



# ENGAGE



## SASKATOON TALKS TRASH: CURBSIDE

Online Survey Summary

Contents

Survey Overview.....3

    Distribution.....3

    Methodology.....3

    Design.....3

    Analysis.....4

What We Heard.....5

    Program Preferences.....5

        Garbage.....5

        Recycling.....7

        Organics.....9

    Diversion Opportunities.....11

    Other Findings.....13

        Tone.....13

        Special Circumstances.....14

        Enforcement & Education.....14

        Operational Feedback.....15

        Service Location & Schedule.....15

Appendix.....17

    Table 1: What You Like.....17

    Table 2: What Could Be Improved.....18

    Table 3: Important Characteristics.....19

    Other Diversion Ideas.....20



## Survey Overview

### Distribution

The survey was sent directly by email to over 16,000 residents who were existing subscribers to the Green Cart, ReCollect App, Project Update list, and Citizen Advisory Panel. The survey was also widely promoted using social media, at Pop-Up events, and with posters at key locations.

In total, 4577 residents participated in the survey. 39% of respondents were current green cart subscribers (this group is over-represented, as only 11% of all curbside dwellings have green cart service).

### Methodology

The Project Team, with guidance from Lura Consulting, decided to take a grounded theory approach to the engagement. Grounded theory is an iterative, qualitative approach that relies on open-ended questions in order to develop a deeper understanding of a given area of interest in order to inform the development of theories or conclusions.

Administration was keen to understand the priorities, values, and preferences of residents in their own words and from their own experiences before arriving at conclusions or prescribing a program design. Scenarios were used as a tool to elicit responses and uncover preferences (further detail on scenarios is below).

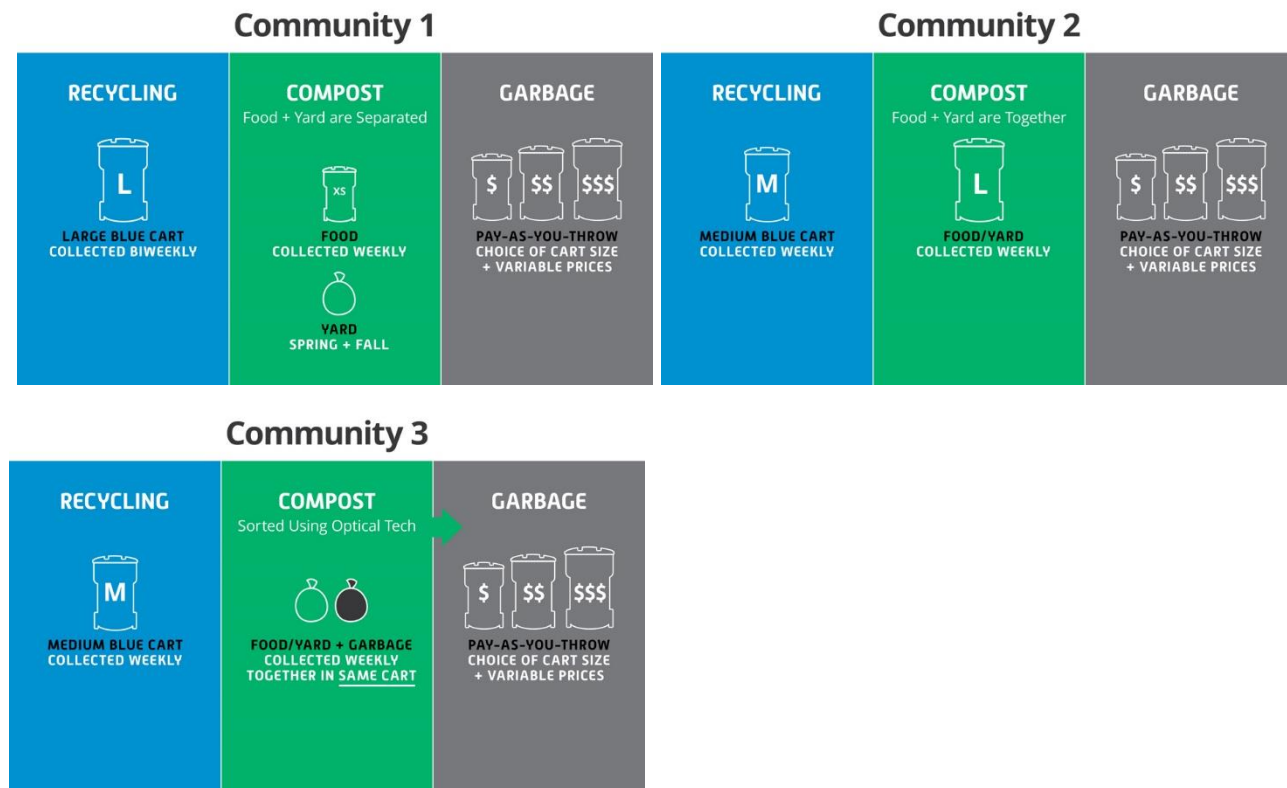
The Project Team did not directly ask about levels of support for organics or the variable rate waste utility; instead these were treated as givens, since Council had already provided the direction to move forward with both initiatives.

### Design

The survey consisted of ten main questions. The first two questions elicited feedback about what residents liked about the current program and where they saw room for improvement. The final two questions asked respondents to identify the most important values and characteristics of a curbside collection program and to share other ideas for reaching 70% waste diversion.

The bulk of the survey questions were about sample community scenarios. As described above, the community scenarios were used as a tool to elicit preferences and values. The primary focus was on different approaches to organics collection, with a secondary focus on recycling (2 different approaches cart size/frequency) and garbage (same approach across all scenarios). For organics, the 3 programs were modelled after other jurisdictions with similar characteristics to Saskatoon. They were chosen deliberately in order to better understand preferences regarding cart vs. bagged collection approaches, collecting food and yard separately or together, and size of cart.

For consistency, the same scenarios were used to elicit feedback at the Pop-Up events and Community workshops.



## Analysis

The survey data was first analyzed using open coding, which consists of identifying themes as they emerge from the data and proceeding to clean, code and classify the data accordingly. This was followed by thematic analysis.

For the scenarios, the primary themes included: degree of support, convenience, cart size, collection frequency, service features, and concerns. Each of these themes was broken down into further sub-categories and responses were coded to those sub-categories. For example, the theme of collection frequency for organics had sub-categories of: weekly year-round, bi-weekly year-round, weekly spring-fall & bi-weekly winter, less frequent than weekly, and seasonal.

## What We Heard

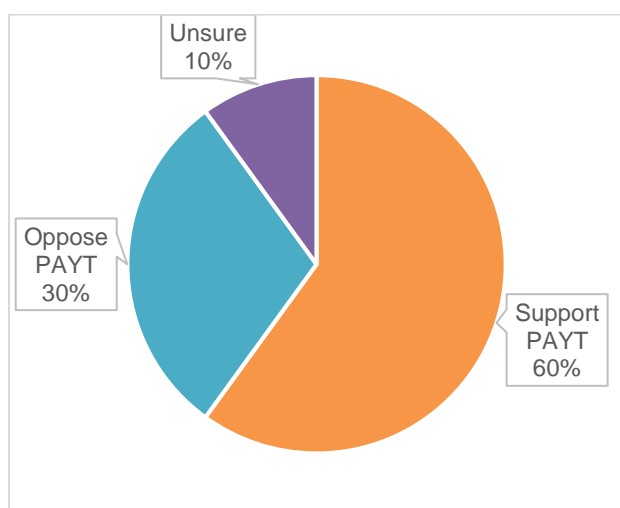
### Program Preferences

#### Garbage

##### Pay as You Throw Utility – Level of Support

Residents were asked for their feedback on scenarios that used a “Pay as You Throw” (PAYT) variable-rate waste utility for garbage.

60% of comments demonstrated clear support for a PAYT approach. 30% of commenters expressed strong opposition, while a third group were uncertain or had further questions.



Supportive residents were interested in PAYT for three main reasons: the diversion incentive, opportunity for individual cost control, and higher standard of accountability for all residents. When asked about areas of improvement for the current curbside program, 176 respondents expressed interest in smaller cart options or a choice of sizes. 159 commenters specifically mentioned that they wanted to see a PAYT approach.<sup>1</sup>

We did not specifically ask residents what kind of variable pricing they preferred; however, many residents told us they were excited about choosing a cart size that was right-sized to their needs. Others suggested that they preferred charging by frequency or a combined approach. There were several residents who preferred charging by weight. Administration notes that this is not an option available to us in Canada.

#### Concerns

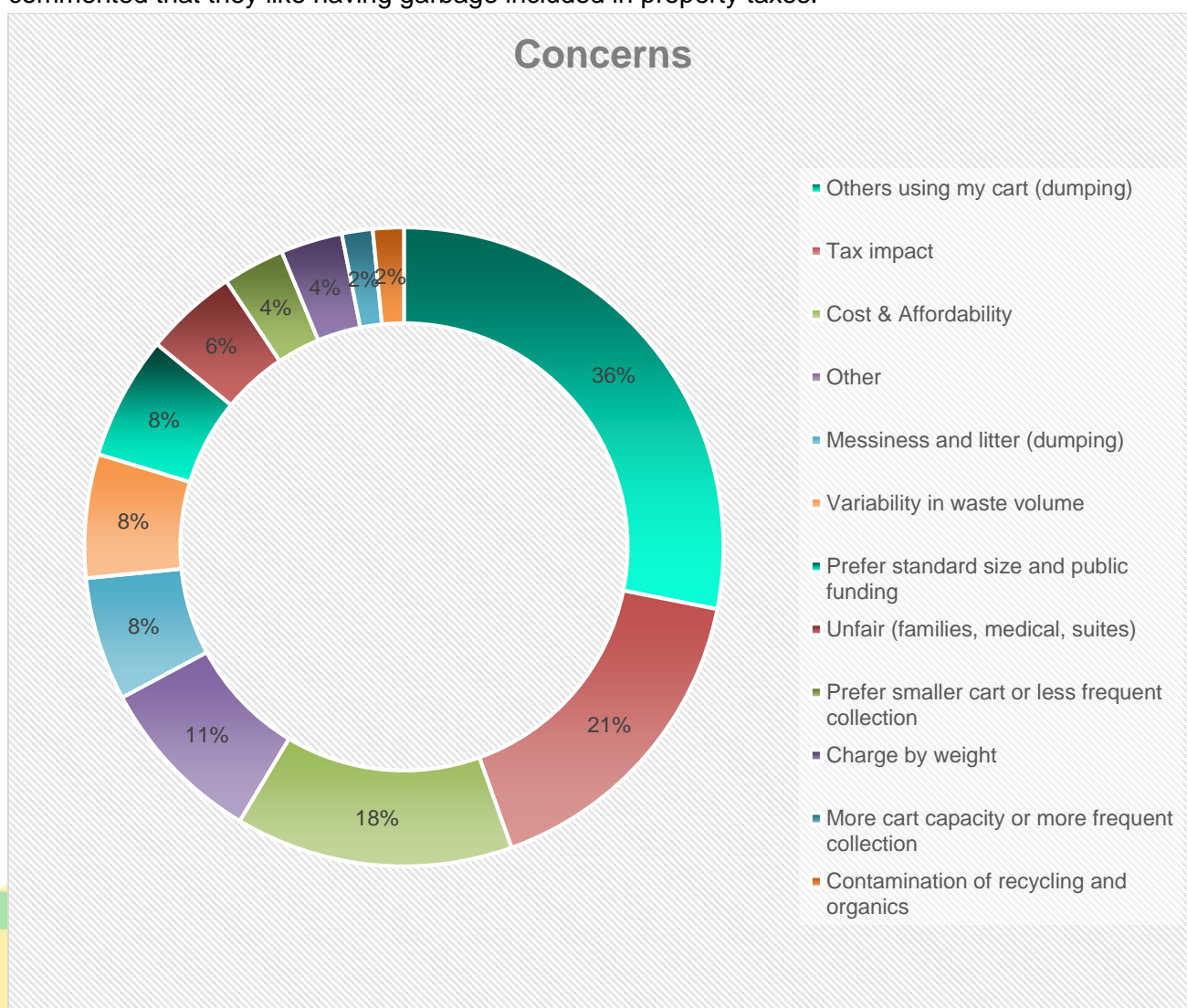
Residents (both supportive and opposed) were highly concerned about neighbours and others dumping garbage in their bins and in the alleys, ditches, and surrounding areas. The second highest concern was that a utility would be “double-dipping” or a “tax grab”, on top of property taxes.

<sup>1</sup> See Table 2

Other frequently cited concerns included: affordability, fairness (larger families, medical waste, secondary suites, and tenants), variable waste volumes, contamination risk, and preference for waste to remain on the mill rate. Note that there were 63 unique comments about requiring locks for garbage bins in a PAYT system (this came up in about 22% of all dumping related comments.)

Residents who supported a PAYT program were most concerned about others using their carts, variability in waste volume (how to select right size cart given fluctuating garbage needs), having a low cost for blue and green carts, and having a large incentive for smallest size cart.

Residents who opposed a PAYT program were most concerned about others using their carts, the tax impact (already paying, perception of double-dipping), messiness and litter, cost, and having garbage collection remain on the property tax. When asked what they appreciate about the existing service, 98 residents commented that they like having garbage included in property taxes.<sup>2</sup>



<sup>2</sup> See Table 1

“Other” comments and concerns included:

- How the system will work, operational feasibility, confusion about number of bins and frequency, wanting to see actual pricing information;
- Fairness of paying for waste based on cart size if not in the City (ex. Snowbirds, vacation);
- Role of landlords vs. tenants in deciding on size/frequency. Some concerns that this would lead to more dumping issues if improper size or schedule;
- Desire for smallest cart size to be free;
- Pet waste and diapers – if not accepted in organics, concerns about smells (if carts not collected frequently enough) and fairness (for families with small children);
- Implications for people who operate day homes or other small home-based businesses;
- Preference for front street collection to reduce alley dumping.

### Collection Frequency

Reducing the collection frequency of garbage carts was the second most suggested improvement for the current program. 382 residents specifically commented on requiring less collection, particularly with the introduction of the curbside organics program. Many of these suggested a move to year-round biweekly collection. On the other hand, 91 residents requested an increase in black cart frequency or capacity.<sup>3</sup>

### Cost Structure

127 participants requested that organics and recycling carts be provided at a reduced rate or free, to incentivize diversion behaviours.<sup>4</sup> Several respondents also requested special consideration for those living on income assistance or pensions.

### Customization

In a separate question about desired characteristics of a redesigned curbside collection program, 218 participants prioritized customization and adaptability.<sup>5</sup> Most of these comments supported the concept of selecting cart sizes and/or frequency for garbage to fit their needs, and some also wanted this feature for organics and recycling. Comments about adaptability mentioned an interest in having additional options, such as one-time extra collections, or additional carts, if the standard program did not meet a given household's needs.

### Recycling

Many participant comments indicated an interest in weekly collection when asked what could improve about their current service level.<sup>6</sup> However, a large majority of respondents preferred to maintain large carts collected bi-weekly when they were presented with a weekly collection scenario.

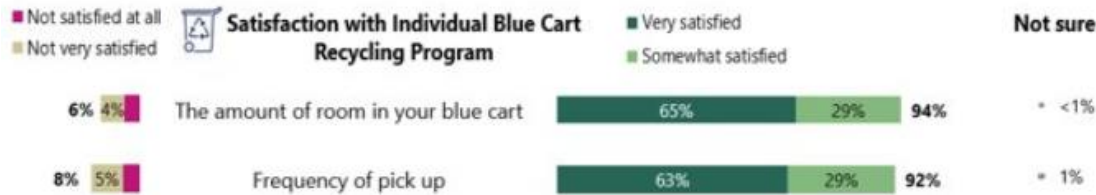
<sup>3</sup> [See Table 2](#)

<sup>4</sup> [See Table 2](#)

<sup>5</sup> [See Table 3](#)

<sup>6</sup> [See Table 2](#)

This data is supplemented by the results of the 2017 Waste & Recycling Survey, conducted by Insightrix Research, where 92% of those surveyed indicated that they were somewhat or very satisfied with the frequency of collection.<sup>7</sup>



13. How satisfied are you with the following aspects of the curbside recycling program?  
Base: All respondents excluding "not applicable", n=285 to 780.

#### 2017 Waste and Recycling Survey

The Recycling program was the 3<sup>rd</sup> most-liked feature of the existing curbside service, with 401 participants mentioning their appreciation. 145 respondents specifically mentioned the ease of use of a single-stream approach.<sup>8</sup>

Participants had a range of other comments and concerns in their responses to the scenarios and to the question about current areas for improvement ([see Table 2](#)). Frequent comments included:

- Appreciate the clear incentive to recycle in a PAYT utility system.
- Desire to include more materials, like Styrofoam. This was also noted in the question about improvements to the current program.
- Concern about not accepting plastic bags, and worry about whether glass will be excluded next.
- Concern about improper sorting, desire for more education about what goes where, suggestion to impose fines for improper disposal.
- Desire for additional collections around Christmas.
- Suggestion to use multi-stream recycling in order to improve effectiveness.

<sup>7</sup> [https://www.saskatoon.ca/sites/default/files/documents/corporate-performance/environmental-corporate-initiatives/waste-minimization/city\\_of\\_saskatoon\\_2017\\_waste\\_survey.pdf](https://www.saskatoon.ca/sites/default/files/documents/corporate-performance/environmental-corporate-initiatives/waste-minimization/city_of_saskatoon_2017_waste_survey.pdf)

<sup>8</sup> See Table 1



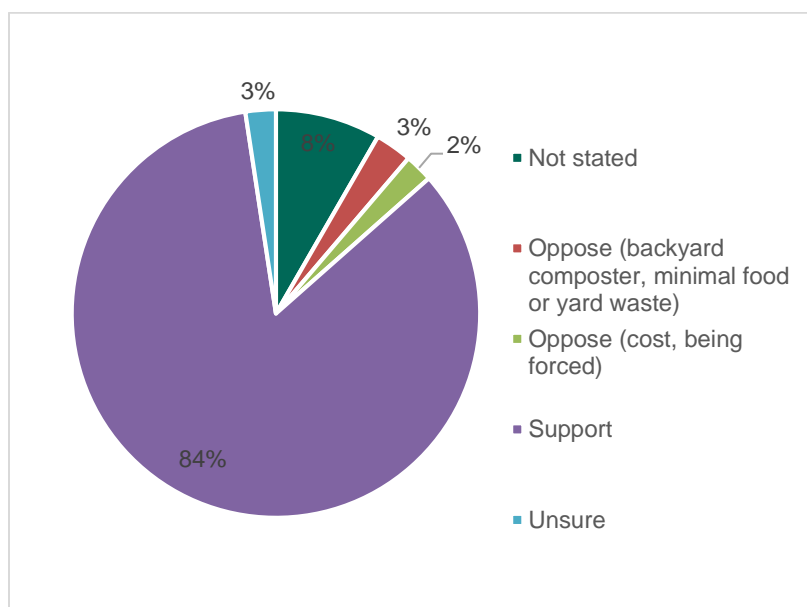
## Organics

### Citywide Organics Program – Level of Support

Of those who commented, 84% expressed clear support for a city-wide, mandatory organics program. Opposition fluctuated between 5-15% of comments; 15% of comments in the question “what would need to change about this scenario to make it work for you?” expressed dislike of a mandatory program.

When asked what could improve about the existing curbside program, the most frequent comment (from 669 residents) was a request for year-round curbside organics.<sup>9</sup> 252 residents expressed appreciation for the current subscription green cart service.<sup>10</sup>

Of those who indicated opposition to the program, about 50% dislike the additional cost and requirements (often citing concerns about the additional cart and about odour), while the other half are already composting at home or have minimal yard and/or food waste to dispose of.



### Program Design Preferences

#### 1. Yard & Food Waste Collected Together or Separate

A large majority of respondents who commented on this topic prefer a co-mingled (food and yard together) approach. This is mainly because of convenience – there would be no need to separate the waste, and it was seen as easiest to use a one cart system.

<sup>9</sup> See Table 1  
<sup>10</sup> See Table 2

Of those who preferred a separated approach, the main reasons were due to being a home composter, having a small yard, concern about smell, concern about compost product quality, and desire for additional yard waste collection on top of the existing green bin service at peak times.

## 2. Cart Size

While some respondents directly expressed a preference for a small green cart (because of home composting, minimal waste, size, smaller footprint, and ease of cleaning), the majority were interested in a larger cart capacity.

This was primarily due to the interest in co-mingling food and yard waste, and the high volumes of yard waste generated by residents today (leaves, grass, branches, garden refuse). An evaluation of properties to be served by the new program confirms that 75% of properties are large, generating significant yard waste.

Of 298 comments about cart size in a co-mingled scenario, 63% wanted the cart to be smaller than the current 360L size. Several respondents also requested the ability to choose variable sized organics carts and/or introduce at PAYT Organics utility.

## 3. Collection Frequency

More than half of the respondents indicated an interest in weekly collection, depending on the size of cart and the season. Many suggested a similar schedule to the current black cart frequency – weekly from spring to fall, and bi-weekly in the winter. Several commenters suggested monthly collection in winter (assuming a large cart size) due to the lack of yard waste.

## 4. Use of Bags

In one scenario, residents were asked to respond to the idea of separate yard waste collection, using bags (with a small food cart). While the use of bags was specifically named as a key concern by only a small number of commenters, the prevalence of comments in support of a co-mingled one-cart approach could also indicate an implicit dislike of bagging.

In another scenario, residents would use coloured bags for garbage and organics and deposit them both in the black cart. The bags would later be separated by optical technology at a waste handling facility. While a significant number of respondents liked the convenience of one less cart and collection, a greater number of respondents disliked having to use bags. The most cited reasons were difficulty of bagging yard waste, having to pre-sort, risk of rips and tears, and risk of contaminating waste streams.

The largest volume of other concerns about this scenario were related to being too complicated, being penalized for having yard waste and compost (because charged as Pay as You Throw with garbage), and the use of plastic bags (bad for environment, wasteful).

## Overall Concerns

Note that many commenters expressed a desire to have a “free” organics program. There were also comments requesting consistency in pick-up location, whether front street or rear lane. While space efficiency did come up as a concern, it was strongly outweighed by the overwhelming interest in having an organics collection program.

The top 5 concerns across all scenarios included:

- 1) **Cleanliness:** risk of mess, rodents, smell, and “ick factor” of handling food waste.
- 2) **Convenience:** having a 3<sup>rd</sup> cart; being required to bag yard waste; risk of material freezing to cart in winter.
- 3) **Cost:** program cost; additional cost of needing special bags.
- 4) **Fairness:** for home composters, people with limited waste or small yards; townhouses.
- 5) **Space:** finding space for the additional cart on their property

These concerns correspond closely with the characteristics that residents identified as being most important in a curbside collection program: convenience, reliability, cost, cleanliness and space efficiency.<sup>11</sup>

#### Other Comments

- Some commenters suggested an opt-out for backyard composters, suggesting an audit from compost coaches or a rebate system.
- There were multiple requests to include diapers and pet waste in the processing system, while noting that collection frequency becomes more important with these materials due to odour.
- Townhouses and some condos who fall into curbside collection are concerned about number of carts, and some have contractors that take care of yard waste (applies to some other properties as well).
- Houses with secondary suites concerned about number of carts and/or sufficient capacity for food waste.
- A few respondents proposed communal organics bins, centralized drop-off points, or using community gardens instead of curbside collection.
- A few people said that winter collection is unnecessary since they do not have food waste, use a garburator, or maintain their backyard compost bin all year.
- Several commenters requesting that the City provide kitchen collectors for food waste.
- Support for continued “Dig Your Own” compost program for residents to use in their yards and gardens.

### Diversion Opportunities

Participants were asked to share their ideas for how Saskatoon could reach the target of 70% waste diversion by 2023.

Topic	# of mentions	Description
1. Public awareness and education	262	<ul style="list-style-type: none"> <li>• “What goes where?” and “how-to’s”</li> <li>• Communicating about the why, the need, the opportunity, the end result</li> <li>• Advertising and social media campaigns</li> <li>• School outreach and education</li> <li>• Workshops</li> <li>• Mulching, grass-cycling</li> <li>• Growing your own food</li> <li>• Consumer culture and reducing waste</li> </ul>

<sup>11</sup> [See Table 3](#)

		<ul style="list-style-type: none"> <li>Tips &amp; Tricks - flattening boxes, creative ways to store your carts, washing out difficult items</li> </ul>
2. Require businesses, health care, schools to recycle and compost	118	<ul style="list-style-type: none"> <li>Recognize role of all sectors in diversion</li> <li>Address construction and demolition – recycling options</li> <li>Medical and health care particularly mentioned as in need of more recycling</li> <li>Restaurants and food waste</li> </ul>
3. Keep and expand recyclable materials	111	<ul style="list-style-type: none"> <li>Maintain plastic and glass recycling</li> <li>Add: Styrofoam, textiles, construction materials, metals, appliances, etc. (curbside or other collection)</li> </ul>
4. Keep or add shared local collection depots/sites	110	<ul style="list-style-type: none"> <li>Keep recycling depots active and maintain them (some abuse/dumping noted)</li> <li>Promote community gardens as places to take compost</li> <li>Make convenient compost depots or collection areas in neighbourhoods</li> <li>Continue dig your own compost program at depots</li> <li>Extend hours of compost depots (longer season)</li> </ul>
5. Incentives for low-waste residents, organizations & businesses	109	<ul style="list-style-type: none"> <li>Desire to recognize success rather than take punitive approach</li> <li>Rebates or rewards for avid recyclers and composters, lowest garbage producers</li> <li>Competition among streets or neighbourhoods with rebate or subsidy of black cart for winners</li> <li>Incentives &gt; penalties (SGI model of rewarding good driving)</li> </ul>
6. Enforcement and education to change behaviour	104	<ul style="list-style-type: none"> <li>Fines for poor waste behaviours, contamination, dumping, repeat offenders</li> <li>Pair with education</li> </ul>
7. Pressure producers to use less packaging	104	<ul style="list-style-type: none"> <li>Recognizing a key dimension of the challenge – lack of consumer choice re: packaging</li> <li>Stewardship programs and City advocacy</li> <li>Leaving the packaging at the store</li> <li>Promoting and rewarding stores that use less packaging or are zero waste</li> </ul>
8. Restrict or ban single-use items	91	<ul style="list-style-type: none"> <li>Suggestions included: plastic bags, takeout containers, straws, Styrofoam</li> </ul>
9. Other	109	<ul style="list-style-type: none"> <li>See appendix<sup>12</sup></li> </ul>
10. Charge more for trash, less or free for recycling and compost	70	<ul style="list-style-type: none"> <li>Suggestions to include recycling and compost in property tax or as part of overall fee, and make garbage cost a lot more</li> <li>Remove cost barriers to use of recycling and compost</li> </ul>
11. Reuse and swap programs, bulky item collection	50	<ul style="list-style-type: none"> <li>Expand curbside swap</li> <li>Promote and support reuse programs, organizations, opportunities</li> <li>Provide bulky item collection service</li> </ul>

<sup>12</sup> [Other Diversion Ideas](#)

		<ul style="list-style-type: none"> <li>• Fix-it days, repair cafes</li> </ul>
12. Incentive for backyard composters	48	<ul style="list-style-type: none"> <li>• Continue rebate for purchasing backyard compost bins</li> <li>• Discount or other incentive to acknowledge and reward backyard composters</li> </ul>
13. Promote waste reduction behaviours	48	<ul style="list-style-type: none"> <li>• Encourage residents to buy less packaging</li> <li>• Bring your own bags, containers, mugs, etc.</li> <li>• Buy in bulk</li> </ul>
14. Waste to energy and incineration	48	<ul style="list-style-type: none"> <li>• Expand and/or develop waste to energy initiatives</li> <li>• Consider incineration</li> </ul>
15. Convenient Household Hazardous Waste disposal	36	<ul style="list-style-type: none"> <li>• Make disposal easier, more accessible than SaskTel Centre</li> <li>• Community disposal sites (like at U of S)</li> <li>• Pick up service – electronics, buy tags in advance</li> <li>• Express lane at HHW days for small items</li> </ul>
16. Organics and Recycling bylaws/disposal bans	34	<ul style="list-style-type: none"> <li>• Banning disposal of organics and recycling through policy or legislation</li> </ul>
17. Improved sorting and reuse at landfill	29	<ul style="list-style-type: none"> <li>• Build Recovery Park</li> <li>• One-stop area to divert before items get landfilled</li> <li>• Allow landfill mining</li> <li>• More staff doing sorting at landfill, removing valuable/recyclable materials</li> </ul>
18. Incentives to start local recycling & reuse companies/groups	20	<ul style="list-style-type: none"> <li>• Spur growth of locally developed businesses to process recycled materials</li> </ul>
19. Levy on single-use items	10	<ul style="list-style-type: none"> <li>• Similar to ban, but levy instead: plastic bags, straws, disposables, paper cups</li> </ul>
20. Plan for future disposal needs of City	10	<ul style="list-style-type: none"> <li>• Given growth trajectory, start planning for future landfill or other waste processing now</li> </ul>

Note that 39 comments expressed doubt about the City's ability to meet the 70% target, or a preference to build another landfill instead of investing money in waste reduction. Some also expressed their like or dislike of PAYT and/or reiterated their preferences for the cart size and collection frequency of the various waste streams.

## Other Findings

### Tone

The majority of responses were constructive and positive. Many respondents expressed excitement about green carts and some expressed a high level of motivation to reduce waste or see greater accountability for waste in the community. There were also voices of uncertainty, particularly from those who were less familiar with organic waste disposal or were unsure of how exactly a PAYT system would work.

There was a passionate minority whose comments indicated anger, frustration, and mistrust of the City. Much of this was directed toward the PAYT utility, in the

form of strong opposition. Anger seemed to stem from the conviction that they would be charged twice for garbage disposal, and/or from distrusting that the City would actually follow through with removing garbage from the property tax or with charging fairly. Some commenters noted that incompetent management at the City was not their fault, while others asked for savings to be found from other less essential programs.

## Special Circumstances

### Townhouses

For the organics program in particular, we heard from many who live in townhouses, fourplexes, and condos that quality as single-family despite having multiple units. Many of these asked for smaller carts, the ability to share carts, the ability to have a large communal compost bin, or other arrangements due to the lack of space and the minimal yard waste. In addition, many of these properties have yard work contractors who dispose of the organic material themselves. We heard from residents that basement suites or houses with multiple suites also pose a similar challenge.

### Accessibility

When asked about characteristics for a future program, 31 respondents specifically mentioned the need for a special program to accommodate seniors and people with disabilities. Many other commenters indicated particular challenges with the size or weight of their cart, and the location (snow/ice/curbs) of collection related to mobility and age.

### Medical waste

Several commenters felt that a PAYT utility would be unjust for those who have high volumes of medical waste due to a disability or another health issue. They requested that some accommodation be found for these circumstances.

## Enforcement & Education

115 respondents mentioned a desire for greater enforcement and education in a redesigned curbside program.<sup>13</sup> This need came up frequently in other parts of the survey as well. The most comment enforcement and education needs were around:

1. Returning carts to property after collection, especially in back lanes
2. Maintaining sufficient distance between carts, with particular challenge on front street when cars park too closely to carts
3. Ensuring lids are closed so that the cart gets dumped
4. Addressing illegal dumping

Some requested more monitoring and heftier fines for residents who repeatedly fail to follow these rules, and for an easier way to report issues. Several requested organics and recycling bylaws in order to make residents accountable to sorting their waste.

<sup>13</sup> [See Table 3](#)



On the other hand, 29 residents requested more leniency around the collection rules, particular with respect to points 1, 2, and 3 above. Some mentioned that other cities with automated collection do not have such stringent rules about cart placement and lids.

## **Communications**

96 respondents commented that they appreciate the email, text, and app reminders. Only a few requested print materials including calendars. 83 participants identified communications as an area of improvement, particularly about “what goes where” and collection “rules” (ex. distance between carts, cleaning items for recycling, etc.)

## **Operational Feedback**

### **Reliability, Durability & Care**

127 participants expressed a concern about the reliability of service particularly with respect to the durability and care of carts. Many noted that their cart had been broken by the garbage truck during collection, most notably during winter months. Some participants asked for greater care from truck operators to avoid this problem, while others requested more durable carts. There was concern over the number of replacements required due to the rate of breaking and the cost involved in replacements rather than changing operator behaviour. Overall, this affected their perception of service reliability.

### **Streets & Safety**

About 20 residents expressed a clear concern for safety, related to taking their cart to the curb or alley. Concerns were primarily about ice and snow build-up, frozen gates, and uneven ground making it difficult or unsafe to maneuver their carts. Many of those concerned said that they had physical challenges or were elderly. Some of these participants suggested a switch to front street collection – at least over winter, while others said that front street was worse than the alley due to snow piles.

There were also concerns about putting carts on busy streets with significant traffic, especially in areas near schools or other busy public facilities. Several participants requested that truck drivers slow down and be more cautious. A few respondents expressed a concern about health hazards from leaking bins or trucks, or from carts that are not collected frequently enough because they are overflowing.

## **Service Location & Schedule**

### **Collection Location**

The most common request on this topic was to have a consistent collection location for all carts. This was stemming from the fact that currently green carts are picked up from the front street, regardless of where garbage and recycling are collected. Many participants requested that homes with back alley collection continue to receive this service with the green carts added.

When asked what they liked about the current program, 129 respondents specifically mentioned that they like their back alley collection, while 114 said that they like their front street pickup.<sup>14</sup> In the improvement question, 102 commenters preferred back lane collection, some of whom want to be switched from front to back and some of whom have back lane collection already but dislike seeing the carts on front street properties for aesthetic reasons. 40 participants commented that they would like to switch to front street pickup instead, largely due to issues with back alley grading, snow and ice accumulation, and illegal dumping.<sup>15</sup>

### **Schedule Improvements**

There were about 30-40 comments from residents indicating that they would like a more streamlined schedule. Some preferred their carts to be collected on the same day each week (ex. alternate between garbage and recycling, but always on a Tuesday), for greater convenience. Some requested that while the pickup days might vary, they all happen in one week (ex. Garbage on Monday, Recycling on Tuesday, but the same week). There were also several requests to stop collecting on Mondays given the challenges with long weekends and statutory holidays.

<sup>14</sup> [See Table 1](#)

<sup>15</sup> [See Table 2](#)



## Appendix

**Table 1: What You Like**

*What do you like about the current curbside collection program? (3847 comments from 2820 respondents)*

Like	# of mentions	Description
1. Convenience	675	Close to the house, easily accessible, minimal sorting
2. Easy	471	Simple to use
3. Recycling	401	Appreciate having the curbside recycling program
4. Consistent	307	Happy with regularity of collection, schedules
5. Frequency	252	Like the number of collections
6. Green Carts	252	Appreciate subscription green carts
7. Dependable	237	Collection is reliable and predictable, damaged carts are replaced
8. Waste reduction/diversion	164	Like that they are diverting or reducing waste
9. Individual carts	150	Like having individual carts instead of prior communal bins
10. Single Stream	145	Appreciate single-stream recycling, limited sorting
11. Back Alley	129	Like back lane collection
12. Front street	114	Like front street collection
13. In my taxes/flat rate	98	Like that collection is in property taxes and not variable
14. Email / Text / Other Reminders	96	Appreciate the reminders and the online schedule
15. Cart Size	81	Like the size of carts, sturdiness, large capacity which allows flexibility and variation
16. Clean	71	Find the collection process clean, minimal mess
17. Efficient & effective	58	Quick, timely, waste is disposed of appropriately
18. Accessibility	39	Easy to access the service, easy to roll the bins
19. Cost-effective	28	Affordable
20. Do not change current model	24	Like the program as it is right now
21. Mobile and organized (carts)	20	Carts keep everything organized, simple to move and store
22. Other	18	Compost depots, included on utility bill; curbside swap, hazardous
23. Courteous Drivers	17	Drivers are friendly, appreciate that they wave to my kids (multiple mentions!)

**Table 2: What Could Be Improved**

*What could be improved about the current program? (3072 comments from 2288 respondents)*

Improvement	# of mentions	Description
1. Mandatory Green Carts	669	Want a mandatory year-round program
2. Reduce Black Cart Frequency	382	Prefer less frequent garbage collection
3. Increase Blue Cart Frequency or Size	263	Would like larger recycling cart or more collections
4. Smaller Carts or Size Choice	176	Would like smaller cart sizes or choice of sizes
5. PAYT & More Accountability	159	Want to see PAYT and greater responsibility for waste in the community
6. Cheap or Free Green &/ Blue Carts	127	Want green and blue carts to be free to promote diversion
7. Reliability, Durability & Care	127	Want drivers to use more care in picking up carts, more durable carts less prone to breaking or blowing over, greater reliability overall
8. Nothing	124	Keep as-is
9. Increase Green Cart Frequency	123	Prefer weekly green cart collection, at least in summer
10. Enforcement & Education	115	Want to see more education and greater enforcement of dumping, bylaws (putting carts back), garbage pickers, and other
11. Want Back Alley Collection	102	Would like rear lane collection instead of current front street service
12. Include More Materials	95	Want to see more materials included in recycling and/or organics programs (ex. Styrofoam, diapers and pet waste, textile recycling collection)
13. Increase Black Cart Frequency	91	Have a need for more frequent black cart collection
14. Communication & Information	83	Would like to see more communications and materials getting out to residents to help with participation
15. Other	69	Various
16. Incentives and Rewards for Low Waste	50	Prefer having incentives or rewards for people who are excellent at waste reduction and diversion (rather than penalties or fees up front)
17. Additional Pickup (Christmas)	40	Have a need for additional collection around Christmas, mostly recycling with some requests to bring back garbage
18. Want Front Street Collection	40	Would like front street collection instead of current rear lane service
19. Streamline Schedule	35	Would like more streamlined and easy-to-remember schedules (ex. same day each week)

20. More Flexible Rules	29	Want greater leniency with collection rules (ex. parking near carts, lids open)
21. Reduce Blue Cart Frequency	26	Require less than bi-weekly blue cart collection
22. Allow Shared Carts	25	Would like to be able to share carts with neighbours (especially in townhouse situations)
23. Accessibility Considerations	21	Want to see customizations and/or special program for people with disabilities or mobility challenges
24. Bulky Item or Excess Pickup	21	Would like a bulky item collection service or ability to request additional collection if they have excess waste
25. Multi-Stream Recycling	20	Want to see multi-stream recycling, separating out glass and cardboard in particular to ensure proper recycling occurs
26. Street or Safety Concern	20	Concerns about busy streets, icy/snowy streets, health risks (leaking/overflowing garbage)
27. Access to HHW and Other	16	More accessible collection opportunities for HHW, electronic, metal waste
28. Focus on Reduce & Reuse	13	Want more promotion & programs about ways to reduce consumption/waste and reuse
29. Compost Depots	11	Extend season or hours, keep "Dig Your Own" program

### Table 3: Important Characteristics

*Our future curbside collection program must meet multiple goals including waste diversion, affordability, safety, and service to residents. What is most important to you in a curbside collection program? Consider characteristics like convenience, reliability, customization, space-efficiency, cleanliness, and accessibility. (2852 respondents, 4653 comments)*

Characteristic	# of mentions
1. Convenience	1001
2. Reliability	523
3. Cleanliness	478
4. Cost & Affordability	420
5. Space-Efficient	331
6. Easy	242
7. Consistent Frequency	241
8. Organics & Recycling Programs	233
9. Customization & Adaptability	218
10. Waste Diversion & Sustainability	191
11. Accessibility	147
12. Incentivizes Waste Diversion	96
13. All of the Above	79
14. Back Alley Collection	75

15. Efficiency & Effectiveness	66
16. Other	51
17. Enforcement & Compliance	50
18. Addresses Illegal Dumping	46
19. Education	43
20. Single Stream Carts	36
21. Fairness	33
22. Senior & Disability Friendly	31
23. Reminders & Communication	22

### Other Diversion Ideas

- Leave as-is
- Allow neighbours to share carts
- Reduce or ban junk mail, flyers, phone books
- Rebate for trash compactors
- Start with the City – all 3 streams collected in public parks, streets, bus stops, and all City facilities
- Mandate that festivals aim for waste diversion, use only compostable items (and have directory of where to buy)
- Be like Edmonton – no sorting by residents, sort at landfill
- Promote use of garburators
- Pick up Christmas Trees curbside
- Recycling pick-ups before/after Christmas
- Consider accessibility and mobility in program designs
- Consider home design – space for sorted bins
- Fast food tax (disposable single use containers)
- Ban grass clippings from landfill – promote mulching and grasscycling
- Decriminalize salvaging, allow ‘binners’ to divert waste
- Animal waste disposal areas with poop to fuel program
- Limit need to wash out plastic containers (like soap, shampoo) – waste of water
- Organize a swap or online forum focused on re-use of leftover construction materials
- Water bottle refill stations and water trucks at festivals/events; stop using bottled water
- Allow residents to keep backyard chickens or pigs; feed them your waste = closed loop system
- Ensure compostable bags are stocked in stores and are affordable