

**Town of Niagara-on-the-Lake's Low-Density Residential Responses for the Survey Questions on Proposed Collection Options for Region's Next Contract**

- 1) The first option is related to large or bulky item pick up, such as carpet or furniture. The change would be to limit the number of large/bulky items collected to a maximum of four (4) per week. In 2018, 92% of the bookings for large or bulky item pick up were for four (4) items or less. If Niagara was to make this change, what would be the impact on your household?

<b>Survey Choices</b>	<b>Telephone Survey n=1,253</b>	<b>Online Survey n=274</b>
A big impact	17 (1.4%)	4 (1.5%)
Some impact	54 (4.3%)	18 (6.6%)
Might or might not be an impact	66 (5.3%)	29 (10.6%)
Not much of an impact	314 (25.0%)	81 (29.6%)
No impact	802 (64.0%)	142 (51.7%)

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

<b>Survey Choices</b>	<b>Telephone Survey n=1,253</b>	<b>Online Survey n=274</b>
A big impact	86 (6.9%)	20 (7.3%)
Some impact	115 (9.2%)	35 (12.8%)
Might or might not be an impact	115 (9.2%)	45 (16.4%)
Not much of an impact	311 (24.7%)	96 (35.0%)
No impact	626 (50.0%)	78 (28.5%)

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

<b>Survey Choices</b>	<b>Telephone Survey n=1,253</b>	<b>Online Survey n=274</b>
Definitely <u>would</u> support	323 (25.8%)	45 (16.4%)
Probably <u>would</u> support	279 (22.3%)	45 (16.4%)
Might or might not support	180 (14.4%)	48 (17.5%)
Probably <u>would not</u> support	171 (13.6%)	35 (12.8%)
Definitely <u>would not</u> support	300 (23.9%)	101 (36.9%)

- 4) In Niagara region, an average of 50% of every garbage bag is food waste. A fourth option under consideration that is already in practice in many other municipalities, which encourages residents to use their Green Bin, is to pick up garbage every-other-week, but continue unlimited Blue/Grey Boxes and Green Bins every week. There would be no change or reduction in the garbage container limit, but there would be less frequent pick up. With collection every-other-week, you would be allowed two (2) garbage bags/containers. Based on your household's waste practices, would you:

<b>Survey Choices</b>	<b>Telephone Survey n=1,253</b>	<b>Online Survey n=274</b>
Be able to manage garbage collection every-other-week	578 (46.1%)	138 (50.4%)
Need to continue having your garbage picked up weekly	675 (53.9%)	136 (49.6%)

- 5) If Niagara Region collected garbage bags every-other-week, but collected your Blue/Grey Boxes and Green Bins every week, what would be the impact on your household?

<b>Survey Choices</b>	<b>Telephone Survey n=1,253</b>	<b>Online Survey n=274</b>
A big impact	336 (26.8%)	79 (28.8%)
Some impact	267 (21.3%)	66 (24.1%)
Might or might not be an impact	87 (6.9%)	14 (5.1%)
Not much of an impact	239 (19.1%)	66 (24.1%)
No impact	324 (25.9%)	49 (17.9%)

- 6) If you had to choose between mandatory use of clear garbage bags, every-other-week garbage collection, or the use of both, which would you choose?

<b>Survey Choices</b>	<b>Telephone Survey n=1,253</b>	<b>Online Survey n=274</b>
Clear garbage bags	419 (33.4%)	44 (16.1%)
Every-other-week garbage collection	334 (26.7%)	101 (36.9%)
Both clear garbage bags and every-other week garbage collection	262 (20.9%)	45 (16.4%)
Neither	238 (19.0%)	84 (30.7%)

- 7) Which of the following age groups do you fall into?

<b>Survey Choices</b>	<b>Telephone Survey n=1,253</b>	<b>Online Survey n=274</b>
17 years or younger	0 (0.0%)	0 (0.0%)
18-24 years	17 (1.4%)	3 (1.1%)
25-34 years	72 (5.7%)	20 (7.3%)
35-44 years	163 (13.0%)	39 (14.2%)
45-54 years	235 (18.8%)	41 (15.0%)
55-64 years	384 (30.6%)	95 (34.7%)
65-74 years	215 (17.2%)	63 (23.0%)
75 years and older	167 (13.3%)	13 (4.7%)

8) Including yourself, how many people live in your household?

<b>Survey Choices</b>	<b>Telephone Survey n=1,253</b>	<b>Online Survey n=274</b>
1	166 (13.2%)	20 (7.3%)
2	557 (44.4%)	149 (54.4%)
3	200 (16.0%)	44 (16.1%)
4	182 (14.5%)	41 (15.0%)
5	80 (6.4%)	11 (4.0%)
6	36 (2.9%)	6 (2.2%)
7	18 (1.4%)	3 (1.1%)
8	10 (1.2%)	0 (0.0%)
9	2 (0.0%)	0 (0.0%)
10 or more	2 (0.0%)	0 (0.0%)

## Summary of Niagara-on-the-Lake's DBA Audit Results

### 1) Base Collection

Niagara Region provides base collection services (i.e. weekly garbage, recycling, organics, etc.) to all property types, including IC&I and MU properties inside and outside DBAs, in all 12 LAMs.

The current base garbage container collection limit for IC&I and MU properties located inside and outside DBAs are, as follows:

Property Type and Location	Max. Garbage Containers per Week
IC&I properties <u>inside</u> DBAs	7
MU properties <u>inside</u> DBAs	7
IC&I properties <u>outside</u> DBAs	4
MU properties <u>outside</u> DBAs	6

Currently, Niagara-on-the-Lake only has **enhanced** collection service inside their DBA. Base collection service is provided outside the DBA.

### 2) Enhanced Collection

Niagara Region provides enhanced collection services, at the request of each local area municipality. Each local area municipality directly pays for the cost associated with providing the enhanced collection services. Enhanced collection services include additional garbage container limits, increased garbage or recycling collection frequency, front-end garbage and street litter pick-up.

All properties using Regional collection services inside Niagara-on-the-Lake's DBA receive **enhanced** collection. The garbage container limit for these properties is 20 garbage bags/cans per property, per collection, three times per week for a total collection limit of 60 garbage containers per week. The collection frequency and schedule is summarized in the table below.

Collection Service	Weekly Collection Frequency	Collection Days and Times
Curbside Waste	Three days-per-week (enhanced) (max. of 20 containers per property, per day)	Mon, Thurs, Sat (9:00 am)
Curbside Recycling	One day-per-week (base)	Mon (carts); Thurs (boxes) (9:00 am)
	Two days-per-week (cardboard only - enhanced)	Mon, Sat (cardboard) (9:00 am)
Curbside Organics	One day-per-week (base)	Thurs (9:00 am)

**a) Audit Results for IC&I Properties Receiving Enhanced Collection Services**

Two weeks of audits were conducted in July of 2018. In September, one additional week of audits was conducted at properties that set out multiple bags of garbage in tote containers, as these containers were not counted in the July audits.

There were 40 **IC&I** properties audited inside the Niagara-on-the-Lake DBA **enhanced** collection area. Of this total, an average of 30 **IC&I** properties participated in a Regional collection service and 24 of these used Regional garbage services. The average number of garbage containers set-out by **IC&I** properties was 6.0 bags/cans.

**Averaged Audit Data for IC&I Properties Inside the Niagara-on-the-Lake DBA (Enhanced Collection Area)**

Collection Service	Average % of Participating IC&I Properties Using Regional Collection Service Inside DBA	Average Number of Containers Per Set-Out	Average % of IC&I Properties Exceeding Weekly Garbage Container Limit (60 containers) <sup>(1)</sup>
Garbage	80%	6.0	17%
Recycling	57%	2.9	N/A
Organics	7%	6.0	N/A

(1) Exceedances of the weekly garbage container limit were calculated based on one week of audit data.

Of the 24 **IC&I** properties using **enhanced** Regional garbage collection inside the DBA, four (4) of these properties were setting out considerably more bags than the other 20 **IC&I** properties. These four (4) properties were responsible for all exceedances by **IC&I** properties inside the DBA and set out an average of 23.9 garbage bags per collection day. The remaining 20 properties set out an average of 2.4 garbage bags per collection day.

**Comparison of Garbage Container Set-Out for IC&I Properties Exceeding and Not Exceeding the Weekly Garbage Container Limit**

	Average Number of Bags/Cans Per Set-Out	Number of Properties Exceeding Garbage Container Limit on Collection Day (20 containers) <sup>(1)</sup>
IC&I Properties exceeding the garbage container limit (4 properties)	23.9	4
IC&I Properties not exceeding garbage container limit (25 properties)	2.4	0

(1) Property exceeded container limit on at least one collection day during 5 days of audits.

The average use of the recycling and organics programs was low for **IC&I** properties inside the DBA. In particular, those properties that exceeded the container limit were not using the organics collection service at all.

**Audit Results for IC&I Properties that Exceeded Maximum Limit of 20 Garbage Cans/Bags per Collection**

Address	Business Name	# Garbage Bags/Cans				Recycling <sup>(1)</sup>				Organics <sup>(1)</sup>	
		Week 1			# of Garbage Exceedances	Average # Blue Boxes Set-Out Per Week	Average # Blue Carts Set-out Per Week	Average # Grey Boxes Set-out Per Week	Average # Grey Carts Set-out Per Week	Average # Green Bins Set-out Per Week	Average # Green Carts Set-out Per Week
		Monday	Thursday	Saturday							
19 Queen St.	Corks Wine Bar and Eatery	30	22	19	2	3	1	0	0	0	0
59-61 Queen St.	Il Gelato di Carlotta and All in the Wild Gallery	32	25	18	2	0.5	0	0	0	0	0
62 Queen St.	Sunset Grill	30	28	20	2	5.5	1	1	0	0	0
84 Queen St.	The Epicurean	17	26	20	1	0.5	4	0	0	0	0
<b>Total Exceedances</b>					<b>7</b>						

(1) Recycling and organics data is average from two (2) weeks of audits (6 collection days)

**b) Audit Results for MU Properties Receiving Enhanced Collection Services**

Two (2) weeks of audits were conducted in July of 2018. In September, one (1) additional week of audits was conducted at properties that set out multiple bags of garbage in tote containers, as these containers were not counted in the July audits.

There were 21 **MU** properties audited inside the Niagara-on-the-Lake DBA **enhanced** collection area. Of this total, an average of 17 **MU** properties participated in a Regional collection service and all of these used Regional garbage services. The average number of garbage containers set-out by **MU** properties was 6.8 bags/cans.

**Averaged Audit Data for MU Properties Inside the Niagara-on-the-Lake DBA (Enhanced Collection Area)**

<b>Collection Service</b>	<b>Average % of Participating MU Properties Using Regional Collection Service Inside DBA</b>	<b>Average Number of Containers Per Set-Out</b>	<b>Average % of MU Properties Exceeding Weekly Garbage Container Limit (60 containers) <sup>(1)</sup></b>
Garbage	100%	6.8	12%
Recycling	59%	2.3	N/A
Organics	0%	0.0	N/A

(1) Exceedances of the weekly garbage container limit were calculated based on one week of audit data.

Of the 17 **MU** properties using **enhanced** Regional garbage collection inside the DBA, three of these properties were setting out considerably more bags than the other 14 **MU** properties. These three (3) properties were responsible for all exceedances by **MU** properties inside the DBA and set out an average of 22.8 garbage bags per collection day. The remaining 14 properties set out an average of 3.3 garbage bags per collection day.

**Comparison of Garbage Set-Out for MU Properties Exceeding and Not Exceeding the Weekly Garbage Container Limit**

	Average Number of Bags/Cans Per Set-Out	Number of Properties Exceeding Garbage Container Limit on Collection Day (20 containers) <sup>(1)</sup>
MU Properties exceeding the garbage container limit (3 properties)	22.8	3
MU Properties not exceeding the garbage container limit (14 properties)	3.3	0

(1) Property exceeded container limit on at least one collection day during 5 days of audits.

**MU** properties inside the DBA are underutilizing the recycling and organics programs. None of the 17 **MU** properties using Regional collection services are participating in the organics program.

**Audit Results for MU Properties that Exceeded Maximum Limit of 20 Garbage Cans/Bags per Collection**

Address	Business Name	# Garbage Bags/Cans				Recycling <sup>(1)</sup>				Organics <sup>(1)</sup>	
		Week 1			# of Garbage Exceedances	Average # Blue Boxes Set-Out Per Week	Average # Blue Carts Set-out Per Week	Average # Grey Boxes Set-out Per Week	Average # Grey Carts Set-out Per Week	Average # Green Bins Set-out Per Week	Average # Green Carts Set-out Per Week
		Monday	Thursday	Saturday							
10 Queen St.	Orzo Restaurant	21	34	24.8	3	0.5	0	0.5	0	0	0
92 Queen St.	Shaw Café and Wine Bar	27	27	22.5	3	1	0	0.5	3	0	0
223 King St.	Balzac's	22	16	11	2	3	0	1.5	0	0	0
<b>Total Exceedances</b>					<b>8</b>						

(1) Recycling and organics data is average from two weeks of audits (6 collection days)