nov | Welland Tribune | |
| | | 20-Nov | St. Catharines Standard | |
| | | 20-Nov | Niagara Falls Review | |
| | | 20-Nov | Welland Tribune | |
| | | 24-Nov | Niagara this Week | |
| | 1 Week Online Advertising | Nov 22-29 | News Now | |
| | Big Box Takeover | 30-Oct | St. Catharines Standard |  |
| | | 30-Oct | Niagara Falls Review | |
| | | 30-Oct | Welland Tribune | |
| | | 05-Nov | St. Catharines Standard | |
| | | 05-Nov | Niagara Falls Review | |
| | | 05-Nov | Welland Tribune | |
| | | 11-Nov | St. Catharines Standard | |
| | | 11-Nov | Niagara Falls Review | |
| | | 11-Nov | Welland Tribune | |
| | | 20-Nov | St. Catharines Standard | |
| | 20-Nov | Niagara Falls Review | | |
| | 20-Nov | Welland Tribune | | |
| SOCIAL MEDIA | | | | |

| Let's Talk Waste Promotion | | | | |
|----------------------------|------------------|-------------------|-------------------------|--|
| | Facebook Paid Ad | Oct 25- Nov 28 | Niagara Region Facebook | |
| | Twitter Post | Oct 23- Nov 28 | Niagara Region Twitter | |

| Let's Talk Waste Promotion | | | | |
|----------------------------|---------------------------------|----------------|-------------------------|--|
| | Facebook Events for Open Houses | Nov 1 - Nov 28 | Niagara Region Facebook |  |
| INTERNAL | | | | |
| | Vine Intranet | 31-Oct | Niagara Region Vine |  |

| Let's Talk Waste Promotion | | | | |
|----------------------------|-------------|--------|-------------|--|
| | Vine Weekly | 01-Nov | Vine Weekly | <p>Let's Talk Waste Niagara</p>  <p>Let's Talk Waste NIAGARA</p> <p>Hi Ashley, Niagara Region's Waste Management department is consulting with various groups (i.e. residents, business owners, associations, etc.) for input on the proposed collection service options being considered for Niagara Region's next waste collection contract.</p> <p>Information, survey and open houses</p> |