

TO:	CHAIR AND MEMBERS CIVIC WORKS COMMITTEE MEETING ON JUNE 8, 2016
FROM:	JOHN BRAAM, P.ENG MANAGING DIRECTOR - ENVIRONMENTAL & ENGINEERING SERVICES & CITY ENGINEER
SUBJECT	SUPPLEMENTARY REPORT – UPDATED COMMUNITY ENGAGEMENT DETAILS FOR GARBAGE CONTAINER LIMITS

RECOMMENDATION

That, on the recommendation of the Managing Director, Environmental & Engineering Services & City Engineer, the following actions be taken:

- a) this supplementary report containing updated details on community engagement for garbage container limits **BE RECEIVED** for information; and
- b) the Civic Administration **BE DIRECTED** to revise the effective start date to implement the garbage tag from October 1, 2016 to January 16, 2017 as noted in Recommendation e) of the Proposed Changes to the Garbage Container Limit report, Item number 15 on the June 8 meeting of Civic Works Committee.

BACKGROUND

PURPOSE:

The purpose of this report is:

- to provide Civic Works Committee (CWC) and Council an updated summary of the feedback received on the garbage container limit review; and
- to indicate that there is one change to City staff recommendations and details contained in the CWC Report Proposed Changes to the Garbage Container Limit, Item number 15 on the agenda of the June 8 meeting.

DISCUSSION

The 3 items below have changed from the original CWC staff report (Proposed Changes to the Garbage Container Limit, June 8, 2016):

Item	New Details	Comment
Table 1: Summary of Community Information & Engagement	Updated information has been provided to capture details from May 26 until June 6	The Quantity of Feedback increased noting that respondents for the On-line Feedback Form increased from 3,720 to 4,930.
Table 2: Summary of Feedback Received	As above	The additional Feedback responses resulted in very minor changes to the original submission.
Appendix A	As above	The additional Feedback responses resulted in very minor changes to the original submission.

City staff are recommending that the Implementation Schedule have one adjustment from the original report. Extra containers of garbage beyond 3 containers must have a Garbage Tag on them starting January 16, 2017 in order to be collected.

Updated Table 1: Summary of Community Information & Engagement (May 18 to June 6)

Community Information & Engagement	Details	Quantity of Feedback
City Website	<ul style="list-style-type: none"> Dedicated page on City website with information. 	<ul style="list-style-type: none"> Over 940 webpage visits
On-line Feedback Form	<ul style="list-style-type: none"> Responses to questions on garbage container limits and demographic information were received. 	<ul style="list-style-type: none"> 4,930 responses
Community Information & Feedback Displays	<ul style="list-style-type: none"> Displays were placed in community centres, recreation facilities and libraries in each of the Municipal Council wards. 	<ul style="list-style-type: none"> 250 responses
Social and Traditional Media	<ul style="list-style-type: none"> Social Media posts on Facebook and Twitter linked to the website and on-line feed-back form and engaged citizens in further discussion. Local print advertisements were provided through the Waste Diversion Ontario In-kind ad space: London Free Press, The Londoner, Our London. Posters in community & recreation centres and libraries Rogers TV 	<ul style="list-style-type: none"> 4 emails 1 letter 2 calls 83 Facebook posts 9 Tweets

1. Results of the Community Engagement Process

Feedback received on the potential changes to curbside garbage collection are summarized in Table 2. The full summary of the feedback received is presented in Appendix A.

Updated Table 2: Summary of Feedback Received

Source: On-line Feedback Form		
Do you support lowering the garbage container limit?		
I support lowering it	39%	1,909
I do not support lowering it	59%	2,919
Don't know	2%	87
Total Responses	100%	4,915

Source: On-line Feedback Form		
[I support lowering it and] I support lowering it to:		
3 containers per pickup	60%	1,227
2 containers per pickup	40%	829
Total Responses	100%	2,056

Note: Although a response was requested from only those that indicated "I support lowering it", other responses were also recorded which increased the Total Responses for this question beyond the 1,909 responses.

Source: On-line Feedback Form		
<i>If the garbage container limit were lowered, would you like the ability to place a \$1.50 tag on your bag or container and have it picked up at the curb with your other garbage containers?</i>		
Yes	75%	2,022
No	18%	483
Don't Know	7%	178
Total Responses	100%	2,683

Note: Although a response was requested from only those that indicated "I support lowering it", other responses were also recorded which increased the Total Responses for this question beyond the 1,909 responses.

Source: Display boards at 5 public facilities		
<i>The current garbage limit is 4 containers. What garbage limit works for you?</i>		
4	40%	166
3	28%	117
2	32%	133
Total Responses	100%	416

ACKNOWLEDGEMENTS

This report was prepared with the assistance of Jana Corby, Solid Waste Planning Coordinator; Kevin Springer, Manager, Waste Collection; and Wesley Abbott, Project Manager, Solid Waste Management.

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UPDATED APPENDIX A

SUMMARY OF COMMUNITY FEEDBACK RECEIVED ON GARBAGE CONTAINER LIMITS

The City undertook a community information and engagement process on garbage container limits. This three-week process began on May 18, 2016 with the launch of the on-line feedback form and will culminate in a Public Participation Meeting at the Civic Works Committee Meeting on June 8, 2016. Feedback information in this report includes responses received between May 18 and June 6, 2016 (inclusive). Feedback on the garbage container limit was received from a number of different sources and each is summarized:

1. On-line Feedback Form Responses
2. Feedback display boards in community and recreation centres and libraries
3. Summary of other feedback (e.g., phone, email, social media)

1. On-line Feedback Form Responses

A 10-question feedback form was posted on the City's website. Responses for the period May to June 6 are included in Tables A1, A2, A3, and Figure A1.

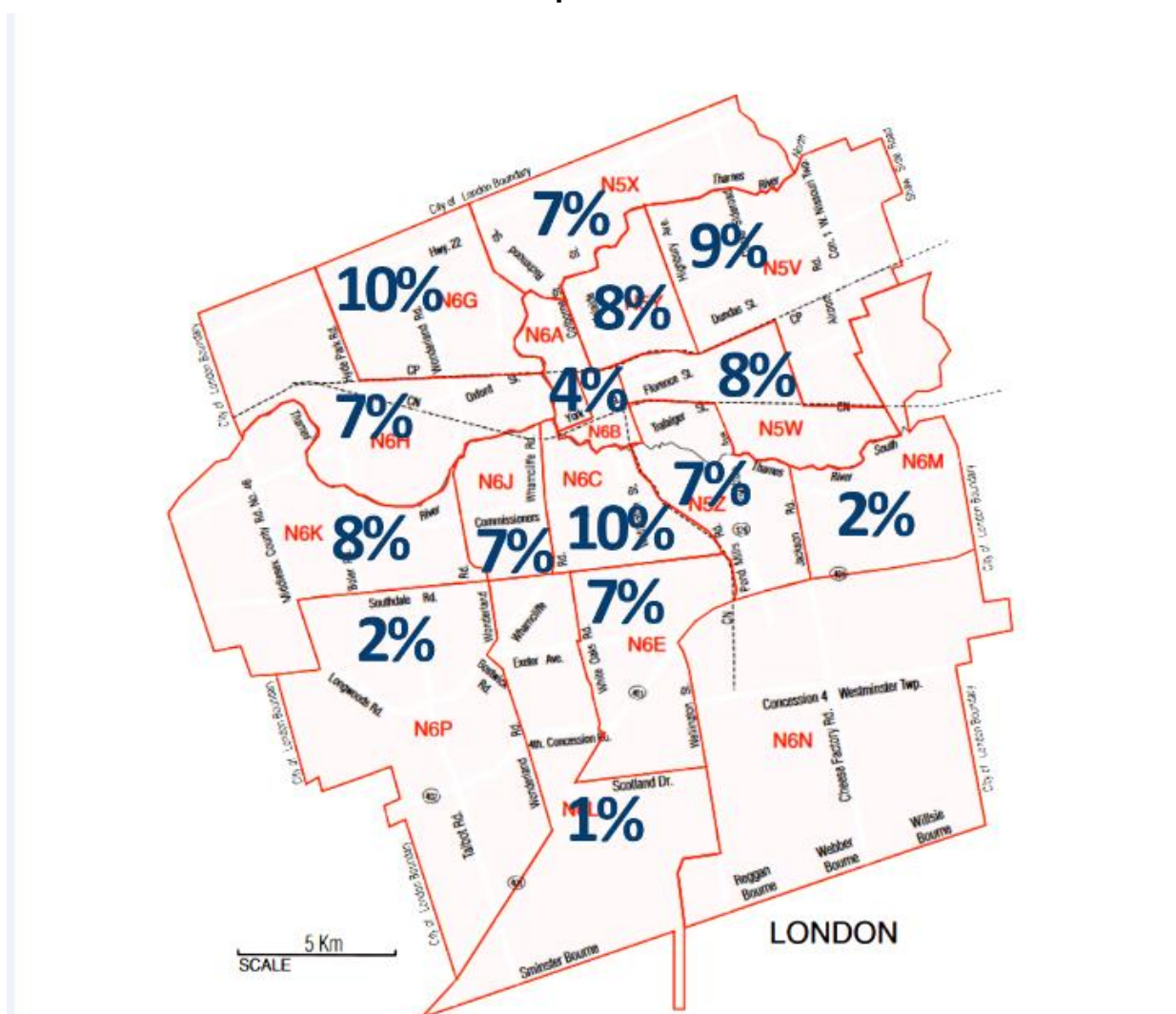
Table A1 (updated): On-line Feedback Form – Garbage Limit Questions and Responses

1. I currently receive curbside garbage pickup:		
Yes	98%	4,802
No	2%	112
Total responses	100%	4,914
2. The current garbage container limit for households that receive curbside garbage collection is 4 containers per pickup. Do you support lowering the garbage container limit?		
I support lowering it (go to Question 3)	39%	1,909
I do not support lowering it (go to Question 5)	58%	2,919
Don't know	2%	87
Total responses	100%	4,915
3. I support lowering the garbage container limit to (Select one response)		
3 containers per pickup	60%	1,227
2 containers per pickup	40%	829
Total responses	100%	2,056
Note: Although a response was requested from only those that indicated "I support lowering it", other responses were also recorded which increased the Total Responses for this question.		
4. Extra bags over the 4 Container Limit can currently be brought to an EnviroDepot and there is a charge of \$1.50 per container or bag for disposal. If the garbage container limit were lowered, would you like the ability to place a \$1.50 tag on your bag or container and have it picked up at the curb with your other garbage containers?		
Yes	75%	2,022
No	18%	483
Don't Know	7%	178
Total responses	100%	2,683
Note: Although a response was requested from only those that indicated "I support lowering it", other responses were also recorded which increased the Total Responses for this question.		

Table A2 (updated): On-line Feedback Form – Demographic Questions and Responses

5. How many people live at your address? (Select one response)	Number	Percent
1	291	6%
2	1,204	25%
3	1,039	21%
4	1,392	28%
5	620	13%
6 or more	367	7%
Total Responses	4,913	100%
6. In which category is your age? (Select one response)		
18 to 25	244	5%
26 to 44	2,720	55%
45 to 65	1,613	33%
66 to 80	230	5%
Over 80	13	0.3%
Prefer not to answer	95	2%
Total Responses	4,915	100%
7. What is your household's total annual income before taxes? (Select one response)		
Less than \$40,000	480	10%
\$40,000 to \$70,000	975	20%
\$70,000 to \$100,000	1,068	22%
\$100,000 or more	1,242	25%
Don't know	51	1%
Prefer not to answer	1,083	22%
Total Responses	4,899	100%
8. What is your gender? (Select one response)		
Female	3,328	68%
Male	1,493	31%
Transgender	25	0.5%
Other (please specify)	49	1%
Total Responses	4,895	100%
9. What are the first three numbers of your postal code? Responses are provided in Figure A1.		
10. Please include any additional feedback. Summarized Responses are provided in Table A3		

Figure A1 (updated): On-line Feedback Form – Postal Code Distribution of Respondents¹



¹ Question 9 on the Feedback Form

Table A3 (updated): On-line Feedback Form – Additional Feedback Comments¹

Comment	Number	Percent
Support for weekly garbage pickup	883	36%
Support for a green bin/organic program	609	25%
Supports current limit due to large household	637	26%
Support for a reduced container limit	261	10%
Other	87	3%
Total Responses	2,477	100%

¹ Question 10 on the Feedback Form

2. Community Feedback Display Boards

An Information & Feedback Display was placed in selected City of London community and recreation centres and libraries (Table A4, Figure A2). Centre visitors were invited to provide their feedback on post-it notes and to 'vote' for a choice of container limit: 4, 3 or 2 containers. Responses are summarized in Tables A5 and A6.

Locations were selected to maximize exposure and opportunity to provide feedback in all municipal electoral wards and at centres that receive a greater number of visitors. Five displays were created and will be rotated through the fourteen locations between May 18 and June 6, 2016.

Table A4 (updated): Summary of Community Feedback Display Locations

Dates	Locations	Wards
May 18 to 24	<ul style="list-style-type: none"> Carling Heights Optimist Community Centre, 656 Elizabeth St. Stoney Creek YMCA, 920 Sunningdale Rd. E. East London Public Library, 2016 Dundas St. South London Community Centre, 1119 Jalna St. Landon Public Library, 167 Wortley Rd. 	2, 4, 5, 11, 12
May 25 to 30	<ul style="list-style-type: none"> Cherryhill Public Library, 301 Oxford St. W. Stronach Community Recreation Centre, 1221 Sandford St. Canada Games Aquatic Centre, 1045 Wonderland Rd. N. Crouch Public Library, 550 Hamilton Rd. Kiwanis Seniors Community Centre, 78 Riverside Dr. 	1,3, 6, 7, 13
May 31 to June 6	<ul style="list-style-type: none"> Storybook Gardens 1958 Storybook Lane Oxford St W EnviroDepot 1450 Oxford St W Lambeth Community Centre 7112 Beattie St W W12A Household Special Waste Depot 3502 Manning Drive 	8, 9, 10, 14

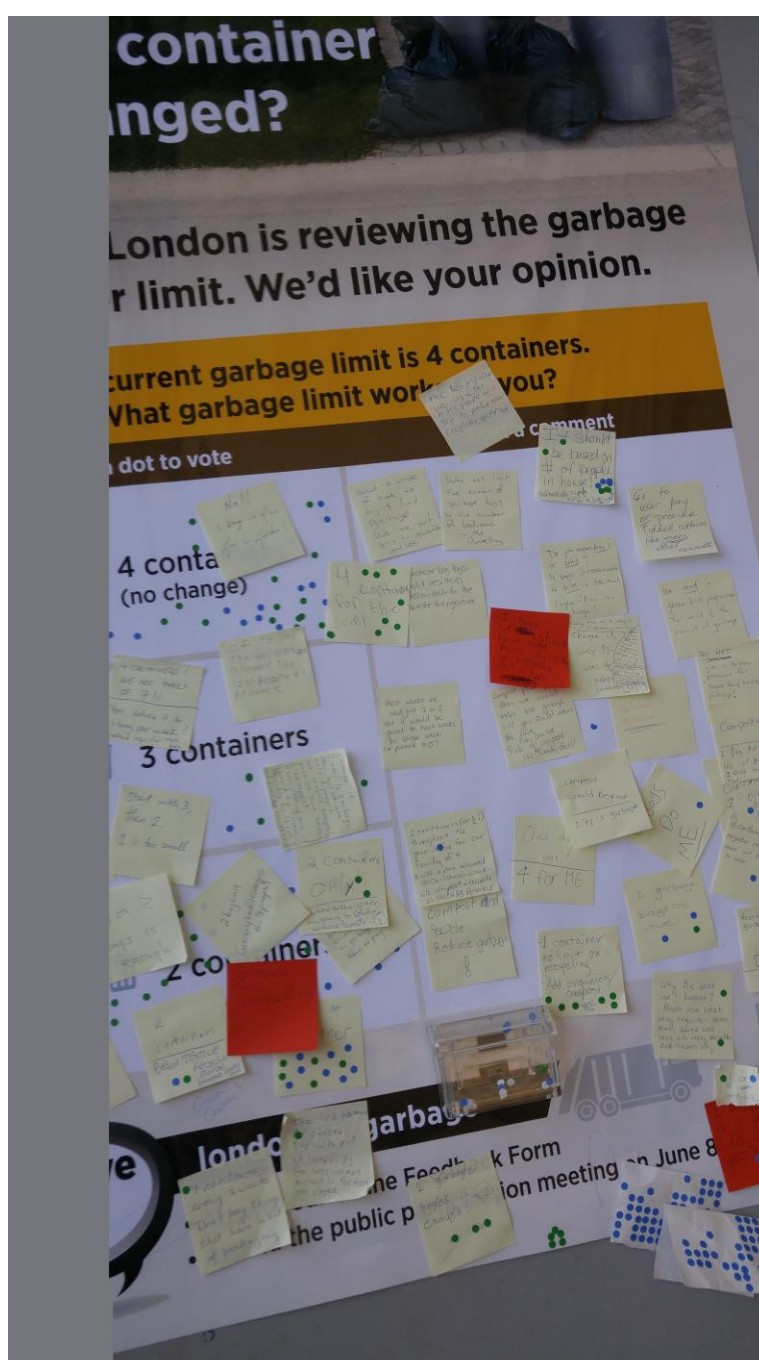
Figure A2 (updated): Display at Canada Games Aquatic Centre

Table A5 (updated): Community Feedback Display Results – Container Limit Vote

Responses to the Question: <i>The current garbage limit is 4 containers. What garbage limit works for you?</i>						
Number of Containers	4		3		2	
Response Number/Percentage	#	%	#	%	#	%
Carling Heights Optimist Community Centre	24	62%	6	15%	9	23%
Stoney Creek YMCA	14	18%	56	70%	10	12%
East London Public Library	15	48%	6	19%	10	32%
South London Community Centre	28	72%	8	21%	3	7%
Landon Public Library	5	38%	3	23%	5	38%
Cherryhill Public Library	5	50%	2	20%	3	30%
Stronach Community Recreation Centre	4	100%	0	0%	0	0%
Canada Games Aquatic Centre	36	27%	25	20%	68	53%
Crouch Public Library	5	70%	2	30%	0	0%
Kiwanis Seniors Community Centre	13	42%	6	19%	12	39%
Storybook Gardens	6	27%	3	13%	13	60%
Oxford St W EnviroDepot	11	100%	0	0%	0	0%
Lambeth Community Centre	0	0%	0	0%	0	0%
W12A Household Special Waste Depot	0	0%	0	0%	0	0%
Total	166	40%	117	28%	133	32%

Table A6 (updated): Community Feedback Display Results – Post-it Note Comments

Comment	Number	Percent
Support for a reduced container limit	12	27%
Did not support a reduced container limit	11	25%
Support for a green bin/organic program	16	37%
Has a large household	5	11%
Total Responses	44	100%

3. Summary of other Feedback (e.g., phone, email, social media)**Table A7 (updated): Summary of other Feedback**

Feedback Source	Supported lowering the container limit	Did not support lowering the container limit	Total Responses
Email	0%	100%	4
Phone	33%	67%	3
Letter	0%	100%	1
Twitter	56%	44%	9
Facebook	44%	56%	81
Total Responses	43%	57%	98