

Town of The Blue Mountains

Integrated Waste Management Planning Process

Survey of Current Waste Management Practices

AUGUST 2007



This report was prepared by Lura Consulting.



EXECUTIVE SUMMARY

1. *Introduction*

The Town of The Blue Mountains is undertaking an integrated waste management planning process.

As part of the study, the Town's consultants conducted a survey to obtain information on residents' opinions and attitudes toward the Town's current waste management services and attitudes towards additional waste management services that could be considered for the future.

The survey was conducted online and was available in print at the L. E. Shore Memorial Library. It was completed by 297 respondents (268 surveys were completed online and 29 were handed in on hard-copy). A copy of the survey questionnaire is provided in Appendix A.

2. *Survey Metrics and Respondent Profile*

This survey was completed by 297 respondents residing within the Town of The Blue Mountains. Of these:

- 82% lived in single family dwellings;
- 10% lived in a townhouse, duplex or condo;
- 4% lived on a farm;
- 3% described their home as "other"; and
- Less than 1% lived in an apartment.

Nearly all of the survey respondents (98%) do not work for or are not affiliated with any Town of The Blue Mountains Departments, Miller Waste Systems, or Town Council. It can be assumed that the low response rate from the agricultural community is likely due to the fact that rural residents can only access the internet via dial-up.

3. *Summary of Findings*

The summary of findings arising out of the survey results are presented below and are organized among the following topics:

- Use of services;
- Recycling;
- Backyard composting;
- White goods;
- Garbage collection;
- Access to information; and
- Opinions on managing and disposing of waste.

Use of Services

- Blue/grey box recycling, curbside collection and the deposit return for beer and liquor bottles are among the Town's most commonly used waste services.
- Many of the survey respondents are still self-hauling the waste to the local landfill.

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Recycling

- Virtually all of the respondents recycle.
- The most common materials recycled include glass jars and bottles, cans, plastic containers, paper, and cardboard and boxboard.
- The majority of respondents are satisfied with the recycling program, but many wish it accepted more materials.
- Respondents generally have positive views toward recycling. They generally feel it is the right thing to do and that it protects the environment.
- The perspectives of neighbours about recycling behaviours does not seem to impact one way or the other on individual behaviours.

Backyard Composting

- Backyard composting is a popular activity in the Town of The Blue Mountains, as more than half of respondents say they do so.
- Those respondents who said they compost, reported that they used their own container or a town subsidized one.
- While relative few concerns were raised, those who made suggestions included: pests, difficulties in winter, and general inconvenience were the most common reported barriers to composting.
- Backyard composting is viewed to be an activity that is environmentally beneficial to the environment.
- There was support among most respondents for increased promotion of backyard composting.
- There was support from more than half of respondents for the Town to play a role in composting food and yard wastes.

White Goods

- A majority of the Town's residents use the landfill to drop off their white goods, metals and tires for recycling, and many felt that it is a good program.
- Some respondents were not aware of the program or find it inconvenient.

Garbage Collection

- The survey respondents were generally satisfied with the Town's garbage collection program.
- Some respondents expressed dissatisfaction with the bag limit or bag tag system.
- Few respondents report burning garbage, and those that do generally do so less than seasonally, and report burning primarily brush, other yard waste or waste wood.

Access to Information

- Most respondents appear to have enough information on recycling and garbage collection, but more information is required on composting and leaf and yard waste.
- Most frequent suggestions for improving information in the future included a waste management flyer, the newspaper, and a waste management calendar.

Opinions on Managing and Disposing of Waste

- Most respondents strongly support the principles of reduce, reuse and recycle.
- Most respondents feel that food and yard wastes should be composted.
- Respondents support reaching the provincial waste diversion goal of 60%.

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- Respondents want the Town to manage its own garbage and oppose managing the waste of others. They reported wanting to manage their waste within the Town's boundaries, and they did not want to recycle, compost or landfill waste from outside communities.
- Respondents were generally in favour of expanding the Town's landfill, or locate a new one within Town boundaries to manage their own waste, but not for the waste of other communities.
- There was support among respondents for industry stewardship.

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1 INTRODUCTION

The Town of The Blue Mountains is undertaking an integrated waste management planning process.

As part of the study, the Town's consultants conducted a survey to obtain information on residents' opinions and attitudes toward the Town's current waste management services and attitudes towards additional waste management services that could be considered for the future.

The survey was conducted online and was available in print at the L. E. Shore Memorial Library. It was completed by 297 respondents (268 surveys were completed online and 29 were handed in on hard-copy). A copy of the survey questionnaire is provided in Appendix A.

2 SURVEY RESULTS

Section 2 presents a summary of the survey results, including the survey metrics and respondent profile, performance of the Town's current waste management activities, and responses to some general questions on current and future methods for managing waste, including the role of individuals in waste management (e.g. waste reduction, re-use and recycling), landfill and incineration, managing organics, and industry stewardship.

Section 3 includes a summary of findings

A complete set of results are provided in Appendix B in tabular form.

2.1 Survey Metrics and Respondent Profile

This survey was completed by 297 respondents residing within the Town of The Blue Mountains. Of these:

- 82% lived in single family dwellings;
- 10% lived in a townhouse, duplex or condo;
- 4% lived on a farm;
- 3% described their home as "other"; and
- Less than 1% lived in an apartment.

Nearly all of the survey respondents (98%) do not work for or are not affiliated with any Town of The Blue Mountains Departments, Miller Waste Systems, or Town Council.

This distribution generally reflects the housing demographics of the Town of The Blue Mountains. According to the Town of The Blue Mountains 2004 Community Profile,¹ 81% of housing stock by structural type is single detached, and nearly 7% is a combination of row housing (5.6%), other single attached house (0.6%) and semi-detached (0.4%). Apartments appear to be under-represented in this survey, as they account for approximately 9% of the housing stock (7.9% reported as apartment, less than 5 stories and 1.5% reported as apartment, detached duplex).

No information on farms was provided in the Community Profile's housing stock data. However, according to the Community Profile's Sector Employment data, 4.0% of full time employees and 2.6% of part time employees were employed in the agriculture sector. Further, nearly 4% of businesses (or 19, in total) in the Town of The Blue Mountains were in the agricultural centre.

¹ Prepared by the Centre for Business and Economic Development and available online at the Town of The Blue Mountains website (<http://www.thebluemountains.ca/>)

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While not conclusive, this indicates that the proportion of farms represented in this survey may be representative.

2.2 Performance of Current Waste Management Activities

This section summarizes the results of the questions on the Town’s current waste management activities. It is organized according to:

- Use of Services;
- Recycling;
- Composting;
- White goods;
- Garbage collection; and
- Access to information.

2.2.1 Use of Services

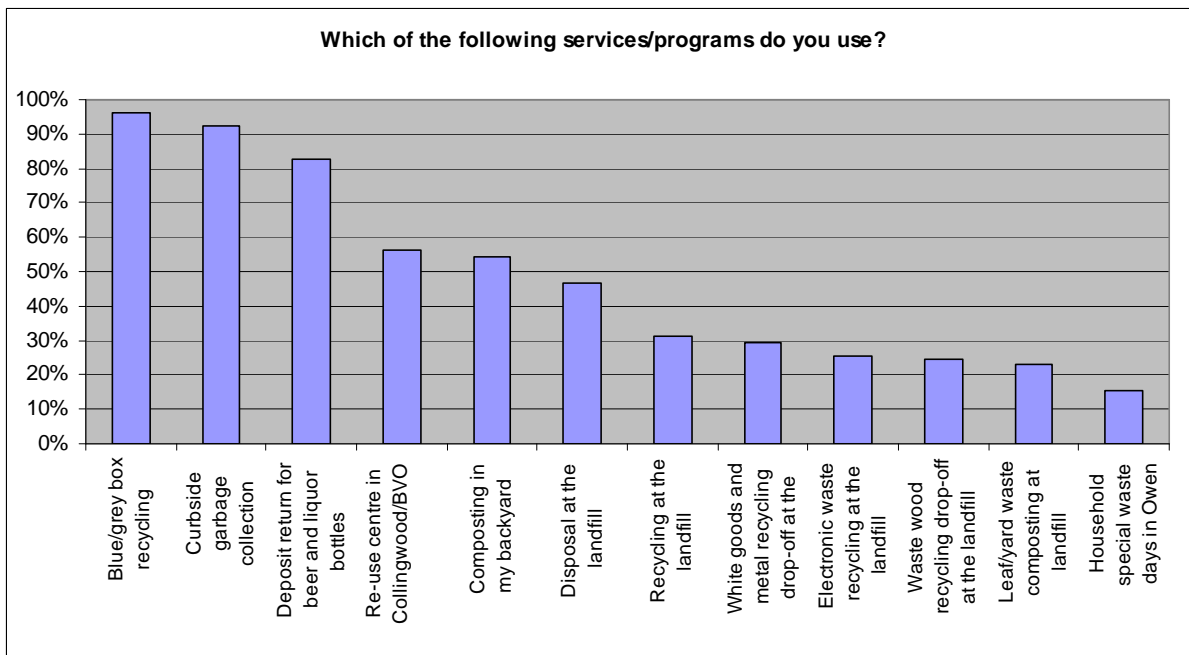
The survey respondents were asked which of the Town’s waste management services they use.

As seen in the figure below, the most popular services reported were:

- Blue/grey box recycling (96%)
- Curbside garbage collection (92%), and
- The deposit return for beer and liquor bottles (83%).

The re-use centre in Collingwood and Thornbury’s Beaver Valley Outreach were reported being used by over half of the respondents (56%). Backyard composting practices are employed by 55% of respondents. Nearly half of survey respondents (47%) report that they dispose of their waste at the landfill.

Waste recycling amenities at the landfill were the least used, but were still reported to have been used by approximately 23% - 31% of respondents, depending on the activity.



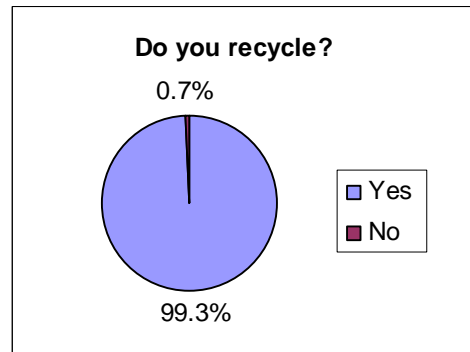
2.2.2 Recycling

Participation

As seen in the figure at right, nearly all (99.3%) survey respondents reported that they recycle.

Reasons for not recycling included:

- They don't want animals around their property; and
- They recycle material at their city home.

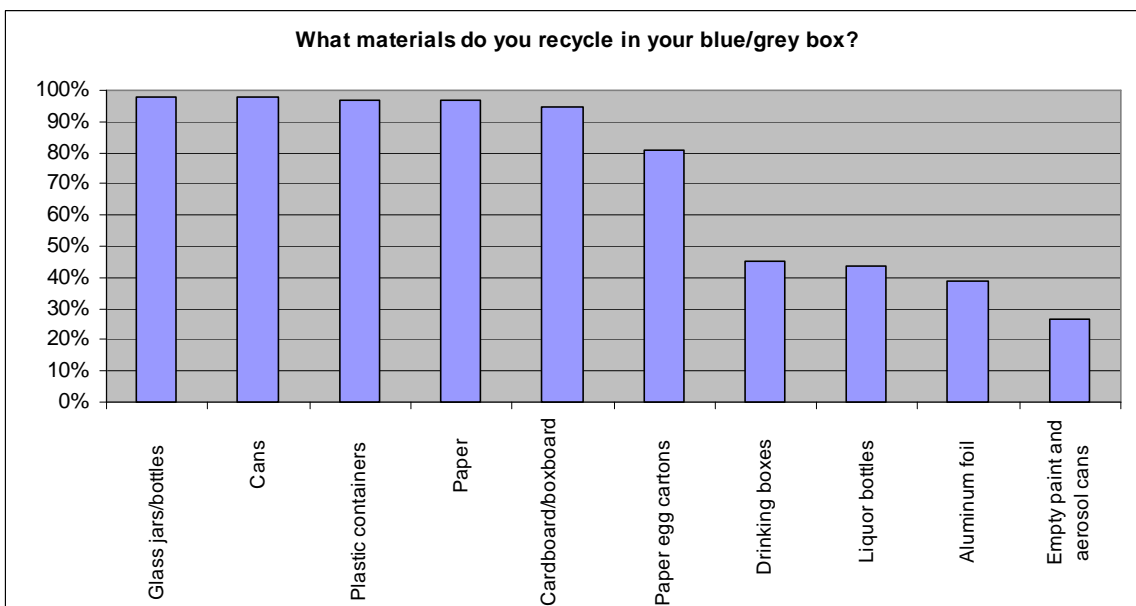


Materials Recycled

As seen in the diagram below, the most common materials recycled are:

- Glass jars and bottles (98%);
- Cans (98%);
- Plastic containers (97%);
- Paper (97%);
- Cardboard and boxboard (95%); and
- Paper egg cartons (81%).

Empty paint and aerosol cans were reported being recycled the least (27%).



Comments on the Recycling Program

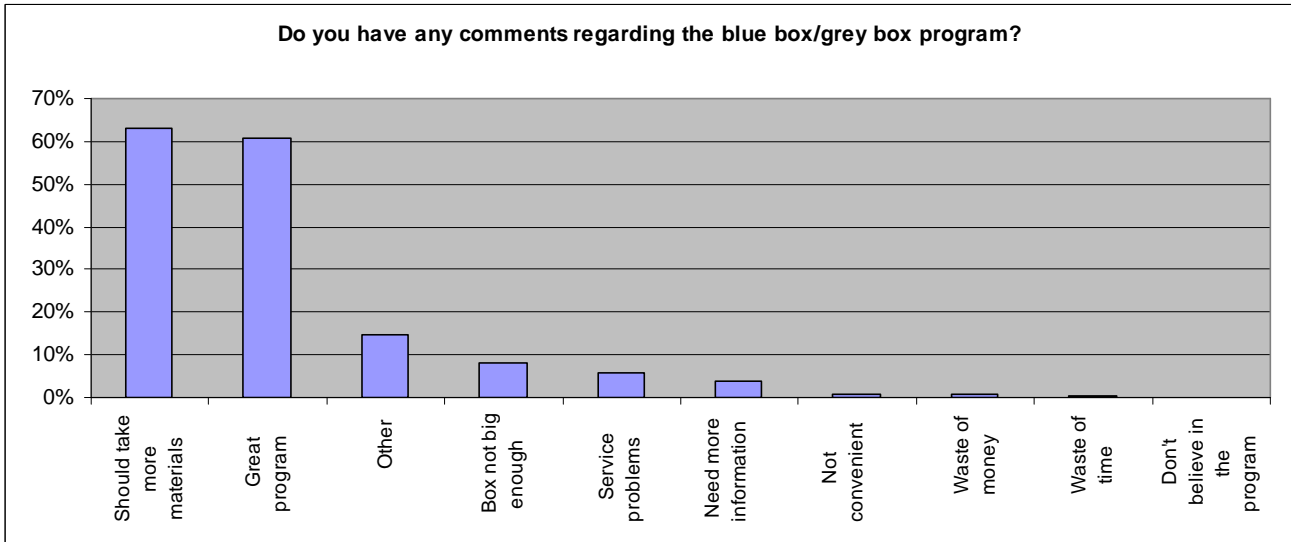
Overall, the majority of survey respondents indicated that they were very **satisfied** with the program (61%). The most common suggestion to improve the program was that **it should take more materials** (63%).

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There were a number of other comments provided; the most common ones included:

- Expand the blue/grey box program to include more materials (i.e. milk cartons, Styrofoam trays, paint cans, plastic bags, aluminium foil etc.) (3%);
- The Town should add a special box for organic waste and compost to the blue/grey box program (2%); and
- More public education is needed about the blue/grey box program. (2%)

A list of all of the comments received is provided in Appendix B.

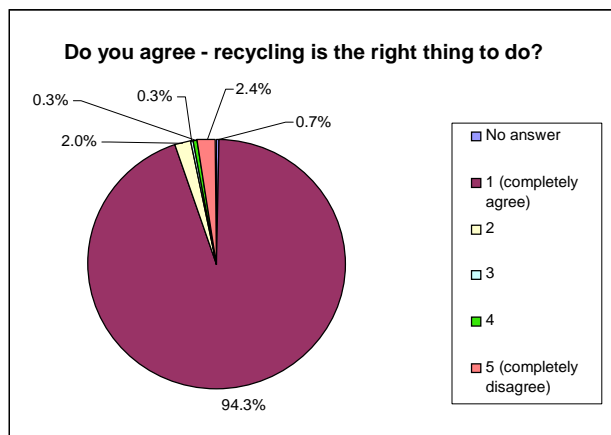


Recycling “Agree” Statements

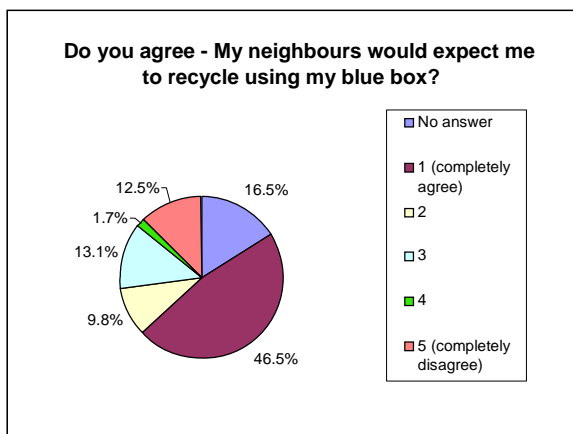
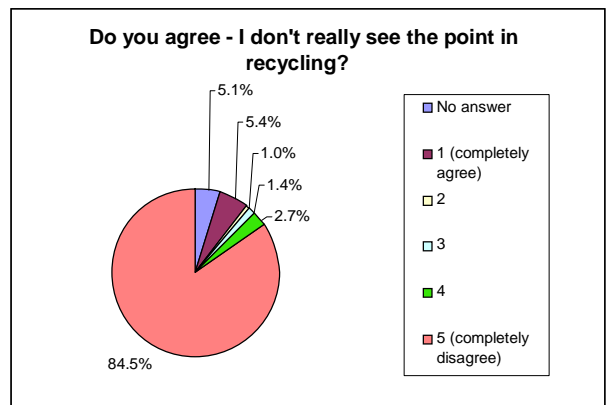
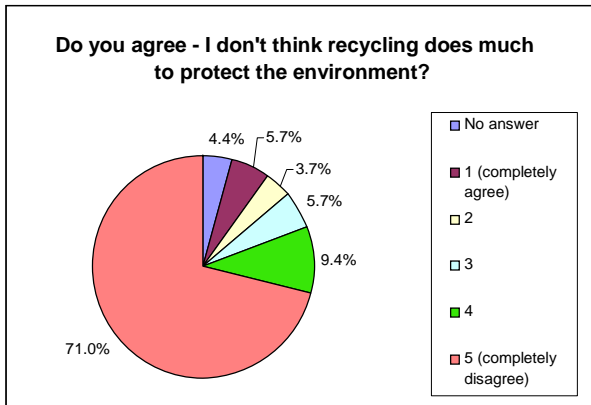
Respondents were asked to score how much they agreed with the following statements, ranging from a score of 1 if they completely agreed to a score of 5 if they completely disagreed:

1. Recycling is the right thing to do;
2. I don't think recycling does much to protect the environment;
3. I don't really see the point in recycling;
4. My neighbours would expect me to recycle using my blue box;
5. My neighbours don't use their blue box and don't care if I do or not; and
6. My neighbours would feel let down if I didn't pull my weight and recycle.

Nearly all survey respondents agreed that recycling is the right thing to do, as more than 96% of respondents reported a score of 1 or 2.

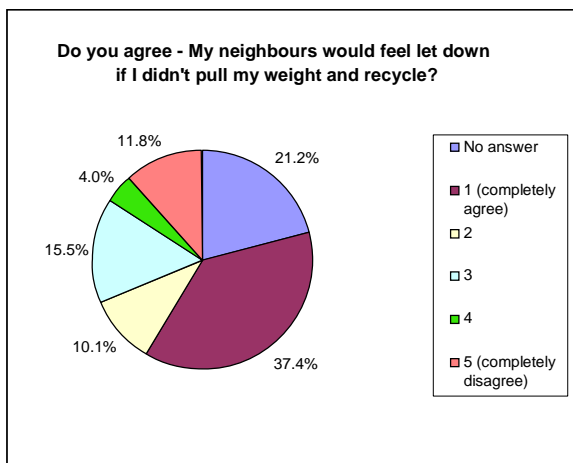


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Most survey respondents disagreed with the statement that they do not think that recycling does much to protect the environment, as 8 in 10 respondents reported a score of 4 or 5.

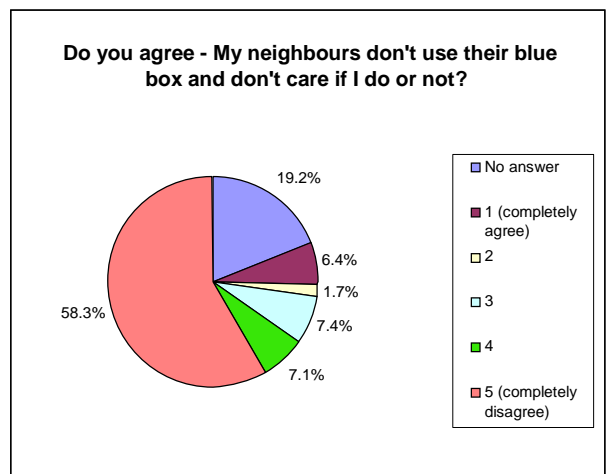
Most survey respondents disagreed with the statement that they don't really see the point of recycling. Approximately 84% of respondents returned a score of 5 (completely disagree), with nearly another 3% reporting a score of 4.



Slightly more than half of respondents agreed that their neighbours expect them to recycle using the blue box, as 56% of respondents returned a score of 1 or 2.

Response was mixed, however, as more than one in 10 each either disagreed (14% returned a score of 4 or 5) or were neutral (13% returned a score of 3). Another 16% declined to answer.

The majority of survey respondents rejected the idea that their neighbours don't use their blue box and don't care if the respondent does or not, as about two-thirds (65%) responded with a score of 4 or 5 to that statement. One in five respondents, however, did not provide an answer.



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Slightly more than one-third of respondents completely agreed that their neighbours would feel let down if the respondent did not pull his or her weight and recycle, and another 10% returned a score of 2.

About 15% were neutral on this point (scoring a 3), and another 21% did not answer.

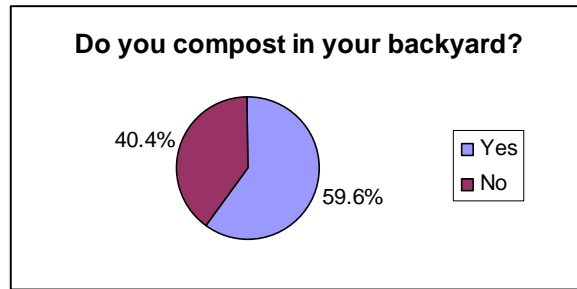
2.2.3 Composting

Participation

Nearly 60% of survey respondents reported that they composted in their backyard.

The most common types of compost containers used were their own container (36%) or the town subsidized one (18%). Some said that they did not use a container (9%). Other containers (4%) mentioned included:

- Green cone;
- A wooden corral for leaves;
- Open compost or manure piles; or
- Composters built with lumber.

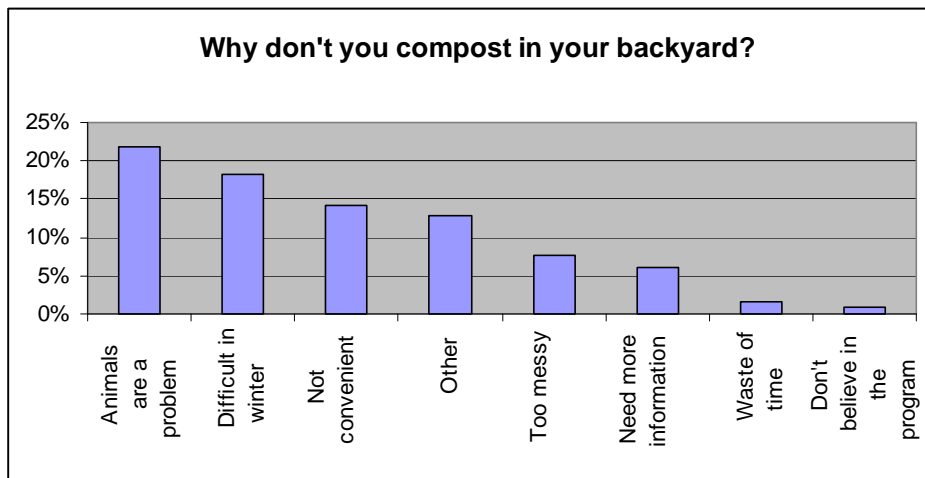


As seen in the figure below, the most common reasons reported for not composting included:

- Animals are a problem (22%);
- It is difficult in the winter (18%); and
- It is not convenient (14%)

Of the 13% that responded "other", the most common reasons included:

- Living in a condo or town house; (5%)
- Composting attracts animals and insects and has an unpleasant odour; (2%)
- Lack of space; and (1%)
- Being on the property only on weekends. (>1%)



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Comments on the Backyard Composting Program

Nearly two-thirds of respondents provided suggestions for improving the backyard composting program. In general, these suggestions are summarized as:

- Provide more public education about the program, and about composting in general; (19%)
- Provide free or subsidized compost containers; (11%)
- Offer curb-side pick up of compost waste; and (7%)
- Provide animal proof containers. (5%)

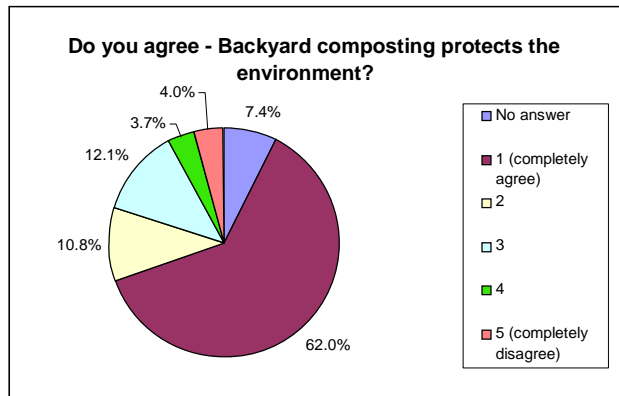
A complete list of all of the suggestions is provided in Appendix B.

Backyard Composting “Agree” Statements

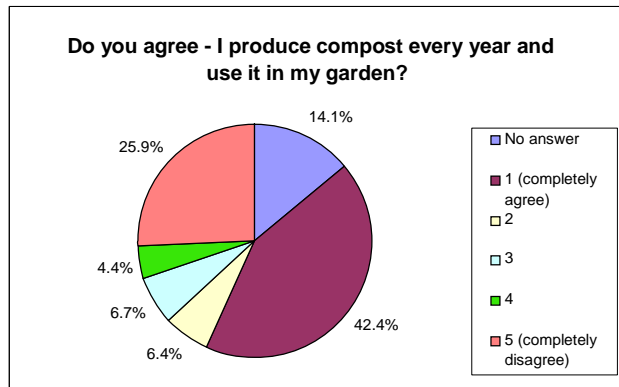
Respondents were asked to score how much they agreed with the following statements about backyard composting, with scores ranging from 1 if they completely agreed to 5 if they completely disagreed:

1. Backyard composting protects the environment;
2. I produce compost every year and use it in my garden;
3. Backyard composting is smelly and difficult;
4. Backyard composting attracts dogs and other animals;
5. Everyone should be backyard composting;
6. The Town should promote backyard composting;
7. The Town should collect food and yard waste and compost it in a central place; and
8. Backyard composting is an effective waste management program.

Nearly three-quarters (62%) of survey respondents agreed that backyard composting protects the environment.



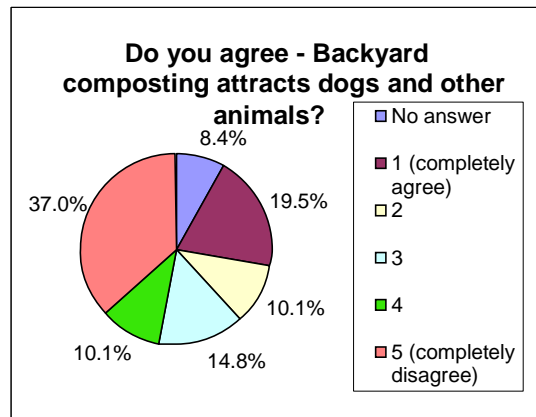
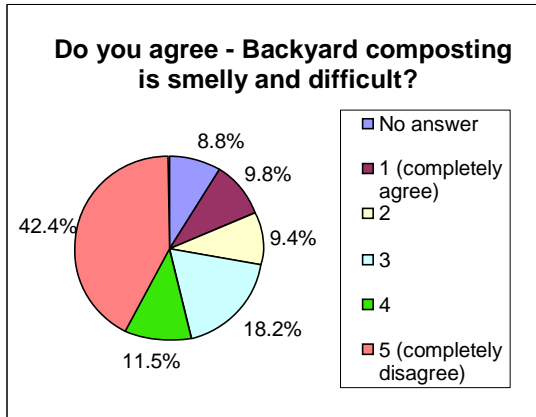
Many residents appear to incorporate composting as part of their gardening activities, as nearly half of respondents (49%) agreed that they produce compost and use it in their garden.



When asked about barriers to composting, more respondents were more concerned with compost attracting animals than if it was smelly and difficult. About 19% agreed that backyard composting is smelly and difficult, while approximately 30% agreed that backyard composting attracts dogs and other animals.

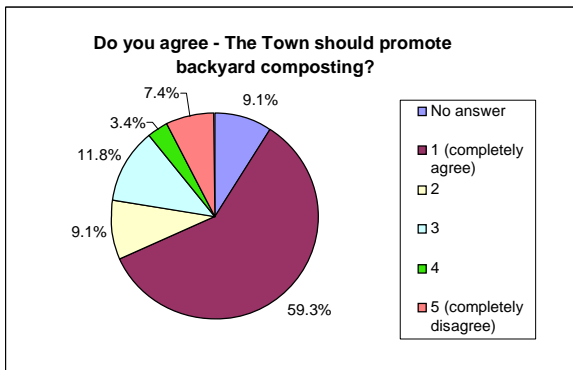
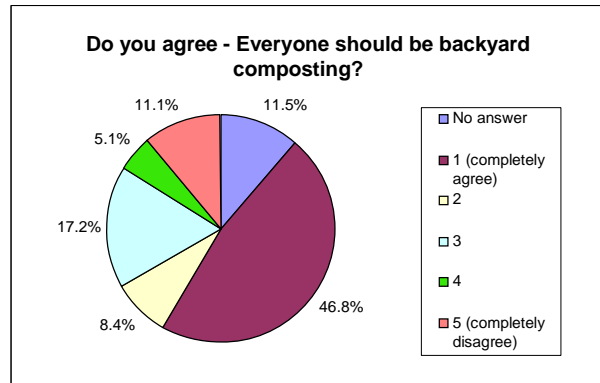
However, many respondents viewed composting in a more positive light and disagreed with these statements. More than half (54%) disagreed that backyard composting is smelly and difficult, and just less than half (47%) disagreed that backyard composting attracts dogs and other animals.

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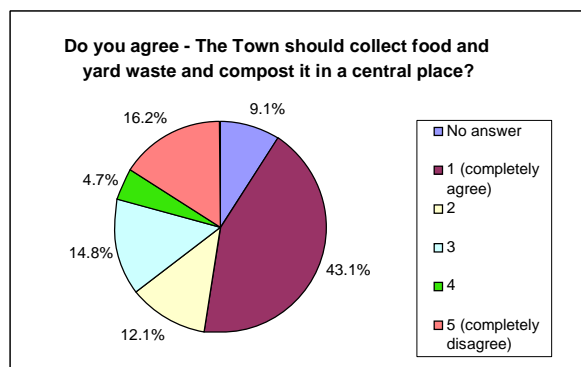
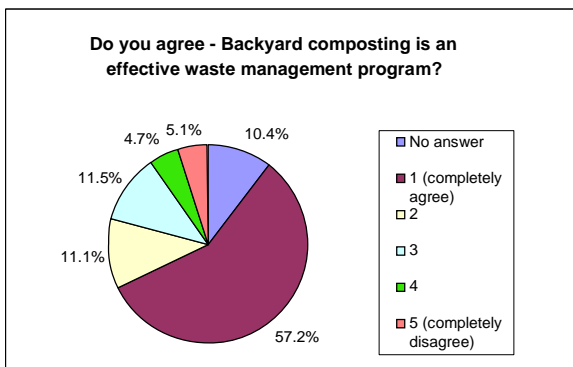


Many respondents felt that backyard composting is an activity that others should participate in. Slightly more than half of respondents (55%) agreed that everyone should be backyard composting. About 16% disagreed with this statement.

More than two-thirds of respondents felt that backyard composting should be promoted. Approximately 68% returned a score of 1 or 2 when asked if they agreed that the town should promote backyard composting.



More than half of respondents felt that the Town should play a role in composting organic wastes. Approximately 55% of respondents returned a score of 1 or 2 when asked if they agreed that the Town should collect food and yard waste and compost it in a central place. Approximately 2 in 10 respondents disagreed with this statement.



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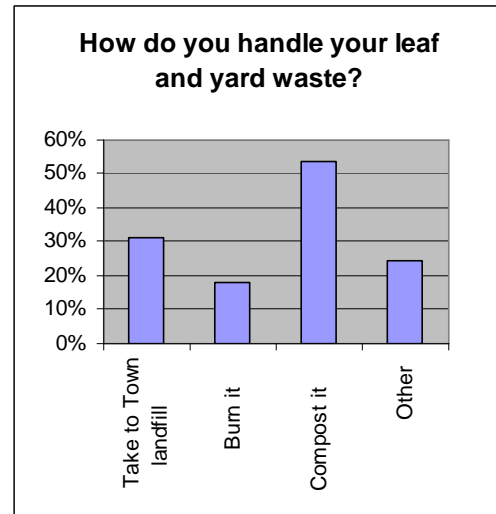
Backyard composting was highly regarded as a waste management program by more than two-thirds of respondents. Approximately 67% of respondents agreed that backyard composting is an effective waste management program. About 1 in 10 respondents disagreed with this statement.

Leaf and Yard Waste

The majority of survey respondents reported handling their leaf and yard waste by composting it (54%). Taking it to the Town landfill (31%) and burning it (18%) were also common options.

Nearly one-quarter (24%) reported “other”. Examples of other options reported include:

- Someone else taking it away (i.e. Condominium management, landscape team etc.); (9%)
- Mulching it; (3%)
- Leaving it on the property; (2%)
- Disposing it at the landfill; and (1%)
- Burning it. (>1%)



2.2.4 White Goods

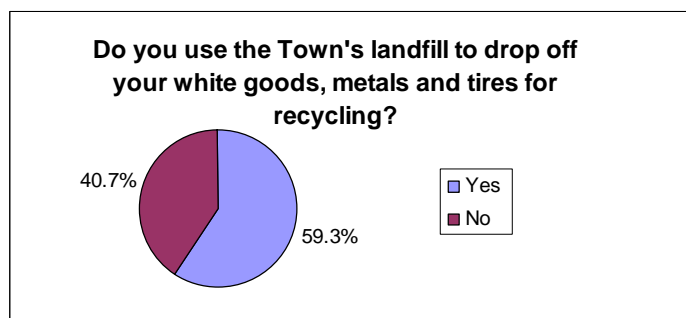
Participation

Six in 10 survey respondents report using the Town’s landfill to drop off their white goods, metals and tires for recycling.

Respondents were asked for their comments on the drop-off facilities. The most common comment was that it is great program (42%).

Nearly 2 in 10 respondents (19%)

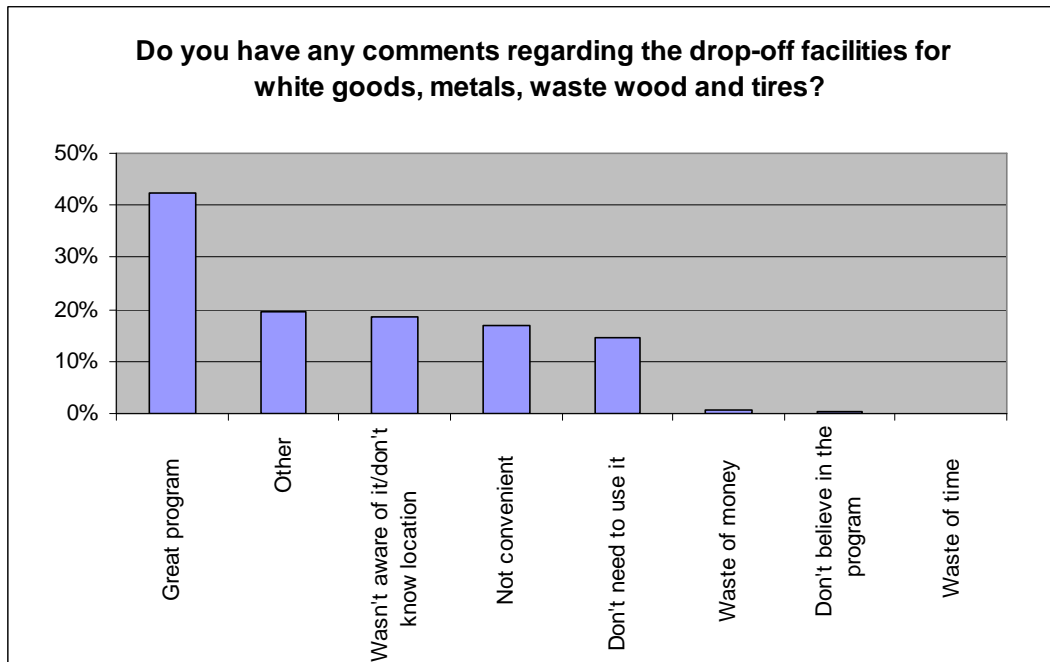
either were not aware of the program or did not know of its location, and 17% said that the program was not convenient. About 14% said that they did not need to use it.



About 20% provided other comments, which included:

- Provide more public education about the service and “white goods” (e.g., some people did not know what was meant by a white good); (5%)
- Make the service more convenient (i.e. longer hours, closer to the Town); (5%)
- They have not yet needed the service; (3%)
- The service is too expensive; and (2%)
- Offer curb-side pick up. (1%)

A complete list of comments is included in Appendix B.



Suggestions for Improvement

Respondents were asked for suggestions on how the white goods program could be improved. In general, these suggestions included:

- Provide more public education and outreach; (12%)
- Provide curb-side pick up; (12%)
- Reduce the fees; (5%)
- Provide more convenient hours of operation; (4%) and
- Allow a larger variety of items to be recycled. (1%)

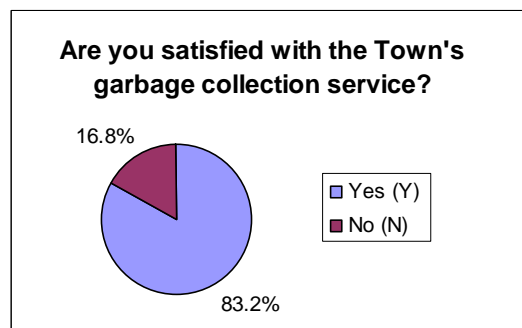
The complete list of comments is included in Appendix B.

2.2.5 Garbage Collection

Satisfaction

Most of the survey respondents seem happy with the Town's garbage collection service, as 83% of respondents said that they are satisfied with it.

Other than those responding with "other comments", the most common source of dissatisfaction reported for the collection service was the bag limit or the bag tag (24% of those who said that they were not satisfied).



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Comments provided under “other” focused on:

- Requesting more variety with respect to items being picked up (e.g. small household furniture, cardboard, Styrofoam etc.); (2%)
- Increasing the bag limit or having allotted days for additional pick up; (1%)
- Problems with animals getting into the garbage (1%); and
- A lack of consistency across the region (e.g. Collectors pick up 2 bags in one area and 5 bags in another). (>1%)

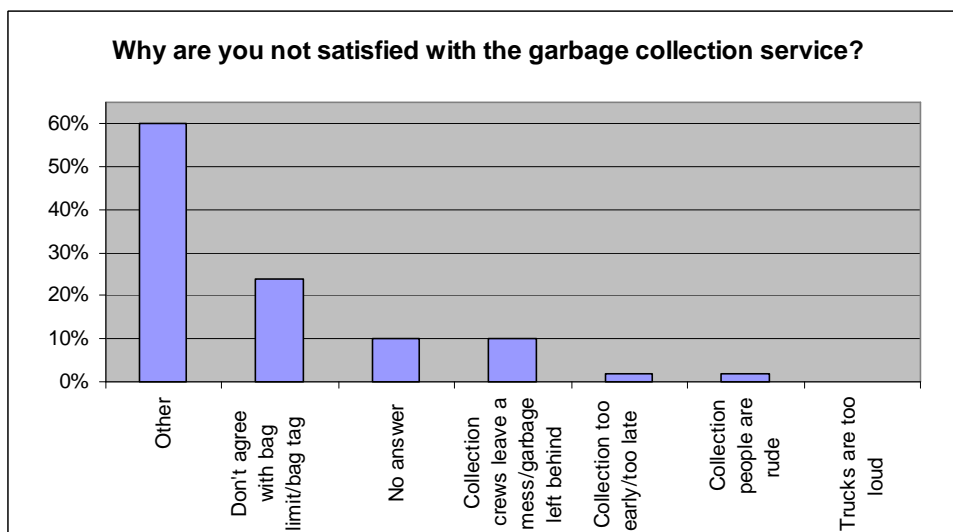
A complete list of comments is provided in Appendix B.

Suggestion for Improvements

Respondents were asked for their suggestions on how to improve the garbage collection service. In general, the suggestions included:

- Increase the bag limit to 2 per week or have special circumstances when more bags can be put out for collection; (6%)
- Have a system in place for organic waste and yard waste collection; (6%)
- Increase the materials that can be collected in the blue/grey box (e.g. Styrofoam, paint cans etc.); (5%) and
- Provide a quarterly collection of large household waste e.g. furniture, appliances etc. (3%)

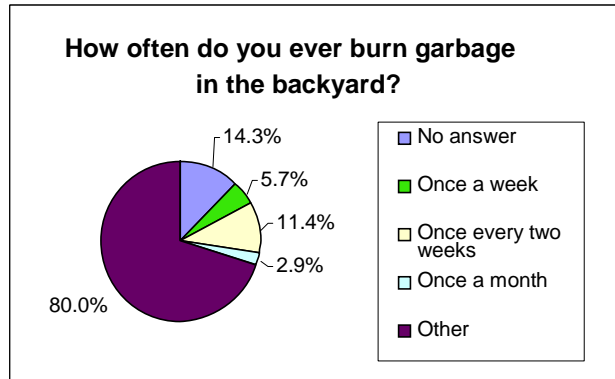
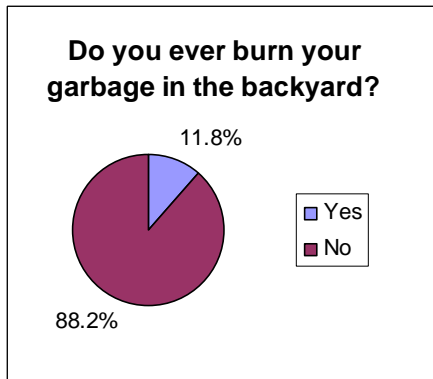
A complete list is provided in Appendix B.



Garbage Burning

Slightly more than 1 in 10 respondents (12%) report that they burn garbage. The majority of these respondents indicated that they burn garbage very occasionally, between 1 to 3 times a year, and most respondents indicated that they are burning brush, branches, or other bits of wood and yard waste. A complete list of comments is provided in Appendix B. Of those respondents who reported burning garbage, 82.9% described their home as a single-family dwelling, 11.4% described it as a farm, and 5.7% described it as “other”.

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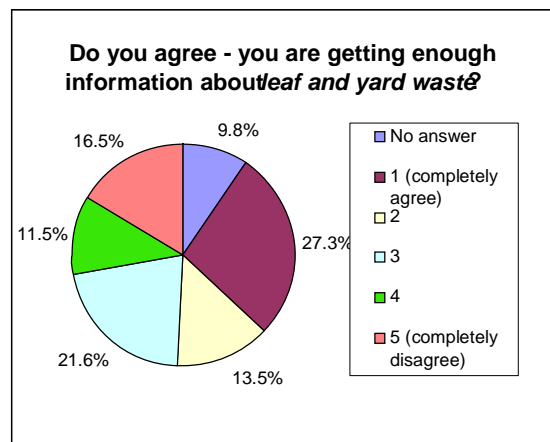
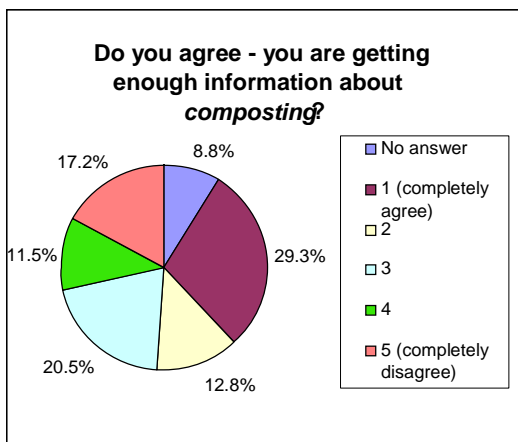


2.2.6 Access to Information

Availability

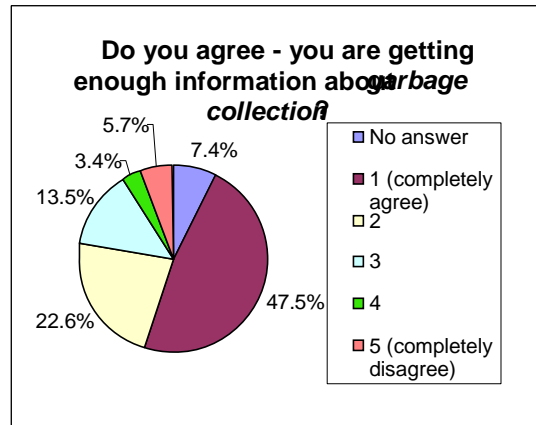
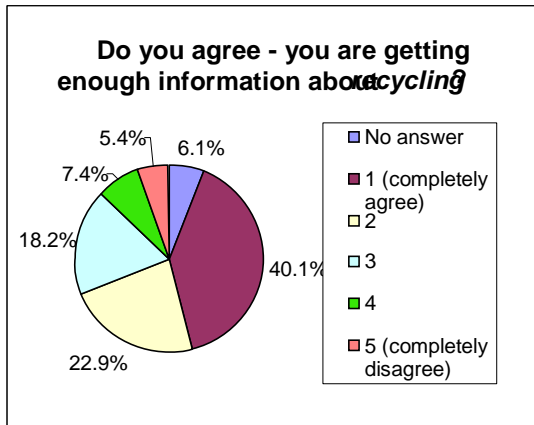
Respondents were asked if they received enough information on composting, recycling, garbage collection, and leaf and yard waste. The survey respondents indicated that they were less likely to have enough information on composting and leaf and yard waste, and more likely to have enough information on recycling and garbage collection.

About 43% of respondents agreed that they had enough information on composting, while 29% disagreed. Similarly, about 41% said agreed that they had enough information on leaf and yard waste, while 28% said disagreed.



More respondents had information on recycling, as nearly two-thirds (63%) of respondents agreed that they had enough information about recycling. Information on garbage collection appeared to be most common, as more than two-thirds (70%) of respondents agreed they had enough information about garbage collection.

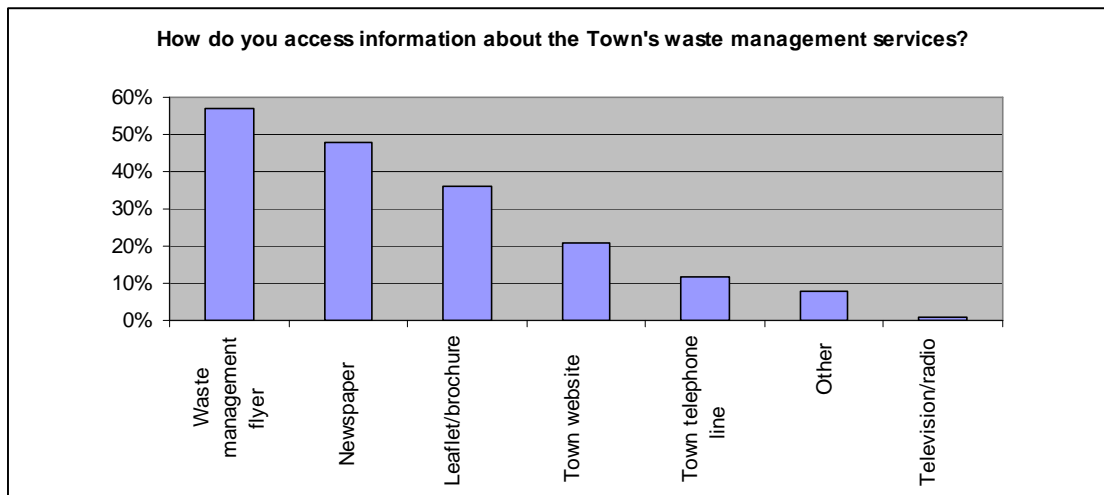
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Access

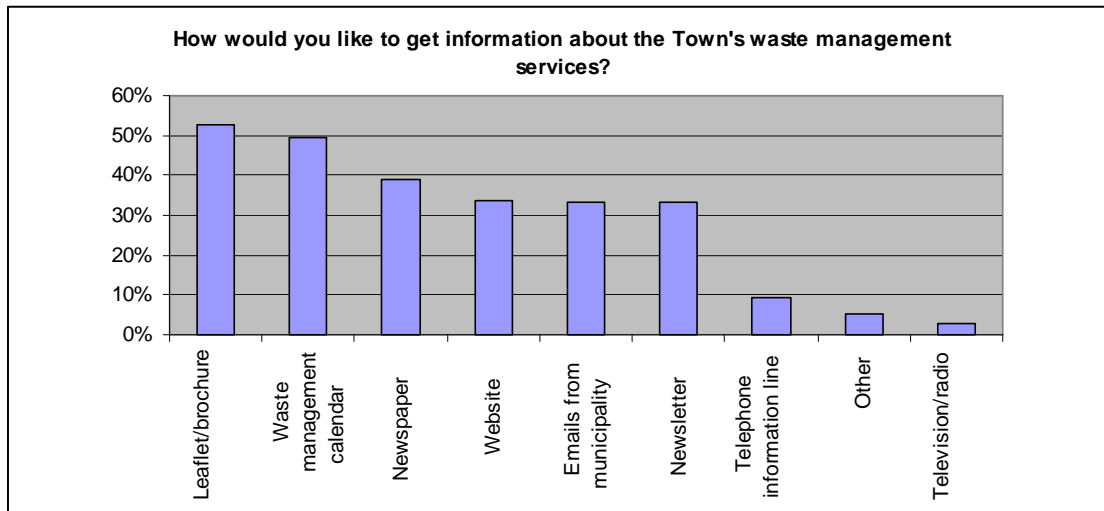
The most common method of accessing information about the Town's waste services was reported to have been the waste management flyer (presumably the refrigerator card), which was reported by more than half (57%) of respondents. Other common points of access included the newspaper (48%), the leaflet/brochure (36%), and the Town website (21%).

Less than 1 in 10 respondents (8%) indicated "other". The most common ones included word of mouth through family or friends, at the landfill, or at the town office.



The most desired sources of information were reported to be the leaflet/brochure/flyer (53%) and the waste management calendar (49%). Other common suggestions included the newspaper (39%), the website (34%), e-mails from the municipality (33%), and a newsletter (33%). Of the "other" comments ((6%), the most common response was to include information with the municipal tax or waste services bill.

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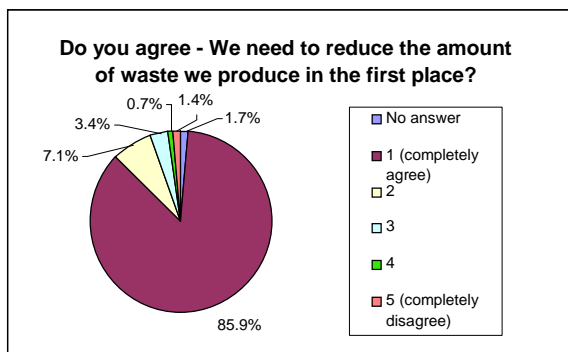
2.3 General Questions

2.3.1 Opinions on Managing Waste

Waste Management “Agree” Statements

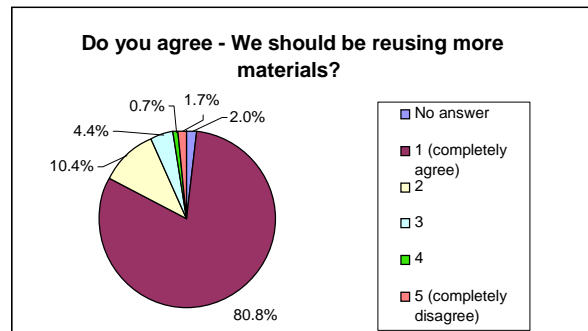
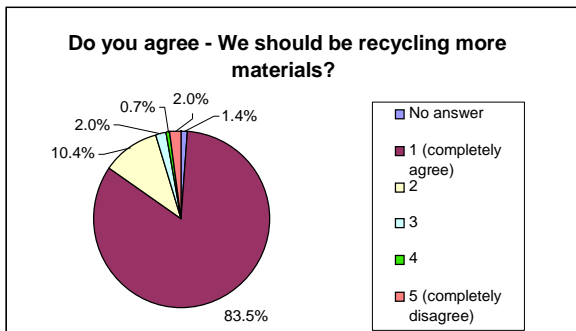
Respondents were asked to score how much they agreed with the following statements about waste management, with scores ranging from 1 if they completely agreed to 5 if they completely disagreed:

1. We need to reduce the amount of waste we produce in the first place;
2. We should be reusing more materials;
3. We should be recycling more materials;
4. We should be composting our food and yard wastes;
5. It is important that we reach the provincial waste diversion target of 60% as soon as possible;
6. We should consider receiving and managing wastes and recyclables from outside our community;
7. I am prepared to pay more for a sustainable waste management program that meets diversion targets; and
8. We should stop burning our garbage in our backyards.



Respondents generally agreed that the production of waste needs to be reduced, as more than 9 in 10 respondents (93%) agreed that we need to reduce the amount of waste we produce in the first place.

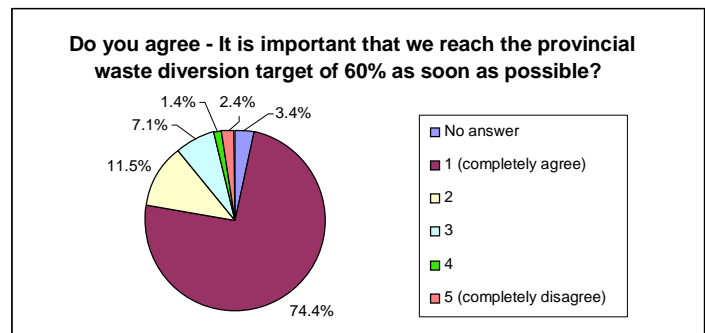
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Approximately 9 in 10 respondents (91%) agreed that we should be reusing more materials.

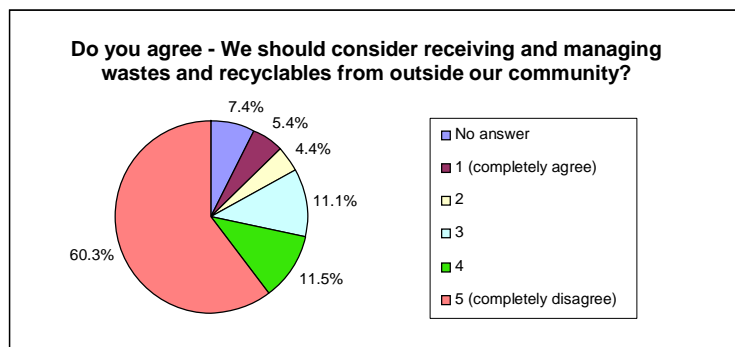
More than 9 in 10 respondents (94%) agreed that we should be recycling more materials.

More than three-quarters of respondents (77%) agreed that we should be composting our food and yard wastes.

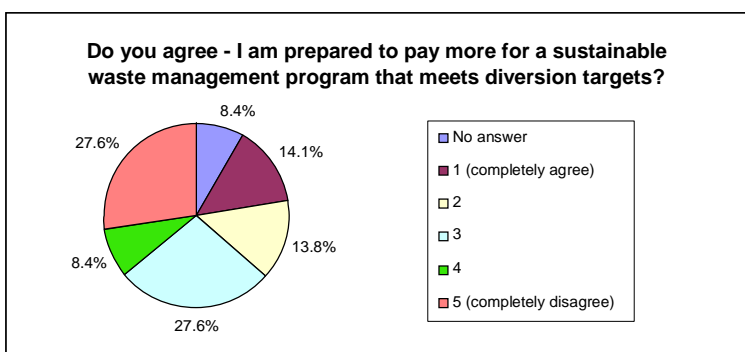


More than 8 in 10 respondents (85%) agreed that it is important that we reach the provincial waste diversion target of 60% as soon as possible.

Nearly three-quarters (71%) of respondents disagreed that we should consider receiving and managing wastes and recyclables from outside our community.



As can be seen in the diagram on the left, opinions were mixed on whether or not respondents were more willing to pay extra taxes to fund an improved waste management program.

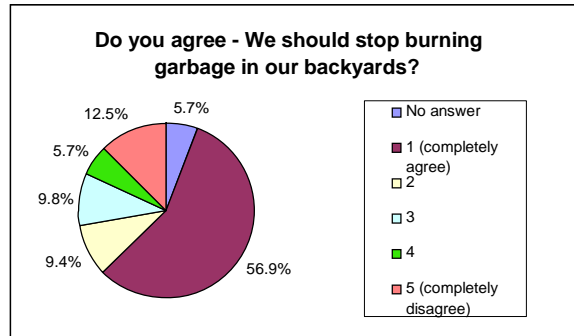


The largest group of respondents (36%) indicated that they were unprepared to pay more for a sustainable waste management program that meets diversion targets. Slightly more than one quarter (28%) agreed with the statement, while a similar amount (28%) were neutral (i.e. returned a score of 3).

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More than two-thirds of respondents (69%) agreed that we should stop burning garbage in our backyards.

As the table below shows, those who do not burn garbage are more likely to support not burning garbage than those who do. About 71% of those who said that they do not burn garbage agreed that we should stop burning garbage in our backyard. Conversely, 51% of those who do burn garbage disagreed with that statement.



	Do you agree – we should burn garbage in our backyard?	
	Respondents reporting to burn garbage (n=35)	Respondents reporting to not burn garbage (n=262)
No answer	5.7%	5.7%
1 (completely agree)	22.9%	61.4%
2	3.7%	9.9%
3	14.3%	9.2%
4	20.0%	3.8%
5 (Completely disagree)	31.4%	9.9%

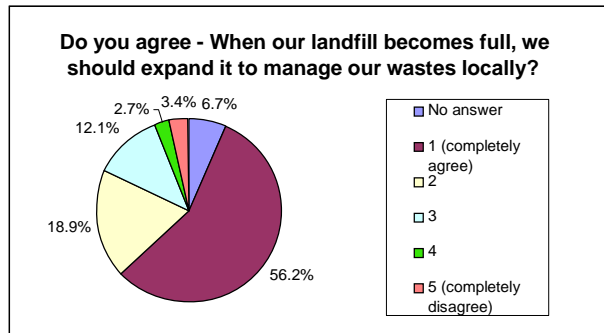
2.3.2 Opinions on Landfill, Incineration, and Other

Landfill and Incineration “Agree” Statements

Respondents were asked to score how much they agreed with the following statements about waste management, with scores ranging from 1 if they completely agreed to 5 if they completely disagreed:

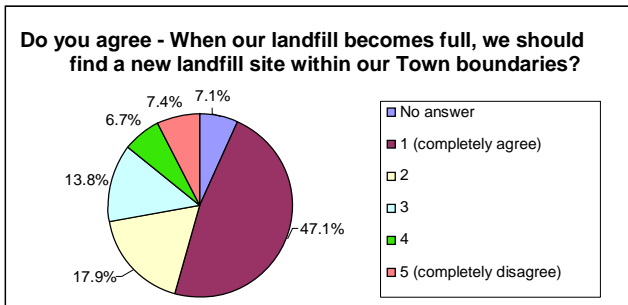
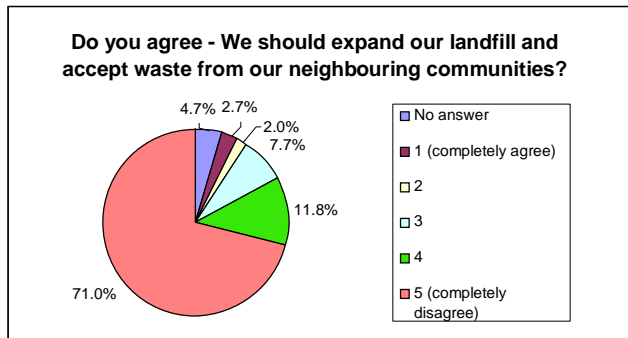
1. When our landfill becomes full, we should expand it to manage our wastes locally;
2. We should expand our landfill and accept waste from our neighbouring communities;
3. When our landfill becomes full, we should find a new landfill site within our Town boundaries;
4. We should send our wastes to a landfill outside of our community;
5. We should incinerate our wastes within our Town boundaries; and
6. We should incinerate our wastes outside of our community.

Respondents generally support the idea of expanding the Town’s landfill when it becomes full. Three-quarters (75%) of respondents agreed that when our landfill becomes full, we should expand it to manage our wastes locally.



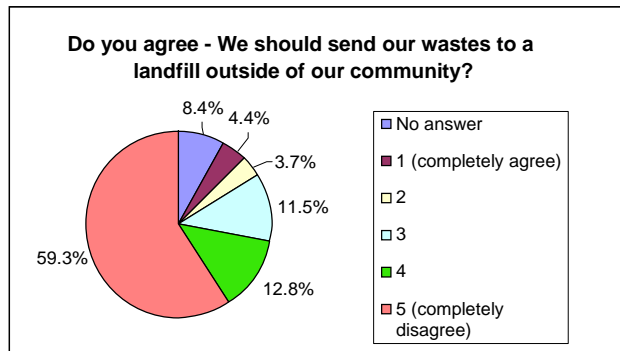
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Respondents were clear, however, that they would not want their landfill expanded to accommodate waste from outside the Town's borders. More than 8 in 10 respondents (82%) disagreed that we should expand our landfill to accept wastes from our neighbouring communities.

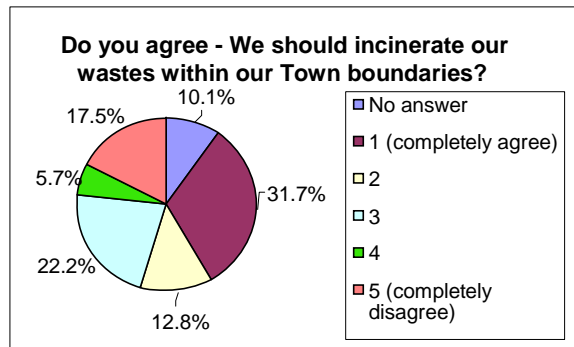
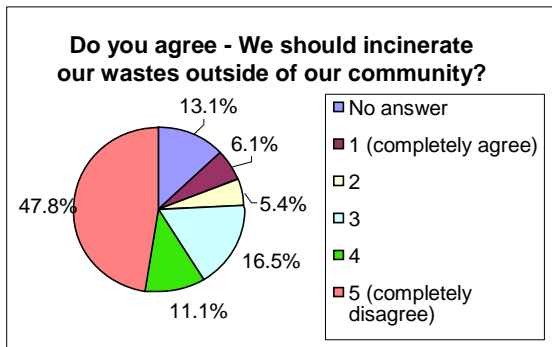


A majority of respondents felt that the Town should locate any new landfill within the Town boundaries, as nearly two-thirds (64%) agreed that when our landfill becomes full, we should find a new landfill site within our Town boundaries.

The majority of respondents supported the Town managing its waste within its own borders, as nearly three-quarters (72%) disagreed that we should send our wastes to a landfill outside of our community.



While more than half of respondents 59% disagreed that we should incinerate our waste outside of our community (chart below left), support for incineration within the community was mixed (chart below right). Nearly half of respondents (44%) agreed that we should incinerate our wastes within our Town boundaries. However, nearly a quarter (23%) disagreed, and a similar amount (22%) were neutral.



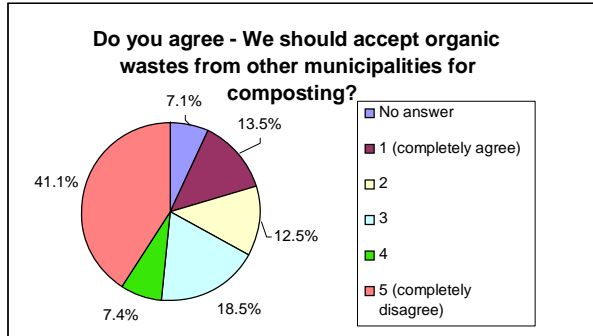
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Organics Composting and Industry Stewardship “Agree” Statements

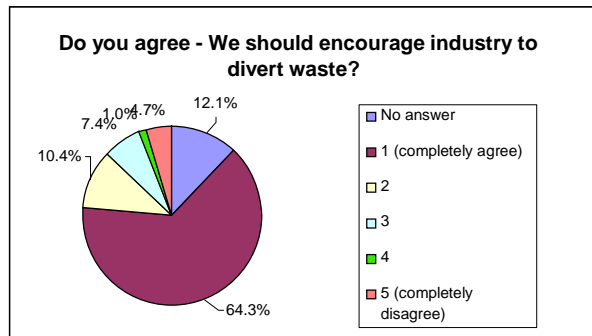
Respondents were asked to score how much they agreed with the following statements about waste management, with scores ranging from 1 if they completely agreed to 5 if they completely disagreed:

1. We should accept organic wastes from other municipalities for composting; and
2. We should encourage industry to divert waste.

Respondents are generally not in favour of accepting organic wastes from outside of their community. Nearly half (47%) of respondents disagreed that we should accept organic wastes from other municipalities for composting, while about a quarter (26%) agreed. Nearly 2 in 10 (19%) were neutral (i.e., provided a score of 3).



There was strong support expressed to foster industry stewardship. Three quarters (75%) of respondents agreed that we should encourage industry to divert waste.



3 SUMMARY OF FINDINGS

Use of Services

- Blue/grey box recycling, curbside collection and the deposit return for beer and liquor bottles are among the Town's most commonly used waste services.
- Many of the survey respondents are still self-hauling the waste to the local landfill.

Recycling

- Virtually all of the respondents recycle.
- The most common materials recycled include glass jars and bottles, cans, plastic containers, paper, and cardboard and boxboard.
- The majority of respondents are satisfied with the recycling program, but many wish it accepted more materials.
- Respondents generally have positive views toward recycling. They generally feel it is the right thing to do and that it protects the environment.
- The perspectives of neighbours about recycling behaviours does not seem to impact one way or the other on individual behaviours.

Backyard Composting

- Backyard composting is a popular activity in the Town of The Blue Mountains, as more than half of respondents say they do so.
- Those respondents who said they compost, reported that they used their own container or a town subsidized one.
- While relative few concerns were raised, those who made suggestions included: pests, difficulties in winter, and general inconvenience were the most common reported barriers to composting.
- Backyard composting is viewed to be an activity that is environmentally beneficial to the environment.
- There was support among most respondents for increased promotion of backyard composting.
- There was support from more than half of respondents for the Town to play a role in composting food and yard wastes.

White Goods

- A majority of the Town's residents use the landfill to drop off their white goods, metals and tires for recycling, and many felt that it is a good program.
- Some respondents were not aware of the program or find it inconvenient.

Garbage Collection

- The survey respondents were generally satisfied with the Town's garbage collection program.
- Some respondents expressed dissatisfaction with the bag limit or bag tag system.
- Few respondents report burning garbage, and those that do generally do so less than seasonally, and report burning primarily brush, other yard waste or waste wood.

Access to Information

- Most respondents appear to have enough information on recycling and garbage collection, but more information is required on composting and leaf and yard waste.

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- Most frequent suggestions for improving information in the future included a waste management flyer, the newspaper, and a waste management calendar.

Opinions on Managing and Disposing of Waste

- Most respondents strongly support the principles of reduce, reuse and recycle.
- Most respondents feel that food and yard wastes should be composted.
- Respondents support reaching the provincial waste diversion goal of 60%.
- Respondents want the Town to manage its own garbage and oppose managing the waste of others. They reported wanting to manage their waste within the Town's boundaries, and they did not want to recycle, compost or landfill waste from outside communities.
- Respondents were generally in favour of expanding the Town's landfill, or locate a new one within Town boundaries to manage their own waste, but not for the waste of other communities.
- There was support among respondents for industry stewardship.

APPENDIX A – SURVEY QUESTIONNAIRE

(to be included in final draft)

APPENDIX B – SURVEY RESULTS (TABLES)

Note: written responses are as received and have not been edited for grammar or spelling.

1. Which of the following best describes your home?		
Answer	Count	Percentage
No answer	0	0.00%
Single-family dwelling	243	81.82%
Townhouse, duplex or condo	30	10.10%
Apartment	2	0.67%
Farm	12	4.04%
Other	10	3.37%

2. Do you work for, or are you affiliated with one of the following?		
Answer	Count	Percentage
No answer	0	0.00%
Any Town of The Blue Mountains Departments	4	1.35%
Miller Waste Systems	0	0.00%
Town Council	1	0.34%
None of the above	292	98.32%

3. Which of the following services/programs do you use?		
Answer	Count	Percentage
Curbside garbage collection	274	92.26%
Blue/grey box recycling	285	95.96%
Composting in my backyard	162	54.55%
Leaf/yard waste composting at landfill	68	22.90%
Recycling at the landfill	93	31.31%
White goods and metal recycling drop-off at the landfill	87	29.29%
Waste wood recycling drop-off at the landfill	73	24.58%
Electronic waste recycling at the landfill	75	25.25%
Disposal at the landfill	139	46.80%
Re-use centre in Collingwood/BVO	167	56.23%
Household special waste days in Owen Sound (3k)	45	15.15%
Deposit return for beer and liquor bottles (3l)	246	82.83%

3L. Do you recycle?		
Answer	Count	Percentage
No answer	0	0.00%
Yes (Y)	293	98.65%
No (N)	4	1.35%

3m. If you don't recycle, why not?		
Answer	Count	Percentage
Answer	4	1.35%
No answer	0	0.00%

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4. What materials do you recycle in your blue/grey box?

Answer	Count	Percentage
Paper	287	96.63%
Cardboard/boxboard	281	94.61%
Paper egg cartons	240	80.81%
Glass jars/bottles	290	97.64%
Liquor bottles	130	43.77%
Plastic containers	288	96.97%
Cans	290	97.64%
Aluminum foil	116	39.06%
Drinking boxes	135	45.45%
Empty paint and aerosol cans	79	26.60%

5. Do you have any comments regarding the blue/grey box program?

Answer	Count	Percentage
Not convenient	2	0.67%
Service problems	17	5.72%
Need more information	11	3.70%
Don't believe in the program	0	0.00%
Waste of time	1	0.34%
Waste of money	2	0.67%
Box not big enough	24	8.08%
Should take more materials	187	62.96%
Great program	180	60.61%
Other	44	14.81%

Comments for "other":

Collection containers

- Need to add a compost unit to blue and gray
- More dumpsters for recycling needed around town.

Collection of materials

- Tired of the guys blocking my driveway by spreading the 4 recycling boxes across the whole entrance. I separate the box board from newspapers for the guys and plastics from glass and EVERY week my driveway is blocked by the empty blue boxes! I am sick of
- Left cardboard out by the recycling, but it was not taken. Tried making smaller pieces. Still was not taken. Did not know what to do until our neighbour told us to tie it up. It was frustrating because for 3 weeks we didn't know why our cardboard was not
- ONLY NEED EVERY TWO WEEKS
- Comes too early before 7
- Organic waste pickup
- Not always picked up when put out
- Can cause a mess on a windy day
- Believe it could be centralized for drop off and you don't have to pick-up door to door

Expansion of materials collected/services offered

- Good program and can be made better with expansion to include Styrofoam
- Curb side composting would be a good idea
- Expand to food waste/green box idea
- NEED EASIER ACCESS TO LANDFILL CENTRES

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- Should have wet/dry pickup like Guelph. Excellent program! Cuts down on garbage going to landfills.
- Recycling is important and the program should be expanded
- milk cartons s/b recycled
- We require commercial recycling program
- Add food compost
- please collect Styrofoam trays
- tetra packs, milk cartons
- I would like an easy way to dispose of old paint, e.g. a container at the townhall or another convenient location.
- More plastics
- Should take materials such as plastic bags, drinking boxes, aluminium foil etc.
- Need for paint can pickup or disposal

Awareness and Education

- Need better info on what goes in/what can't
- More public education needed
- Info flyers very helpful
- More info on cardboard recycle
- More info about hazardous waste

Misc

- I've heard that the material isn't actually recycled, but goes into regular landfill!!
- Packaging should be reduced
- Avoid eco-hysteria
- Condos have to pay
- What are the economics?
- Charges at landfill are a bit high
- Trouble with people stealing the blue/grey boxes and having to pay for new ones (They are expensive to replace)
- Town should pay
- Good Program
- Believe in recycling but not sure my stuff really gets recycled
- Not needed for us until we move to Blue Mountain on a permanent basis
- A lot of people not paying attention to recycling materials.
- None of the above
- Improvements necessary as town grows.

6. On a scale of 1 to 5 where 1 is completely agree and 5 is completely disagree, please choose a response to the following statements:						
	Responses (%)					
	No answer	1 (Completely agree)	2	3	4	5 (Completely disagree)
Recycling is the right thing to do	0.67%	94.28%	2.02%	0.34%	0.34%	2.36%
I don't think recycling does much to protect the environment	4.38%	5.72%	3.70%	5.72%	9.43%	71.04%

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I don't really see the point in recycling	5.05%	5.39%	1.01%	1.35%	2.69%	84.51%
My neighbours would expect me to recycle using my blue box	16.50%	46.46%	9.76%	13.13%	1.68%	12.46%
My neighbours don't use their blue box and don't care if I do or not	19.19%	6.40%	1.68%	7.41%	7.07%	58.25%
My neighbours would feel let down if I didn't pull my weight and recycle	21.21%	37.37%	10.10%	15.49%	4.04%	11.78%

7. Do you compost in your backyard?		
Answer	Count	Percentage
No answer	0	0.00%
Yes (Y)	177	59.60%
No (N)	120	40.40%

7.1 What type of compost container do you use?		
Answer	Count	Percentage
Town subsidized	53	17.85%
My own container	108	36.36%
I don't use a container	28	9.43%
Other	11	3.70%
Comments for "other": <ul style="list-style-type: none"> • Green Cone • Plus wooden corral for leaves • Built with lumber from landfill • Open compost of garden refuse • Bought container • An open air type compost heap • Fenced area on ground • Subsidized from Peel region - brought to Blue Mountain • Hand-made 3 section wood/chicken wire bin • Manure pile • Open space 		

8. Why don't you compost in your backyard?		
Answer	Count	Percentage
Not convenient	42	14.14%
Need more information	18	6.06%
Don't believe in the program	3	1.01%
Waste of time	5	1.68%
Too messy	23	7.74%
Animals are a problem	65	21.89%
Difficult in winter	54	18.18%
Other	38	12.79%

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Comments for “other”:

Due to dwelling type

- Live in condo complex (8 comments)
- Live in Townhouse
- Not available in a condo

Lack of control over facilities

- No control over the gardening
- Condo restriction
- Condos pay for removal
- Park Mgmt object
- Against neighbourhood policy
- No facility in condo development because no one to maintain it from being a stinking fly trap!
- Not allowed in complex

Lack of available space

- Live in an apartment, no room
- No garden to use it
- Don't have a backyard
- Space not conducive
- Not a farmer, unsightly, need space

Misc

- Haven't got a composter (2 comments)
- Not enough material or need (2 comments)
- I'm only there on weekends (2 comments)
- No real answer
- Garden wastes are composted elsewhere
- We are commercial establishment
- No excuse
- Did for years, but it did not work for us
- Insect & bees would also be a problem - not to mention smell!
- haven't installed unit, unit isn't esthetic

9. How could the backyard compost program be improved?

Answer	Count	Percentage
Answer	195	65.66%
No answer	102	34.34%

Suggestions:

Collection

- We should have curbside compost pickup (2 comments)
- Curbside wet/dry program - pick up - similar to system used in Guelph
- Pick up yard waste at curbside in a container. I have more than my compost container can handle

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- Cold months are a problem for me. Have a separate wet garbage pickup for the compost preparation facility
- Green bin compost pick-up like they do in Toronto
- As many people live in Condos & apartments the town should have compost collected & eventually used for gardens as they do in Meaford.
- Change emphasis to pick up compost
- Have compost picked up with garbage
- Pick up of kitchen waste at curbside would be great. A green box, so to speak.
- For those who have no place to compost, a curbside collection weekly to a town site could benefit everyone. They could then buy inexpensive compost/dirt for gardening
- Have wet/dry curbside pick up like in Guelph.
- green compost service like in Toronto
- SUPPLY CHEMICALS OR HAVE COMPOST PICKUP
- Pick up compost, then I wouldn't have to go to landfill site.
- If landfill is large enough all grass, leaves, sod, pruning etc. could be picked up by town monthly in large paper bags & taken to landfill & made into compost. In spring have 2wk free compost pick up 4 town residents to re-use in gardens w donation to f
- Pick up excess.
- HAVE TOWN PICK UP COMPOST ITEMS LIKE MISSISSAUGA
- Community compost is not totally practical from a location standpoint and a commitment standpoint, wet garbage pickup would stand a better chance but a clear understanding of what it is would be needed and awareness that one watch battery can contaminate 5
- Toronto has green waste boxes - as long as we can pick up composted soil in the spring from the Town site spring from the Town
- For people who don't have a composter at their home pick-up for their compostable items
- Like Mississauga we should have a pick up for compost material
- pickup leaves & branches

Pest Control

- Provide animal proof containers. Ensure all neighbourhood composters are using correct containers and procedures.
- Get rid of all the raccoons, skunks, etc.
- Animals are a problem.
- Keep raccoons and skunks out of my backyard and I would do more.
- Better raccoon/rodent proof designed container
- providing a "pest free" composter with instructions at a discount
- Having compost containers that raccoons cannot open
- Provide in-house containers as well as outside ones (that prevent animals from getting in them) Maybe including some instructions would help too?!?
- Raccoons and skunks are a major problem
- not sure how to control the Critters
- you find a way to keep mice and others out

Education

- More education on composting and it's benefits (6 comments)
- I have several municipalities that have display areas where you can see composting in action, and where they provide not-for-profit supplies.
- information to encourage those not composting
- Annual campaign to provide info to property owners. Stories in paper about successful backyard composting programs.
- Teach me how to compost.

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- Advertise and promote with printed material to a higher degree. Stress benefits in local published materials or include with tax bills
- Need info on town program or material-don't know about it
- maybe public needs to be more educated about composting
- by getting more people involved - I suspect too few are - your results might prove me wrong
- more education & suggestion for kitchen to backyard container
- Town promotion (containers), composting tips in newspaper and on web site
- Education
- more info on how to do it properly
- better education on use and procedure
- promote it more
- I wasn't aware there was a program
- I don't know how to do it. Are there instructions?
- Provide more information about the benefits of composting. Remove any restrictions that may prevent composting in new sub divisions. Provide regular incentive programs to encourage composting.
- educate the public
- More information on where to get composters
- education and stronger, larger containers
- info on how to improve it's composting ability
- better knowledge
- encouragement
- Provide more information & provide a household size composter to use
- more information on how to do it successfully
- let the experts tell us that
- educate, make the initial container easy and cheap....once you start it is easy
- ENCOURAGING PEOPLE TO DO IT
- more information about advantages of composting
- more education re grass
- supply containers and information flyers on how to compost effectively
- Hints to compost better?
- educate
- provide more info and instructions on "how to"
- more info on how to do it properly to get good compost quicker (adding water, adding soil, adding worms, whatever)
- simpler process
- Information is the key and ease of use
- More advertising and encouragement? free per household
- More information and promotion.
- more information on the set up
- Better education as to how it works and the value in doing it. I do it to cut down on the weight and smell in my garbage, plus it's the right thing to do.
- Not aware of the program
- More information
- By informing the community
- More education - flashy flyers, in school (start young and influence old school parents)
- More publicity
- More information made public as to HOW.
- Notices should be posted by compost pile at dump informing people that rhubarb leaves, walnut leaves & spikes are poisonous, and bones, meat, kitty litter etc. must not be composted.
- inspectors and or expert advice workshops etc available
- More publicity and advice to those not committed

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- encouraging more people to use it,
- supply free composters, educate, demonstrate
- More detailed instructions on best composting practices included in hand outs. More information about how to avoid animals invading compost.
- Instructions on how to do it properly.

Containers

- Free composters (7 comments)
- Subsidize composters, include apartment complexes, use Green Cones (for meat, dairy)
- More (any?) chance to obtain composters
- Town should subsidize rain collection barrels
- provide composters & information at no charge
- Everybody should have a composting bin
- If other people used 4' X 8' boxes like mine for leaves
- a roller bucket to transport material from kitchen to compost
- PROPER CONTAINER IN HOUSEHOLD
- By subsidizing a compost container. I'm not sure if the town does this already, but if it does, the town residents need to be aware of this. Also, if the town sent out flyers or put articles in the newspaper on the benefits of composting it would help.
- provide bins for Condo/Townhouse dwellers
- Make the compost containers more affordable
- Special \$\$ offers on Compost Boxes at local suppliers
- OFFER COMPOST CONTAINERS AT LOW RATE (CRITTER PROOF CONTAINERS!)
- More reasonable containers available
- Provide containers and information
- if a compost container was provided, I would probably compost
- Provide barrel containers
- Better container
- Separate box and compost at the landfill
- distribution of composters to homes
- Furnish everyone with a composter
- supply a specially designed container
- composters provided do not work properly
- supplying containers
- By having the town supply a composter as happened in Cambridge.
- Provide free containers.
- provide free containers to people - might encourage more to compost
- I don't have a compost container
- Could we be provided with composters like they do in the Waterloo?
- better containers and better information on the proper method of composting
- Had a program where people could get a free composter instead of having to purchase one
- Reduce the initial cost of the composter as in Simcoe County which is much less expensive.
- Issue containers
- re-offer subsidized composters and re-educate public, re awareness of benefits and simplicity
- Town should sell composters
- Offer free/subsidized compost containers to all residents. Educate them how to use it properly.
- make 2 composters available free of charge
- Need easy to manage containers
- Town should provide composting bin for winter composting that could be kept closer to home's rear entrance which is usually clear of snow build-up.

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- Provide homeowner containers as encouragement to use

Misc

- Charge for removal of compostable waste
- It wouldn't work for us at all.
- More efforts by individuals
- By making it available
- Turned it over more often and spread into flower beds
- We find the program quite adequate ,no complaints
- Consider a community composting site and collection of compostable wastes
- If I had more space, I would have multiple containers
- Could do more working of compost
- Don't use it so don't have any comments
- Keeper's Cove Mgmt won't permit it. Mandate it!
- Tell the bylaw officers to quit telling people its against the law
- Seems pretty good to me
- It needs a keeper
- Our Condo Corp does not have composting
- I don't want to participate in this program.
- cancel it
- Not there daily (only a weekender) and can't keep animals away
- less taxes or payback to those that do
- It works fine as is.
- Provide red wriggly worms
- it is a good program, I just need to properly install the composter to prevent animals from disturbing the area
- Works for us as is
- Compost station elsewhere-would keep to set out if done at universal site and recycled back for a fee
- In Nova Scotia, where we recently spent some time, every household had a large green compost bin as part of their twice/month curbside collection. We could put all food leftovers in it - if Town of Blue Mountains provided we would use it.
- Actually do it and get it working. Somewhere you can do it all the time and be able to use it. If I had a yard I would.
- Compost is like "gold" - get the word out as to the value of using compost on flower beds etc.
- More information about town subsidized compost containers. Information about best ways to backyard compost e.g. adding "soil", layering of grass, leaves etc.
- Cut down the trees, no snow.

10. On a scale of 1 to 5 where 1 is completely agree and 5 is completely disagree, please choose a response to the following statements:

	Responses (%)					
	No answer	1 (Completely agree)	2	3	4	5 (Completely disagree)
Backyard composting protects the environment	7.41%	61.95%	10.77%	12.12%	3.70%	4.04%

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I produce compost every year and use it in my garden	14.14%	42.42%	6.40%	6.73%	4.38%	25.93%
Backyard composting is smelly and difficult	8.75%	9.76%	9.43%	18.18%	11.45%	42.42%
Backyard composting attracts dogs and other animals	8.42%	19.53%	10.10%	14.81%	10.10%	37.04%
Everyone should be backyard composting	11.45%	46.80%	8.42%	17.17%	5.05%	11.11%
The Town should promote backyard composting	9.09%	59.26%	9.09%	11.78%	3.37%	7.41%
The Town should collect food and yard waste and compost it in a central place	9.09%	43.10%	12.12%	14.81%	4.71%	16.16%
Backyard composting is an effective waste management program	10.44%	57.24%	11.11%	11.45%	4.71%	5.05%

11. How do you handle your leaf and yard waste?		
Answer	Count	Percentage
Take to the Town landfill	93	31.31%
Burn it	54	18.18%
Compost it	160	53.87%
Other	72	24.24%
Comments for "other": <ul style="list-style-type: none"> • Mulch it (6 comments) • mulch, or burn • make mulch with chipper • Mulch grass, leafs in woods • Live in a condo (4 comments) • Condo corporation collects (4 comments) • We live in a condo complex which provides kitchen waste composting but not sure where yard waste goes • Ask condo management • Composted by others • Do not have any (3 comments) 		

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- Too much for compost
- Landscaping service takes it away (4 comments)
- My gardener takes it (2 comments)
- The landscaper takes it away.
- Yard is so small I don't really have any.
- Property management
- Combination compost & take to landfill
- Live in Townhouse
- TREE CUTTINGS TO LAND FILL
- DEPENDS ON WHAT IT IS
- I don't have a yard so I would like a town drop off or pick-up
- LEAVE IT WHERE IF FALLS
- Composed off-site by others
- Burning should not be allowed
- leave it on property
- Rake it into the forest
- I live on a 90 acre parcel so dispose of it another location away from the house
- Dump it in the field
- dump
- allow to compost on property
- use it on our garden for mulch
- live in country - no problem
- contractor does it
- Put it out for garbage
- TAKE IT TO MISSISSAUGA WHERE THEY PICK IT UP AS YOU SHOULD
- Yard Maintenance handle it
- Hire company to take to landfill
- compost only what we can handle
- re-use on gardens
- The leaves blow away!
- in Collingwood
- back of our yard
- we just moved in
- I have someone do a spring & fall clean up & they remove it...
- take it home so our town compost it
- I leave them as is, and let them provide natural mulch.
- Have to pay a man to take it away, because I have only a car.
- Throw it over the fence
- I leave it in the bush to rot.

12. Do you use the Town's landfill to drop off your white goods, metals and tires for recycling?

Answer	Count	Percentage
No answer	0	0.00%
Yes (Y)	176	59.26%
No (N)	121	40.74%

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13. Do you have any comments regarding the drop-off facilities for white goods, metals, waste wood and tires?		
Answer	Count	Percentage
Not convenient	50	16.84%
Wasn't aware of it/don't know location	55	18.52%
Don't believe in the program	1	0.34%
Waste of time	0	0.00%
Waste of money	2	0.67%
Don't need to use it	43	14.48%
Great program	126	42.42%
Other	58	19.53%

Comments for "other":

Hours of Operation

- hours could expand (2 comments)
- Need to be Open on Sundays too
- hours of operation and notice of when open
- Not open at convenient times
- Landfill site should be open more than 2 days per week.
- better hours open
- Should be open every day
- Expensive to use, and not convenient, so people are dropping garbage wherever they can
- Opening times?
- Need longer hours and open more often especially on weekends (both Saturday and Sunday)
- can be expensive

Awareness

- Don't know what while goods are (7 comments)
- I am not aware of all of the programs available at the towns drop off facilities
- Should be promoted
- not familiar
- never seen specific instructions anywhere
- not familiar with it
- people are unaware of it

Need for Program

- no need yet
- It's a good program but we personally do not have a lot of use for it
- haven't used it ...yet
- seldom have to use it
- Have not needed it yet (3 comments)
- I hire someone to take the waste
- will use it if I need to
- have not needed it yet
- I will need the program in the future
- I'm only a weekender
- Not used enough

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Cost

- Should be free of charge
- U CHARGE ME TO DROP IT OFF AND THEN GET PAID FOR IT WHEN U SELL IT SHOULD BE FREE DROP OFF
- Expensive
- How about the cost? Is there a charge, I've forgotten Do our taxes cover this service?

Collection and Disposal

- Need to have some way of getting large goods to landfill
- Need local hazardous waste drop-off site
- There should be a quarterly pickup at curbside of large items for dump
- I have no way to get things there.
- long drive
- worried about driving in there - nails, etc
- too far away
- in Collingwood
- The drop -off area would use more gasoline than it's worth. We are too spread out and it would be an hour round trip to drop off waste materials.
- should be periodic pick-up
- pick up of yard waste, and occasional days for pick up of other materials would be appreciated

Misc

- works fine for me
- is convenient from time to time
- My son does mine and likes it
- Barb's great
- Very helpful/friendly staff at landfill.

14. How could the white goods, metals, waste wood and tires program be improved?

Curbside Pick-Up

- Have a 1 or 2 x/year pickup of large items, i.e. stoves, mattresses. Many people are seniors and cannot get goods to the landfill and many people don't have trucks to take their goods
- Curb-side pick-up by arrangement and for a reasonable fee
- Have a quarterly or every 6 months "amnesty" day to pickup large items at curbside
- yearly curbside pickup
- You could have a curb side pickup once or twice a year like some other places have, (Ingersoll for example)
- TBM could organize special pickups of these materials occasionally, by scrap companies
- collection once or twice a year by town
- Curbside pick up for more items would make it earlier and I feel more people would use it even if it was only once a month or even every tow months
- more drop off points
- Curbside pick up once a year
- THERE SHOULD BE A LOCAL DEPOT FOR HAZARDOUS WASTE SUCH AS USED MOTOR OIL. GOING TO OWEN SOUND IS INCONVENIENT AND ENCOURAGES

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PEOPLE TO CHEAT AND DUMP IN FIELDS, ETC.

- Have quarterly pick up
- have periodic home pick -ups at least 3/year
- Roadside Pickup
- pick up at curb like Mississauga
- pick up at curb
- a pick up service would be encourage recycling but costly also paying for some items would be a powerful incentive
- Provide pick-up for those without transporting vehicle
- Do not recommend picking up, the studd would sit on the front of the properties waiting for pick up and would look awful.
- pick-up service (not everyone has a truck)
- Have curbside pickup at least 1x per year
- phone in and have pick up
- TOWN SHOULD PICK UP AT LEAST ONCE A YEAR
- Offer pickup certain times of the year
- Yes, town could do special pickup twice per year (or more) for special items.
- one yearly scheduled pick up
- What about twice a year curb pick up similar to Simcoe and other areas? It would alleviate roadside dumping and would encourage people to participate.
- have them picked up at curbside
- periodic or on call pick-up
- Pick up at curbside maybe four times a year
- Resid don't have trucks as a rule, need a pick up monthly? 6 months? Yearly? but they are costly and cost needs to justify
- more pick-up services for used but in working condition appliances that can be used buy needy families
- Curbside pick up provided on specified days of each month from March through Sept each year.
- Once a month collection (not with goods or tires) for materials that can't be put to garbage because of size.
- We live in the country & don't have a truck to effectively use the drop-off facilities. It would be very convenient if there was a once or twice a year pick up of materials.
- Pick up once a month.
- Arrange special garbage pick up for larger items (fridges, sinks etc.). Provide local location for depositing batteries and cans of paint etc. Owen Sound is much too far to drive for a few batteries.

Education and Promotion

- education
- Very effective as is. More publicity.
- More encouragement & education so that people will take the responsibility of taking it to the landfill themselves
- Continue to educate and stress benefits
- better advertising; expand hours
- publicize it and ensure that the hours of operation are suitable to be convenient for people to use it
- more public awareness
- Improved communication with public, publish fees charged, work to reduce fees which would improve results
- I'm not aware of the program, so making people aware of what it is would help. I'm also not sure what "white goods" are.
- public knowledge

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- LET MORE PEOPLE KNOW IT'S AVAILABLE, ALLOW PEOPLE TO TAKE USEFUL THINGS OUT OF THE DUMP IF THEY SO CHOOSE (MANY PEOPLE DO NOT USE DROP OFF CENTERS AND JUST TAKE VERY USEFUL ITEMS TO THE DUMP!)
- better advertising some people are not aware of it
- More awareness of program. Curb pick-up days.
- Better signage!
- Let everyone know
- Provide more information about location and regular incentive programs to get people use it.
- more promotion
- More information provided
- Educate the public as to rules and locations. How about exchange or pickup for reuse by taxpayers?
- Offer more information to the public of it's availability
- would like to know something about it
- improve awareness
- Didn't know we had a "program" for this
- Information is key and ease of use
- As I said previously, I'm not sure what "white goods" are...I recycle used tires through the company from which I buy the new ones...
- More information about it being distributed
- Greater awareness to public.
- Better communication to residents on program. I wasn't aware of it!
- Education/information/communication
- TELL PEOPLE ABOUT THE PROGRAM
- Tell me when & where, what to dispose (what is 'white'?)
- I'd love to know where this is. We've been taking tires back to the dealer who charges us.
- Don't know what white goods are?
- More publicity. Smooth/grade the site/.
- Explain the types of stuff you take...
- More specific definitions of what these are (refrigerators, kitchen ware, what?)
- More information about what is accepted.
- More information.
- Advertise!
- more info so every one is aware of program

Cost and Fees

- no charge (3 comments)
- charge for stuff going in refund for what you take out
- would be good if it was less costly
- Don't charge me to drop off tires
- Appropriate sites, with small base fee would encourage use (\$5.00per item)
- It should be free to promote the usage of the landfill site
- No fees for residential user
- MAKE IT FREE U SELL THE SCRAP AND MAKE US PAY TO DROP IT
- Drop off with no charge
- maybe by charging any fee for it
- Reduce tipping fees to encourage use.
- If there was free drop off for these materials, perhaps there would be less illegal dumping.
- don't charge for drop-off
- It's fine right now - eliminate fee for it may discourage some
- Wood boards like decks should be 1/2 price like building lumber, it is bulky and fills up the hole too fast. Should have an area to try appliances so we can get one if ours breaks.

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Materials

- Include an e-waste program for TVs and computers. Encourage contractors (we just renovated a house) to separate waste that goes to the dumpster
- clearer separation and recycling being mandated
- Allow more items to be recycled i.e. plastic bags and meat trays etc.
- recycle metals and use old tires in asphalt
- expand hazardous waste collection
- shut down the hazardous waste component - too bad
- I am happy with the program. Recycle more items?

Hours of Operation

- Facility open longer
- better times from Monday to Friday
- More days open
- More access should be available time-wise, location-wise
- More convenient hours
- better hours at landfill/pick up at curb
- be open more often
- longer hours---days
- Extend the hours of operation for the dump on weekends
- Be open on Sundays for weekend residence so they can collect garbage all day Sat and not wait until the next Sat to take it away.
- More time on Saturday
- provide more hours when the landfill is open
- Town should have more open hours for drop off

Convenience

- closer sites
- make it more convenient - have reciprocal program with Town of Collingwood's site
- more convenient locations
- easy access
- it is big, convenient, close by, good program
- More locations to drop off. Reduce cost to drop off. Increase fines for illegal dumping. Encourage citizens to report illegal dumping by reward.

Misc

- do not know cost efficient way/ leave as is
- Sometimes too much dust or mud at landfill site.
- We think the program is just fine.
- have an area for goods that could be recycled
- do not use
- have not had a problem
- only use it maybe 1 a year....seems fine
- Have one spot with bins by category for recycle & hazardous waste drop off
- Seems To Work Well Now
- use Collingwood's facilities - no change required
- Maybe a scheduled pick up date - Quarterly
- Kill the sea gulls.....
- Have not used it so cannot say.

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- see your local automotive recycler
- Tires can be recycled for road surfaces. not sure about the rest
- see Oakville set up with proper bins for each thing @ landfill site & their junk collection once each year.... very, very good... top grades
- Present system is fine.
- OK as is.
- Wood could be put through chipper and composted.

15. Are you satisfied with the Town's garbage collection service?

Answer	Count	Percentage
No answer	0	0.00%
Yes (Y)	247	83.16%
No (N)	50	16.84%

16. Why are you not satisfied with the garbage collection service?

Answer	Count	Percentage
No answer	5	1.68%
Don't agree with bag limit/bag tag	12	4.04%
Collection crews leave a mess/garbage left behind	5	1.68%
Collection too early/too late	1	0.34%
Collection people are rude	1	0.34%
Trucks are too loud	0	0.00%
Other	30	10.10%

Comments for "other":

Additional Items/Services

- need facility for toxic waste, once a month in Owen Sound is unacceptable for TOBM
- Large cardboard boxes are not picked up for recycling. Driver advised they can't do it only food boxes
- need to expand recycling
- There should be periodic general household material pick-up
- take small furniture etc
- no Styrofoam & plastic film
- no curbside collection
- need more assistance with business recycling options
- need days for unlimited collection like Mississauga
- expand on what is picked up
- need an all item waste day like other towns
- not enough recycling occurring - should be a central compost
- could collect more variety
- Some weekends we don't have garbage & some we have more than the limit - should be allowed to tag more bags. Also, huge problem with neighbours putting their garbage in my box & collection crew takes other bags & leaves my bags behind including my tagged bag.
- Need yard waste & pickup large items

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Bag Limits and Restrictions

- to restrictive in items to be picked up...like Styrofoam, hard type garbage items not picked up, even small things
- No consistency, sometime they will pick up 5 to 6 bags per household, no enforcement of bag limits
- some areas are allowed 2 bags while some are only allowed one why is that
- DONT AGREE WITH BAG LIMIT AND GARBAGE IS LEFT

Misc

- Sometimes they arrive at my house before 7 am and so we have to put the garbage out at night and then we have the problems of animals etc. It would be nice to have a chance to put out extra bags a few times a year. Christmas, spring and fall clean-up. The Monday pick up in our area means that a lot of weekend people leave garbage out after a long weekend thinking that pick-up will be on Monday.
- condo owners have to pay
- Believe there are far more efficient ways for garbage collection
- Collection not suitable for recreational properties - seagulls/raccoons get to the garbage before the collectors.
- Sub contractor collects
- Householders need more training. Should put out waste in a CLEAN and orderly manner.
- need to pick up more at curb instead of us going to landfill
- Don't come to our Area
- people do not package garbage correctly so animals can make mess before pick-up - collection crews should be empowered to issue fines i.e.: given greater responsibilities
- yard waste in fall

17. What would you suggest to improve the garbage collection service?

Additional Collection Services

- add food and yard compost to the pickup
- Yearly pickup of yardwaste (spring & fall) and large items
- Annual curbside pick-up of any household articles - this is done elsewhere.
- increase what can be collected in blue boxes, and increase per household bag limit to 2
- composting service
- Need to pick up more recyclables - e.g.: plastic bags
- Curbside pickup of metal and recycle items on a quarterly basis would reduce land fill
- Provide an amnesty day for larger items and a closer toxic waste site (or at least specified days at a mobile site)
- yearly curbside pickup of household items, also weekly pick up of small solid garbage items bagged limit should be 2 bags per week or 5 to 10 free bag coupons given by the town to homeowners per year
- Accept Styrofoam in recycling boxes or at the landfill site
- as previously mentioned town composting would be an excellent idea
- consider solid waste/green box as in GTA
- an annual pick-up for old sofas, etc
- Pick up stuff we put in green box
- Pick up old appliances, Furniture, etc.
- have separate receptacles for compostibles
- Would appreciate Christmas trees being recycled
- More access to landfill site (open more hours)

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- Need to have a spring and fall curbside pickup for garden waste
- in yard pick up for weekend residents
- spring and fall have a curb side recycle week and council then collect what is left over
- more flexibility as to quantities week to week
- Allow a curb side pick up of anything, like other towns
- would love a green box programme
- Wet/dry curb side pick up like Guelph does. Cuts down on household garbage and is only taken by collectors if it is sorted correctly. Using clear garbage bags to see if people aren't recycling/composting
- Collect on Tuesday when Monday is a holiday. Pick up large items, have a no bag limit a few times a year. It is important to recognize that the 1 bag limit is a problem sometimes and to give people a break so that they will comply the rest of the year.
- have separate compost program like Toronto
- Increase items that are eligible for recycle
- need a yard waste collection-one each in fall & spring
- pick up electronic and toxic materials quarterly
- Specific monthly or four times per year pick up at curb for large articles for garbage pick-up.
- pick up of leaves and yard waste
- have a yard waste and leaf pick up spring and fall
- It would be nice if there were special days for collecting items that I carry to the landfill site, but that cost would probably exceed the cost of gas I use?
- Need a more convenient way to get rid of paint cans
- I moved from Brampton where there was organic , yard as well as paper and cans, and we were able to cut back to one green bag per month
- More items to be collected
- Have something special for weekenders
- Compare economics of current methods with others like incentives rather than charging for delivery to landfill and aggressively search for efficient recycling methods and resale or reuse of currently dumped waste. Pay customers for separation to incre
- pick up small things that are not on the list
- more collection on town property so that not blowing around
- Offer option to recycle for business even if there is a charge - there are limited commercial recycling companies servicing the area
- collect bigger stuff once a month to save trip to dump
- Consider other ways to pick up weekender's Garbage which in some cases sits for days, and is subject to attack by vermin and birds before pick up.
- Other communities that I have lived, the town provided large bins for the public to wheel out. They needed to purchase special trucks to handle these bins, but this program saved money.
- Better marked containers for recycling.
- Toronto has yard waste pick up so should TBM
- more material picked up in blue/grey boxes
- include program for pickup of meat waste products like Toronto
- gather compostables and centrally compost, supply compost to townspeople for modest charge
- Add composting as in Adjala-Tos
- Collect compost and yard waste to compost.
- curbside collection
- Most towns provide pick up of special large (fridges, old couch, etc) once a month or so. If TBM could do this even twice per year, it would be an improvement. Also, the town should pickup garden and grass clippings if put at the curb in large paper bags.
- see previous, improved hours of operation and notice of at dump, remove bag tag program not fair to young families, pick up more recyclables, i.e. plastic bags
- accept more recyclable items - Styrofoam, plastic bags and film

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- I think more products should be added to what is picked up in the blue/grey boxes...
- Collect yard waste i.e. twigs please!
- Forgiveness days for household worn or discarded goods
- Please continue to pick-up on Mondays. For an area with many weekend residents, this makes a lot of sense. Thanks!
- Pick up a curbside of large items every quarter. Also have a hazardous waste depot at the landfill site or some other site other convenient to residents of the Town
- Expand recycling & take yard waste
- increase recyclable items i.e. milk and juice cartons
- provision for weekly collection of light bulbs and batteries
- there should be easy accessible places to dispose yard-waste
- More pick ups. Wolfville had 2 big garbage days/year (end of April and fall) this would be fantastic. Put out items such as appliances, mattresses, furniture etc.
- Once a month collection of things that can't be collected. We are senior - I am disabled - we do not have a truck - how do we take stuff to the dump?!?!?
- More frequent emptying of containers. Inspection and public education to control clutter around containers & disregard for the categories of the various recycled materials - DIFFICULT.
- Household hazard waste collection. Garden waste collection.
- Better arrangement for disposing paint, electronic equipment such as batteries, radios etc.

Enforcement

- Use clear plastic bags to inventory what people are throwing away. Not everyone is recycling.
- Tag all bags and have no limit on number of bags. Also, monitor every house that doesn't have garbage - these are the people that drop off their garbage in my garbage bin or in front of other people's homes. Increase fines to \$5,000 for anyone doing this.
- Ensure fairness and level field, only pick up what is permitted instead of what is there, make persons more responsible
- collection crews should have jobs that not just collect garbage but issue fines or people who are not following recycling rules and proper garbage storage prior to collection (i.e.: leave bags at roadside night before collection so attracts animals=mess!)
- Allow garbage collectors to issue fines to households who improperly package their garbage, i.e., leave bags out overnight and by morning crows and other animals have litter blowing down the street! or newspaper and other paper goods not weighted down
- More enforcement of bag limit.

Program is Sufficient

- Nothing (16 comments)
- I am satisfied
- great service - on time all the time
- totally suits our purpose
- works just fine
- would love a green box programme
- 2 bags once per month; easier green ticket purchase
- SEE PREVIOUS
- Wet/dry curb side pick up like Guelph does. Cuts down on household garbage and is only taken by collectors if it is sorted correctly. Using clear garbage bags to see if people aren't recycling/composting
- Collect on Tuesday when Monday is a holiday. Pick up large items, have a no bag limit a few times a year. It is important to recognize that the 1 bag limit is a problem sometimes and to give people a break so that they will comply the rest of the year.

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- stop charging for extra bags.2 should be the limit not 1 esp. after the holidays
- have separate compost program like Toronto
- Ensure fairness and level field, only pick up what is permitted instead of what is there, make persons more responsible
- It's fine
- Very good service
- NOTHING, I HAVE NO COMPLAINTS
- No suggestions, but I would like to know if proper recycling is being done and not just put into landfill
- We are happy with the collection service and the courteous driver!
- Fine as it is.
- Perfectly satisfied
- I like it but I am only a weekend resident
- good as it is
- I am satisfied at the moment ...
- it is good the way it is now
- I am happy
- Satisfied with the service
- great service..... keep up the good work
- great service - very customer oriented
- Seems to work okay as it is.
- It is fine the way it is. Good service.
- It's OK
- OK now.
- Collection good.
- OK as is.
- it is excellent and reliable, very courteous as well
- We are satisfied with the program
- Excellent service - no improvement needed

Bag Limits

- Garbage allowance (# of bags) being dependent on household size and age. A family with four infant children generates more legitimate waste than 2 seniors
- give out 52 tags with tax bills to each place - when I'm away I put out nothing for several weeks, then get docked if I put out more than one
- we send 1/2 bag of garbage most weeks but on special occasion send more - should not have to pay for extra bag if usually less than a bag
- 2 bags once per month; easier green ticket purchase
- stop charging for extra bags.2 should be the limit not 1 esp. after the holidays
- INCREASE BAG LIMIT FAMILLY IS TO BIG FOR 1 BAG TIRED OF HEARING FROM WAYNE DUWHIT
- Increase limit to two bags
- LARGE FAMILIES BECAUSE OF CHARGE FOR SECOND BAG
- if I didn't have to pay for disposal I would pick up the litter in the neighbourhood
- Bag limits are a bad idea, this motivates a few people to litter
- Allow more tagged bags on occasion
- I suggest issuing 52 tags to each household so that 1 week we could put out a max of 2 bags and perhaps the next not put out any. I regularly put out a 1/4 to a 1/2 a bag of garbage some weeks just so I don't get caught with too much the next week.
- Change bag limit/bag tag.
- See #14 and #15. Rental weekend units should make their own arrangements to dispose of 2-15+ bags each weekend! Presently they are not charged for more than one bag, yet they

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- are picked up!
- Change the bag limit, I don't agree with it.

Tidiness

- Have garbage collectors pick up any recycling they drop and place recycling bins back where they got them.
- Hire people that care about how they leave the mess they make any As before I'm tired of not being able to get into my driveway because they block it off. I do not like having to replace my garbage cans because they have tossed the lids in the trash too.
- **MORE CARE ON THE PART OF SOME COLLECTORS**
- Blue/gray boxes returned to garbage bin
- Take the time required to put cans back in garbage box.
- place dumpster in area properly more care needed
- They should treat our expensive garbage containers with respect...stand them up when empty & don't leave them to roll around in the road all day.
- Collectors return lids to containers. Owners provide permanent garbage containers to avoid animal & seagull problems. Collectors turn grey & blue boxes upside down to avoid wind blowing them away. Lock boxes after emptying to avoid wind damage.
- Collections crews make a mess, maybe when they pick it up they can make sure it doesn't blow out of the truck when they drive away!

Animal Proofing

- Recognition that recreational areas need different arrangements. Current system has negative environment impact as many residents/tenants leave on Sunday and must put their garbage out then giving wildlife 12+ hours to rip it apart.
- Collectors should attempt to maintain a consistent schedule, There is a need to provide local waste containers for use by week-end residents to eliminate the problem of animals and birds ripping open bags left out for week-day collection
- garbage should be put out the morning of your garbage collection or put in a bin that is animal proof
- Unless they have an answer for seagulls raiding the garbage bags, they do a good job.
- mandatory garbage pails to prevent seagulls

Misc

-
- Think it is quite good already
- Gov't legislation to reduce containers packages, flyers, admail
- We need regular incentive programs to get people to use it and restrictions on the amount of curb side garbage collection
- have more efficient collection of more articles so that people stop illegal dumping
- give condo owners same service as others
- I think that it is finally fair to all residents in that collection is every week to in town and out
- not to miss collection any time, once it was not picked up for two weeks
- Keepers uses a disposal service
- provide additional locations for purchase of stickers
- reimburse condo corporation for expenses
- try a new contractor
- The model of garbage and recycling that Guelph uses is the best I have seen. I hope we can work on a similar program here. They collect wet recycling, dry recycling and garbage separately. Educational materials were distributed to all homes. Adherence is
- I think it could be changed back to collecting every 2 weeks instead of weekly. People might just be a little more vigilant in their recycling.

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- Pick up for materials that are to go to land fill.
- it is good that they collect on holidays, but their is not enough recycling... see how N.S. does theirs; however that is not good with all those bins for a weekender
- Try to get a better commitment from everyone; recycling prods. Should be same in all common to avoid confusion at boxes
- WE LIVE IN A CONDO & WE DON'T USE TOWN SERVICES
- Go back to the old way.
- Trucks are too loud, and collections are not at the right time.
- Ban non-biodegradable plastic bags from landfill. Arrange to pick up garbage at end of driveway instead of end of lane. Provide source of biodegradable bags for garbage.

18. Do you ever burn your garbage in the backyard?

Answer	Count	Percentage
No answer	0	0.00%
Yes (Y)	35	11.78%
No (N)	262	88.22%

18.1 How often do you burn your garbage in the backyard?

Answer	Count	Percentage
No answer	5	1.68%
Once a week (18-1)	2	0.67%
Once every two weeks (18-2)	4	1.35%
Once a month (18-3)	1	0.34%
Other	28	9.43%

Comments for "other":

- maybe twice a year as kindling
- only while building a new house
- very occasionally
- brush once a year
- very occasionally burn yard waste
- Only when yard materials dictate
- twice a year
- branches, sticks
- Basically large branches and wood when they pile up
- when needed
- One or two times a year and it is limited to leaves wood etc.
- 2-3 times a year (branches)
- once a summer
- twice a year we burn brush after calling the fire department
- three times a year
- hardly ever
- once a year - Xmas tree, large sticks, left over excessive grass clipping
- When needed for pieces of scrap wood.
- I occasionally burn yard waste...small branches etc...A couple of times a year...
- spring and fall but not leaves
- never
- rarely
- 2 - 3 times/Year pricks & leaves
- Spring and fall (occasionally)
- When necessary and when there is no wind or rain. I also notify the fire dept. for even a small fire.

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19. On a scale from 1 to 5, where 1 is completely agree and 5 is completely disagree, indicate if you are getting enough information about:						
	Responses (%)					
	No answer	1 (Completely agree)	2	3	4	5 (Completely disagree)
Composting	8.75%	29.29%	12.79%	20.54%	11.45%	17.17%
Recycling	6.06%	40.07%	22.90%	18.18%	7.41%	5.39%
Garbage Collection	7.41%	47.47%	22.56%	13.47%	3.37%	5.72%
Leaf and yard waste	9.76%	27.27%	13.47%	21.55%	11.45%	16.50%

20. How do you access information about the Town's waste management services?		
Answer	Count	Percentage
Newspaper	142	47.81%
Waste management flyer	169	56.90%
Leaflet/brochure	107	36.03%
Town telephone line	35	11.78%
Town website	62	20.88%
Television/radio	3	1.01%
Other	23	7.74%
Comments for "other": <ul style="list-style-type: none"> • The Simcoe County calendar is terrific. • Go to the Office • meetings • word of mouth • Friends • whatever is delivered to door • THEY HAVE INFO I JUST GUESS • n/a • Most importantly from the landfill lady • Don't get any information • whatever I pick up around town • Neighbours • Newsletter from management • Last time I needed to know something I had to go directly to the dump • Very lame though. it used to be better • I have not yet done any of these • neighbours • Ask neighbours/friends. • to town office • Too much paper waste to print waste management flyers etc. • None • Go upstairs and talk to Jeff. • Landfill site Co-ordinator 		

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21. How would you like to get information about the Town's waste management services?		
Answer	Count	Percentage
Newspaper	115	38.72%
Emails from municipality	99	33.33%
Waste management calendar	147	49.49%
Leaflet/brochure	156	52.53%
Telephone information line	28	9.43%
Newsletter	99	33.33%
Website	100	33.67%
Television/radio	9	3.03%
Other	16	5.59%

Comments for "other"

- More info on effects of our waste generation & how the municipality is dealing with our waste & what we can do to assist- with cost benefits indicated
- include info in tax reminders
- I am unsure what is most effective.
- with waste management bill
- SOMETHING TO MY HOME
- MAIL OUT
- would like equal treatment
- Since we have medical and government hotlines how about a waste hotline?
- with tax bill
- Toronto has excellent WM calendar
- Newsletter with tax bill
- info in tax bill not separate envelope that will add costs
- Neither one are effective on own and multiple is costly
- Personal visit to residence with 1/2 hour presentation, include. Q/A period.
- With tax bills

22. On a scale of 1 to 5 where 1 is completely agree and 5 is completely disagree, please choose a response to the following statements:						
	Responses (%)					
	No answer	1 (Completely agree)	2	3	4	5 (Completely disagree)
We need to reduce the amount of waste we produce in the first place	1.68%	85.86%	7.07%	3.37%	0.67%	1.35%
We should be reusing more materials	2.02%	80.81%	10.44%	4.38%	0.67%	1.68%
We should be recycling more materials	1.35%	83.50%	10.44%	2.02%	0.67%	2.02%
We should be composting our food and yard wastes	4.38%	67.34%	11.11%	10.44%	2.36%	4.38%

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It is important that we reach the provincial waste diversion target of 60% as soon as possible	3.37%	74.41%	11.45%	7.07%	1.35%	2.36%
We should consider receiving and managing wastes and recyclables from outside our community	7.41%	5.39%	4.38%	11.11%	11.45%	60.27%
I am prepared to pay more for a sustainable waste management program that meets diversion targets	8.42%	14.14%	13.80%	27.61%	8.42%	27.61%
We should stop burning our garbage in our backyards	5.72%	56.90%	9.43%	9.76%	5.72%	12.46%

23. On a scale of 1 to 5 where 1 is completely agree and 5 is completely disagree, please choose a response to the following statements:						
	Responses (%)					
	No answer	1 (Completely agree)	2	3	4	5 (Completely disagree)
When our landfill becomes full, we should expand it to manage our wastes locally	6.73%	56.23%	18.86%	12.12%	2.69%	3.37%
We should expand our landfill and accept waste from our neighbouring communities	4.71%	2.69%	2.02%	7.74%	11.78%	71.04%
When our landfill becomes full, we should find a new landfill site within our Town boundaries	7.07%	47.14%	17.85%	13.80%	6.73%	7.41%

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We should send our wastes to a landfill outside of our community	8.42%	4.38%	3.70%	11.45%	12.79%	59.26%
We should incinerate our wastes to a landfill outside of our community	13.47%	6.40%	7.07%	17.17%	12.46%	43.43%
We should incinerate our wastes within our Town boundaries	10.10%	31.65%	12.79%	22.22%	5.72%	17.51%
We should incinerate our wastes outside of our community	13.13%	6.06%	5.39%	16.50%	11.11%	47.81%
We should accept organic wastes from other municipalities for composting	7.07%	13.47%	12.46%	18.52%	7.41%	41.08%
We should encourage industry to divert waste	12.12%	64.31%	10.44%	7.41%	1.01%	4.71%