



ENGAGE



SASKATOON TALKS TRASH: CURBSIDE

Workshop Summaries

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Saskatoon Talks Trash: Curbside

Community Workshops Feedback Summary



Report prepared by Lura Consulting for the City of Saskatoon

April 20th, 2018

Community Workshop Feedback Summary

Two community workshop sessions were held on March 1, 2018 for the public and stakeholders to engage in more in-depth dialogue about redesigning the Curbside Collection Program. The afternoon session (1:00pm – 3:00pm) had 40 participants and the evening session (7:00pm – 9:00pm) had 26 participants.

Each two hour session included a brief presentation that described the context and the purpose of the overall project. Both sessions included a short question and answer period but the majority of time was dedicated to two engagement activities designed to encourage in-depth group discussion and generate ideas and feedback.

The summary of community workshop feedback reflects collected participant comment forms and comments transcribed on flip charts during the engagement process via table discussions at 2 community workshops. This summary includes feedback from the following areas:

Exercise 1: Exploring Options & Discussing Complementary Services

- Community 1
- Community 2
- Community 3

Exercise 1B: Collection Programs

- Garbage
- Food & Yard Waste
- Recycling
- Other

Exercise 2: Big Questions

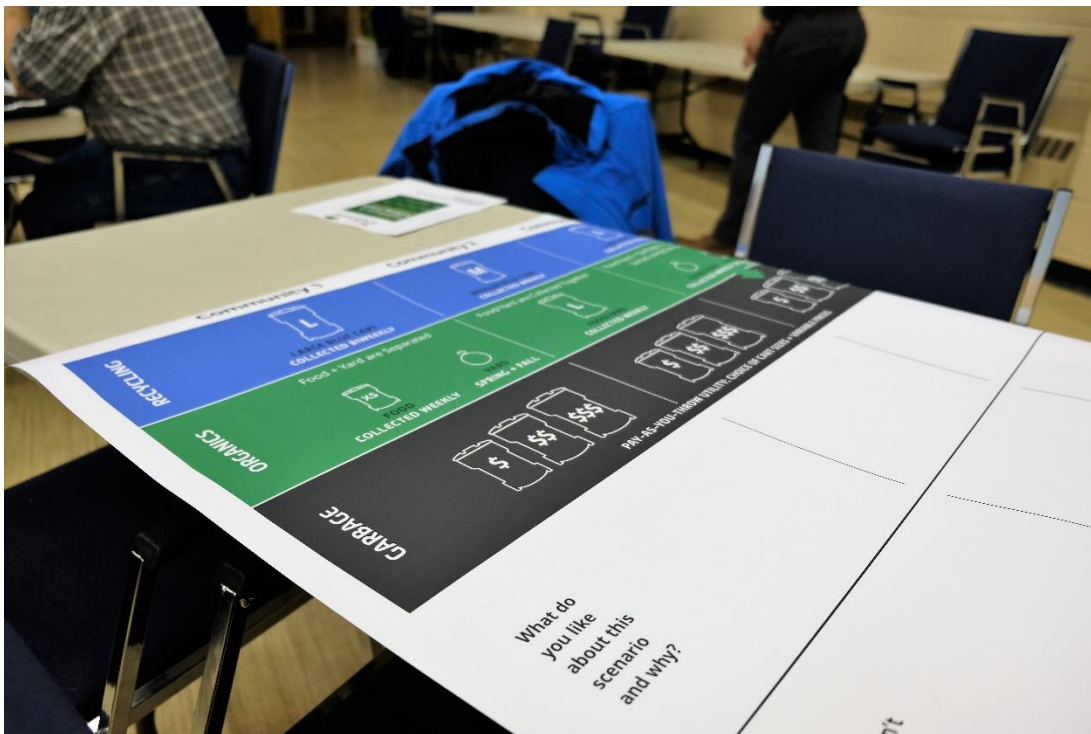
- Affordability
- Home Composters
- Illegal Dumping
- Blue Sky -
- Accessibility
- Bulky Items



Exercise 1A: Exploring Options & Discussion of Complementary Services

Participants were asked to discuss 3 different scenarios for curbside collection programs. As a group they were asked to identify:

- What you like & why
- What you don't like & why



Community 1

- Large Recycling, Biweekly
- XS Food Waste Cart Collected Weekly, Yard Waste Collections 2x/Spring and Fall
- Pay-as-you-throw (PAYT) Garbage with Variable Cart Sizes and Pricing

What do you like about this scenario?

Garbage

- Several participants liked the option to select their cart size (customization). One group noted that smaller bins have worked in other communities, but that a range of options should be provided.
- Some groups said that a pay-as-you-throw (PAYT) system would incentivize them to produce less garbage to save money. One respondent agrees that the City should charge by cart size.



Recycling

- Some participants said they liked the large bin size proposed for this scenario (consistent with current service).
- A few participants said the existing recycling system is working well.
- With regard to pick-up frequency, several participants said that they liked the idea of recycling collection bi-weekly. One group said that recycling should be monthly for small households.
- One respondent appreciated the simplicity of the recycling system.

Organics (Food & Yard Waste)

- A few respondents said that they liked the idea of food waste being collected weekly and year-round. One participant also noted that this option would be great for those who already compost and that there should be lots of seasonal collection for those who don't compost. One group liked the efficiency of yard waste collection at peak times (spring/fall).
- It was suggested that pet waste should be an acceptable compostable item for collection.
- Some participants like placing food waste into carts.
- One point suggested a small cart option for households where less food waste is produced.

General Feedback

- Concerns about bin durability was noted. Some participants had concerns about the size of bins such as: small bins have lower handles, making them more difficult to maneuver; and that small bins still need bigger wheels.
- It was also noted that small waste bins would take up less room in their yard. Another note indicated that smaller bins are easier to maneuver.
- One respondent said that year-round collection is necessary.
- It was noted that fair fees for waste collection would reduce illegal dumping.
- It was also suggested that waste collection should provide local economic opportunities.

What don't you like about this scenario?

Garbage

- A few residents indicated that they do not like the change in fee structure for garbage collection (PAYT).
- A few respondents discussed the affordability of this scenario. It was noted that the system should be flexible to consider varying household sizes.
- One note indicated that there are concerns about the equity of payment for the PAYT program.
- Another note suggested that a small bin would need more frequent pick-ups and a large bin would require less frequent collection.
- Customization for varying households was appealing to participants.
- It was also suggested that the City should not ban plastic bags.

Recycling

- Some participants said recycling cart sizes should be variable. For example, one participant stated they would like an option for a smaller bin size and more frequent pick-up and another note mentioned the blue bin is not big enough and that collection should be weekly.
- Several participants felt that styrofoam products should be recyclable and that more clarity is needed on recyclable items.

Organics (Food & Yard Waste)

- It was noted that the current subscription organics program is insufficient and another point stated the need for clarity on composting bags and the frequency of collection. There were also comments that indicated a dislike of dealing with separate bags.
- Some participants said they do not want to separate food and yard waste as it is inconvenient or confusing.
- Some participants said that yard waste pickup should be more frequent or year-round. For example, some said that seasonal collection of yard waste is not feasible for people with large yards and people who garden.
- There were opposing views on bin size. Some participants said that a small bin would be enough for food waste, while others said the bins should be larger to be more efficient and reduce collection costs. One participant said they do not produce enough food waste to justify having a green bin.
- A few participants said that there are too many bins in this scenario. It was also noted that rentals (e.g., basement suites) would result in too many bins. On the same topic of bins, one respondent said that small bin sizes might prompt illegal dumping.
- It was also suggested that the City should consider a Loose Leaf Collection system like Oakville.

General Feedback

- Concerns were expressed regarding the swapping out of existing bins.
- One comment noted how the City should employ people versus using machines. Another note questioned if big trucks are necessary. Another note questioned how the scenario would account for people who travel for extended periods of time.
- A concern was also raised about paying for a service that they may not use and about how well people will separate their garbage.

Community 2

- Medium Recycling Cart, Collected Weekly
- Large Co-mingled Organics Cart, Collected Weekly
- PAYT Garbage with Variable Cart Sizes and Pricing

What do you like about this scenario?

Garbage

- Some participants like the PAYT system and noted that customization and flexibility are appreciated. However, one participant said that the City should charge by frequency of collection and not cart size.

Recycling

- One group liked the proposed weekly pickup of recycling as their current bin fills quickly and another group stated that a medium recycling bin is an appropriate size.

Organics (Food & Yard Waste)



- Multiple participants like the organics collection method suggested in this scenario. They find it easy, straight forward, and like that there is no need for bags. Some participants specifically like that food and yard waste are combined.
- Some participants like the idea of having organics collected on a weekly basis. One participant said that someone they knew in St. Albert appreciated weekly collection.
- Some participants like the large organic cart size proposed in this scenario. Some participants want medium bins, while others want large bins. They suggested that providing a variety of options would incentivize use.
- It was asked whether users could get a reduction in garbage utility costs if they don't require organics collection.
- One comment stated that organics act as a good input for biogas generation.

General Feedback

- Some participants said that this scenario seemed to be the simplest. One respondent remarked that they like this option, apart from the proposed recycling scenario.
- A few participants said that this scenario provides a good separation of waste streams.
- It was suggested that E-mail alerts and time-specific information on collection is important.
- One group wants the City to ensure collections facilities create local economic opportunities.

What don't you like about this scenario?

Garbage

- Some participants suggested an adjustment window to allow residents to change their cart size if needed.
- Some participants noted that a PAYT utility may cause equity issues for large families and renters. A few residents said that the PAYT program may encourage illegal dumping.
- One group noted that there is an environmental cost associated with changing resident's current garbage bins, another questioned whether allowing for multiple bin sizes would increase the City's operational costs.
- A few participants said that a PAYT program should also account for collection frequency. One participant said that having one large bin would allow for residents to decide how often their garbage should be collected.
- Questions were also raised about what happens when a person moves to a new home.

Recycling

- Multiple participants said that weekly recycling collection is too frequent and may be too expensive. Participants said that recycling can wait longer between pick-ups (potentially longer than bi-weekly collection) because it does not create an odor. One group said they would prefer to have a large recycling bin to reduce operational costs.
- A few participants don't like the medium size recycling bin in this scenario. One group said that a medium bin wouldn't allow residents to fit large cardboard.
- It was noted that recycling should be made more lucrative for value-added processing.
- It was also suggested that there should be additional blue bin collection during the holidays.
- Some respondents do not like that Styrofoam is not currently collected.

Organics (Food & Yard Waste)

- Several participants said a large green bin would be too big. One group said that curbside collection may be difficult if residents cannot find the space for their bins. A few participants are concerned about managing or storing multiple bins.
- Some participants believe that combining food and yard waste may increase operational costs due to sorting at compost depots. One group is concerned about how well residents will sort their organics. Another noted that green bins lack airflow, causing bad odors. The weight of green bins was also raised as a concern.
- Some participants want the option to choose the size of their green bin. One participant said that home composters should be able to select smaller bins. Another noted that home composters should pay less for collection. One participant said that weekly green bin collection would be efficient if coordinated with current collection schedules.
- Concerns were mentioned about neighbours' leaves falling into their yards.
- It was suggested that changes to the green bin from seasonal collection to year-round collection should be paired with education and that the frequency should account for weather.

General Feedback

- A few participants had concerns with back lane collection being inconsistent. One participant said that back lanes should be fixed.
- One respondent also noted that City's response time to requests for bin replacement is not quick enough.
- One participant commented that the City should not ban plastic bags.

Community 3

- Large Recycling Cart, Collected Biweekly
- Organics (Food and Yard) in Green Bags, into same Large Garbage Container with bagged (black or other non-green) garbage
- PAYT Garbage with Variable Cart Sizes and Pricing

What do you like about this scenario?

Garbage

- Some participants like the proposed PAYT program because of its flexibility, customization and potential for cost savings.
- Another note suggested that residents should be able to determine collection frequency to help lower costs.

Recycling

- Although participants mostly felt that the proposed recycling program in this scenario was adequate, one participant suggested



that recycling should follow a variable PAYT program based on cart size or frequency

Organics (Food & Yard Waste)

- When discussing bags, one group asked if they would be able to lift their compost bags. They asked for an option to have several small compost bags rather than one big one. Another note stated that they like the compost bags as they are a home composter and would only need a small bin.

General Feedback

- Multiple participants said they liked that this scenario only required two bins. One respondent also noted that it makes sense. A few participants stated that having fewer carts is appealing.
- It was noted that local processing facilities should create economic opportunities.
- One participant had a concern with the proposed sorting technology. Another asked if this scenario is realistic.

What don't you like about this scenario?

Garbage

- A few participants said the PAYT program should consider varying household sizes.
- Some participants said that variable pricing based on frequency should also be considered. One group said that having one large bin would allow residents to determine the frequency of their garbage collection.
- Another group suggested that a PAYT program based on cart size may not lead to increased waste diversion and that a sticker system may be better (where residents buy stickers to place on carts when collection is desired).

Recycling

- A few participants said that they would like the option to have a smaller recycling bin. Large bins can be difficult to handle, be too heavy, or take up too much room.
- One group noted they did not like that Styrofoam cannot be recycled.

Organics (Food & Yard Waste)

- Several participants don't want to use plastic bags for their organics. Some participants noted that plastic bags are not environmentally friendly. Other participants do not want to pay for organics bags.
- A few participants are concerned about the contamination and tearing of compost bags.
- Some participants noted operational costs may increase in relation to the two-bag system. One group noted the additional cost of diversion. Another participant noted the cost of manufacturing two different bags. One comment was made regarding the inability of garbage trucks to compact bagged waste.
- Multiple participants expressed concern about the ability of residents to properly sort their organic waste. One group said that sorting works well for food waste but would not work well for the sorting of yard waste.
- One concern noted skepticism about whether compostable bags are truly compostable.

General Feedback

- A few participants said that this is the most complicated option and would present the greatest potential for non-compliance and the greatest need for education.
- It was suggested that this option may cost the City more if they are “good” about diversion.
- One group said that the City should not ban plastic bags. Another note suggested using white garbage bags instead of coloured bags.
- It was also asked if different types of waste could be collected on the same day of alternating weeks.



Exercise 1B: Complementary Programs

Based on the discussion above, participants were asked to discuss extra services that might be desired. Four areas were provided for participants to consider:

- Garbage
- Food & Yard Waste
- Recycling
- Other

Garbage

A) What would make this kind of service most useful to you?

Extra Collections – Service comes to you

Bulky Items

- Bulky item collection for residents who don't have a vehicle to take their waste to the landfill or depots (i.e. mattresses, couches, fridge, electronics, etc.)

Frequency

- Increased pick-up frequencies around holidays (especially Christmas and New Year).
- Increased pick-up frequencies for yard waste in spring and fall seasons.
- Customizable pick-up frequencies based on household rather than community pay-per-use responsive services. Allow for scheduled collection every four weeks or by booking ahead.
- Simple and consistent collection schedule.
- Only offer bi-weekly collection.

Program & Awareness

- Some participants suggested the prioritization of curbside swaps or other reuse options instead of throwing it away.
- Economic opportunities with extra collections.
- Allow private companies to collect excess garbage.

Drop-off – you go access the service

- Provide options for renovation material and furniture.
- Preferably a local neighbourhood depot, staffed like household hazardous waste (HHW) drop-offs days.
- Many like the landfill drop off option.
 - Can consider availability of hours of operation and after-hours access.
 - Improve landfill road.
 - Do not need a transfer station.
- Concerned (generally) about non-sorting in roll-off bins (commercial).
- Some contractors put everything into landfill even if it is organic.

B) Would you be willing to pay for this service if you needed it? Why or why not?

Extra Collections – Service comes to you

- Provide families with one free pick-up and charge for additional collections.
- Some participants noted they would be willing to pay for this service if it saved time, was reasonable and if there was a private option too.
- It was noted that this service should have a fee for extra garbage.
- There should be ways for people to have more control over their costs.
- Provide an option for citizens to get reimbursed for private companies to remove waste instead of using city trucks.
- Consider affordability for low income families and families with young children (diapers).
- One respondent suggested that each household has 1 free pick-up and then any extra collections are charged.

Drop-off – you go access the service

- Don't keep raising the prices at the landfill, because it might increase illegal dumping.
- Some participants currently drop off extra waste at the landfill.

Food & Yard Waste

A) What would make this kind of service most useful to you?

Extra Collections – Service comes to you

Frequency

- Increase pick-up frequencies during spring and fall season and lengthen the season's time-frame. Allow for additional leaf collection.
- Allow for flexible frequency (weekly in the summer, bi-weekly in the winter).
- Customize pick up frequency with collection within four weeks, by booking ahead, or calling as needed.
- Coordinate pick-up frequency with other collections (e.g., garbage and recycling)

Programs & Awareness

- Implement a program to collect large yard waste (e.g. removing a tree).
- Increase leaf collection or implement a leaf collection system similar to the Town of Oakville.
- Increase training on backyard composting.
- Maintain compost depots for tree trimming, large organics, stumps, etc.

General Feedback

- Prepare for illegal dumping of organic waste.
- Large bins are required for some residents.
- Consider seniors' abilities to manage an organics program.

Drop-off – you go access the service

Accessibility

- Multiple participants said this type of program would be difficult for seniors and those without cars.
- Multiple participants want extended hours and months of operations for drop-off composting. Other suggestions included better information on depot hours and only having one compost depot open during the winter months.
- Maintain existing compost depots. Build more depots and place them in convenient locations.
- Build awareness of depots.

Programs & Awareness

- Create partnerships with community gardens through match-making of home composters.
- Promote diversion amongst contractors.
- Promote plastic bag policies at depots.

General Feedback

- Some participants already use this service.
- Dutch Elm is not currently allowed in city organics processing and one group noted that this should continue.

B) Would you be willing to pay for this service if you needed it? Why or why not?***Extra Collections – Service comes to you***

- Some participants would pay for this service. However, it should be affordable (e.g. less than \$100.00)
- Some participants already use this type of service.
- Some participants like the idea of home collection.
- One participant is concerned about extra collection costs.

Drop-off – you go access the service

- Make the entrance price reasonable.
- Some participants said that depot access free for users and not a fee on property takes. Comments indicated that residents shouldn't have to pay for diversion and that the city makes a profit on compost which could offset the cost.
- The use of this service depend on the structure of the City-wide organics program.

Recycling**A) What would make this kind of service most useful to you?*****Extra Collections – Service comes to you***Frequency

- Increase pick-up frequencies during the holidays.
- Customize pick up frequency with collection within 4 weeks or by booking ahead.

Programs & Awareness

- Provide paper shredding facilities.
- Allow more items to be recycled.

General Feedback

- This service isn't needed for some.
- This service would be useful for seniors and those without cars.

Drop-off – you go access the serviceAccessibility

- Keep existing depots open. Depots are still required for bulky items such as large cardboard
- Keep depots well maintained.
- Make depot locations more convenient.
- Make depots more affordable or free.

Programs & Awareness

- Allow for Styrofoam to be recycled.

- Add bulky item to recycling (i.e. items that are too big for carts, but does not include construction waste some examples mattresses, chairs, etc.).
- Keep glass collection separate from curbside collection.

B) Would you be willing to pay for this service if you needed it? Why or why not?

Extra Collections – Service comes to you

- Service should be affordable.
- Create a PAYT for recycling.
- Allowing for additional services may contribute to better recycling sorting.

Drop-off – you go access the service

- Make the Rural Municipalities and other users chip in for the cost.
- Allow for confidential shredding.
- Leave payment for Sarcen in the mill rate.

Other

A) What would make this kind of service most useful to you?

Extra Collections – Service comes to you

Frequency

- Allow for one-time collections for renovations.
- Household hazardous waste collection as an opt-in, monthly program.

Programs & Awareness

- Bulky-item collection program.
- Household hazardous waste collection program.
- Textile collection program.
- Renovation and construction material pick-up.

General Feedback

- The operational costs of this service would be too expensive.
- Residents should schedule their own pick-ups with private companies.
- Some participants said that household hazardous waste shouldn't be added to curbside collection as it too dangerous.

Drop-off – you go access the service

Accessibility

- Build household hazardous waste depots and put them in convenient locations with supervision.
- Extend depot hours.
- Make depots more affordable and available as an overall system.

- Low income residents or people without cars may not have transportation options to use the depots.

Programs

- Multiple participants said household hazardous waste drop-off days work well. Add more days with convenient locations.
- E-recycling drop-off.
- Textile drop-off.
- Education and awareness on programs.
- Lumber and building material drop-off.

B) Would you be willing to pay for this service if you needed it? Why or why not?

Extra Collections – Service comes to you

- Some residents would pay for this service as it would save time and money.
- Allow for lightbulb disposal.
- The province should pay for this service.
- Some participants would not want to pay for this service as it might be too expensive to operate or their needs are too infrequent.



Drop-off – you go access the service

- Participants would pay for it if it is convenient.
- Some participants said they would not pay for this.
- Incorporate payment through taxes as it is an environmental imperative.
- Depots should be supervised with staff present.
- Allow community groups to collect waste through a fundraiser.

Exercise 2: Exploring Big Questions

Participants were provided with six topics and questions and were invited to select which topic to focus on, they were also invited to propose their own topic:

- Affordability with utility model
- Home Composters
- Illegal Dumping
- Accessibility
- Bulky Item Collection
- Blue Sky on Diversion
- Other

Below is a summary of comments received from the breakout sessions at both workshops.

Affordability with utility model: In a utility model, generating less waste will lead to lower fees, but we know that cost may be a barrier to some residents. What might we consider to assist with affordability/equity?

Affordability

- Several participants said that PAYT would allow them to control their bills.
- Multiple participants expressed concern about the cost of PAYT programs for families, low-income families, seniors and students.
- Some residents are worried that PAYT may encourage illegal dumping.
- Clarify whether PAYT is based on size of cart, not frequency.
- Consider charging based on collection frequency rather than cart size.
- Ensure landlords don't raise rents to cover the costs of a PAYT system.
- Some participants are concerned that property taxes will still increase despite the utility model.
- Allow diapers to be composted to alleviate pressure on garbage bins.

General Feedback

- Can't expect improvement without price increase.
- Clarify what items are still considered as garbage and not recycling or organics.
- Provide education on PAYT.
- Take a phased approach to bringing in a PAYT program, and learn from other municipalities.

Home Composters: How might we make an organics program attractive to home composters?

City Services

- Offer free compost pick-up at the depots.
- Expand list of compostable items and provide composting services for items backyard composters cannot handle (e.g. meat and bones).

Programs & Awareness

- Offer discounts (or opt-out) of City green cart program for home composters.
- Increasing incentives to purchase backyard compost bins.
- Create an office composting program.
- Allow chickens on private residences to assist with home composting.
- Establish more community gardens.
- Allow for variable green bin cart size and frequency of pickup.

General Feedback

- Reduce nuisances and vermin that backyard composters often produce.
- Bokashi system is good for home composters but has some limitations (e.g. no leaves).
- Acknowledge successful home composters.
- Acknowledge the value of compost.

Illegal Dumping: What specifically are you concerned about? How might we address the risk of dumping?

Concerns & Ideas

- Multiple participants suggested the City focus on prevention and solutions to illegal dumping, including:
 - Clarify a method for reporting incidents.
 - Clarify penalties for illegal dumping, and increase fines.
 - Develop a video monitoring system to catch illegal dumpers.
 - Discourage illegal dumping by providing additional pick-ups, lowering landfill fees to discourage illegal dumping, and by carefully set cart prices.
 - Provide assistance to low-income families to discourage illegal dumping.
 - Build more depots.
 - Allow for residents to pay for their garbage utility through a Tax Instalment Payment Plan Service.
- While some participants were very concerned that PAYT will cause more illegal dumping, others noted that this problem is not big enough not to proceed with waste diversion or PAYT.

Current Issues

- Dumping of waste in back lanes, other dumpsters (multi-unit/construction), and outside of the City.
- Contamination of recycling.
- Bulky items are a large culprit.

Accessibility: How might we make the collection system more accessible for residents of varying ages & abilities?

Affordability

- Consider that many seniors are on fixed incomes.
- Develop programs for those who do not have cars to drive to depots.
- Consider ways to encourage neighbours to share cart space when needed.

Accessibility

- Create an online registry for those who need assistance. Encourage programs for neighbours to support each other.
- Consider options for residents with disabilities or mobility challenges (e.g. special collections).
- Allow for smaller carts for seniors.
- Consider diverse needs in services (customization).
- Teach collection crews to be more accommodating.
- Provide complementary services to help residents put out their carts (e.g., snow clearance, lawn cutting).

Programs & Awareness

- Promote programs in multiple languages and formats.
- Promote consultation initiatives such as this.
- Consider that not all residents have computers and provide alternative awareness mechanisms.

Space Efficiency

- Back alley pick-up is difficult for some residents.
- Multiple bins may be difficult to store.
- Households that are too close together limit accessibility.
- Households with on-street parking have difficulty finding space for curbside collection.

General Comments

- Inclement weather is an obstacle for some residents.
- Create employment opportunities through waste collection.

Bulky Item Collection: How might we design this service to meet the needs of residents?

Programs & Awareness

- Promote curbside swaps, online resale (e.g. Kijiji), charitable donations, and reuse of construction materials such as metal.
- Develop a bulky item curbside collection program that is either free or pay-per use. This could be scheduled through online registration.
- Provide assistance to help residents get large items to depots.
- Encourage neighbourhood clean-up days.
- Install bulky item collection bins for new developments.

Cleanliness

- Bed bugs and lice in bulky items is a concern for some residents.

Blue Sky - What else could we do as a community to divert more waste from the landfill?

Education

- Education for children and adults.
 - Add discussions about waste diversion into curriculum. Education in schools will funnel back to parents.
- Increase social media and online awareness.
- Work towards a culture shift.
- Educate on landfill issues.
- Personalized outreach.

Recycling

- Turn waste into other products.
- Promote curbside swaps.
- Promote the reuse of construction materials.
- Promote recycling businesses.

Organics (Food & Yard Waste)

- Make green bins mandatory.

Programs & Awareness

- Increase the accountability for waste on packagers and companies.
- Allow for flexible services (customization).
- Create incentives such as cash draws for participation.
- Train the underemployed to be recycling stewards.
- Develop corporate waste diversion programs.
- Incineration to generate heat and power.

Other

Education

- General education on waste programs and diversion.
- Education in schools on waste diversion with competitions and rewards.
- Media and online education.
- Political pressure to ensure that programs are implemented.
- Cause a culture change (mindset shift).

Bagging

- Ban plastic bags.
- Provide compostable bags, not plastic bags, for compost program.
- Promote reusable bags.

Organics (Food & Yard Waste)

- Provide flexible hours at compost depots.
- Disallow bones in backyard composting.

General Feedback

- Provide efficiency statistics of community scenarios.
- Consider incineration for power generation.
- Reduce commercial packaging and waste production.



SASKATOON TALKS TRASH: CURBSIDE

Accessible Waste Collection Workshop Summary

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This report was written by the City of Saskatoon’s Community Engagement Section.

Overview

The Special Needs Garbage Collection Service has been the topic of several City Council reports and motions. In fall 2017, City Council requested that Administration consult with stakeholders to discuss accessibility considerations and the future of the Service as part of the larger Saskatoon Talks Trash: Curbside community engagement activities.

Background

Some Saskatoon residents, including seniors and people with mobility challenges or disabilities, have challenges physically maneuvering waste carts or accessing other waste services.

While a Special Needs Garbage Collection Service exists to provide assistance with collection carts, the program has not accepted new registrations since its inception and was originally intended to be a short-term measure. However, Administration continues to receive requests for new applicants.

Costs to provide this service are estimated at \$490 per household in the program, funded through property taxes. In the interim, the Cart Crusaders campaign was launched as a way of encouraging neighbours to help neighbours in need by rolling out their carts on collection day - similar to the Snow Angels campaign for snow shoveling.

Workshop Approach

The “Accessible Waste Collection” workshop was held on March 6th, 2018 from 9:30am-11:30am at the Saskatoon Field House.

The workshop was open to stakeholders and organizations that serve or represent older adults and/or other residents who are physically challenged by the task of managing a waste cart. Direct invitations were sent to a list of over 30 organizations, and the workshop was also publicized on the project’s Engage website.

Engagement Objectives

The goals of this workshop were to:

- Better understand the challenges and opportunities with curbside collection from an accessibility lens;
- Discuss preferred options for design and delivery of a special collections service;
- Assess the three scenarios used in the broader engagement exercise from an accessibility lens; and
- Build relationships with key stakeholders.

Participants

8 participants attended the workshop, representing a variety of organizations:

1. Spinal Cord Injury Saskatchewan
2. Saskatchewan Human Rights Commission
3. Sarcan Recycling
4. Saskatoon Services for Seniors
5. Saskatoon Council on Aging
6. Crocus Cooperative
7. Saskatoon Accessibility Advisory Committee
8. Kenerdine Court Condo Association

What We Heard

Barriers and Challenges

Participants shared a range of challenges with the current waste collection program, including: the size, height, and weight of bins; difficulty maneuvering in snowy and icy conditions; and difficulty disposing of bulky items and hazardous waste.

They emphasized that difficulties are experienced by both people with physical limitations and people with mental health challenges (for example, with hoarding behaviours). One service provider noted that they have assisted with many yard clean-ups do to the storing or piling of waste as a result of the above difficulties.

Participants were disappointed with the current limitations on Special Needs Garbage Collection, and noted the need for an updated name to reflect current language (not special needs). They emphasized that neighbourliness approaches like the Snow Angels or Cart Crusaders campaigns are insufficient and unreliable solutions for waste management. These approaches were also critiqued from a human rights perspective, as residents are not receiving an equitable level of service from the City.

The participants also shared feedback on the fines from Environmental Protection Officers, stating that the Officers and the tone of the letters have been intimidating or scary to older residents and people with mental health challenges. They urged a more educational tone, greater sensitivity, and friendliness related to fining, and to customer service in general.

Opportunities

We heard that it would be important to take a values-based approach in the design and delivery of a future program. Key values include:

- Transparency and openness – of program offered
- Fairness – of eligibility, access
- Equity – in level of service and cost (comparative to regular household program)
- Affordability – conscious of constrained incomes (old age pensions, disability)
- Coordination – between service providers

The group also identified that a future program should have a threshold for eligibility with clear criteria, and streams for temporary versus permanent physical impairments. There was strong support for inviting community proposals for the delivery of the service, while the City would retain overall strategy, oversight, and communications. One service provider noted that it is much easier for them to collect bags than to move carts. Participants also stressed that residents in the program not be double-charged for the service.

It was noted that having smaller garbage cart options in a waste utility would be helpful for many who struggle with the size and weight of current standard carts.

Appendix: Full Results

Question 1: What are residents and/or clients telling us about the barriers and challenges they encounter with our curbside collection program?

- Bins are too large and heavy as individual carts, cannot maneuver or struggle to move them
 - Have heard that carts are too high to deposit larger/heavier bags or materials into them
 - Back alley collection seems to be more accessible-friendly due to lack of curb
- Weather challenges; pulling the carts through snow, or snow accumulating on flat tops of carts
 - Getting bins to the streets when snow pile is high
- There is a broad spectrum of need, including:
 - Mental health challenges and waste hoarding leading to residents feeling threatened or worrying about eviction
 - Physical disability or mobility limitations leading to being physically unable to get waste out of the house or to the cart
 - Some have homecare providers or support agencies who do the disposal
 - Some hire service providers, if they have money to afford this
- Dealing with bulky items is an added challenge
- Attitude to City or feeling of civic pride may not be as positive for some of these groups – ex. Seeing messy yards; not everyone is conscientious or concerned about it
 - Crocus Co-op and Saskatoon Services for Seniors both provide yard clean-up services for clients and are often thanked by neighbours for their services
- Symptom of these barriers may lead to waste accumulating outside the door or in yard (because unable to get it to the carts) to the point where it becomes overflowing or too heavy to deal with
 - Providers like Services for Seniors have been stuck with waste they cannot dispose of for their clients, and no solutions offered by City in these cases
- Services in the community exist but are not coordinated and there is a lack of awareness among residents of who to contact for what
- Residents experiencing difficulties do not know who to call and have felt dissatisfied by City response
 - Frustrated that they may have heard of this “magic program” (Special Needs Collection Service) but cannot get into it
- “Neighbourliness” approaches are not reliable
 - We are too large with insufficient community spirit to achieve this; connections between neighbours are not necessarily strong or may not exist
 - What happens when people move away or their life circumstances change?
 - Could there be an incentive in exchange for helping a neighbour?
- Some people work together and use each other’s bins for excess waste
 - Idea raised of a civic incentive for sharing waste bins (i.e. a 2% reduction on your bill)
- Fine system is a point of concern
 - Notice letters (i.e. educational warnings to move bin back onto property) have been disturbing to some residents, especially if economically challenged and with a disability

- “military-like” approach of Environmental Protection Officers (EPOs) can provoke emotional responses from residents who need special consideration re: accessibility
 - Police-like uniforms were mentioned as distressing to some
- Public perception of being policed by EPOs and the cost of EPO staff leads some to wonder about investing more in a more conversational and educational approach using phone calls, mailers, news media, etc.
- Overloaded carts – people don’t know that the lids are not supposed to be open at all; also lack of knowledge of the right of way bylaw, as discussed prior
- Customer Service considerations – increase sensitivity and responsiveness, awareness of differing needs and abilities

Question 2:

a) What are the advantages and disadvantages of these scenarios from an accessibility lens? Why?

- **Scenario 1**
 - Concern about lifting bags of yard waste – would need smaller bags
 - Small food cart might still be large for a senior – may not fill it at all, and just contaminate black cart instead. Scenario 3 could help with that situation.
 - Like the small garbage options across all scenarios
 - Some people may still need largest size carts AND be unable to move them
- **Scenario 2**
 - 1 cart for organics seems easiest, compared to Scenario 1
 - Some desire for more frequent collection than every 2 weeks
- **Scenario 3**
 - Need a simple solution – green and black bags seem complicated for education and use
 - Challenges getting the bags are even more challenging for people with disabilities – would need distribution not just pick-up
 - Need clarity around materials going into/out of garbage and organics especially for Opti-Bag
 - Could be good for people with limited garbage/organic waste – in one cart vs. hauling out another cart
 - Would like smaller blue cart options as well
- **General comments**
 - Concerns about (organics) compliance in any scenario
 - Need variable sizes for ALL carts – makes sense given variability of need, household size and type
 - Bagging options can help service providers to the pick-up (can’t manage large, full carts at this point)
 - 1 size doesn’t fit all
 - The word “mandatory” rubs people the wrong way
 - Describe the benefits in terms of costs not just environmental angle, especially when thinking about fixed income and low income residents
 - Note – house design – how to integrate organics collection in kitchen?

- Perhaps carrying bags out to stationary carts is easier
 - Could consider special program where folks can do this instead of using carts; get special bags for pickup
- What about residents who generate medical waste – penalizing this by variable rate pricing?

b) Looking beyond the scenarios, how might we adapt our collection program to be more accessible for more people?

- Recycling – if I don't generate much, why have the largest bin
- Education – take less punitive approach, less judgemental, more informative
- Seniors – reaching folks via 6:00 and 12:00 News is best, not via social radio
- Be clearer in communication not just about what's permitted/not but the next step (ex. If plastic film not allowed, what to do with it?)
- More accessible options for Household Hazardous Waste pick-up
- We need to expect that our demand will increase with an aging population

Question 3: Preferred models for special collection – what do you see as the advantages/disadvantages of a City-delivered or 3rd party-contracted approach? What are the critical success factors for this kind of service?

- Must be open to the public, with criteria for eligibility
 - Could involve Health Region, Occupational Therapy to do home visit assessment
- Fairness as a key principle
- Would like to see smaller cart options in the general service stream, for those who do have the ability to manage smaller carts
- Find a supplier who can do it
- Don't make people feel bad or like they have to beg to access the service
- Invite community proposals to procure the service – include a clear scope of demand and expectations
 - Might be cheaper than City-run program
 - Affordability is important, especially if on disability pay or low-income
 - Sense of already being financially penalized for a condition that is beyond a person's control
 - May need to have some consideration of different agency constraints and abilities – ex. Crocus Cooperative workers have a limit on their hours per week for disability payments
 - Could be a component of a broader suite of service offerings, like snow removal help
 - Could Cosmo or another group drive around day prior to collection & within 24h after to pull out/in the carts for special service recipients?
- People may want the City to be involved, at the very least in a promotion and advocacy role and to answer questions/deal with concerns from residents – “more likely to call the City than a contractor”
- Suggestion that at the end of the day, City is likely to play a significant role even with 3rd party delivery – managing the contracts, providing education, etc.

- One person suggested the option of allowing folks to opt-out of city collection and manage their own special procurement rather than perception of paying twice
- No double-charging or being punished for age or ability
- Equitable service is required; not necessarily the same service
- Must remove barriers and stop limiting the program in current fashion – this is a problem from a Human Rights perspective
- Must have a threshold for accessing the service – consider a one to two page form like other cities
- Aging in place is a priority in our community and that relates to waste collection
- Change language away from “Special Needs” service – outdated and not fully accurate
- Timelines – must move on this sooner than later
 - A Human Rights complaint would become an issue for the City of Saskatoon
- Recommend an incremental change approach, similar to Human Rights Commission’s work with transportation
- Human Rights Commission doesn’t necessarily care how the service is delivered, but emphasized that neighbour-based program likely would not work
- Need temporary and permanent service options for different types of challenges (ex. Recovery from hip surgery vs. a permanent condition)
- Likely cheaper for a 3rd party to deliver the actual service
- Would this be part of a user pay model or reflected in the mill rate – need to prioritize equity
- From rights perspective, any program would have to be the same costs for those on special services and those on regular service (could be a challenge to work into a Waste Utility)
- At the end of the day, collection is a public good
 - This is about being a better, more inclusive community
 - Waste collection is a public good like parks and libraries



SASKATOON TALKS TRASH: CURBSIDE

Sensemaking Session Summaries

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This report was written by the City of Saskatoon’s Community Engagement Section.

Activity Overview

Sensemaking sessions were developed as a way of deepening engagement with residents and key stakeholders by providing a “sneak peek” of draft program recommendations for their feedback and discussion.

A session with residents was held on April 28, 2018. 60 residents were randomly selected and invited, from those who provided their email address at one of the February/March events or through the online survey. In the end, 17 residents attended the event.

A session with stakeholders was held on May 3, 2018. Invitations were sent to a list of 20 waste and community stakeholder groups, and 6 participants attended.

In addition to the sneak peek and feedback, the sessions were also designed to have participants imagine themselves in the shoes of a City Councillor or decision-maker, grapple with complexity, and develop a better understanding of the decision-making process.

Goals

1. Understand what is resonating and not resonating about the recommendations and why;
2. Identify key questions, potential issues, and areas of interest;
3. Gain insight into how we can communicate the recommendations and future programs in a way that makes sense to residents;
4. Ask for input on the next steps in program implementation.

Participants

Stakeholders

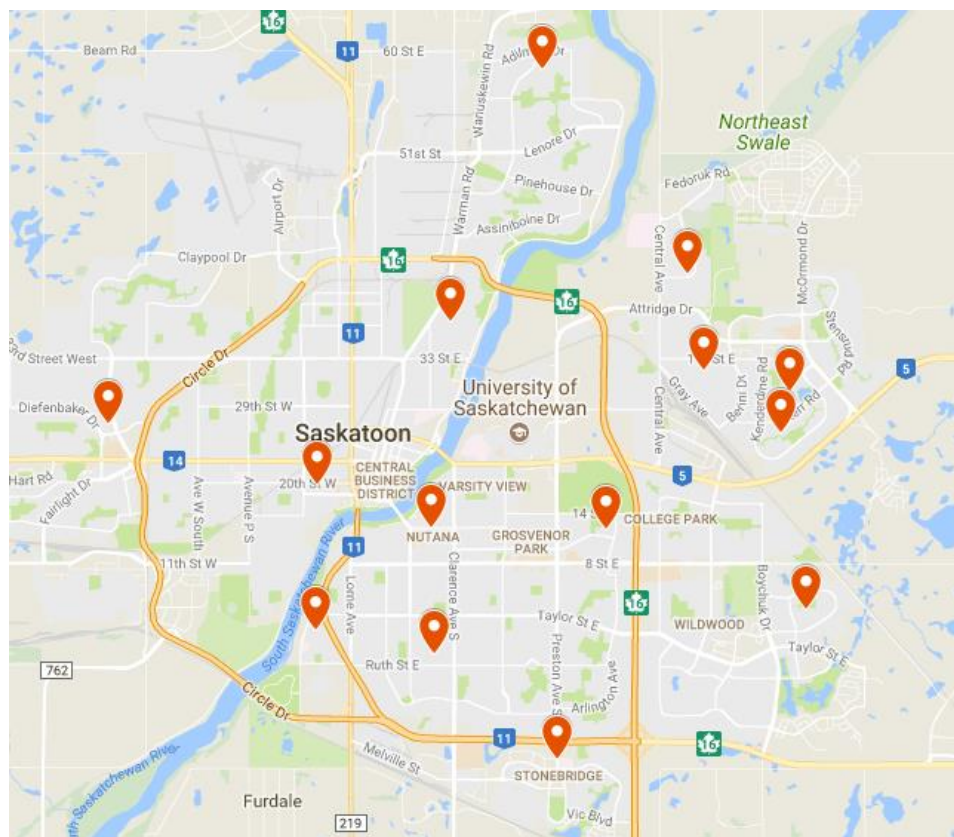
Representatives attended from the following organizations:

- City of Saskatoon – Immigration, Diversity & Inclusion
- Sarcan
- Multi-Materials Stewardship Western
- Electronic Products Recycling Association
- Saskatoon Housing Authority
- Saskatoon Environmental Advisory Committee (SEAC)

Residents

Residents came from the following neighbourhoods:

- | | | |
|----------------|-----------------|-------------------|
| • Nutana | • Erindale | • Exhibition |
| • Stonebridge | • Silverwood | • Queen Elizabeth |
| • Briarwood | • North Park | • Silverspring |
| • Riversdale | • Confederation | • Greystone |
| • Forest Grove | • Arbor Creek | |



Format

The format of the session was a combination of presentation and discussion. City staff presented the recommendations for each waste stream, and then shared the research and engagement results that informed the recommendations. After each presentation, there were small group discussions about what resonated, what didn't, further questions, and other considerations.

The recommendations that were shared with participants were as follows:

Recycling

What's included?	What's next?
<ul style="list-style-type: none"> Keep biweekly collections Keep large (360L) cart 	<ul style="list-style-type: none"> Adding smaller cart size options Adding an extra collection at Christmas Service location Future contract (existing expires at end of 2019) Changes to accepted materials and future material bans

Organics

What's included?	What's next?
<ul style="list-style-type: none"> • Cart-based collections • Co-mingled – food and yard waste collected in the same cart • General cart size (medium/large) • Year-round collections 	<ul style="list-style-type: none"> • Organic processing method • Loose or bagged, type(s) of bags • Cart size option(s) • Collection frequency • Role of the city in service provision • Billing method and price • Mitigation for accessibility issues • Timeline • Seasonal Depot

Garbage

What's included?	What's next?
<ul style="list-style-type: none"> • Variable cart size • No variability in frequency • City of Saskatoon Utility Bill 	<ul style="list-style-type: none"> • Collection frequency • Service location • Price • Base cart size option(s) • Mitigation for accessibility issues • Timeline

Reception

The sessions were very well-received by participants. In the feedback forms, some residents mentioned the value of getting comprehensive and clear information and understanding the broader context around waste (from other cities, for example). There were also comments indicating that they left with a better sense of the challenges around waste stewardship and learned from the other residents at their table.

In general, participants in both sessions were supportive of the recommendations for recycling and organics, with some additional feedback and suggestions. The Pay as You Throw (PAYT) waste utility with variable sized carts was mostly seen as favourable, but with some larger concerns raised – similar to what we heard in the online survey.

What We Heard

Residents

Recycling

1. *What resonates with you?*

- That people are generally satisfied with the current program; “if it ain’t broke, don’t fix it”.
- Keeping biweekly collection keeps the GHG emissions down.
- Like the biweekly frequency.
- Like the potential for choosing a smaller cart in the future.
- Idea of adding a recycling collection at Christmas.

2. *What doesn’t resonate?*

- Would like more data available to the public about program success rates.
- Are we more worried about the environment or about the landfill reaching capacity?
- Where is the forward thinking on the future of this program?
- The lack of local processing for plastics and other materials that cannot be recycled.

3. *What remaining questions do you have?*

- How successful is the program at diversion? Is glass contaminating other materials and is it being stockpiled and not recycled? Where does the material end up going for processing?
- Is there better diversion success with source separated recycling, despite the added sorting for residents?
- Plastic bags – need clarity on next steps, don’t want to put them in the garbage. Some participants suggest preventing their use or making them illegal, like other cities and countries have done.
- Does missing a collection / putting my cart out less often save money for the City or Loraas?
- Could new areas of the city get options for cart sizes, even before it is allowed more broadly?
- How do we become more mindful consumers? How can we encourage businesses and residents to recycle consistently?
- How can we stimulate local business to “close the loop”?
- Is it possible to add a latch to blue carts to prevent wind from blowing lids open?

Organics

1. *What resonates with you?*

- Putting it all in one cart – ease of use.
- Continuing to have depots for large loads.
- Weekly collection in spring-fall (April-November) with less frequent in winter.
- Including meat and bones.

2. *What doesn’t resonate?*

- Cart size – large cart is a disincentive to reduce food waste, and for existing composters.

- Number of carts – takes up a lot of space, but understand that it may be the only option.
- Un-bagged organics – smell is a concern. Would like moderately sized compostable bags provided/available; this would help with winter collection as well.
- Extra collection during peak periods makes sense (in scenario with yard waste bags being collected).
- No opt-out for home composters.

3. *What remaining questions do you have?*

- Will we go biweekly or monthly in the winter for food waste?
- Will we continue to promote grass cycling and backyard composting, and education in these areas?
- Would like City to consider adding Pay as You Throw organics by cart size– this would benefit home composters and incentivize less food waste.
- How can we ensure that bins are secure from rodents and wildlife?
- How long does it take compostable bags to degrade in composting technology?
- How much will a new fleet and carts cost?
- Will I be able to pick up finished compost for free or a low price?
- What is the overall GHG impact of diverting organic materials? What are the other benefits?

Garbage

1. *What resonates with you?*

- Like the simplicity – if I want to pay less, I will choose a smaller cart. Will encourage diversion.
- Works better for seniors – less waste, smaller carts.
- Like the transparency aspect. Would be good to see all costs on the utility.
- Uniformity of the variable size approach, likely the simplest and cheapest option.
- Less waste produced because diverting to compost and recycling.
- A smaller base/standard cart size would make me think more about my waste.
- Am surprised about significant public concerns about dumping in other people's carts.
 - People should already be returning their carts to their property under the bylaw, which would reduce this issue.
- Adding bulky item collection service.

2. *What doesn't resonate?*

- What if we need to change cart sizes? How do we pick the size we think we need?
- I would prefer standard cart size with variable frequency chosen by the household.
- My family couldn't use a small bin (size of household, diapers).
- The whole cost picture around waste – building new organics facility vs. landfill airspace.
- How big is the differential – fraud, illegal dumping?
- Concern that the way it's shown on the utility bill might not be adequate and lead to many questions.
- High risk of increased illegal dumping – who will clean it up?

- That the RFID technology isn't good enough and that a navigator is needed (extra cost) – we should be able to solve this problem.
- Public garbage cans might become filled with private garbage, and be a barrier to neighbours picking up garbage in their area, in parks, etc.

3. *What remaining questions do you have?*

- Can organics be rolled out first? Do not do PAYT before introducing organics.
- What is the implementation strategy, schedule, and cart crews? What is the level of effort (environmental, cost)?
- What is the rate? Gut-check says about \$8/month?
- Legal suites – do they pay a separate fee? How will this billing work?
- Is a smaller cart possible – i.e. 80L?
- Can we add more public space recycling/garbage/organics to lead by example? Pet waste raised as specific need, if less carts out in alleys/streets.
- Can we add a free garbage pickup every year for bulky items or excess?
- How much more will this cost?

Implementation

Cart Size and Collection Frequency

- Ensure that organics and PAYT start around the same time, so that people can judge the cart sizes they need properly
- Frequency
 - 1 group suggested that biweekly collection for both organics and garbage is a good place to start
 - 2 groups proposed weekly in summer (April/May to November), biweekly in winter for organics, and agreed with reducing garbage to biweekly all year.
- 1 group would like variable cart sizes for all carts
- Another group would like a consistent cart size, but with option of going smaller.

Service Location

- 1 group noted that front street collection preferred to deter illegal dumping, though large items will end up in the alleys regardless.
- Would like all carts collected from the same location, whether its front or back.
- 1 group expressed concern about parking space in front lane with an added 3rd bin.
- 2 groups noted preference for back lane collection in core neighbourhoods, or to keep as-is rather than changing location when enough other changes are underway.

Depots/Drop-Offs

- Interest in keeping organics depots, because of having many trees and lots of leaves/branches.
 - Also to have “dig your own” compost program continue.
- Might have to re-evaluate hours if they are being used less, but keep seasonal hours.

- There is a need for clear and accessible options for collecting things like vehicle oil, batteries, and furniture.
- Concern that current depots are too far out of the way.

Risk Factors

- If the cost for organics and PAYT is too high, you will see a backlash from residents.
- That the organics program does not accept enough materials to be seen as useful or needing large cart.
- Frozen material in green carts in the winter.
- More neighbourhood garbage and more dumping with PAYT, would need to be addressed.
- It can be hard to reach people. Don't just preach to the converted.
- Concerns about rotting food – how this will affect buy-in, similar with concerns about rodents/wildlife.
- Multi-Materials program – why is there a gap? They should pay what was promised. Need to see more extended producer responsibility and go further with it.

Success Factors

- Education & Awareness – reasons and why this is important, how it works, what goes where.
 - Help combat the ick factor – explain how carbon and nitrogen interact.
 - More outreach to schools, garden groups, over social media, direct email, community associations, and radio. Need to get broader buy-in.
- Minimize quantity of choices to keep system as simple as possible. Make it easy and reduce amount of change happening at once.
- Give adequate timelines to choose options for different cart sizes.
- Have a good transition plan in place.
- Allow variable cart size for all collections.
- Consistency in where cart is collected (front or back for all)



Stakeholders

Recycling

- Overall support for the recommendation to keep the program as-is for now. Biweekly makes sense for recycling given lack of smell issues.
- Concern that once something is in the program, it should stay.
 - Need to innovate to find ways of dealing with plastic bags.
 - Number 4 plastic identified as another priority – can't be recycled now.
- Product stewardship has multiple moving parts that don't always work well together (municipalities, product packagers, processors/recyclers, and provinces).
 - Challenge is that residents and consumers are "driving the bus" and influencing political decisions about which materials are accepted, but they are the furthest away from industry, which is trying to find value-added products to make with the recycled materials (the supply chain).
- Look into effective and cleaner uses of glass.
- Interest in levies and bans, encourage City to do research on it.
- Need to enhance education aspect, regardless of whether bans or levies are put into place. Explain the issue and the alternatives.

Organics

- Need to add some flexibility – consider four plexes with limited space.
 - Some of these properties will have 12 carts out front with organics, leaving limited space for parking and no ability to do back lane collection.
 - Suggest that sharing carts could be an option in that circumstance.
- Consider how the program accommodates bags to deal with the "ick factor".
- Suggestion that the City could do PAYT by size of cart for organics as well rather than flat rate – ex. if we promote and incentivize reducing food waste, grasscycling, mulching, xeriscaping, and backyard composting.
- How to incentivize compliance and that everyone uses it, if it is PAYT?
- Consider impact of the organics utility cost on folks living on social assistance.
- Education will be need about the type of bag you can use or can't use.

Garbage

- Housing provider working with many low-income tenants predicts high outrage.
- Need to explain to residents their specific impact and how they are helping but it is costing more.
- Tell the story up front – dipping into reserve, so if not dipping into it what will we be doing with that reserve instead?
- People will like the idea of personal accountability, taking responsibility for their own footprint and having more control over the cost.
- Identify clear "wins" and talking points for Councillors – straightforward; most likely that they deal with the angry people that may influence the outcome.

- How to show the move from property tax to utility to residents and communicate that effectively?
- How to avoid finger-pointing? Ex. Residents pushing the blame to businesses and multi-units.
- Could have a message about control over consumption: with black and blue carts and now organics you've managed what's coming out of your household, but what about what's coming into it?
- Speaking to the program experience of residents (for all programs) will be really important; environmental message doesn't resonate with many, other values will be resonate more.

How to deal with businesses – what is the commercial responsibility for garbage, recycling, and waste diversion?