

**City of Hamilton - Waste Management System Development  
Public Engagement Strategy – Public Opinion Survey Content**

<b>SURVEY SUBJECT</b>	<b>RELEVANCE</b>
<b>WASTE COLLECTION PROGRAMS</b>	
<p>Questions will relate to:</p> <ul style="list-style-type: none"> <li>• The type of garbage collection service the household receives</li> <li>• Importance of increasing waste diverted from landfill</li> <li>• The frequency of garbage set out at the curb</li> <li>• The average number of trash tags used per year</li> <li>• Participation in the recycling program and green bin program</li> <li>• Recycling containers used by the household</li> <li>• The type of material put in the green bin program</li> <li>• Method of dealing with yard waste and bulk waste</li> <li>• Satisfaction with the City's waste management services, e.g. garbage collection, recycling collection, etc.</li> <li>• Concerns with collection programs, e.g. recycling collection, green bin collection, etc.</li> </ul>	<p>The purpose of these questions is to collect information on the participation in the City's waste collection programs. These questions will provide an understanding of the public's views of current waste management services.</p>
<b>WASTE DISPOSAL</b>	
<ul style="list-style-type: none"> <li>• Awareness of the City's waste facilities</li> <li>• Visits to the City's waste facilities, i.e. Transfer Stations and Community Recycling Centres</li> <li>• Type of materials delivered to the waste facilities</li> </ul>	<p>These questions will provide insight on the usage of the City's waste facilities.</p>
<b>PROGRAM OPTIONS</b>	
<ul style="list-style-type: none"> <li>• Interest in bi-weekly garbage collection and potential barriers</li> </ul>	<p>The purpose of these questions is to determine if there are concerns with consideration of a bi-weekly garbage collection option.</p>
<b>COMMUNICATIONS/OUTREACH</b>	
<ul style="list-style-type: none"> <li>• Method of receiving waste management information</li> </ul>	<p>The responses will provide information on methods to communicate program information to residents.</p>
<b>DEMOGRAPHICS</b>	
<p>Questions will relate to:</p> <ul style="list-style-type: none"> <li>• Residency, i.e. do you reside in Hamilton?</li> <li>• Property type</li> <li>• Number of residents in the home</li> </ul>	<p>The purpose of these questions is to gather high-level information on the City's demographics and possible influence on waste management services.</p>