



Appendix 8

LDR Telephone and On-line Survey Results

A quantitative survey with residents of Niagara Region



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LOW DENSITY RESIDENTIAL

1.0 Current Attitudes/Behaviour

1.1 Importance of Waste Diversion

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

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

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

Figure 1.1a – Importance of waste diversion by survey type

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

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

Figure 1.1b ¹– Importance of waste diversion by survey type (Hamilton)

<i>Hamilton Waste Survey</i>	Telephone (n=800)	Online (n=1,468)
Very important	75%	60%
Somewhat important	21%	30%
Not very important	2%	6%
Not important at all	1%	3%
Don't know	1%	1%

¹ City of Hamilton Waste Management Services Public Engagement Survey – Metroline Research Group, 2016

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

Respondent Sub-Segment Findings (Telephone)

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

Figure 1.1c - Importance of waste diversion by municipality

(Random telephone survey)	Total (n=1,253)	Fort Erie	Grimsby	Lincoln	Niag. Falls	NOTL	Pelham	Pt. Colb.	St. Cath.	Thor.	Wain- fleet.	Welland	West Lincoln
Very important	72%	81%	73%	83%	74%	80%	76%	73%	68%	61%	60%	69%	73%
Somewhat important	22%	14%	17%	13%	22%	16%	19%	19%	24%	31%	32%	24%	22%
Not very important	3%	3%	3%	1%	2%	2%	4%	4%	4%	4%	5%	3%	4%
Not important at all	2%	2%	3%	3%	1%	--	--	1%	4%	3%	3%	2%	1%
Don't know	1%	--	4%	--	1%	2%	1%	3%	--	1%	--	2%	--

Looking across the municipalities in Niagara Region, there are some differences when residents were asked to choose an importance level. Primarily though this difference is between “very” and “somewhat” important.

Overall, the sentiment of important (very/somewhat) vs. not important (not very/not important/don't know) is pretty similar. At least 9 in 10 residents for all municipalities find diverting waste to be ‘important’.

1.2 Garbage Limits

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

Figure 1.2a – Typical garbage set out by survey type

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

Residents were pretty much evenly split about how much garbage they put out at the curb in an average week.

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

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

Respondent Sub-Segment Findings (Telephone)

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

Figure 1.2b – Typical garbage set out by municipality

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

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

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

1.3 Garbage Tags

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

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

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

Figure 1.3a – Garbage tags used by survey type

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

Respondent Sub-Segment Findings (Telephone)

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

Figure 1.3b – Garbage tags used by household size

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

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

Figure 1.3c – Garbage tags used by age group

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

Other significant findings:

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

Figure 1.3d – Garbage tags used by municipality

(Random telephone survey)	Total (n=1,253)	Fort Erie	Grimsby	Lincoln	Niag. Falls	NOTL	Pelham	Pt. Colb.	St. Cath.	Thor.	Wain- fleet.	Welland	West Lincoln
None	65%	69%	69%	74%	61%	69%	77%	60%	62%	60%	75%	58%	73%
1-6	23%	21%	19%	21%	25%	24%	19%	32%	24%	24%	16%	29%	20%
7+	12%	10%	12%	5%	14%	7%	4%	8%	14%	16%	9%	13%	7%

Municipalities less likely to have used any garbage tags in the past year:

- Pelham (23%), Wainfleet (25%), Lincoln (26%) and West Lincoln (27%)

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

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

1.4 Waste Collection Participation

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

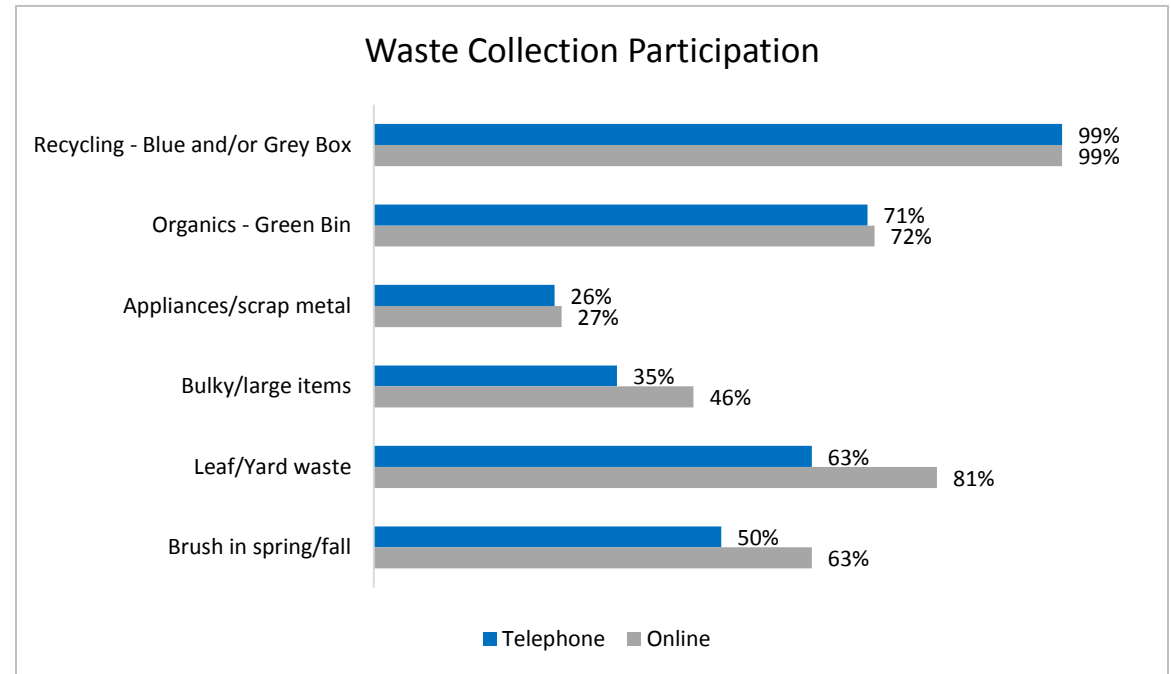
Virtually all households in Niagara Region are participating in the recycling program (99%/99%).

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

Participation in leaf/yard waste collection is next (63%/82%), and the brush collection in spring and fall (52%/63%).

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

Figure 1.4a – Waste collection program participation by survey type



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

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

Figure 1.3b ²– Waste collection program participation by survey type (Hamilton)

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

Respondent Sub-Segment Findings (Telephone)

Participate in Organics/Green Bin collection

- Those 65+ years (77%) and 45-64 years (73%) are more likely to participate than those 18-44 years (55%).
- Those in a single person household (72%) and dual person household (74%) are more likely to participate than those in a household of three or more people (66%).
- Those with no household members using diapers (72%) are more likely to participate than those with a household member in diapers (50%).
- Those who can afford to skip a weekly collection (81%), and those who put out a garbage bag every week that isn't full (76%) are more likely to participate than those who put out a full bag every week (68%) or those who put out more than one bag (52%).
- Those who can manage every-other-week collection (77%) are more likely to participate than those who need to continue having their garbage collected every week (66%).

Participate in bulky/large item collection

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

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

Participate in leaf/yard waste pickup

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

Participate in brush pickup

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

Figure 1.4c – Waste collection program participation by municipality

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

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

1.5 Recycling Participation

1.5.1 Blue Boxes

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

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

97% of residents in the telephone survey are putting out at least one blue box per week. About 1 in 5 residents puts out two or more blue boxes per week.

Figure 1.5.1a – Number of Blue Boxes by survey type

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

Respondent Sub-Segment Findings (Telephone)

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

Figure 1.5.1b – Number of Blue Boxes by municipality

(Random telephone survey)	Total (n=1253)	Fort Erie	Grimsby	Lincoln	Niag. Falls	NOTL	Pelham	Pt. Colb.	St. Cath.	Thor.	Wain- fleet.	Welland	West Lincoln
None/Not participating	1%	2%	1%	1%	1%	4%	3%	1%	--	4%	4%	2%	1%
Less than once a week	2%	--	2%	3%	1%	3%	--	1%	1%	--	--	4%	--
One per week	78%	85%	81%	84%	79%	75%	77%	82%	80%	74%	71%	71%	75%
Two or more per week	19%	13%	16%	12%	19%	18%	20%	16%	19%	22%	25%	23%	24%

Across all municipalities, there is not much difference when looking at the percentage of households who put out at least one blue box per week on average. Niagara-on-the-Lake was lowest, but even there it was 93% of households.

1.5.2 Grey Boxes

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

Almost all Niagara residents are participating in the grey box recycling program as well. Slightly fewer (92%) than the blue box (99%) participation.

92% of Niagara low-density households put out at least one grey box per week on average.

Residents are less than half as likely (8%) to put out two or more grey boxes than blue boxes (19%).

Figure 1.5.2a – Number of Grey Boxes by survey type

	Telephone (n=1,253)	Online (6,639)
None/Not participating in program	6%	2%
< 1 x week	2%	1%
One per week	84%	81%
Two or more per week	8%	16%

Respondent Sub-Segment Findings (Telephone)

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

Figure 1.5.2b – Number of Grey Boxes by municipality

<i>(Random telephone survey)</i>	Total (n=1,253)	Fort Erie	Grimsby	Lincoln	Niag. Falls	NOTL	Pelham	Pt. Colb.	St. Cath.	Thor.	Wain- fleet.	Welland	West Lincoln
None / Not participating	6%	8%	4%	5%	4%	8%	4%	4%	3%	8%	13%	4%	12%
< 1 per week	2%	--	1%	3%	3%	3%	4%	4%	1%	--	1%	3%	--
One per week	84%	91%	88%	87%	85%	81%	84%	84%	85%	84%	79%	84%	80%
Two or more per week	8%	1%	7%	5%	8%	8%	8%	8%	11%	8%	7%	9%	8%

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

1.6 Green Bin/Organics Participation

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

About 7 in 10 (71%) of Niagara Region residents told us they are participating in the organics collection program. That number dropped slightly when looking at green bins in an average month, to 69%.

68% of residents in the telephone survey told us they put out at least one green bin per week. In this particular question, the finding of the online survey was similar, where 70% told us they are putting out one green bin per week on average.

Figure 1.6a – Number of Green Bins by survey type

<i>(Random telephone survey)</i>	Telephone (n=1,253)	Online (n=6,639)
None / Not participating	31%	29%
Less than one per week	1%	1%
One per week	63%	63%
Two or more per week	5%	7%

Respondent Sub-Segment Findings (Telephone)

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

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

Figure 1.6b – Put out one or more Green Bins by typical garbage set out

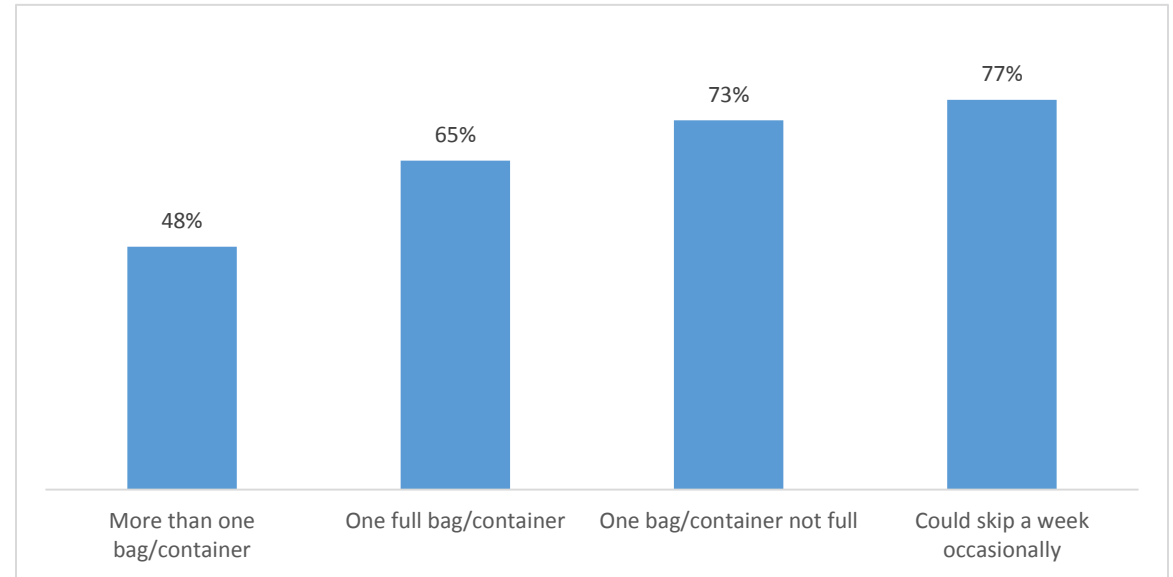


Figure 1.6c – Number of Green Bins by municipality

(Random telephone survey)	Total (n=1,253)	Fort Erie	Grimsby	Lincoln	Niag. Falls	NOTL	Pelham	Pt. Colb.	St. Cath.	Thor.	Wain- fleet.	Welland	West Lincoln
None / Not participating	31%	39%	17%	28%	28%	27%	32%	29%	28%	27%	45%	36%	46%
< 1 per week	1%	1%	2%	--	1%	3%	--	1%	1%	3%	--	3%	--
One per week	63%	57%	76%	72%	65%	61%	62%	56%	65%	66%	51%	58%	54%
Two or more per week	5%	3%	5%	--	6%	9%	6%	14%	6%	4%	4%	3%	--

1.6.1 Not participating in Green Bin/Organics collection

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

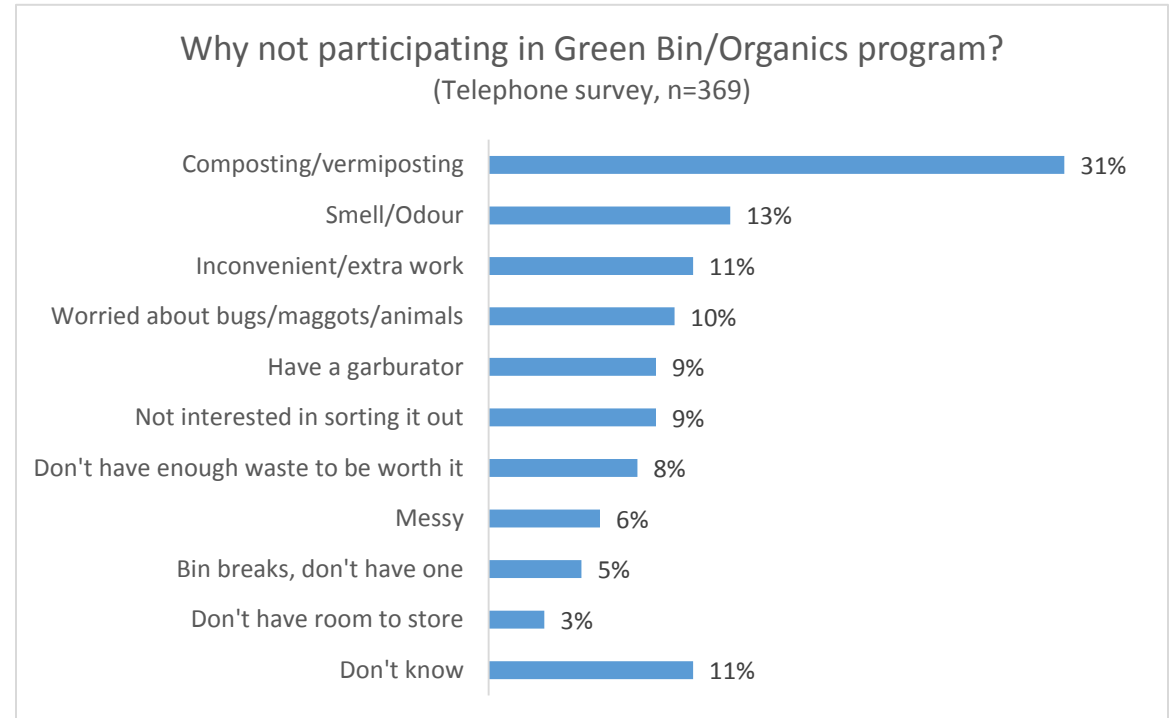
Figure 1.6.1a – Why not participating in Green Bin/Organics program?

Just under a third (31%) of those not participating in the Green Bin/Organics program told us they are doing their own composting/vermiposting.

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

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

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



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

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

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

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

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

“I find it gross and disgusting...”

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

1.7 Appliances/Scrap Metal Participation

1.7.1 Put out at the curb

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

4 in 5 households in Niagara Region (80%) told us they do not participate in the appliances/scrap metal collection program. Among those who have participated, at most it was about once a year.

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

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

	Telephone (n=1,253)	Online (n=6,369)
None / Not participating	80%	75%
Once per year	15%	15%
Twice or more per year	5%	10%

Respondent Sub-Segment Findings (Telephone)

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

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

(Random telephone survey)	Total (n=1,253)	Fort Erie	Grimsby	Lincoln	Niag. Falls	NOTL	Pelham	Pt. Colb.	St. Cath.	Thor.	Wain- fleet.	Welland	West Lincoln
None / Not participating	80%	86%	73%	85%	75%	81%	85%	84%	75%	77%	81%	84%	95%
Once per year	15%	11%	23%	15%	16%	18%	8%	8%	19%	19%	16%	11%	4%
Twice or more per year	5%	3%	4%	--	9%	1%	7%	8%	6%	4%	3%	5%	1%

1.7.2 Scheduling a pick up

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

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

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

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

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

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

Respondent Sub-Segment Findings (Telephone)

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

Figure 1.7.2b – Appliance/Scrap Metal pick up type by municipality

Note: Sample size varies according to participation rates and survey type	Total (n=249)	Fort Erie	Grimsby	Lincoln	Niag. Falls	NOTL	Pelham	Pt. Colb.	St. Cath.	Thor.	Wain- fleet.	Welland	West Lincoln
Schedule a pick up	74%	92%	90%	82%	69%	85%	73%	83%	69%	65%	79%	74%	75%
Leave out	26%	8%	10%	18%	31%	15%	27%	17%	31%	35%	21%	26%	25%

1.8 Bulky/Large Item Collection

1.8.1 Put out at the curb

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

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

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

Those in the online survey told us they are participating more often.

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

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

Respondent Sub-Segment Findings (Telephone)

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

Figure 1.8b – Bulky/Large Item collection by municipality

	Total (n=1,253)	Fort Erie	Grimsby	Lincoln	Niag. Falls	NOTL	Pelham	Pt. Colb.	St. Cath.	Thor.	Wain- fleet.	Welland	West Lincoln
None	71%	71%	72%	83%	67%	78%	74%	72%	61%	66%	80%	70%	89%
Once per year	19%	19%	24%	13%	20%	14%	14%	15%	25%	27%	16%	18%	8%
Twice or more per year	10%	10%	4%	4%	13%	8%	12%	13%	14%	7%	4%	13%	3%

1.8.2 Scheduling a pick up

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

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

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

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

Figure 1.8.2b – Bulky/Large item collection type by municipality

Note: Sample size varies according to participation rates and survey type	Total (n=365)	Fort Erie	Grimsby	Lincoln	Niag. Falls	NOTL	Pelham	Pt. Colb.	St. Cath.	Thor.	Wain- fleet.	Welland	West Lincoln
Schedule a pick up	94%	96%	95%	100%	97%	93%	100%	81%	92%	92%	100%	94%	87%
Leave out	6%	4%	5%	--	3%	7%	--	19%	8%	8%	--	6%	13%

2.0 Waste Collection Options For Next Contract

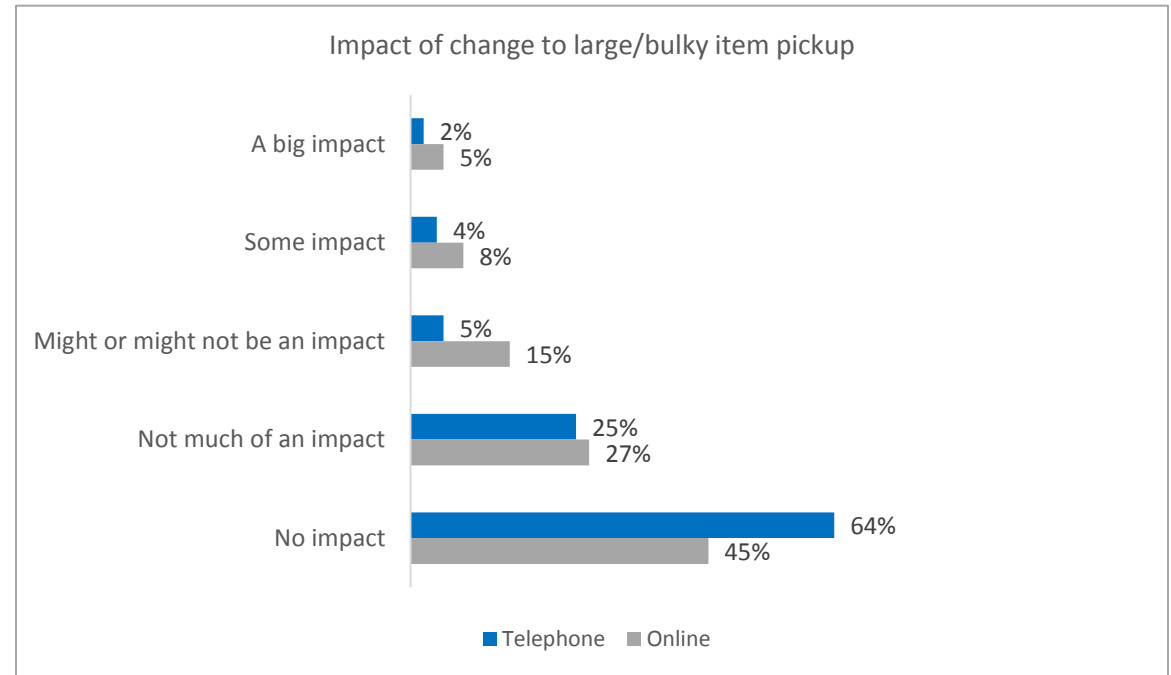
For Niagara Region's new waste collection (garbage, recycling and organics) contract, residents and businesses are being asked for their opinion about several proposal collection options. Adopting some or all of these options would help reduce the amount of waste going to disposal, and limit future costs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

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

2.1 Bulky/Large Item Collection

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

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



Making a change to the bulky/large item collection so that a maximum of four items per collection can be put out will not unduly impact Niagara region residents.

6% of residents in the telephone survey, and 14% in the online survey feel this change would have an impact on their household.

The vast majority told us there would be little to no impact to them (94% of households in telephone survey, 87% of households in the online survey).

Respondent Sub-Segment Findings (Telephone)

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

Figure 2.1b – Change to Bulky/Large Item collection, impact by municipality

	Total (n=1,253)	Fort Erie	Grimsby	Lincoln	Niag. Falls	NOTL	Pelham	Pt. Colb.	St. Cath.	Thor.	Wain- fleet.	Welland	West Lincoln
A big impact	2	--	7%	--	2%	--	1%	--	1%	4%	--	2%	1%
Some impact	4	1%	8%	3%	7%	2%	3%	7%	5%	3%	1%	3%	4%
Might or might not be an impact	5	5%	4%	5%	7%	8%	6%	7%	4%	3%	--	11%	4%
Not much of an impact	25	23%	21%	30%	33%	21%	19%	25%	27%	30%	11%	23%	19%
No impact	64	71%	60%	62%	51%	69%	71%	61%	63%	60%	88%	61%	72%

2.2 Appliances/Scrap Metal Collection

Q32 – The second option under consideration would eliminate curbside pickup 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? (Base – Full sample)

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

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

83% of households in the telephone survey, and 78% of the households in the online survey, feel there would be little to no impact on their household.

Respondent Sub-Segment Findings (Telephone)

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

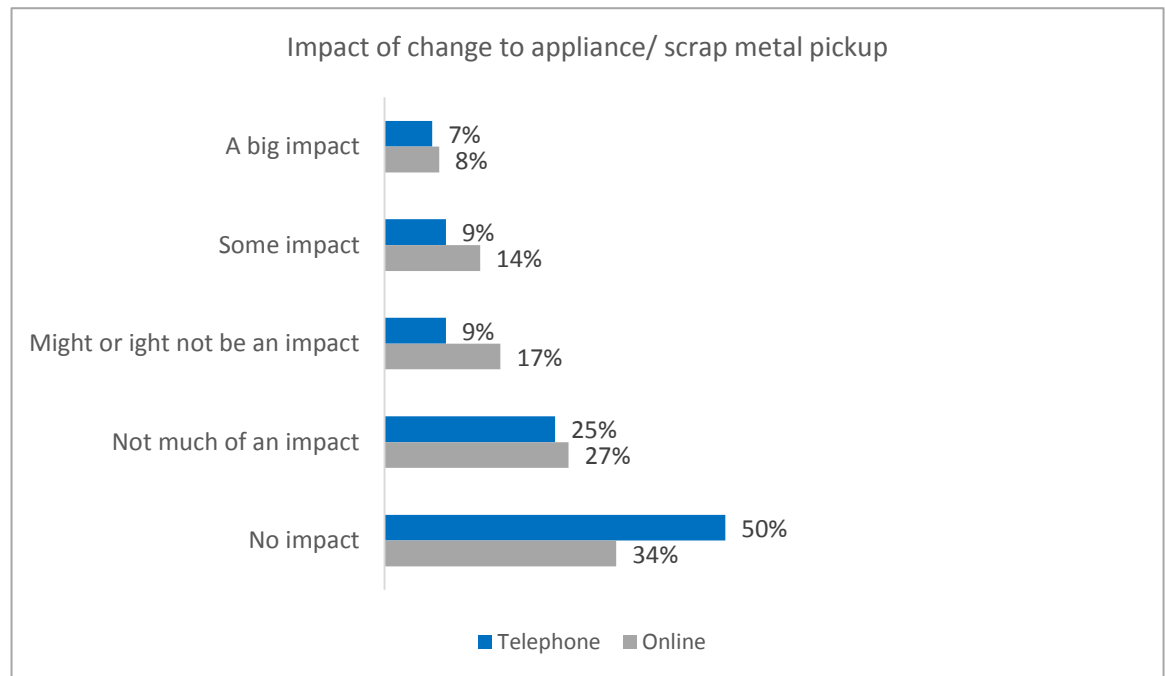


Figure 2.2b – Impact of change to appliance/scrap metal collection, by municipality

	Total (n=1,253)	Fort Erie	Grimsby	Lincoln	Niag. Falls	NOTL	Pelham	Pt. Colb.	St. Cath.	Thor.	Wain- fleet.	Welland	West Lincoln
A big impact	7%	--	11%	7%	8%	10%	7%	9%	7%	8%	3%	8%	4%
Some impact	9%	8%	11%	4%	11%	13%	7%	11%	10%	5%	9%	8%	7%
Might or might not be an impact	9%	14%	11%	12%	11%	12%	8%	4%	9%	10%	1%	8%	10%
Not much of an impact	25%	28%	25%	25%	27%	23%	27%	20%	28%	34%	11%	23%	16%
No impact	50%	50%	43%	52%	43%	42%	51%	56%	46%	43%	76%	53%	63%

2.3 Clear Bags

2.3.1 Support for clear bags

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

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

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

Respondent Sub-Segment Findings (Telephone)

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

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

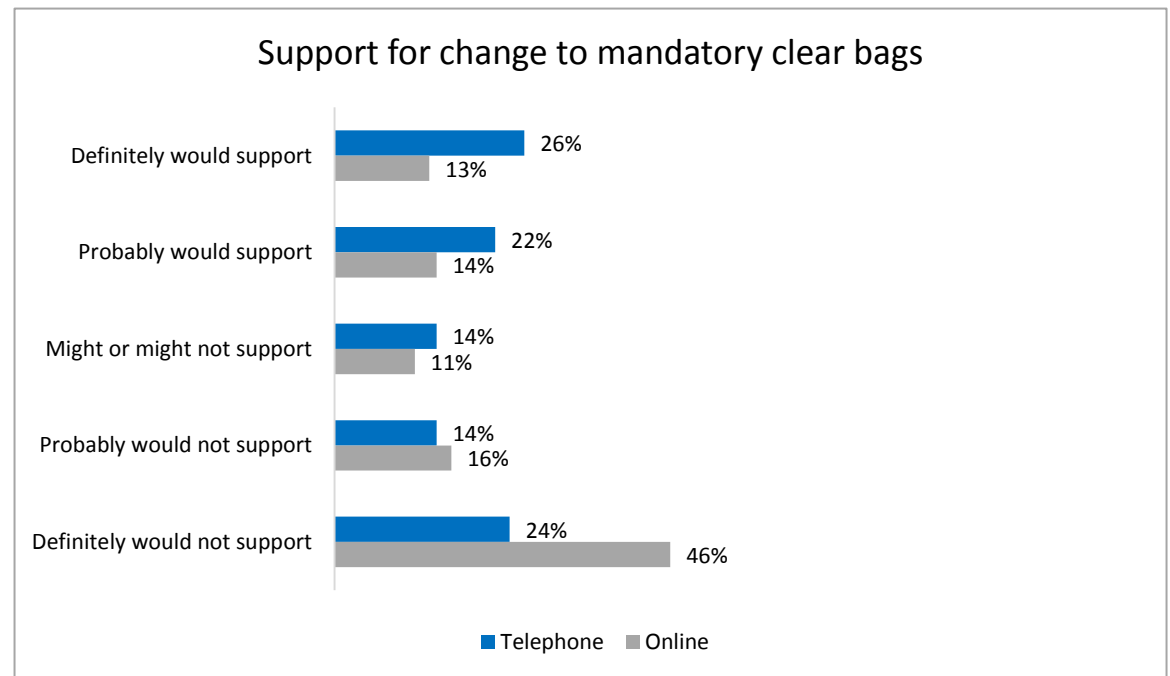


Figure 2.3.1b – Support for mandatory clear garbage bags by municipality

	Total (n=1,253)	Fort Erie	Grimsby	Lincoln	Niag. Falls	NOTL	Pelham	Pt. Colb.	St. Cath.	Thor.	Wain- fleet.	Welland	West Lincoln
Definitely would support	26%	19%	24%	28%	26%	30%	33%	24%	23%	20%	26%	33%	27%
Probably would support	22%	26%	28%	23%	19%	16%	15%	24%	26%	30%	16%	20%	19%
Might or might not support	14%	17%	14%	12%	13%	19%	16%	19%	15%	16%	8%	13%	11%
Probably would not support	14%	17%	17%	17%	16%	12%	12%	7%	14%	8%	13%	15%	12%
Definitely would not support	24%	21%	17%	20%	26%	23%	24%	26%	22%	26%	37%	19%	31%

2.3.2 Why support/not support?

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

(Full Sample)

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

NOTE: All other responses are less than one percent total

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

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

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

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

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

2.4 Every Other Week Garbage Collection

2.4.1 Managing every-other-week collection

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

Residents were split on their feelings about garbage collection every-other-week, with slightly more leaning towards continuing their weekly collection.

46% of the telephone survey, and 41% of those in the online survey could manage every-other-week collection.

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

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

	Niagara Region		Waterloo Region ³	
	Telephone (n=1,253)	LDR Online (n=6,639)	Telephone (n=511)	Online (n=7,087)
Be able to manage garbage collection every-other-week	46%	43%	50%	36%
Need to continue having your garbage picked up weekly	54%	57%	50%	64%

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

Respondent Sub-Segment Findings (Telephone)

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

Figure 2.4.1b – Ability to manage every-other-week garbage collection by typical garbage set out

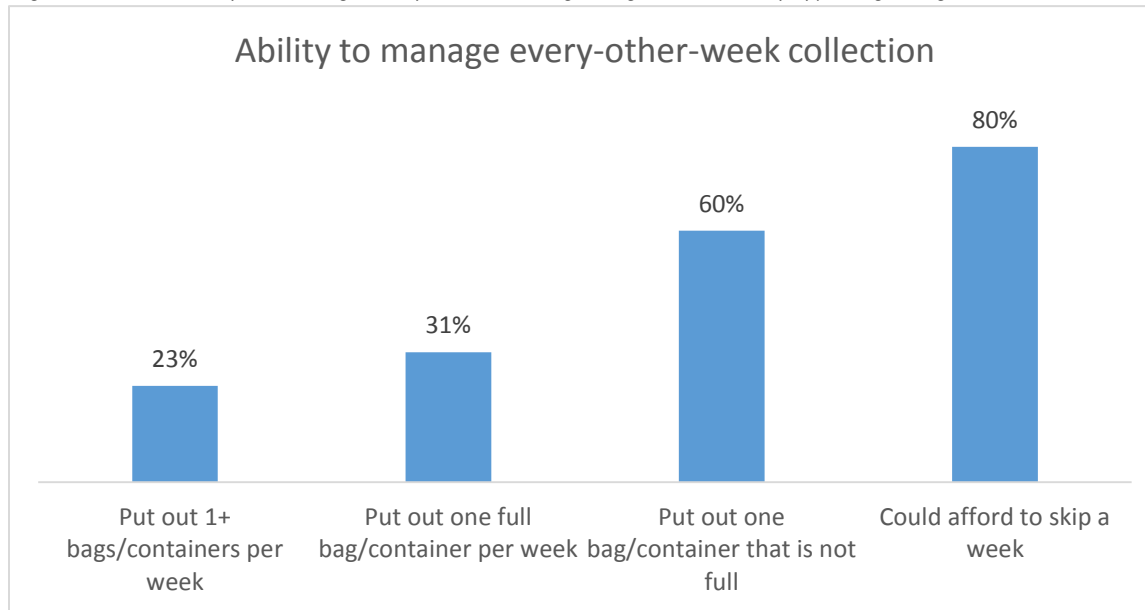


Figure 2.4.1b – Ability to manage Every Other Week garbage collection by municipality

	Total (n=1,253)	Fort Erie	Grimsby	Lincoln	Niag. Falls	NOTL	Pelham	Pt. Colb.	St. Cath.	Thor.	Wain- fleet.	Welland	West Lincoln
Be able to manage EOW collection	46%	52%	48%	52%	36%	50%	52%	40%	50%	47%	40%	49%	38%
Need to continue weekly collection	54%	48%	52%	48%	64%	50%	48%	60%	50%	53%	60%	51%	62%

2.4.2 Impact of every-other-week collection

Q36 – 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? (Full Sample)

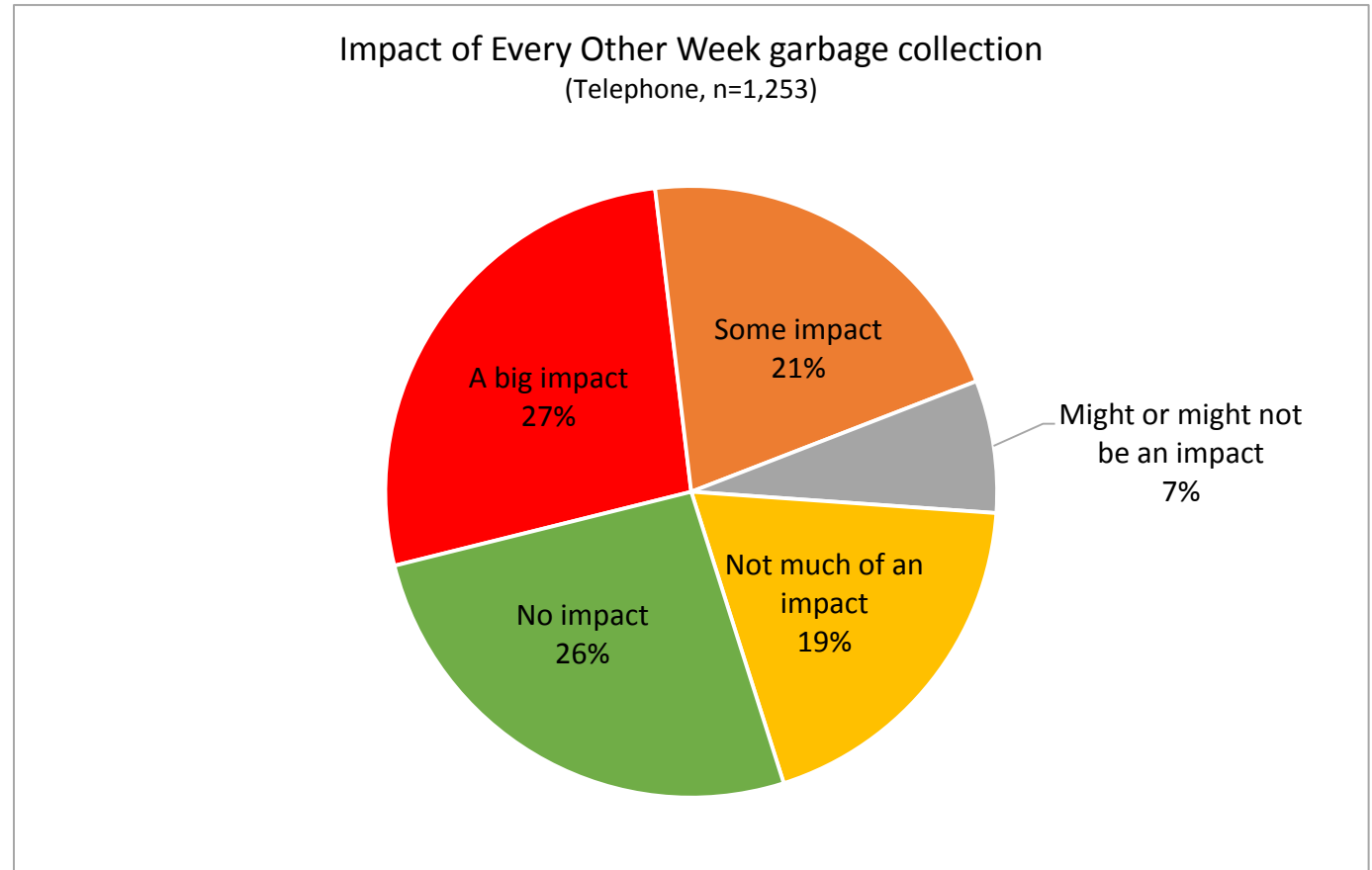
Figure 2.4.1a – Impact of Every Other Week garbage collection (Telephone)

In the telephone survey, just under half of residents (48%) feel there would be at least “some” impact on their household if Niagara Region switched to every-other-week garbage collection (while continuing to collect blue/grey boxes and green bins weekly).

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

Respondent Sub-Segment Findings (Telephone)

- Those in households of three or more (62%) are more likely to say there would be a big/some impact, compared to households of two people (40%) and single person households (33%).
- Those 18-44 years (59%) are more likely to say there would be a big/some impact, compared to those 45-64 years (48%) and those 18-44 years (41%).
- Those using diapers (70%) are more likely to say there will be an impact, compared to households with no diapers (47%).



- Those using 7+ garbage bag tags per year (76%) are more likely to say there will be an impact, compared to those using 1-6 garbage tags (55%) and those not using garbage tags (41%).
- Those not participating in the green bin/organics collection are more likely to say there will be an impact (57%) than those who are participating (45%).

Figure 2.4.1b – Impact of Every Other Week garbage collection

	Niagara Region		Hamilton ⁴		Waterloo Region ⁵	
	Telephone (n=1,253)	Online (n=6,639)	Telephone (n=800)	Online (n=1,468)	Telephone (n=511)	Online (n=7,087)
A big impact	27%	37%	34%	44%	25%	18%
Some impact	21%	21%	20%	19%	29%	24%
Might or might not be an impact	7%	9%	6%	8%	7%	10%
Not much of an impact	19%	17%	18%	13%	22%	24%
No impact	26%	16%	22%	16%	17%	24%
Impact Ratio (Big/Some vs. Not much/no impact)	+3	+25	+14	+34	+15	-6

While 48% of Niagara region resident indicate every-other-week collection would have some impact on their household, these numbers are lower than the 54% of residents in Hamilton and Waterloo Region who indicated there would be an impact on their household.

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

⁵ Region of Waterloo Waste Survey, Metroline Research Group Inc., 2014

Figure 2.4.1c – Impact of Every Other Week garbage collection by municipality

	Total (n=1,253)	Fort Erie	Grimsby	Lincoln	Niag. Falls	NOTL	Pelham	Pt. Colb.	St. Cath.	Thor.	Wain- fleet.	Welland	West Lincoln
A big impact	27%	19%	32%	16%	38%	15%	18%	27%	25%	26%	31%	28%	35%
Some impact	21%	23%	19%	23%	19%	31%	23%	24%	20%	26%	23%	20%	16%
Might or might not be an impact	7%	13%	--	5%	7%	9%	4%	5%	8%	7%	3%	8%	10%
Not much of an impact	19%	14%	21%	21%	22%	15%	16%	23%	19%	23%	13%	18%	18%
No impact	26%	31%	28%	35%	14%	30%	39%	21%	28%	18%	30%	26%	21%
Impact Ratio	+3												

2.4.3 Why is there an impact

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

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

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

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

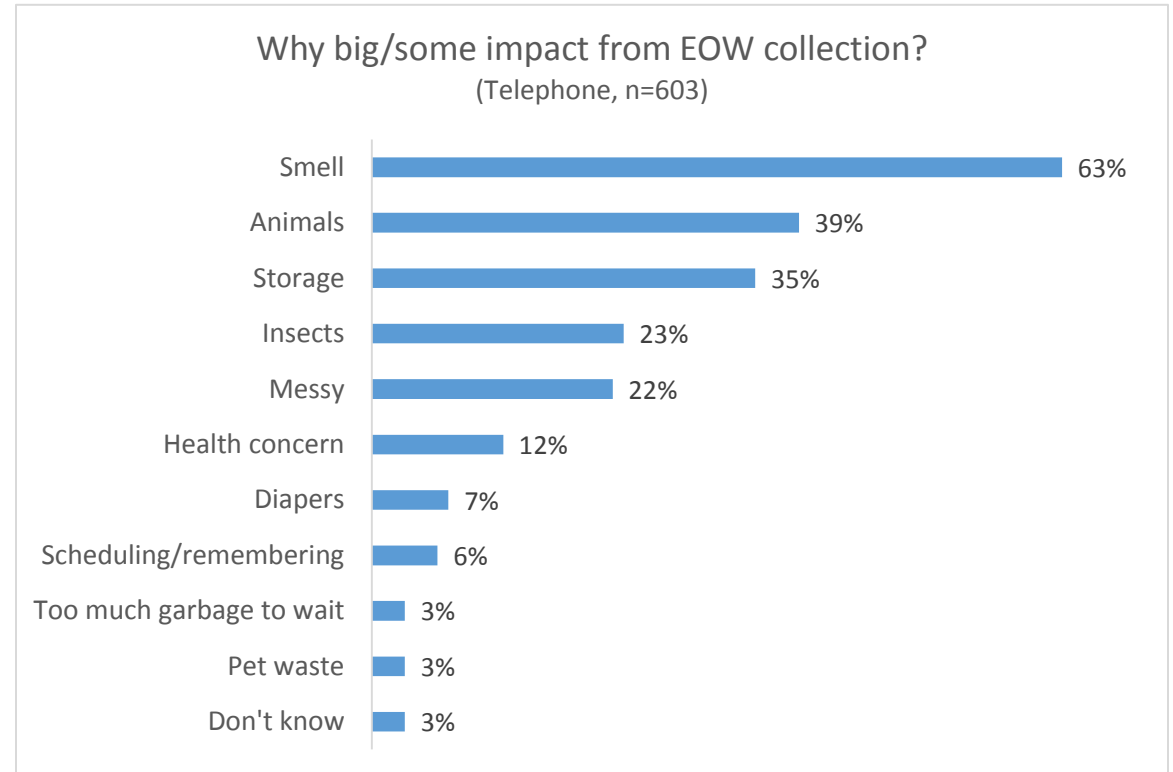
Finding space to store the garbage for the extra week was third, at 35%.

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

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

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

Figure 2.4.3a – Why big/some impact of EOW collection? (Telephone)



2.5 Making A Choice

Q38 - 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? (Full Sample)

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

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

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

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

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

	Total (n=1,253)	Fort Erie	Grimsby	Lincoln	Niag. Falls	NOTL	Pelham	Pt. Colb.	St. Cath.	Thor.	Wain- fleet.	Welland	West Lincoln
Clear garbage bags	33%	26%	33%	31%	37%	36%	26%	40%	33%	31%	33%	36%	37%
EOW garbage collection	27%	31%	24%	33%	22%	22%	34%	21%	30%	42%	21%	20%	20%
Both clear garbage bags and EOW garbage collection	21%	25%	24%	20%	13%	30%	19%	24%	20%	16%	19%	25%	22%
Neither	19%	18%	19%	16%	28%	12%	21%	15%	17%	11%	27%	19%	21%