



Hamilton

**Public Engagement Survey
City of Hamilton Waste Management Services**

A Quantitative Research Study with residents of Hamilton, Ontario

Contract C11-33-16



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A. SUMMARY OF FINDINGS

1.0 Waste Collection

- A large majority of Hamilton residents consider waste diversion to be an important goal. In total, from the telephone survey 96% of residents agree that it is important, with 75% saying “very”, and a further 21% saying “somewhat”.
- A significant percentage of residents (35%) indicate their household produces less than one container of household garbage per week on average. Just over half (55%) produce one container of garbage, and a smaller percentage (10%) produce two or more containers per week.
- Just over half of households (53%) in the telephone survey indicate they use 1 to 12 trash tags per year on average. 6% of households say they use more than one a month on average. 37% of households say they do not need to use any trash tags over the course of a year.
- Virtually all households in the study participate in garbage collection and blue box recycling. About 4 in 5 households participate in green bin collection and the yard waste program. Just under half (45%) of households say they participate in the bulk/large item collection program.
- Residents who indicated they are participating in the various programs were asked how frequently they participated. Virtually all households who participate in garbage collection (99%), blue box recycling (99%), and the green bin collection (97%) do so at least once a month. Significantly fewer households take part monthly for yard waste (39%) although this value likely changes if the question was asked by season rather than per year, and the Bulk/Large Item Collection (11%).
- Overall, satisfaction among participants in the various programs is high. Those reporting they are “very” satisfied with each program hovers just above or just below the 80% mark, and the vast majority of the remaining are “somewhat” satisfied. The total of those “very” and “somewhat” satisfied combined is well over 90%, with 4 of 5 programs reporting 97% or 98% of participants being “satisfied”.

2.0 Blue Box Recycling

- Almost all residents (99%) are participating in the blue box recycling program. These residents were asked how many blue boxes/bags they are using in their household. Over 4 in 5 households (83%) are using multiple blue boxes, with 59% using two boxes, and 24% using three or more boxes.
- Residents seem fairly confident in what items are accepted in the blue box. In the telephone survey, 59% of households say they “rarely” or “never” have difficulty deciding if an item is acceptable, and a further 24% only have difficulty “once in a while”. There remains a little confusion for some residents, where a total of 17% have trouble “all/most/some” of the time.
- About 1 in 4 households (23%) in the telephone survey indicated a concern with their blue boxes. Those in the telephone survey who have concerns about their blue box primarily mentioned that they get damaged too easily (39%). Tied to that is damage caused by mishandling by collection crews (26%). Approximately 24% in the telephone survey who had concerns mentioned that materials tend to blow out of their blue box, or that they wish it had a lid.

3.0 Organics/Green Bin

- 4 in 5 households in the telephone survey (80%) say they “rarely” or “never” have difficulty deciding whether an item is accepted in the green bin program. 7% say they do have some trouble “all/most/some” of the time.
- Households say they put grass clippings in their green bin “rarely” (12%), or “not at all” (43%). Close to half (45%) of households in the telephone survey who participate in the green bin program reported they put grass clippings in their green bin at least “once in a while”.
- 19% of respondents have concerns about their green bin. The biggest concern expressed by residents was the maintenance for the green bins – the cleaning required, the odours created. (31%) Tied to this was a concern over materials getting stuck inside the green bin, requiring more maintenance (25%). A concern over how the green bins were handled by collection crews (29%), and the associated risk of damages (26%), was the next concern(s) expressed. Animals being successful in opening the green bins was a concern (24%), and presumably as a result 13% of residents would like to be able to lock the lid.

4.0 Yard Waste Collection

- For three seasons of the year, the yard waste collection program is used “regularly” or “sometimes” by about half or more of households. Fall is mentioned most, where 65% of households in the telephone survey are using the yard waste collection program “regularly” or “sometimes”, followed by Spring (58%) and Summer (48%). Few residents (5%) are using the yard waste collection over the Winter season. 90% said they use it “rarely/never” in the winter.

5.0 Waste Disposal – Landfill, Community Recycling Centres, Transfer Stations

- About three-quarters of residents interviewed in the telephone survey (76%) have been to a Community Recycling Centre (CRC) at least once in the past.
- A vast majority of those who have ‘ever’ been to a CRC had gone in the past year. Only 4% said they do not visit in an average year. Almost two-thirds (65%) of residents tend to go 1 to 3 times per year on average, with 26% going once, and 39% going 2 to 3 times.
- For those who have not been, the primary reason is that they have not had materials they needed to drop off, and/or they have been able to use the City pickup for their needs. 16% reported they lacked the ability to bring materials to the CRC – items are too big for public transit, or the distance is too far.
- The items most often taken to a CRC is Household Hazardous Waste, such as motor oil, chemicals, paint, etc., mentioned by 59% of residents in the telephone survey. Other items frequently mentioned by residents include electronic waste (47%), and bulk/large Items (42%). Household garbage/other garbage that did not go to the curb is next (31%), followed by scrap metal/appliances (29%) and recyclables (28%).

6.0 Program Options

- Residents were slightly polarized in their view about the impact of bi-weekly garbage collection. Only 6% landed in the middle, figuring it “might or might not” have an impact. 54% of residents say it would have an impact, vs. 40% of residents saying it would have little to no impact on their household.
- Those who feel there would be “some” or a “big” impact are primarily concerned about odours if they have to hold it for two weeks (63%), and where they would store it (51%). Additionally, they have some

concerns about animals and insects getting into the garbage, and that it could be messy. Those with pets, and those with young children in diapers, have concerns as well.

- Residents who mentioned a concern about pet waste and/or diapers were asked what kind of concern they had specifically to these items. There were three main replies: odours (92%), it will attract insects/maggots (71%), and that it will be hard to store (63%).
- Opinions were divided about making a switch to a wheeled cart program. 34% of residents indicated they were “very” or “somewhat” interested in making the switch, 14% “might or might not” be interested, 4% “not sure”, and 48% of residents were “not very” or “not” interested.
- Overwhelmingly, those who are “somewhat/very interested” in carts feel they would be more convenient, simpler to use, and possibly safer for both the homeowner and the crews who collect the garbage (74%). Using a cart would be cleaner (34%), i.e. everything goes into the container and it gets closed, bags are less likely to break and spill, animals won’t tear the bags open, etc.
- The biggest barriers for residents “not very/not interested” in wheeled carts are where to store it, they perceive it will be inconvenient for them, and that there would be more odours. Inconvenience could mean several different things – it could mean getting used to a new way of doing things, remembering to bring the cart back from the road, making sure to remember what day to put out the cart, or even how/where they have to put the cart out at the road for pickup, and so on. The smell is likely more of an inference to the bi-weekly collection than the carts themselves.
- About 1 in 5 residents who are not interested in carts perceive that change to a wheeled cart program will cost the City more, resulting in increased taxes.
- A significant portion of the respondents feel there is a problem with illegal dumping in the City of Hamilton. In the telephone survey, 70% of residents interviewed agreed with this.
- Over half of residents who think there is a problem with illegal dumping (53%) feel that those who are dumping materials in the wrong places are being disrespectful or simply don’t care. Another 38% feel that materials are dumped in the wrong places so that people don’t have to pay fees at transfer stations. 29% feel the current container limit is too restrictive and they simply have too much garbage. 27% feel that residents may lack knowledge about the process, so they could be better informed on what to do with garbage they cannot dispose of at the curb, i.e. information about trash tags, transfer stations, etc..

7.0 Communications

- Residents are using the City of Hamilton website as their primary source of information related to City waste programs, services, or initiatives (44%). This is followed closely by mailings or flyers sent to homes in Hamilton (40%), and waste management booklets, calendars, etc. (36%). Newspapers as a primary source of information have dropped significantly over the past few years, and this research was no different. Local and community newspapers were both mentioned, but at a much lower rate than the City of Hamilton website.

B. PROJECT BACKGROUND

The City of Hamilton is in the planning stages for the waste management system and collection programs to prepare for new contracts in 2020, and wished to engage Hamilton residents to understand their perceptions and attitudes towards the various services provided by the City, including green bin collection, garbage collection, recycling, yard waste, bulk/large item collection, Transfer Stations, and Community Recycling Centres.

Metroline Research Group was contracted to conduct the survey in 2016.

Metroline worked with the Hamilton project team to develop the waste management survey. The survey drew on questions from similar projects for other municipalities for comparison purposes.

Metroline conducted 800 telephone surveys with randomly selected households in Hamilton. This included residential landlines and mobile exchanges. In addition, a further 151 surveys were conducted with residents in person at three locations in Hamilton, and 1,468 surveys were completed using an online survey that residents could access through the City website.

The primary objective of this research is to measure customer satisfaction with solid waste, and to understand perceptions related to programming and priorities for the City of Hamilton.

This report outlines the results for the 2016 Public Engagement Survey for City of Hamilton waste management services. Respondent opinions may take into consideration not only their own experiences, but also their perceptions or what they may have seen, heard, or read about in terms of the services investigated.

C. RESEARCH METHODOLOGY

Project Initiation and Questionnaire Design

At the project launch meeting, the Metroline team met with City of Hamilton team members to explore what needed to be included in this survey. Metroline and the City discussed objectives, and reviewed the work plan.

After this meeting and some further information received from internal consultation within the City of Hamilton, Metroline prepared an initial draft survey which was reviewed by the Hamilton team.

When the final survey was approved, Metroline conducted a pre-test with 12 residents via telephone to ensure understanding and test the survey length.

Metroline purchased a random sample of directory listed telephone numbers for Hamilton from a professional sample provider. Metroline then supplemented the sample with randomly generated numbers from within cellular exchanges. In the end, 12% of surveys were completed via mobile devices.

Survey Population and Data Collection

Between November 9th and December 7th, 2016, 800 telephone surveys were completed. The average survey took just under 12 minutes.

At the overall level, the results of this survey can be considered accurate to within +/-3.5%, 19 times out of 20 (95% Confidence Interval). It is important to note that within sub-groups, the sample is smaller, and the margin of error will increase accordingly.

After the telephone survey was launched, Metroline prepared a version of the survey for residents to complete online, and provided the link to the City of Hamilton. The survey link was posted on the City of Hamilton website, and distributed via a media release. The online survey was quite successful in engaging residents who wanted to participate over and above the random telephone survey. In the end, 1,468 residents completed the survey online. However, due to the self-selecting nature of online surveys, the results could not be combined with the random telephone, statistically representative survey.

Concurrently, Metroline interviewers visited three locations in Hamilton identified and organized by City of Hamilton staff:

- Hamilton Farmers Market – Friday November 4th, 2016
- Eastgate Square – Monday November 7th, 2016
- Turner Park Library/Mountain YMCA – Friday November 11th, 2016

Our interviewers had the survey pre-loaded on tablets, and residents were given the opportunity to self-complete the survey, or interviewers assisted as needed.

For the telephone survey, our sampling software randomly generated households to call from within the sample frame (listed numbers and mobile numbers). Calling took place 7 days a week, between the hours of 3pm and 9pm (EST) on weekdays, and between 10am and 3pm (EST) on weekends.

After an initial non-contact, Metroline returned to the number at least 3 more times (at various times of day and day of week) before substitution.

To be included in this study, respondents met the following basic qualifications:

- Male or female head of household
- 18 years and older
- Hamilton residents

Bilingual interviewing staff members were assigned to this project. The telephone survey was available in English, French and Italian, but was only required in English.

The postal code FSA for each completed survey was tracked and the results were monitored throughout the telephone survey, in order to ensure that all areas and wards within the City of Hamilton had an opportunity to participate.

Before working on this project, interviewers received a thorough briefing including conducting practice interviews with supervisory staff. All calling took place in our supervised, monitored call centre, and at minimum 10% of interviews conducted by an interviewer were validated by Metroline’s supervisory team.

This table details the record of call attempts for the study.

Table C – Summary of Call Attempts

Final Call Attempts	Calls
Completed Interviews	800
Busy/No Answer	6,684
Respondent Unavailable/callback	412
Refusals	2,374
Not In Service	2,654
Language Barrier	158
Not Hamilton resident	479
Disqualified/Quota Full*	161
Total Dials	13,722

** Did not meet study requirements (for example lived outside the City of Hamilton), or the quota controls for gender and age were complete*

A review of the calls for this 2016 study shows a somewhat higher than average number of final call attempts were required, this is likely as a result of the introduction of the mobile sample. With mobile devices, there is less control over location, respondents can be more likely to refuse if they do not have unlimited minutes or are not in a suitable location, and they can be less likely to answer the call.

This table reflects contact attempts for unique households. The actual number of dials for this study was 18,552 due to repeat no contact.

Data Analysis and Project Documentation

After all telephone interviews were completed and verified, and the online survey was closed, the Metroline Project Manager reviewed the results of open-ended questions to develop a code list. Metroline’s internal data processing team worked on preparing data tables and coding the open-ended responses.

Data tables were prepared to a standard set of cross-tabulation banners, and included statistical testing (primarily z-test and u-tests) to understand statistically significant differences between sub-groups.

As with any survey of the general population, not all populations can be reached. The homeless, residents of hospitals, long-term care facilities, and prisons are not represented in the survey sample. A profile of the characteristics of respondents is provided in Section 8 of this report.

A copy of the survey used in this research can be found as Appendix 1.

D. NOTES ON READING THIS REPORT

This report primarily reports the findings of the statistically valid, random telephone survey.

Due to the self-selected nature of the online survey and intercept survey, the results are not projectable to the population. The results for each question illustrate all three surveys for informational and directional purposes. In particular, residents who completed the survey online or via intercept were able to see the response choices on screen, unlike the telephone survey. In addition, the survey team cannot probe or ensure responses to open-ended questions in an online methodology; many residents may have chosen not to provide an answer to questions unless indicated otherwise.

Where statistically significant and relevant, differences between specific sub-groups in the telephone survey are mentioned in the analysis (for example, household size, children at home, etc.).

While sophisticated procedures and professional staff have been used to collect and analyze the information presented in this report, it must be remembered that surveys are *not* predictions. They are designed to measure opinion within identifiable statistical limits of accuracy at specific points in time. This survey is in no way a prediction of opinion or behaviour at any future point in time.

1.0 WASTE COLLECTION

1.1 Perceptions

How important would you say it is that the City of Hamilton works to reduce the amount of garbage that is sent to the landfill?

A large majority of Hamilton residents consider waste diversion to be an important goal.

In total, from the telephone survey 96% of residents agree that it is important, with 75% saying “very”, and a further 21% saying “somewhat”.

Figure 1.1 – Importance of waste diversion

	Telephone (n=800)	Online (n=1468)	Intercept (n=151)
Very important	75%	60%	87%
Somewhat important	21%	30%	10%
Not very important	2%	6%	1%
Not important at all	1%	3%	1%
Don't know	1%	1%	1%

1.2 Behaviour – Number of Containers

How much garbage does your household take out for collection in an average week?

A significant percentage of residents (35%) indicate their household produces less than one container of household garbage per week on average.

Figure 1.2a – Number of containers per week?

	Telephone (n=800)	Online (n=1,468)	Intercept (n=151)
Less than one	35%	32%	36%
One	55%	53%	41%
Two or more	10%	15%	23%

Just over half (55%) produce one container of garbage, and a smaller percentage (10%) produce two or more containers per week.

Respondent Sub-Segment Findings (Telephone)

- Household size was a factor in the number of containers produced per week on average. The larger the number of people in the home indicated they produced more garbage per week.

Figure 1.2b – Number of containers per week by household size

Telephone survey (n=800)	Overall	Household size			
		Single	Two	Three	Four or more
Less than one container	35%	50%	40%	34%	20%
One container	55%	44%	51%	57%	64%
Two or more containers	10%	6%	9%	9%	16%

- Households with children 17 years or younger in the household reported that they produce more garbage per week on average.

Figure 1.2c– Number of containers per week by children at home

Telephone survey (n=800)	Overall	Children at home	
		Yes	No
Less than one container	35%	24%	41%
One container	55%	62%	50%
Two or more containers	10%	14%	9%

- Those participating in the green bin program are likely to produce less garbage per week on average

Figure 1.2d – Number of containers per week by participation in Green Bin program

Telephone survey (n=800)	Overall	Green Bin	
		Yes	No
Less than one container	35%	38%	19%
One container	55%	54%	60%
Two or more containers	10%	8%	21%

1.3 Trash Tags

How many trash tags for additional garbage bags/cans does your household use in an average year, if any?

Just over half of households (53%) in the telephone survey indicate they use 1 to 12 trash tags per year on average.

6% of households say they use more than one a month on average.

37% of households say they do not use any trash tags over the course of a year.

Figure 1.3a – Trash tags used per year?

	Telephone (n=800)	Online (n=1,468)	Intercept (n=151)
1-12	53%	56%	44%
13-26	4%	11%	3%
27 or more	2%	4%	7%
None/don't use	37%	25%	34%
Don't know/Not applicable	4%	4%	12%

Respondent Sub-Segment Findings (Telephone)

- Once again, household size correlates to the use of tags. The larger the household, the more likely to use tags

Figure 1.3b – Trash tags used per year by household size

Telephone survey (n=800) Note: Don't know/NA not listed, percentages do not add to 100%	Overall	Household size			
		Single	Two	Three	Four or more
No tags	37%	58%	49%	23%	19%
1-12 tags	53%	29%	45%	70%	67%
13+ tags	6%	4%	2%	7%	11%

- The number of containers of garbage per week on average correlates to use of tags as well

Figure 1.3c – Trash tags used per year by average containers of garbage per week

Telephone survey (n=800) Note: Don't know/NA not listed, percentages do not add to 100%	Overall	Average containers of garbage per week		
		Less than one	One	Two or more
No tags	37%	57%	27%	24%
1-12 tags	53%	38%	65%	41%
13+ tags	6%	1%	5%	27%

- Those who live in something other than a single family home (44%) are less likely to use any tags in an average year than those who do (35%).

1.4 Participation

Does your household participate in the following?

Virtually all households in the study participate in garbage collection and blue box recycling.

About 4 in 5 households participate in green bin collection and the yard waste program.

Just under half (45%) of households say they participate in the bulk/large item collection program.

Figure 1.4a – Participation in garbage collection/recycling?

	Telephone (n=800)	Online (n=1,468)	Intercept (n=151)
Garbage Collection	100%	99%	95%
Blue Box Recycling	99%	99%	97%
Organics/Green Bin	83%	84%	80%
Yard Waste	80%	88%	74%
Bulk/Large Item Collection	45%	55%	61%

Respondent Sub-Segment Findings (Telephone)

Organics/Green Bin

- Those living in single family homes are more likely to participate (88%) than those who do not (65%)
- Those who say diverting waste from landfill is “very” important are more likely to participate (85%) than those who find it less important (77%)
- Those who put out less than one container of garbage per week are more likely to participate (91%) than those who put out one container (82%) or two or more containers (66%)

Yard Waste

- Those living in single family homes are more likely to participate (86%) than those who do not (54%)

Bulk/Large Items

- Those living in households of three or more people are more likely to participate (51%) than those living in households of one or two people (39%)
- Those with children at home (56%) are more likely to participate than those who do not (40%)

Why are you not participating in BLUE BOX RECYCLING?

Virtually all residents are participating in the blue box recycling program. The few residents in this study (less than 10) who are not participating reported they live in a multi-residential setting where there is no opportunity to participate in the program, or at least that it has never been offered to them.

Why are you not participating in ORGANICS/GREEN BIN?

83% of residents in the telephone survey are participating in the green bin collection program.

The 17% of residents who are not participating are concerned about bugs or animals getting into the bin and/or their home and the odours that can be produced by the green bin.

Some of the residents are living in apartment buildings where the program is not offered.

11% of this group of residents is doing their own backyard composting of organics.

Figure 1.4b – Green Bin Program – Not Participating

<i>NOTE: Sample size varies according to participation rates and survey type</i>	Telephone (n=134)	Online (n=234)	Intercept (n=30)
Worried about bugs/maggots/pests/animals	19%	60%	17%
Smell/odour	16%	64%	23%
Not offered in my building	15%	5%	23%
Not convenient	14%	33%	20%
No room/space to store	14%	34%	3%
Have a garburator	11%	8%	10%
Compost it myself	11%	10%	3%
Don't produce enough	10%	2%	3%
Messy	8%	47%	13%
Not interested in sorting it	8%	13%	13%
Don't want to/never started/have no Green Bin	4%	7%	10%
Collection issues	2%	2%	--

Why are you not participating in YARD WASTE?

80% of residents are participating in the yard waste collection program.

The 20% who are not participating have a few reasons for not participating:

1) Compost/mulch it themselves at home.

2) Have no yard, live in an apartment, creates little to no yard waste, or have a lawn care service that takes it away.

3) Disposes of it in other ways – by taking it to a Community Recycling Centre/transfer site, by putting it into the green bin, or by bagging it with their garbage.

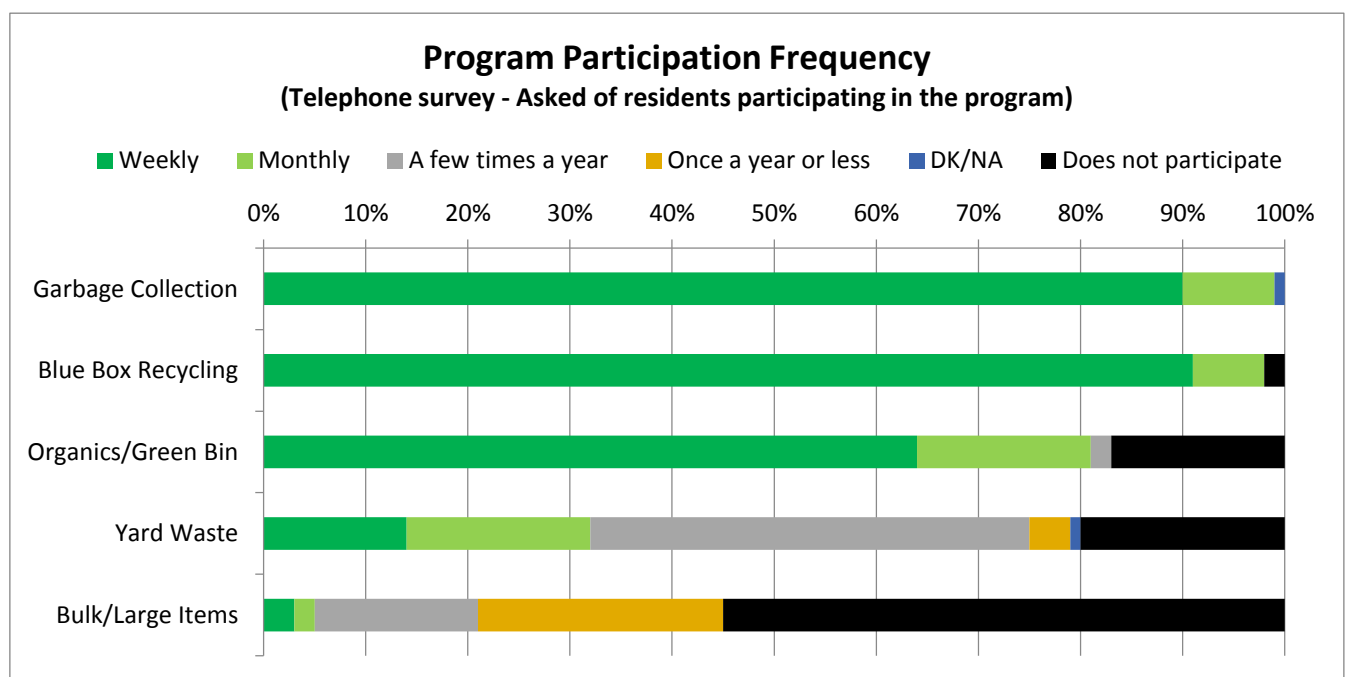
Figure 1.4c – Yard Waste Program – Not Participating

NOTE: Sample size varies according to participation rates and survey type	Telephone (n=164)	Online (n=175)	Intercept (n=39)
Compost/mulch it	30%	37%	23%
Lawn care service/landlord takes it away	26%	22%	28%
No yard/live in apartment	22%	3%	8%
Have little/no yard waste	20%	36%	18%
Put it in organics/green bin	6%	10%	10%
Dispose of it ourselves	5%	3%	--
No room/space to store	2%	1%	5%
Bag and add to garbage	2%	2%	5%
Not convenient	1%	3%	--

1.5 Frequency of Participation

How often do you participate in....?

Figure 1.5a – Program Participation Frequency (Telephone)



NOTE: Represents proportion of population. For example, for garbage collection and blue box recycling, about 90% of Hamilton households participate weekly, compared to Bulk/Large Item Collection, where 3% participate weekly.

Residents who indicated they are participating in the various programs were asked how frequently they participated.

Virtually all households who participate in garbage collection (99%), blue box recycling (99%), and the green bin collection (97%) do so at least once a month.

Figure 1.5b – Program Participation Frequency

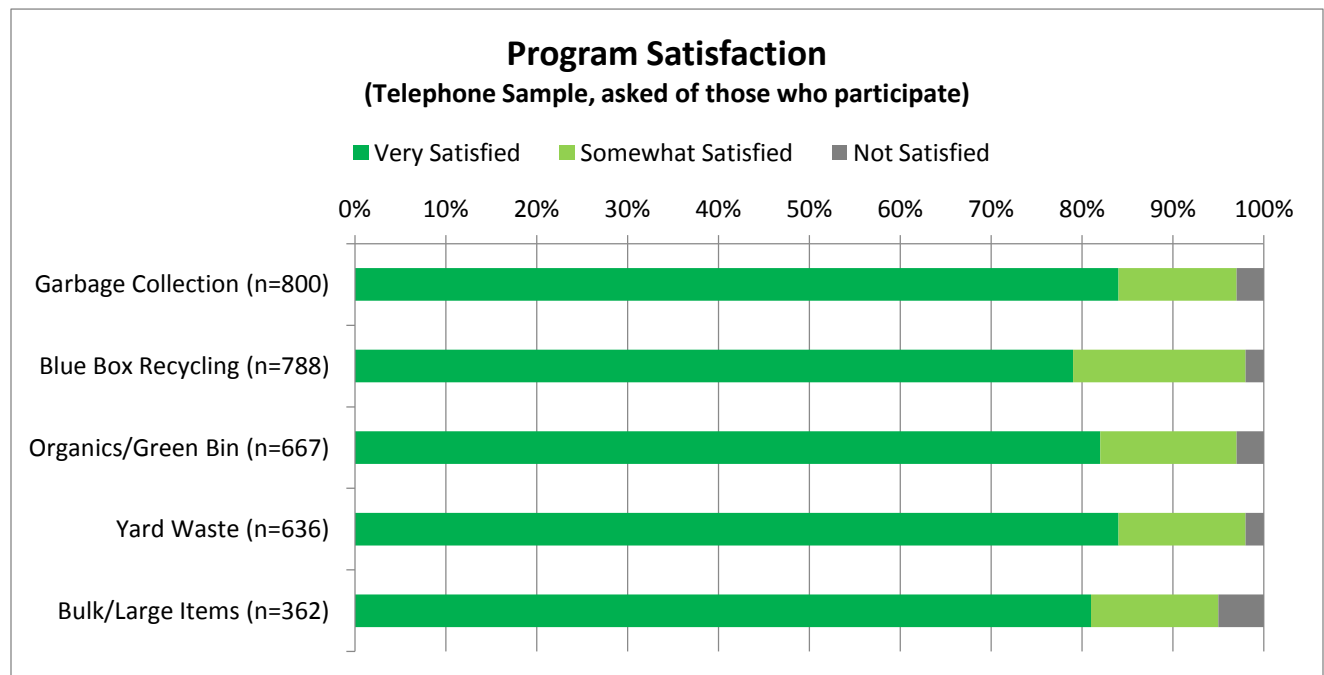
Percent of residents who say they participate at least monthly NOTE: Sample size varies according to participation rates and survey type	Telephone	Online	Intercept
Garbage Collection	99%	99%	98%
Blue Box Recycling	99%	99%	99%
Organics/Green Bin	97%	98%	93%
Yard Waste	39%	58%	59%
Bulk/Large Item Collection	11%	7%	14%

Significantly fewer households take part monthly for yard waste collection (39%) (although this value likely changes if the question was asked by season rather than per year), and the bulk/large item collection (11%).

1.6 Satisfaction

Overall, how satisfied are you with...? Would you say you are...?
(Asked of households who indicated they participate)

Figure 1.6a – Program Satisfaction



Overall, satisfaction among participants in the various programs is high. Those reporting they are “very” satisfied with each program hovers just above or just below the 80% mark, and the vast majority of the remaining are “somewhat” satisfied.

The total of those “very” and “somewhat” satisfied combined is well over 90%, with 4 of 5 programs reporting 97% or 98% of participants being “satisfied”.

Most residents are satisfied with all of these programs, many of them “very” satisfied. Those who were not satisfied were asked why, and their answers are below.

Figure 1.6b – Program Satisfaction

NOTE: Sample size varies according to participation rates and survey type	Telephone	Online	Intercept
Garbage Collection	98%	93%	96%
Blue Box Recycling	97%	94%	97%
Organics/Green Bin	98%	95%	96%
Yard Waste	94%	97%	99%
Bulk/Large Item Collection	97%	89%	99%

Why are you not satisfied with BLUE BOX RECYCLING?

Typically, lack of satisfaction could be sorted into three areas:

- 1) Collection concerns – a missed or incomplete collection, blue boxes damaged by crews or not put back properly
- 2) Functionality – items blowing out of boxes as they have no lid, not being large enough or durable enough
- 3) Program concerns – being unsure of items that can go into the blue box, or being limited by what can be put into the blue box

Figure 1.6c – Blue Box Program – Not Satisfied

NOTE: Sample size varies according to participation rates and survey type	Telephone (n=17)*	Online (n=81)
Incomplete collection	35%	36%
Blue boxes not put back properly	35%	61%
Unsure of what is accepted	29%	33%
Limitations on what is accepted	29%	28%
Have to sort materials	24%	33%
Blue box not big/durable enough	24%	42%
Damage to box by collector	24%	56%
Missed pickups	18%	32%
Blue box blows away	18%	33%
Items blow away/leave mess	18%	16%

*CAUTION: Small Sample

NOTE: Intercept sample too small to tabulate

Why are you not satisfied with **ORGANICS/GREEN BIN?**

Those not satisfied with the green bin collection program had two areas of concern:

- 1) Functionality – odours, cleaning of the green bin, keeping rodents/pests out, limitations on what they can put into the green bin
- 2) Program concerns – size of the green bin (too large/too small), durability, keeping rodents/pests from getting in, having to sort materials

Figure 1.6d – Green Bin Program – Not Satisfied

<i>NOTE: Sample size varies according to participation rates and survey type</i>	Telephone (n=18)*	Online (n=57)
Odour	22%	56%
Green bin not big enough/durable enough	17%	23%
Needs a lock	11%	33%
Hard to clean/dirty	11%	63%
Don't like to sort materials	11%	11%
Rodents/pests	11%	53%
Limitations on what is accepted	11%	28%
Bin is too big	--	7%
Damage to bin by collector	--	7%
Crews dump into regular garbage	--	5%

**CAUTION: Small Sample*

NOTE: Intercept sample too small to tabulate

Why are you not satisfied with **YARD WASTE?**

Only a few residents were not satisfied with the yard waste collection program.

Among this small group, they are not satisfied because of the need to package/sort materials in advance rather than putting them at the curb as is.

For some, they had collection issues – collection incomplete or missed.

Figure 1.6e – Yard Waste Program – Not Satisfied

<i>NOTE: Sample size varies according to participation rates and survey type</i>	Telephone (n=13)*	Online (n=42)
Need to package/sort	46%	52%
Collection issues (late/missed/left behind)	31%	10%
Cost of paper bags	23%	60%
Limitations on what is accepted	--	45%
Cannot use plastic bags	--	19%
Want curbside leaf pickup	--	12%

**CAUTION: Small Sample*

NOTE: Intercept sample too small to tabulate

Why are you not satisfied with **BULK/LARGE ITEM COLLECTION**?

Residents who are not satisfied with the bulk/large item collection had a concern about feeling restricted - having to call to schedule the pickup, and making sure those items are at the curb, and also limitations on the program itself.

Figure 1.6f – Bulk/Large Item Collection Program – Not Satisfied

NOTE: Sample size varies according to participation rates and survey type	Telephone (n=20)*	Online (n=85)
Need to call in/schedule	40%	72%
Limitation on number of items	40%	55%
Limitations on what is accepted	20%	64%
Have to prepare/size materials	15%	39%

*CAUTION: Small Sample

NOTE: Intercept sample too small to tabulate

2.0 Blue Box Recycling

2.1 Number of containers

How many blue boxes/bags does your household use?

(Asked of households who indicated they participate)

Figure 2.1a – Number of Blue Boxes/Bags (Telephone)

Almost all residents (99%) are participating in the blue box recycling program.

These residents were asked how many blue boxes/bags they are using in their household.

Over 4 in 5 households (83%) are using multiple blue boxes, with 59% using two boxes, and 24% using three or more boxes.

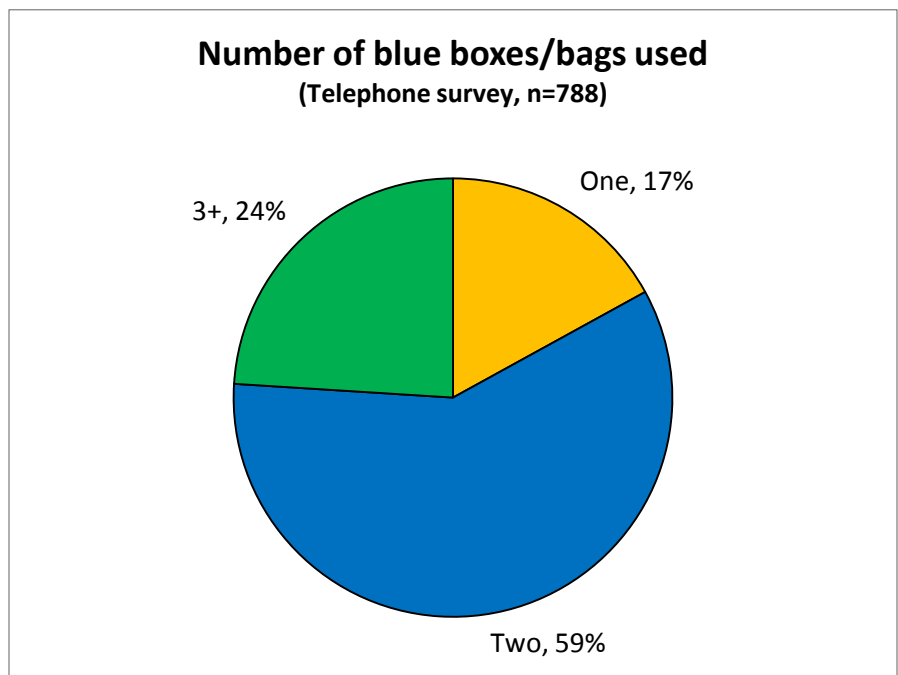


Figure 2.1b – Number of blue boxes/bags used?

	Telephone (n=788)	Online (n=1,459)	Intercept (n=147)
One	17%	5%	27%
Two	59%	64%	55%
Three or more	24%	31%	18%

Respondent Sub-Segment Findings (Telephone)

- Household size is once again a factor. The larger the household, the more likely they were to use three or more blue boxes:
 - One person – 8%
 - Two people – 14%
 - Three people - 27%
 - Four or more – 44%
- Those with children at home are more likely to use three or more blue boxes:
 - Children at home – 39%
 - No children – 16%

2.2 Acceptable items

How often, if at all, do you have difficulty deciding whether an item is accepted in the blue box/recycling collection?

(Asked of households who indicated they participate)

Residents seem fairly confident in what items are accepted in the blue box.

In the telephone survey, 59% of households say they “rarely” or “never” have difficulty deciding if an item is acceptable, and a further 24% only have difficulty “once in a while”.

Figure 2.2 – Acceptable items

	Telephone (n=788)	Online (n=1,459)	Intercept (n=147)
All/most of the time	4%	4%	11%
Some of the time	13%	21%	24%
Once in a while	24%	42%	31%
Rarely/Never	59%	33%	34%

There remains a little confusion for some residents, where a total of 17% have trouble “all/most/some” of the time.

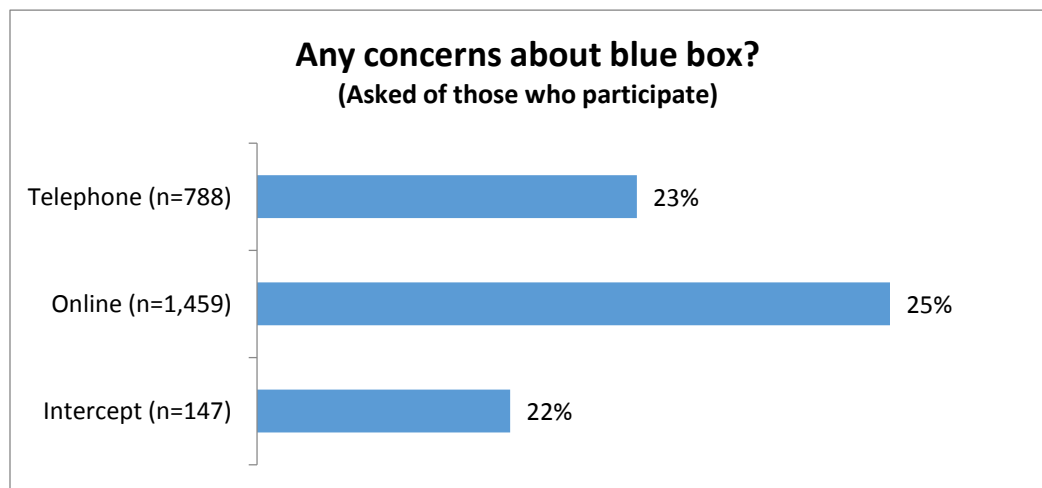
Respondent Sub-Segment Findings (Telephone)

- Those without children are more likely to say they “rarely/never” have difficulty deciding if an item is acceptable (67%) compared to those with children (44%).
- Those “very” concerned with waste diversion are more likely to say they “rarely/never” have difficulty (62%) compared to those who feel otherwise (51%).
- Those who use one blue box/bag are more likely to say they “rarely/never” have difficulty (71%) than those who use two (56%) and those who use three or more (59%).

2.3 Blue Box Concerns

Do you have any concerns with your blue box/recycling bins? The bins themselves, not the collection service? (Asked of households who indicated they participate)

About 1 in 4 households (23%) in the telephone survey said they had a concern with the blue boxes.



What concerns do you have?

(Asked of households who indicated they have concerns)

Those in the telephone survey who have concerns about their blue box primarily mentioned that they get damaged too easily (39%).

Tied to that is damage caused by mishandling by collection crews (26%).

About 1 in 4 (24%) in the telephone survey who had concerns mentioned that materials tend to blow out of

Figure 2.3 – Blue Box Concerns

Rank order by results of telephone survey	Telephone (n=178)	Online (n=366)	Intercept (n=32)
Damaged easily	39%	59%	41%
Too small	30%	59%	28%
Mishandled by collection crews	26%	47%	34%
Blow away on windy days	25%	61%	59%
Materials blow out/could use a lid	24%	71%	50%
Don't know how to replace/get another	11%	21%	28%
Too large	4%	3%	6%
Don't know	1%	--	3%

their blue box, or that they wish it had a lid.

3.0 Organics/Green Bin

3.1 Acceptable items

How often, if at all, do you have difficulty deciding whether an item is accepted in the green bin/organics program? (Asked of households who indicated they participate)

About 4 in 5 households in the telephone survey (80%) say they “rarely” or “never” have difficulty deciding whether an item is accepted in the green bin program.

7% say they do have some trouble “all/most/some” of the time.

Figure 3.1 – Acceptable items

	Telephone (n=667)	Online (n=1,234)	Intercept (n=121)
All/most of the time	2%	2%	7%
Some of the time	5%	10%	19%
Once in a while	13%	25%	26%
Rarely/Never	80%	63%	48%

Respondent Sub-Segment Findings (Telephone)

- Those with children are less likely to say “rarely/never” (72%) than those with no children (85%).
- Those who put out two or more containers of garbage per week are less likely to say “rarely/never” (67%) than those who put out one (80%) and those who put out less than one (84%).

3.2 Grass clippings

How often, if at all, do you put grass clippings or other yard waste in the organics/green bin? (Asked of households who indicated they participate)

A significantly lower proportion of households say they put grass clippings in their green bin “rarely” (12%), or “not at all” (43%).

Close to half (45%) of households in the telephone survey who participate in the green bin program reported they put grass clippings in their green bin at least “once in a while”.

Figure 3.2 – Grass clippings into Organics/Green Bin

	Telephone (n=667)	Online (n=1,234)	Intercept (n=121)
Weekly	9%	14%	16%
Monthly	11%	12%	12%
Once in a while	25%	27%	23%
Rarely	12%	20%	11%
Not at all	43%	26%	35%
Don’t know	<1%	1%	3%

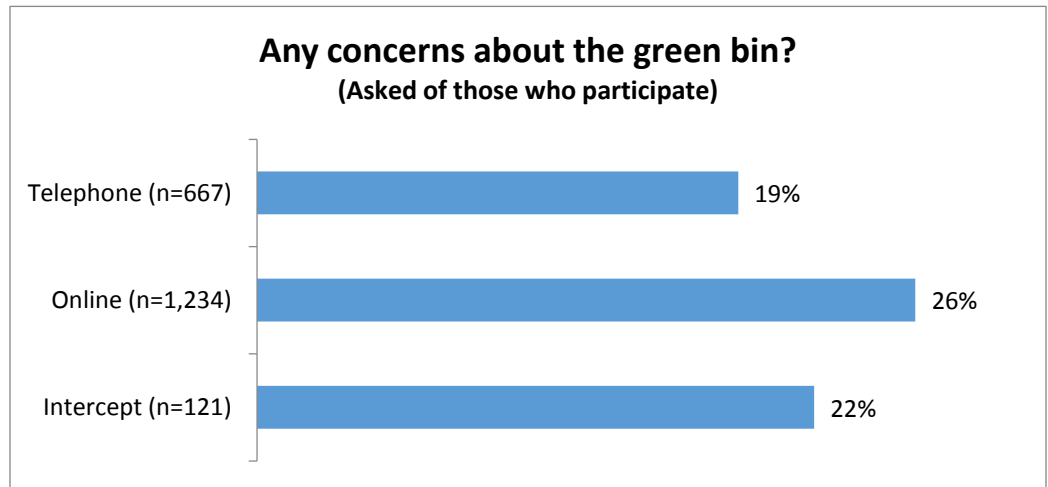
This gap was larger when looking at single family home owners, where 47% put grass clippings in at least “once in a while”, compared to 28% of those who lived in another type of dwelling (28%).

3.3 Green Bin Concerns

Do you have any concerns with your green bin? The bins themselves, not the collection service?
(Asked of households who indicated they participate)

Figure 3.3a – Concerns about Green Bin?

Slightly fewer residents in the telephone survey had concerns about their green bin (19%) compared to their blue boxes (23%).



What concerns do you have?

(Asked of households who indicated they have concerns)

The biggest concern expressed by residents was the maintenance of the green bins, such as cleaning and odours. (31%) Tied to this was a concern over materials getting stuck inside green bin, requiring more maintenance (25%).

A concern over how the green bins were handled by collection crews (29%), and the associated risk of damages (26%), was the next concern(s) expressed.

Figure 3.3b – Green Bin Concerns

Rank order by results of telephone survey	Telephone (n=126)	Online (n=318)	Intercept (n=26)*
Maintenance (cleaning/odour)	31%	67%	27%
Mishandled by collection crew	29%	36%	12%
Damaged easily	26%	28%	15%
Materials get stuck inside	25%	62%	27%
Animals get into them	24%	43%	23%
Too large	21%	22%	27%
No lock on the lid	13%	46%	27%
Too small	10%	14%	31%
Don't know where to get one	8%	10%	4%
Smell/odour	5%	14%	12%

* CAUTION: Small sample

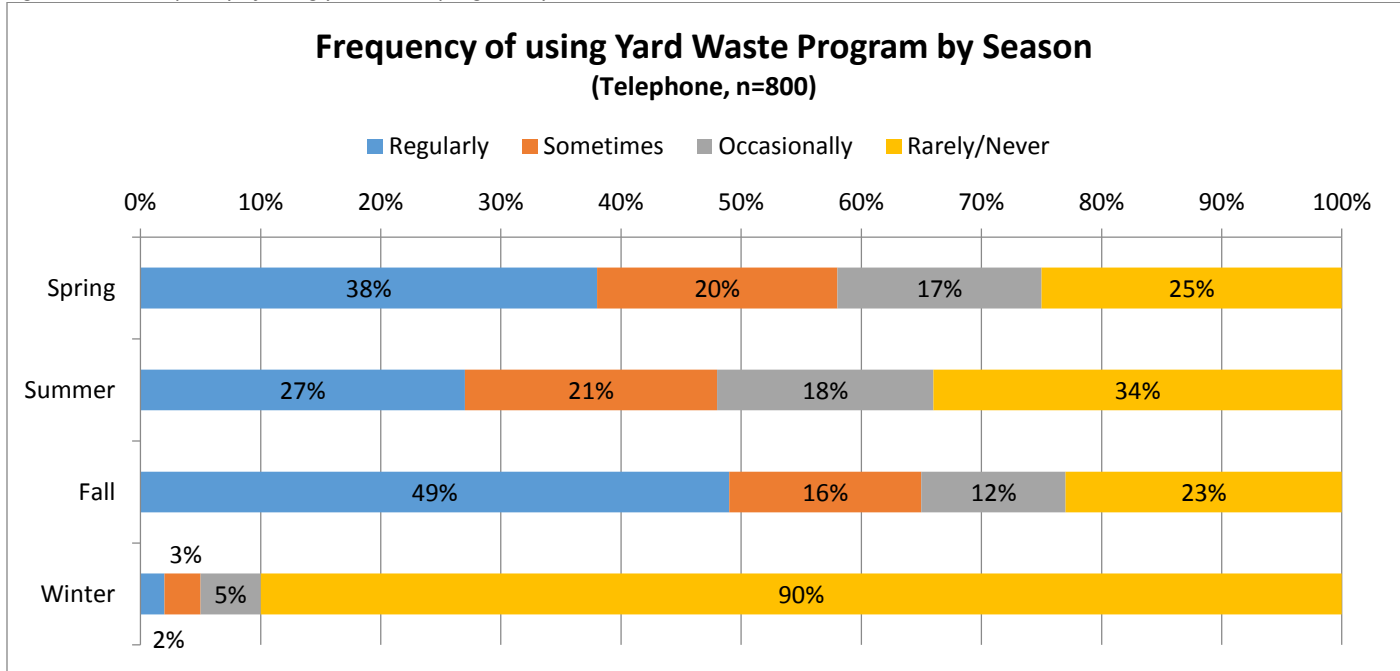
Animals being successful in opening green bins was a concern (24%), and presumably as a result 13% of residents would like to be able to lock the lid.

4.0 Yard Waste Collection

4.1 Usage

How often do you use the yard waste collection program in the...?

Figure 4.1a – Frequency of using yard waste program by season



For three seasons of the year, the yard waste collection program is used “regularly” or “sometimes” by about half or more of households.

Fall is mentioned most, where 65% of households in the telephone survey are using the yard waste collection program “regularly” or “sometimes”, followed by Spring (58%) and Summer (48%).

Figure 4.1b – Frequency of using yard waste collection program

Percentage using “regularly” or “sometimes”	Telephone (n=800)	Online (n=1,468)	Intercept (n=151)
Spring	58%	68%	55%
Summer	48%	58%	50%
Fall	65%	72%	65%
Winter	5%	9%	20%

Few residents (5%) are using the yard waste collection over the Winter season. 90% said they use it “rarely/never” in the winter.

Respondent Sub-Segment Findings (Telephone)

Spring

- Those who live in single family homes more likely to use regularly/sometimes (66%) than those in other types of homes (33%)
- Households with more people more likely to use regularly/sometimes – One person (41%), Two people (54%), Three people (64%), Four or more people (72%)
- Those participating in the green bin collection program (63%) more likely to participate regularly/sometimes than those who do not participate (36%)

Summer

- Those who live in single family homes more likely to use regularly/sometimes (53%) than those in other types of homes (29%)
- Households with more people more likely to use regularly/sometimes – One person (36%), Two people (43%), Three people (54%), Four or more people (56%)
- Those participating in the green bin collection program (52%) more likely to participate regularly/sometimes than those who do not participate (25%)

Fall

- Those who live in single family homes more likely to use regularly/sometimes (73%) than those in other types of homes (37%)
- Households with more people more likely to use regularly/sometimes – One person (49%), Two people (62%), Three people (70%), Four or more people (75%)
- Those participating in the green bin collection program (71%) more likely to participate regularly/sometimes than those who do not participate (37%)

Winter

- There are no statistically significant differences for this season. All sub-groups are just as likely to use/not use the program regularly/sometimes in the winter.

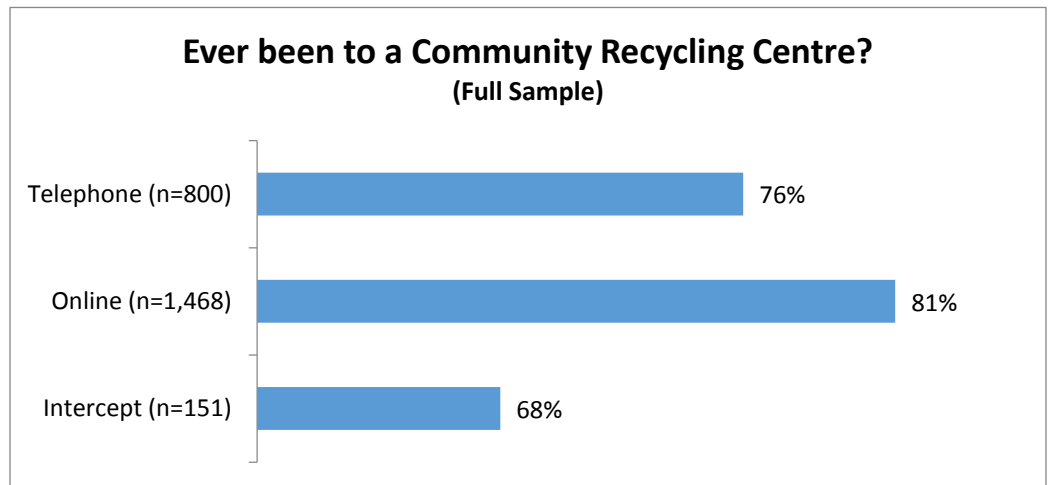
5.0 Waste Disposal – Landfill, Community Recycling Centres, Transfer Stations

5.1 Visits

Have you ever been to a Community Recycling Centre (CRC)?

Figure 5.1 - Use of Community Recycling Centres

About three-quarters of residents interviewed in the telephone survey (76%) have been to a Community Recycling Centre (CRC) at least once in the past.



Respondent Sub-Segment Findings (Telephone)

- Men (81%) are more likely to have been than women (71%).
- Those with children (86%) are more likely to have been than those without (70%).
- Those living in a single family home (81%) are more likely than those living in other types of home (55%).
- Those participating in the green bin program (82%) are more likely to have been those who are not participating (51%).

5.2 Frequency

In an average year, how many times, if at all, do you take items to the Community Recycling Centre?
(Asked of households who indicated they had ever been)

A vast majority of those who have 'ever' been to a Community Recycling Centre had gone in the past year.

Only 4% said they do not visit in an average year.

Almost two-thirds (65%) of residents tend to go 1-3 times per year on average, with 26% going once, and 39% going 2-3 times.

Figure 5.2 – Frequency of visits per average year to CRC

	Telephone (n=605)	Online (n=1,190)	Intercept (n=102)
None	4%	4%	8%
Once	26%	22%	30%
2-3 times	39%	42%	37%
4-5 times	16%	18%	12%
6 or more times	15%	13%	9%
Don't know.	<1%	1%	4%

5.3 No visits past year

Why have you not used the Community Recycling Centres in the past year?
(Asked of households who indicated they had not visited in past year)

Few residents who had ever been to a CRC had not been in the past year.

For those who have not been, the primary reason is that they have not had materials they needed to drop off, and/or they have been able to use the City pickup for their needs.

16% reported they lacked they ability to bring materials to the CRC – items are too big for public transit, or the distance is too far.

Figure 5.3 – Why not visit CRC in past year?

Rank order by results of telephone survey	Telephone (n=25)	Online (n=46)	Intercept (n=8)*
No materials to take	48%	61%	25%
City pickup meets my needs	24%	74%	50%
Lack ability to get stuff there	16%	15%	25%
Cost of taking materials there	8%	20%	13%
Not aware of locations	4%	7%	--
Hours not convenient	--	13%	--
Not aware of what is acceptable	--	13%	--
Location not convenient	--	11%	--
Don't know	--	--	25%

* Caution: Small sample

5.4 Items

What kinds of items do you take to the Community Recycling Centre?
(Asked of households who have visited in the past year)

The items most often taken to a CRC falls into the category of Household Hazardous Waste – motor oil, chemicals, paint, etc. , mentioned by 59% of residents in the telephone survey.

Other items frequently mentioned by residents include electronic waste (47%), bulk/large items (42%).

Household garbage/other garbage that exceed limits or cannot go to the curb are next (31%), followed by scrap metal/appliances (29%) and recyclables (28%).

Figure 5.4 – Items taken to Community Recycling Centre

Rank order by results of telephone survey	Telephone (n=580)	Online (n=1,139)	Intercept (n=92)
Household Hazardous Waste	59%	80%	70%
Electronic waste	47%	71%	58%
Bulk/large items	42%	50%	37%
Household garbage/other	31%	33%	24%
Scrap metal/appliances	29%	49%	39%
Recyclables	28%	39%	30%
Construction materials	23%	37%	20%
Yard waste	19%	28%	26%
Tires	3%	8%	11%
Shingles	2%	5%	5%
Drop/get new green bin	1%	--	--
Don't know	1%	--	--

6.0 Program Options

6.1 Impact of bi-weekly collection

If the City collected garbage bags/cans every two weeks, but collected your blue box and green bin every week, what impact would that have on your household?

Figure 6.1a – Impact of bi-weekly collection

Residents were slightly polarized in their view about the impact of bi-weekly garbage collection.

Only 6% landed in the middle, figuring it “might or might not” have an impact.

54% of residents say it would have an impact, vs. 40% of residents saying it would have little

to no impact on their household. In total a gap of +14 over those who feel there would be little to no impact.

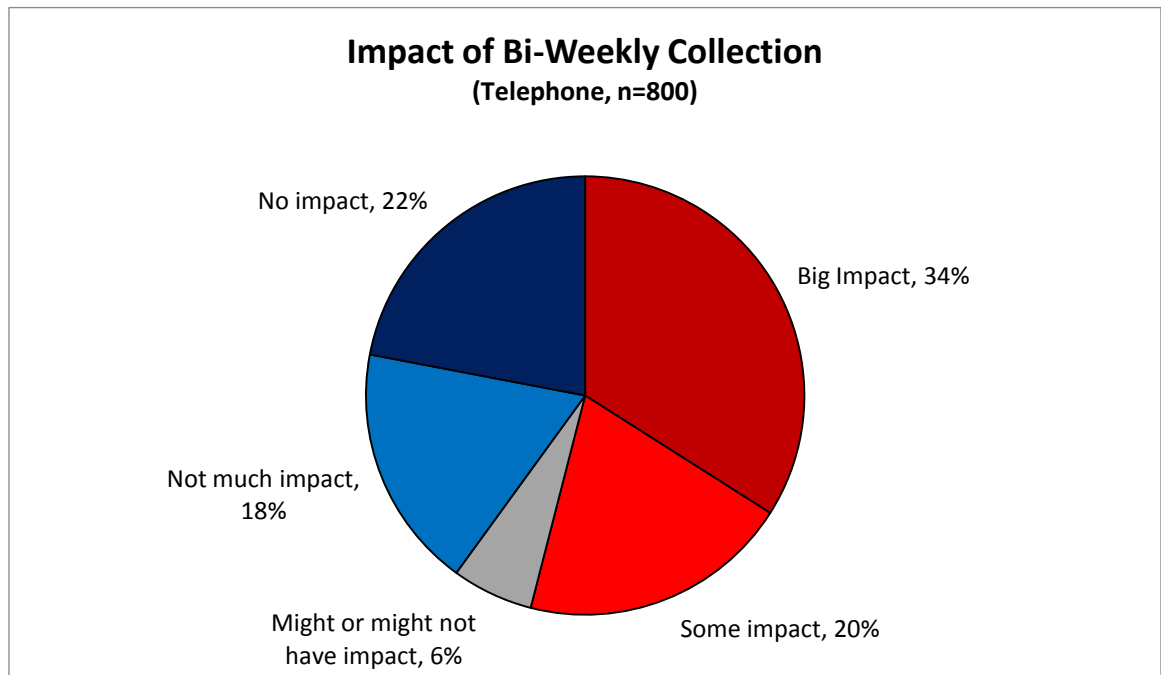


Figure 6.1b – Impact of bi-weekly garbage collection

	Telephone (n=800)	Online (n=1,468)	Intercept (n=151)
Big impact	34%	44%	32%
Some impact	20%	19%	20%
Might or might not have impact	6%	8%	11%
Not much impact	18%	13%	17%
No impact	22%	16%	20%

NOTE: Don't know (<1%) combined with might or might not

Respondent Sub-Segment Findings (Telephone)

- As household size increases, the impact becomes more of a concern

Figure 6.1c – Impact of bi-weekly garbage collection by household size

Telephone survey (n=800)	Overall	Household size			
		Single	Two	Three	Four or more
Big impact	34%	17%	32%	33%	46%
Some impact	20%	9%	17%	32%	23%
Might or might not have impact	6%	6%	7%	8%	4%
Not much impact	18%	23%	19%	16%	15%
No impact	22%	45%	25%	11%	12%
Impact Ratio (Big/some vs. Not much/no impact)	+14	-42	+5	+37	+42

- Those with children tend to be in the larger households, and there is more perceived impact

Figure 6.1d – Impact of bi-weekly garbage collection by household size

Telephone survey (n=800)	Overall	Children	
		Yes	No
Big impact	34%	42%	30%
Some impact	20%	27%	16%
Might or might not have impact	6%	6%	6%
Not much impact	18%	14%	20%
No impact	22%	11%	28%
Impact Ratio (Big/some vs. Not much/no impact)	+14	+44	-2

- Those currently putting out 2 or more containers of garbage per week would have more perceived impact

Figure 6.1e – Impact of bi-weekly garbage collection by containers of garbage produced weekly

Telephone survey (n=800)	Overall	Containers of garbage per week		
		<1	1	2+
Big impact	34%	15%	41%	61%
Some impact	20%	17%	23%	13%
Might or might not have impact	6%	6%	6%	6%
Not much impact	18%	25%	15%	7%
No impact	22%	37%	15%	13%
Impact Ratio (Big/some vs. Not much/no impact)	+14	-30	+34	+54

6.2 Reasons for impact?

Why do you say there would be a big impact/some impact?

(Asked of households who say bi-weekly would have a big impact or some impact)

Those who feel there would be “some” or a “big” impact are primarily concerned about the smell of the garbage if they have to hold it for two weeks (63%), and where they would store it (51%).

Additionally, they have some concerns about animals and insects getting into the garbage, and that it could be messy.

Those with pets, and those with young children in diapers, have concerns as well.

Figure 6.2 – Why some/big impact

Rank order by results of telephone survey	Telephone (n=430)	Online (n=935)	Intercept (n=79)
Smell	63%	91%	75%
Storage	51%	87%	71%
Animals	34%	71%	56%
Messy	30%	59%	38%
Maggots/insects	29%	69%	49%
Health Concerns	18%	47%	37%
Pet waste	17%	52%	37%
Scheduling/remembering	13%	24%	9%
Diapers	12%	31%	17%
Just used to/want weekly	8%	--	--
Too much garbage	6%	8%	3%
Don't know	1%	<1%	1%

6.3 Pet Waste/Diapers

What concerns would you have about pet waste and/or diapers?

(Asked of households who mention these items as a reason for the impact of bi-weekly collection)

Residents who mentioned a concern about pet waste and/or diapers were asked what kind of concern they had specific to these items.

Figure 6.3 – Concerns about pet waste/diapers?

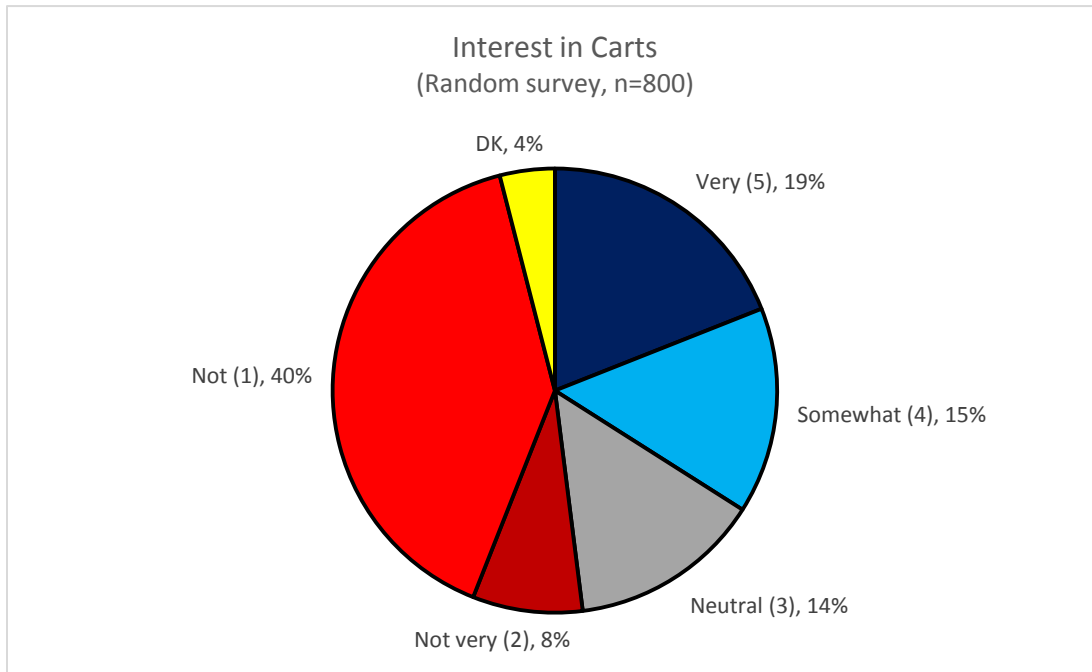
Rank order by results of telephone survey	Telephone (n=95)	Online (n=609)	Intercept (n=34)
Smell	92%	98%	79%
Maggots/insects	71%	73%	53%
Too much/Storage	63%	73%	53%

There were really only three replies – it will smell (92%), it will attract insects/maggots (71%), and that it will be hard to store (63%).

6.4 Carts

If your garbage was collected every two weeks, how interested would you be in having the City switch to a wheeled cart program to collect garbage, but your green bin and recyclables would continue to be collected every week?

Figure 6.4a – Interest in Carts



Opinions were divided about making a switch to a wheeled cart program. 34% of residents indicated they were “very” or “somewhat” interested in making the switch, 14% “might or might not” be interested, and 48% of residents were “not very” or “not” interested.

Figure 6.4b – Interest in Carts

	Telephone (n=800)	Online (n=1,468)	Intercept (n=151)
Very interested (5)	19%	29%	32%
Somewhat interested (4)	15%	13%	9%
Neutral/Might or might not (3)	14%	12%	11%
Not very interested (2)	8%	8%	5%
Not interested at all (1)	40%	33%	28%
Don't know/Not sure	4%	5%	15%

Respondent Sub-Segment Findings (Telephone)

Interest in carts is coming from larger families, with children, who produce more containers of garbage per week.

- Those in larger households have more interest in carts.

Figure 6.4c – Interest in carts by household size

Telephone survey (n=800)	Overall	Household size			
		Single	Two	Three	Four or more
Very/somewhat interested	35%	25%	27%	47%	42%
Might or might not *	18%	26%	20%	11%	15%
Not very/not interested	47%	49%	53%	42%	43%

* Don't know combined with might or might not

- Those with children have more interest in carts than those who do not.

Figure 6.4d – Interest in carts by children at home

Telephone survey (n=800)	Overall	Children	
		Yes	No
Very/somewhat interested	35%	48%	28%
Might or might not *	18%	12%	21%
Not very/not interested	47%	40%	51%

* Don't know combined with might or might not

- Those who feel it is “very” important to reduce the amount of waste going into landfill are more interested in carts than those who find it less important.

Figure 6.4e – Interest in carts by importance of diverting waste from landfill

Telephone survey (n=800)	Overall	Importance	
		Very	Other
Very/somewhat interested	35%	37%	26%
Might or might not *	18%	20%	13%
Not very/not interested	47%	43%	61%

* Don't know combined with might or might not

- Those who currently participate in the green bin program are more interested in carts than those who do not.

Figure 6.4f – Interest in carts by participation in Organics/Green Bin program

Telephone survey (n=800)	Overall	Participate	
		Yes	No
Very/somewhat interested	35%	38%	17%
Might or might not *	18%	18%	17%
Not very/not interested	47%	44%	66%

* Don't know combined with might or

might not

6.5 Why interested?

Why are you somewhat/very interested in the use of carts (scored 4 or 5)?

Figure 6.5 – Why somewhat/very Interested in Carts

	Telephone (n=275)	Online (n=611)	Intercept (n=60)
Convenient/simpler/safer	74%	88%	85%
Cleaner	34%	68%	62%
Avoid animals/pests	24%	59%	55%
Don't have much garbage	7%	1%	--
Sturdier/durable/has wheels	6%	1%	--
Cost savings/lower taxes	4%	2%	--
Encourages less waste	3%	1%	--
Concern about storing it	2%	1%	--
Don't know	6%	3%	3%

Overwhelmingly, those who are “somewhat/very interested” in carts feel they would be more convenient, simpler to use, and possibly safer for both the homeowner and the crews who collect the garbage (74%).

Using a cart would be cleaner (34%) – everything goes into the container and it gets closed, bags are less likely to break and spill, animals won’t tear the bags open, etc.

6.6 Why not interested?

Why are you not very/not interested in the use of carts (scored 1-3)?

The biggest barriers for residents “not very/not interested” in wheeled carts are where to store it, they perceive it will be inconvenient for them, and that there would be more of a smell.

Inconvenience could mean several different things – it could mean getting used to a new way of doing things, remembering to bring the cart back from the road, making sure to remember what day to put out the cart, or even how/where they have to put the cart out at the road for pickup, and so on.

Figure 6.6– Why not very/not Interested in Carts

	Telephone (n=525)	Online (n=838)	Intercept (n=82)
Concern about storing it	35%	76%	54%
Inconvenient	31%	56%	39%
Smell	27%	67%	52%
Will cost more/increase taxes	19%	49%	16%
Want weekly collection	12%	5%	--
Scheduling	11%	27%	16%
Live in apartment	7%	<1%	--
No concern/not a lot of garbage	6%	2%	--
Loss of jobs	3%	2%	--
Heavy/hard to put out	2%	1%	--
Hard for seniors	1%	1%	--
Driveway too long	1%	--	--
Don't know	8%	4%	24%

Perceived odours are likely more of an inference to the bi-weekly collection than the carts themselves.

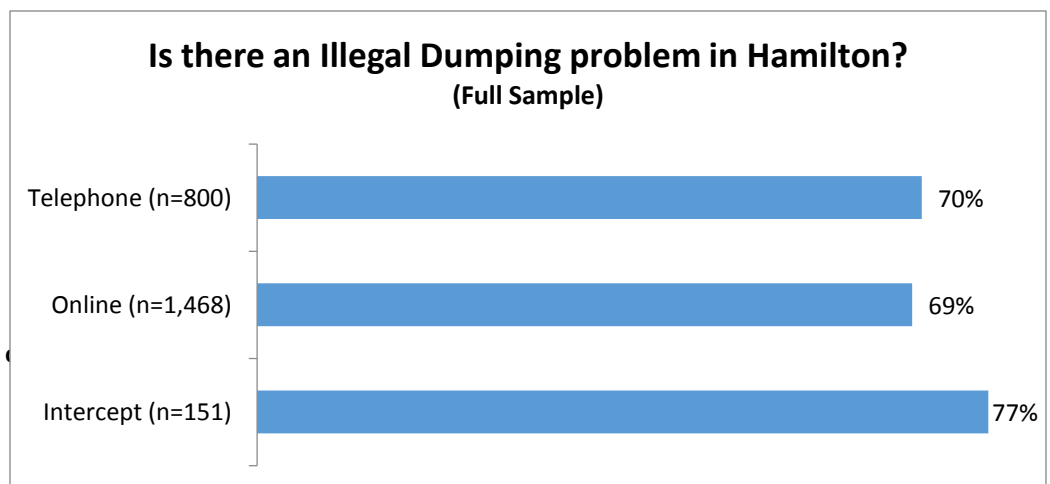
About 1 in 5 residents who are not interested in carts perceive that change to a wheeled cart program will cost the City more, resulting in increased taxes.

6.7 Illegal Dumping Issue

Do you feel there is a problem with illegal dumping in the City, which is people leaving garbage in the wrong places such as parks and roadsides?

Figure 6.7a – Illegal Dumping Problem?

A significant portion of the respondents feel there is a problem with illegal dumping in the City of Hamilton.



In the telephone survey, 70% of residents interviewed agreed with this.

Those who feel it is “very” important to reduce the amount of waste going into the landfill are more likely to agree (73%) compared to those who feel it is less important (64%).

6.8 Illegal Dumping Issue – Why?

Why do you think some people dump waste materials in the wrong places?
(Asked of those who agreed that illegal dumping is a problem in the City of Hamilton)

Over half of residents who think there is a problem with illegal dumping (53%) feel that those who are dumping materials in the wrong places are being disrespectful or simply don’t care.

Another 38% feel that materials are dumped in the wrong places so that people don’t have to pay fees at transfer stations.

29% feel the current container limit is too restrictive for many families and they simply have too much garbage.

27% feel that residents may lack knowledge about the process, so they could be better informed on what to do with garbage they cannot dispose of at the curb (information about trash tags, transfer stations, etc.).

Figure 6.8– Why do you think some people dump waste materials in the wrong place?

Rank order by telephone survey	Telephone (n=564)	Online (n=1,010)	Intercept (n=114)
Disrespectful/don’t care	53%	81%	72%
Don’t want to pay fees	38%	86%	57%
Container limit is too restrictive	29%	49%	25%
Lack of knowledge	27%	39%	34%
Do not wait for City pickup	24%	50%	40%
Lazy/don’t want to make effort	12%	3%	--
No place to put garbage in public spaces (parks/schools, etc.)	2%	1%	--
Can’t drive/get to transfer station	1%	1%	--
Create too much garbage	1%	1%	-
Don’t know	9%	1%	4%

7.0 Communications

7.1 Sources of Information

Where do you tend to get your information about the City of Hamilton Waste programs, services, or initiatives?

Residents are using the City of Hamilton website as their primary source of information related to City

Figure 7.1–Sources of Information for Hamilton Waste programs and services

Rank order by telephone survey	Telephone (n=800)	Online (n=1,468)	Intercept (n=151)
Website – City of Hamilton	44%	70%	38%
Mailings/flyers delivered to home	40%	36%	46%
Waste management booklets, calendars, etc.	36%	55%	43%
Newspaper -Hamilton Spectator	17%	29%	42%
Newspaper - Hamilton Community News	11%	17%	22%
Word of mouth	11%	25%	25%
At City facilities/centres/rinks	7%	7%	10%
Television	7%	12%	19%
Facebook	4%	16%	10%
Call the City	3%	4%	5%
Radio	3%	14%	19%
Twitter	2%	8%	3%
Websites – Other	2%	7%	3%
Don’t know	2%	1%	--

waste programs, services, or initiatives (44%).

This is followed closely by mailings or flyers sent to homes in Hamilton (40%), and waste management booklets, calendars, etc. (36%).

Newspapers as a primary source of information have dropped significantly over the past few years, and this research was no different.

8.0 Sample Description

	Telephone	Online	Intercept
Gender			
Male	45%	39%	35%
Female	55%	61%	65%
Household Demographics (NOTE: Only those 18+ years answered the survey)			
12 years or younger	25%	39%	20%
13-17 years	13%	14%	8%
18-34 years	30%	43%	25%
35-54 years	43%	56%	41%
55-64 years	27%	25%	32%
65 years and older	34%	16%	39%
Home type			
Single family home	79%	84%	63%
Row/townhouse	7%	10%	10%
Multi-unit home (2-6 units)	4%	4%	10%
Apartment building	10%	3%	18%

Postal Code FSA (Forward sorting area - First three digits of postal code)							
	Telephone	Online	Intercept		Telephone	Online	Intercept
L0P	<1%	<1%	--	L8R	2%	1%	3%
L0R	10%	22%	7%	L8S	5%	2%	1%
L3M	--	<1%	--	L8T	4%	3%	4%
L8B	3%	<1%	1%	L8V	4%	3%	4%
L8E	7%	4%	7%	L8W	2%	3%	5%
L8G	4%	3%	5%	L9A	4%	4%	5%
L8H	4%	3%	7%	L9B	4%	3%	3%
L8J	4%	4%	3%	L9C	8%	6%	11%
L8K	6%	4%	4%	L9G	6%	5%	1%
L8L	5%	4%	12%	L9H	9%	6%	4%
L8M	3%	3%	3%	L9K	2%	2%	2%
L8N	1%	3%	6%	N0B	<1%	<1%	--
L8P	5%	4%	3%	N3T	--	<1%	<1%

NOTE: Percentages may not add to 100% as a result of rounding to the nearest whole number

Appendix 1 – Survey Questionnaire

Hamilton Waste Management Survey

Thank you for your interest in this survey for the City of Hamilton Public Works Department. Hamilton residents are encouraged to complete this survey about the Waste Management System.

We would appreciate your help by taking 10-12 minutes to answer an important survey that will help the City of Hamilton Public Works Department plan for the future.

Are you a resident, of the City of Hamilton or its communities (Ancaster, Dundas, Flamborough, Glanbrook or Stoney Creek?)

- Yes
 No

What are the first three digits of your postal code?

- | | | | | |
|---------------------------|---------------------------|---------------------------|---------------------------|-----------------------------|
| <input type="radio"/> L0P | <input type="radio"/> L8H | <input type="radio"/> L8R | <input type="radio"/> L9C | <input type="radio"/> N1R |
| <input type="radio"/> L0R | <input type="radio"/> L8J | <input type="radio"/> L8S | <input type="radio"/> L9G | <input type="radio"/> N3T |
| <input type="radio"/> L3M | <input type="radio"/> L8K | <input type="radio"/> L8T | <input type="radio"/> L9H | <input type="radio"/> Other |
| <input type="radio"/> L7T | <input type="radio"/> L8L | <input type="radio"/> L8V | <input type="radio"/> L9K | |
| <input type="radio"/> L8B | <input type="radio"/> L8M | <input type="radio"/> L8W | <input type="radio"/> L9T | |
| <input type="radio"/> L8E | <input type="radio"/> L8N | <input type="radio"/> L9A | <input type="radio"/> N0B | |
| <input type="radio"/> L8G | <input type="radio"/> L8P | <input type="radio"/> L9B | <input type="radio"/> N0E | |

Please indicate if you are:

- Male
 Female
 Other

SECTION 1 - WASTE COLLECTION

How important would you say it is that the City of Hamilton works to reduce the amount of garbage that is sent to landfill?

- Very important
 Somewhat important
 Not very important
 Not important at all
 Don't know

How much garbage does your household take out for collection in an average week? One container is either a standard garbage bag or a standard garbage can which is 120 litres/32 gallons.

Less than
1 1 2 3 4 5 6 7 8 9+

How many trash tags for additional garbage bags/cans does your household use in an average year, if any?

1-12
 13-26
 27 or more
 None/don't use
 Don't know
 Not applicable (Apartment, etc)

Does your household participate in the following?

	Yes	No	Don't know
Blue Box Recycling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Organics/Green Bin	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Yard Waste	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Bulk/Large Items Collection	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Garbage Collection	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

How often do you participate in...?

	Every week	Every 2 weeks	Monthly	Every 2-3 months	2-3 times a year	Less often / rarely / never	Don't know	N/A
Blue Box Recycling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Organics/Green Bin	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Yard Waste	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Bulk/Large Items Collection	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Garbage Collection	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Overall, how satisfied are you with...? Would you say that you are...?

	Very Satisfied	Somewhat Satisfied	Not very Satisfied	Not Satisfied at all
Blue Box Recycling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Organics/Green Bin	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Yard Waste	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Bulk/Large Items Collection	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Garbage Collection	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Why are you not satisfied with **BLUE BOX RECYCLING?** SELECT ALL THAT APPLY.

- Have to sort materials
- Unsure/Confusion of what is acceptable
- Limitation on the materials accepted
- Blue box not big enough/not durable enough
- Missed pickups
- Incomplete collection
- Damage to blue box by collector
- Blue boxes blow away
- Blue boxes not placed back properly by collector
- Other (click here then specify)

Why are you not satisfied with **ORGANICS/GREEN BIN?** SELECT ALL THAT APPLY.

- Limitation on the materials accepted
- Green bin not big enough/not durable enough
- Green bin needs a lock
- Odour
- Green bin hard to clean/is dirty
- Don't like to sort materials
- Rodents or pests
- Other (click here then specify)

Why are you not satisfied with **YARD WASTE?** SELECT ALL THAT APPLY.

- Cannot use plastic bags
- Cost for paper bags
- Limitation on the materials accepted
- Need to package/sort/properly size yard waste
- Other (click here then specify)

Why are you not satisfied with **BULK/LARGE ITEM COLLECTION**? SELECT ALL THAT APPLY.

- Need to call in
- Have to prepare/properly size materials
- Limitation on the number of items collected
- Limitation on the materials accepted
- Other (click here then specify)

Why are you not participating in **BLUE BOX RECYCLING**? SELECT ALL THAT APPLY.

- Not convenient
- Don't have room/space to store
- Don't have the time
- Not interested
- Not aware of the program
- Don't know
- Other (click here then specify)

Why are you not participating in **ORGANICS/GREEN BIN**? SELECT ALL THAT APPLY.

- Not convenient
- Have a garburetor
- Don't have room/space to store
- Smell/Odour
- Worried about bugs/maggots/pests/animals
- Messy
- Don't know
- Not interested in sorting it out
- Other (click here then specify)

Why are you not participating in **YARD WASTE**? SELECT ALL THAT APPLY.

- Compost/mulch yard waste ourselves
- Put yard waste in the organics bin
- Don't have yard waste/little yard waste
- Lawn care service/landlord takes it away
- Not convenient
- Don't have room/space to store
- Bag it and add it to garbage
- Take it to transfer station ourselves
- Don't know
- Other (click here then specify)

BLUE BOX RECYCLING

How many blue boxes/bags does your household use?

- One
- Two
- Three or more

How often, if at all, do you have difficulty deciding whether an item is accepted in the blue box/recycling collection?

- All the time
- Most of the time
- Some of the time
- Once in a while
- Rarely/Never

Do you have any concerns with your blue box/recycling bins? The bins themselves, not the collection service.

- Yes
- No/Not sure

What concerns do you have? SELECT ALL THAT APPLY.

- Too small
- Too large
- Materials blow out
- Mishandled/misplaced by collection crews
- Damaged easily
- Blow away on a windy day
- Don't know where to get another one
- Don't know
- Other (click here then specify)

ORGANICS/GREEN BIN

How often, if at all, do you have difficulty deciding whether an item is accepted in the green bin/organics program?

- All the time
- Most of the time
- Some of the time
- Once in a while
- Rarely/Never

How often, if at all, do you put grass clippings or other yard waste in the organics/green bin?

- Weekly
- Monthly
- Once in a while
- Rarely
- Not at all
- Don't know

Do you have any concerns with your green bin? The bins themselves, not the collection service.

- Yes
- No/Not Sure

What concerns do you have? SELECT ALL THAT APPLY.

- Too small
- Too large
- No lock on the lid
- Animals get into them
- Materials get stuck inside
- Mishandled/misplaced by collection crews
- Damaged easily
- Maintenance (cleaning/odours)
- Don't know where to get one
- Don't know
- Other (click here then specify)

How often do you use the yard waste collection program in the...?

	Regularly	Sometimes	Occasionally	Rarely/Never	Don't know
Spring	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Summer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Fall	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Winter	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

SECTION 2 – WASTE DISPOSAL – LANDFILL, CRC's, TRANSFER STATIONS

The City of Hamilton operates three transfer stations, called Community Recycling Centres. A Community Recycling Centre or CRC is a place where you can drop off waste materials that aren't picked up at the curb. There is no cost to drop off things that will be recycled but you have to pay to drop off garbage. The CRCs are part of the City's Transfer Stations. Have you ever been to a Community Recycling Centre (CRC)?

The locations are Olympic Drive in Dundas, Kenora Ave East in Hamilton, and Kilbride Road, Hamilton.

- Yes
- No/Not Sure

In an average year, how many times, if at all, do you take items to the Community Recycling Centres?

- None
- Once
- 2-3 times
- 4-5 times
- 6 or more times
- Don't know

What kinds of items do you take to the Community Recycling Centre? SELECT ALL THAT APPLY.

- Household Hazardous Waste (paint, cleaners, etc.)
- Recyclables (cardboard, blue box materials, large bulky plastics, etc.)
- Yard waste
- Electronic waste (computers, monitors, TV's, etc.)
- Scrap metal, appliances
- Tires
- Shingles
- Construction and demolition materials
- Household garbage/other garbage
- Bulky items (furniture, etc.)
- Other (click here then specify)

Why have you not used the Community Recycling Centres in the past year? SELECT ALL THAT APPLY.

- City pickup meets my needs
- Do not have materials to take there
- Do not have ability to go there (lack transportation)
- Location not convenient
- Hours not convenient
- Cost of taking materials there (disposal fees)
- Not aware of the locations
- Not aware of what is acceptable
- Don't know
- Other (click here then specify)

SECTION 3 – PROGRAM OPTIONS

If the City collected garbage bags/cans every two weeks, but collected your blue box and green bin every week, what would be the impact on your household?

- A big impact
- Some impact
- Might or might not have an impact
- Not much impact
- No impact
- Don't know

Why do you say that? SELECT ALL THAT APPLY.

- Smell
- Storage
- Animals
- Insects
- Pet Waste
- Diapers
- Health concerns
- Messy
- Scheduling
- Don't know
- Other (click here then specify)

What concerns would you have about pet waste and/or diapers? SELECT ALL THAT APPLY.

- Too much/Storage
- Smell
- Insects/Maggots
- Other (click here then specify)

If your garbage was collected every two weeks, how interested would you be in having the City switch to a wheeled cart program to collect garbage, but your green bin and recyclables would continue to be collected every week? *For the wheeled cart program, the City would provide households with standard sized garbage bins with wheels and an attached lid, which would be collected by automated trucks using a mechanical arm, instead of lifting and emptying containers manually.*

- 1 - Not Interested 2 3 4 5 - Very Interested Don't know
-

Why are you somewhat/very interested in the use of carts? SELECT ALL THAT APPLY.

- Convenience
- Cleanliness
- Avoid pests
- Don't know
- Other (click here then specify)

Why did you score your interest as a 1,2,3? SELECT ALL THAT APPLY.

- Inconvenience
- Smell
- Storage concerns
- Scheduling
- Increased taxes
- Don't know
- Other (click here then specify)

Do you feel there is a problem with illegal dumping in the City, which is people leaving garbage in the wrong places such as parks and roadsides?

- Yes
- No
- Don't know

Why do you think some people dump waste material in the wrong places? SELECT ALL THAT APPLY.

- People do not want to wait for City pickup
- Waste container limit is too restrictive
- People don't want to pay fees at transfer stations
- Lack of knowledge of what to do with garbage/waste
- Disrespectful behaviour
- Don't know
- Other (click here then specify)

SECTION 4 – COMMUNICATIONS/OUTREACH

Where do you tend to get your information about the City of Hamilton Waste programs, services, or initiatives? SELECT ALL THAT APPLY.

- Hamilton Spectator
- Hamilton Community News
- Radio
- Television
- Website – City of Hamilton
- Website(s) – Other
- Facebook
- Twitter
- At city facilities/centres/rinks
- Mailings/flyers delivered to your home
- Waste management booklets/calendars, etc.
- Word of mouth
- Don't know
- Other (click here then specify)

SECTION 5 – DEMOGRAPHICS

Including yourself, how many people live in your household in the following age groups?

- | | |
|---------------------|----------------------|
| 12 years or younger | <input type="text"/> |
| 13-17 years | <input type="text"/> |
| 18-34 years | <input type="text"/> |
| 35-54 years | <input type="text"/> |
| 55-64 years | <input type="text"/> |
| 65 years and older | <input type="text"/> |

Do you currently live in a...?

- Single family home
- Row/townhouse
- Multi-unit home (2 to 6 units)
- Apartment building