

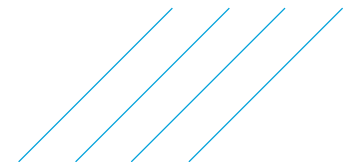
CITY OF HAMILTON SOLID WASTE MANAGEMENT MASTER PLAN UPDATE

Public Consultation Summary

August 26, 2020

Agenda

1. Welcome & Introductions
2. Consultation Activities
3. Key Observations
4. Questions & Discussion



Project Team

SNC-Lavalin Inc. Project Team:

- › Marian Tibor-McMahon – Engagement Specialist & Planner
- › Darren Dickson – Waste Specialist/Project Manager
- › Lloyd Torrens – Principal Planner
- › Cameron Bates – Environmental Engineer-in-Training



Purpose

The City of Hamilton is updating its Solid Waste Management Master Plan (SWMMP). The SWMMP was originally published in 2001. The most recent update occurred in 2012.

The purpose of the consultation process was to provide an opportunity for community stakeholders to share their viewpoints on:

- › The strengths and limitations of the existing waste management system;
- › Opportunities for improvement; and
- › Potential solutions for system deficiencies.



Online Survey

The online survey was executed on the Survey Monkey platform. There was a total of 86 questions, which were divided into the following sections:

- › Current Program
- › Multi-Residential
- › Single-Family Dwellings
- › Local Businesses
- › Future Waste Management Program
- › Waste Management Information



Online Survey

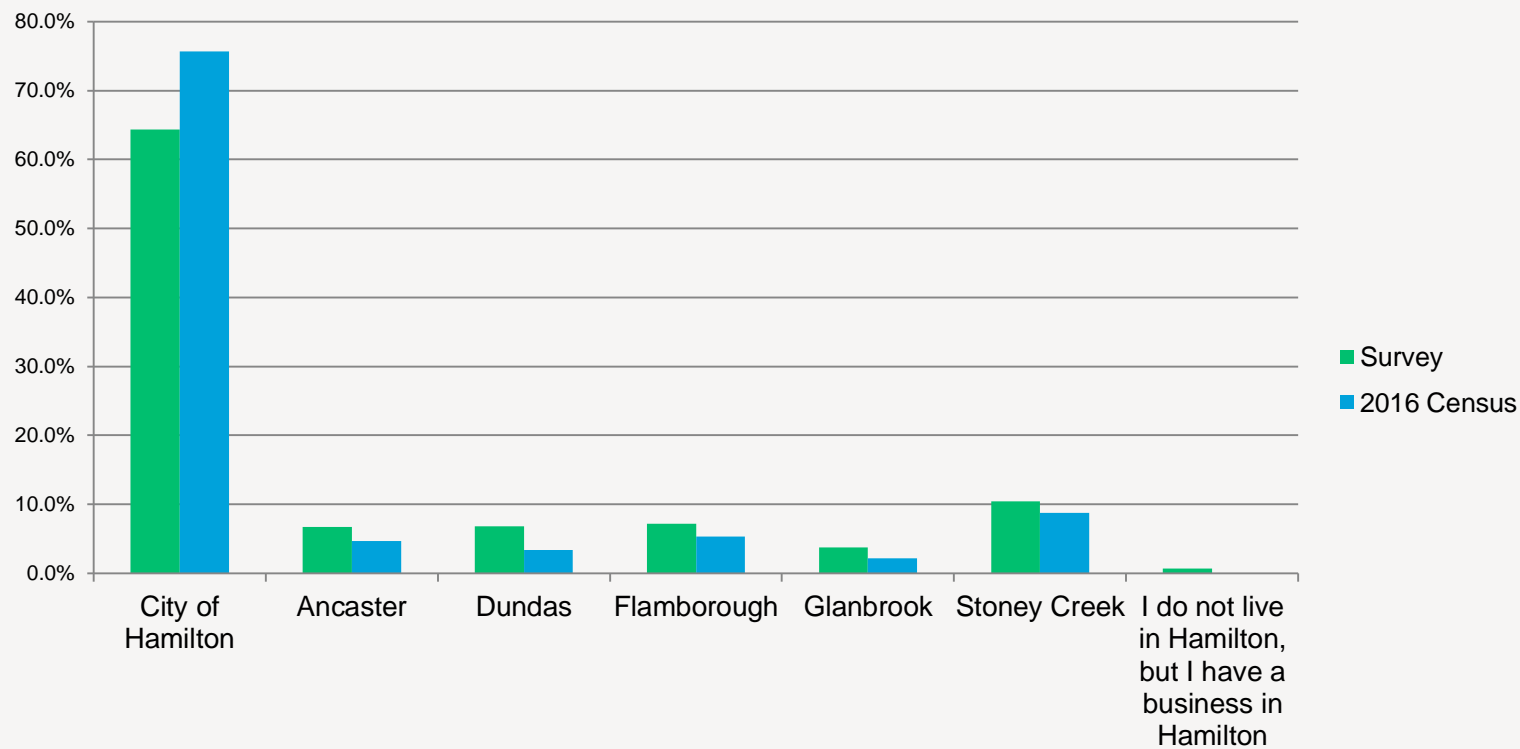
Description	Statistic
Total Number of Responses	5,554
Completed Surveys	3,778
Completion Rate	68%
Average Time for Survey Completion	16 minutes
Dates Survey was Open for Responses	January 6 to February 7

Stakeholder Group	Total	Percentage
Single-Family	3,987	88.1%
Multi-Residential	537	11.9%
Local Businesses	332	-



Online Survey

What part of Hamilton do you reside?



Focus Groups

Between January 28th and February 4th of 2020, three focus groups were held with public participants at various locations in Hamilton. Each focus group contained participants from a unique stakeholder group, including:

1. Local Businesses - (3 attendees)
2. Multi-Residential Residents - (6 attendees, 1 participant via e-mail)
3. Single-Family Dwelling Residents - (7 attendees)

The focus groups provided an open and informal atmosphere for participants to discuss issues and concerns regarding Hamilton's waste management system, as well as identify items that they felt were working well, or that could be expanded.



Public Consultation Results

Key Categories

- Information, Education & Outreach
- Enforcement & Incentivization

Stakeholder Groups

- Local Businesses
- Multi Residential Residents
- Single Family Residents

Waste Collection

- Collections
- Recycling
- Organics

Policy Changes

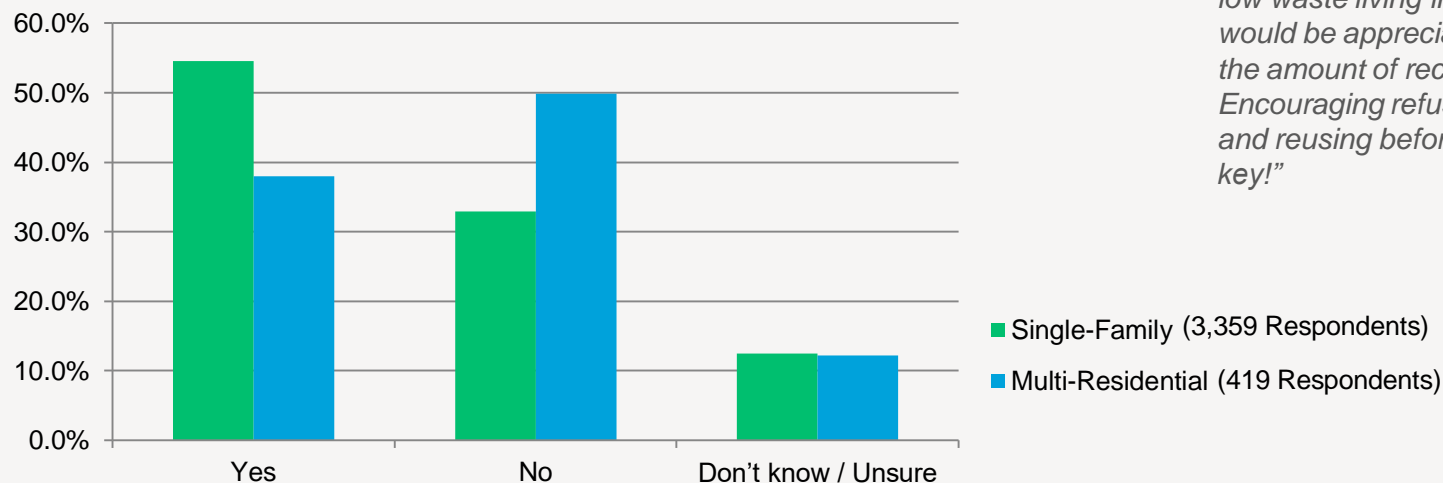
- Policies
- Technologies
- Program Offerings

Information, Education and Outreach

In both the online survey and the focus groups, residents stressed the importance of adequate information and education, including:

- › Stressing the 'why', not just the 'how'
- › Requesting accessible, comprehensible, multi-lingual information
- › Promoting the three 'R's, focusing on Reduce
- › The importance of City outreach to local businesses and multi-residential buildings

As a resident of Hamilton, do you receive adequate, useful information on waste management?



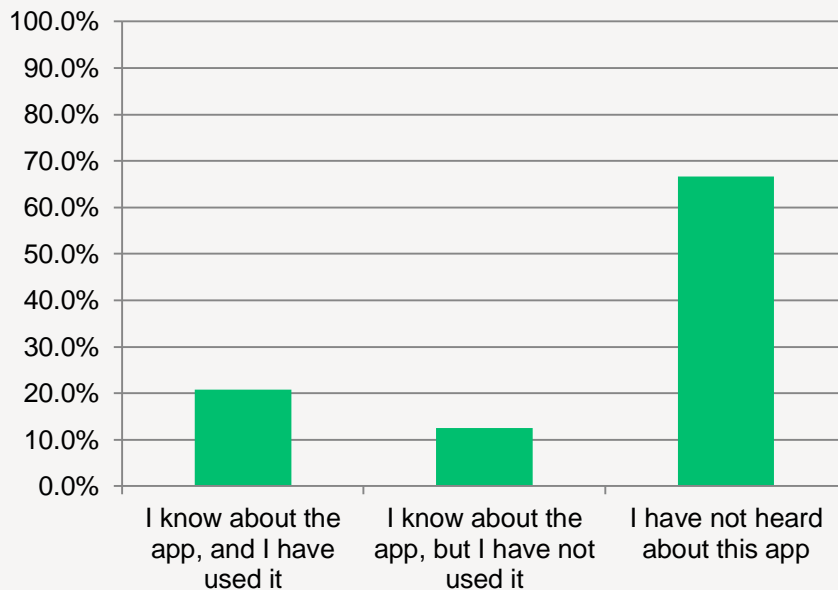
"Education of and encouraging low waste living in general would be appreciated to reduce the amount of recycling needed. Encouraging refusing/reducing and reusing before recycling is key!"

Information, Education and Outreach

Recycle Coach App:

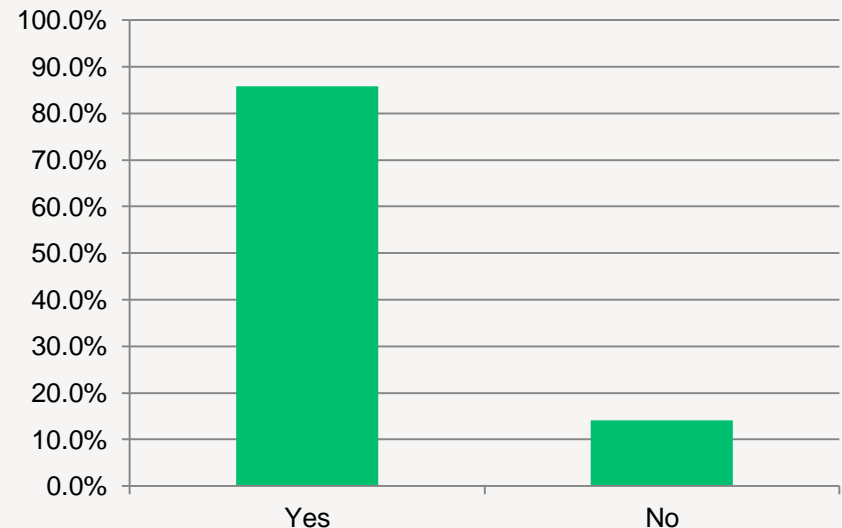
"I use the app all the time and I love it! It's very informative and easy to understand."

Do you know about the City of Hamilton's Recycle Coach App? If so, have you used it?



3,778 Respondents

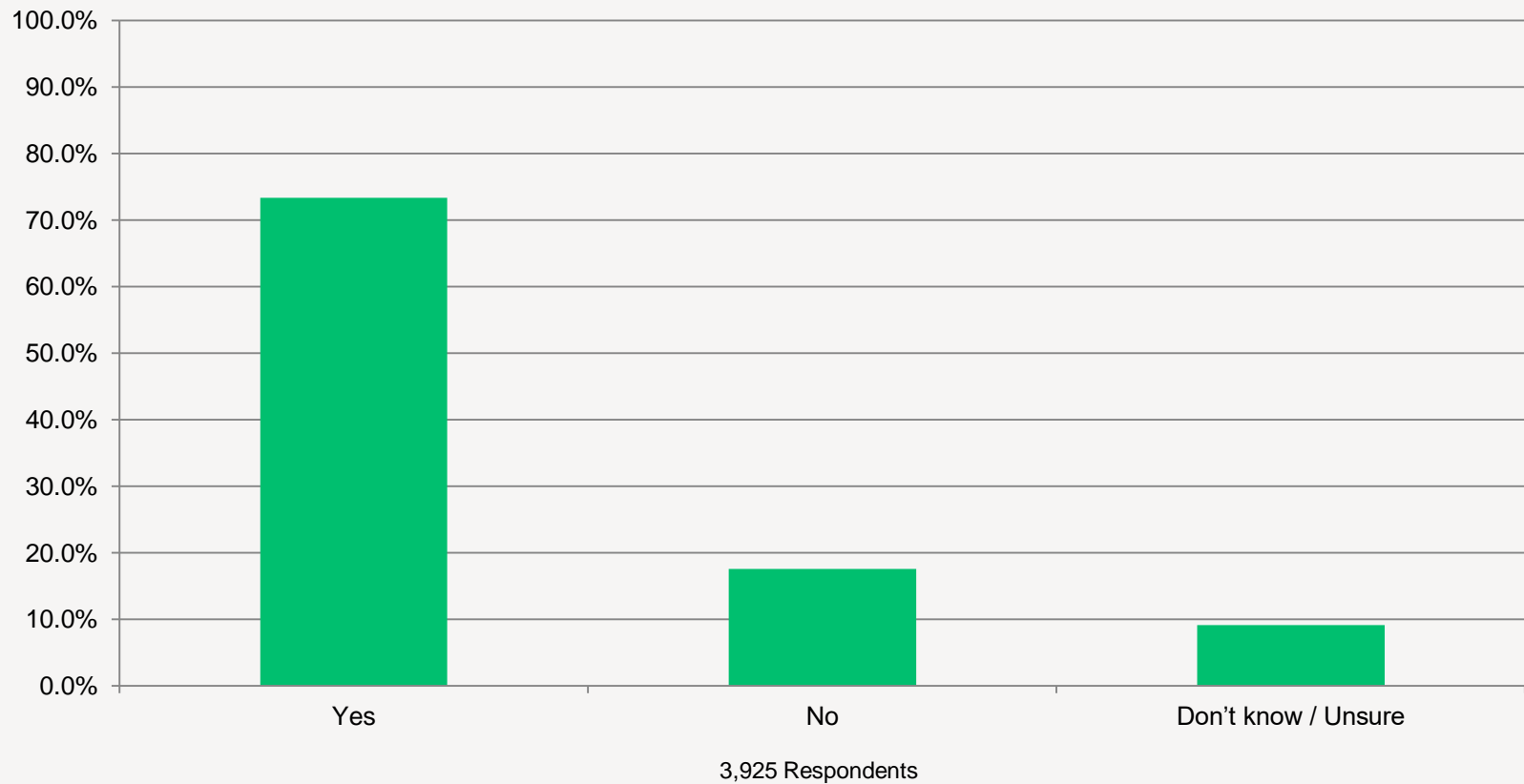
Do you find the Recycle Coach App useful?



786 Respondents

Enforcement and Incentivization

Do you support curb-side monitoring and enforcement of waste management policies? (i.e. refusal to accept improperly sorted waste)



Enforcement and Incentivization

Enforcement methods with greatest level of support:

- › Bolstering current curbside monitoring and audits
- › Requiring the use of clear bags
- › Imposing fines for improper separation
- › Limiting access to garbage chute areas in Multi-residential situations

Incentivization methods that were supported:

- › Continuing to promote and increase funding for the Gold Box program
- › Participants self-reported as willing to contribute extra effort without incentives other than the overall system success

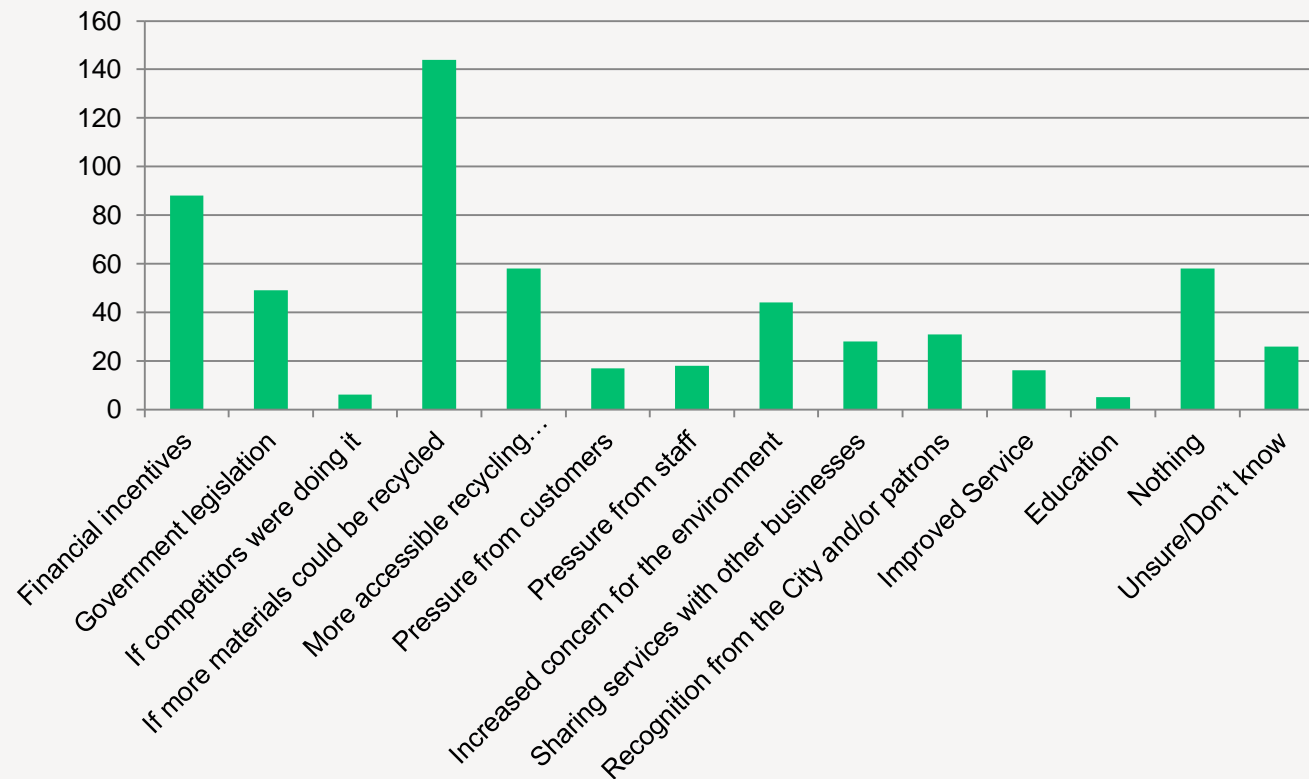
“We need to do everything feasible - if need be - we need to force ourselves with laws and enforcement to reduce waste.”

“More education and enforcement is needed. Too many of my neighbours are not using their green bin or are putting recyclables in their garbage.”



Local Business

What would encourage you to increase your waste separation? Check all that apply.



"Clients do not separate their waste and employees should not have to rummage through the giant garbage or recycle bin to sort."

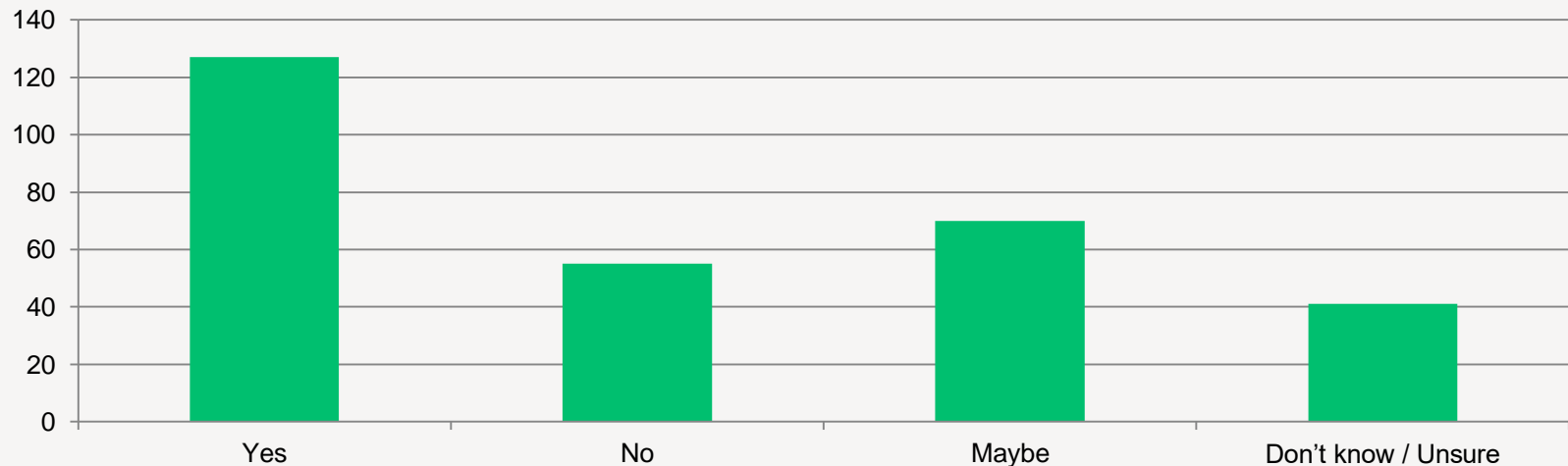


Local Business

Local Business participants brought forth the following issues/ideas:

- › It is not always clear who they are supposed to contact with waste management inquiries
- › They would welcome incentivization and enforcement programs, as long as those who follow the rules do not suffer financially as a result
- › Resource limitations are the primary barrier for businesses who experience difficulty managing their waste

Would you support or perhaps participate in a Business Waste Management Recognition program?



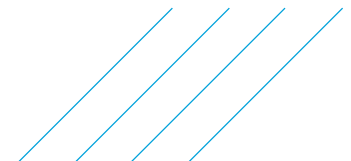
Multi-Residential

Most multi-residential survey respondents (Multi-Unit: 84.9%, Apartment/Condo: 76.3%) find it easy to separate their waste materials. Those who find it difficult note the following issues as the primary barriers:

- › Lack of information: Residents do not know what goes where and cannot access or understand proper supporting information; and
- › Lack of facilities: Multi-residential buildings sometimes lack adequate recycling and organics bins for residents to participate in these separation programs.

"I have noticed that some of the residents at my apartment building continue to have serious issues with following waste disposal guidelines (even when stickers are left on green bins/recycling boxes)... I think it could be useful for the City to require landlords of buildings with more than, say, 6 units to provide a waste management information sessions or something similar to new residents of their properties."

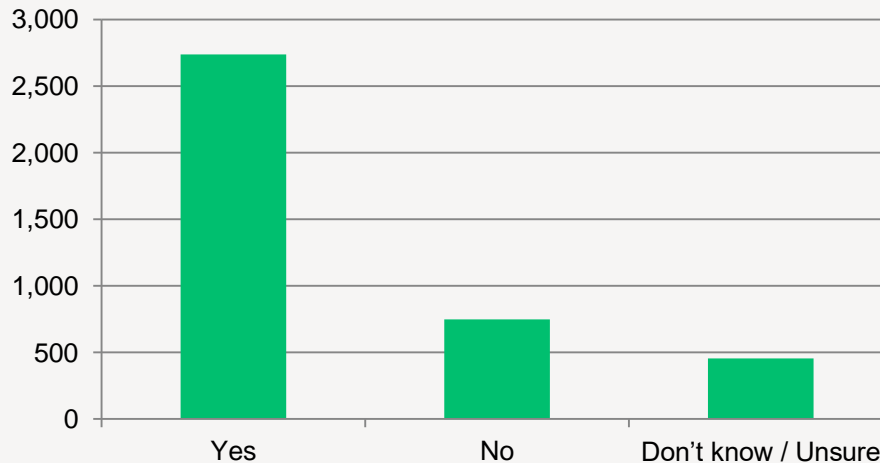
"My building does a terrible job with waste collection. Its unclear what is supposed to be separated for recycling by a private company, no green bin collection, and no limit of garbage bags per unit"



Single-Family

- › Most survey respondents who reside in single-family households believe the current curbside collection programs in Hamilton are working well.
- › Informational and educational issues were a key theme in the survey and focus groups.

Overall, do you think the current curbside waste collection and recycling programs operated by the City of Hamilton are working well?

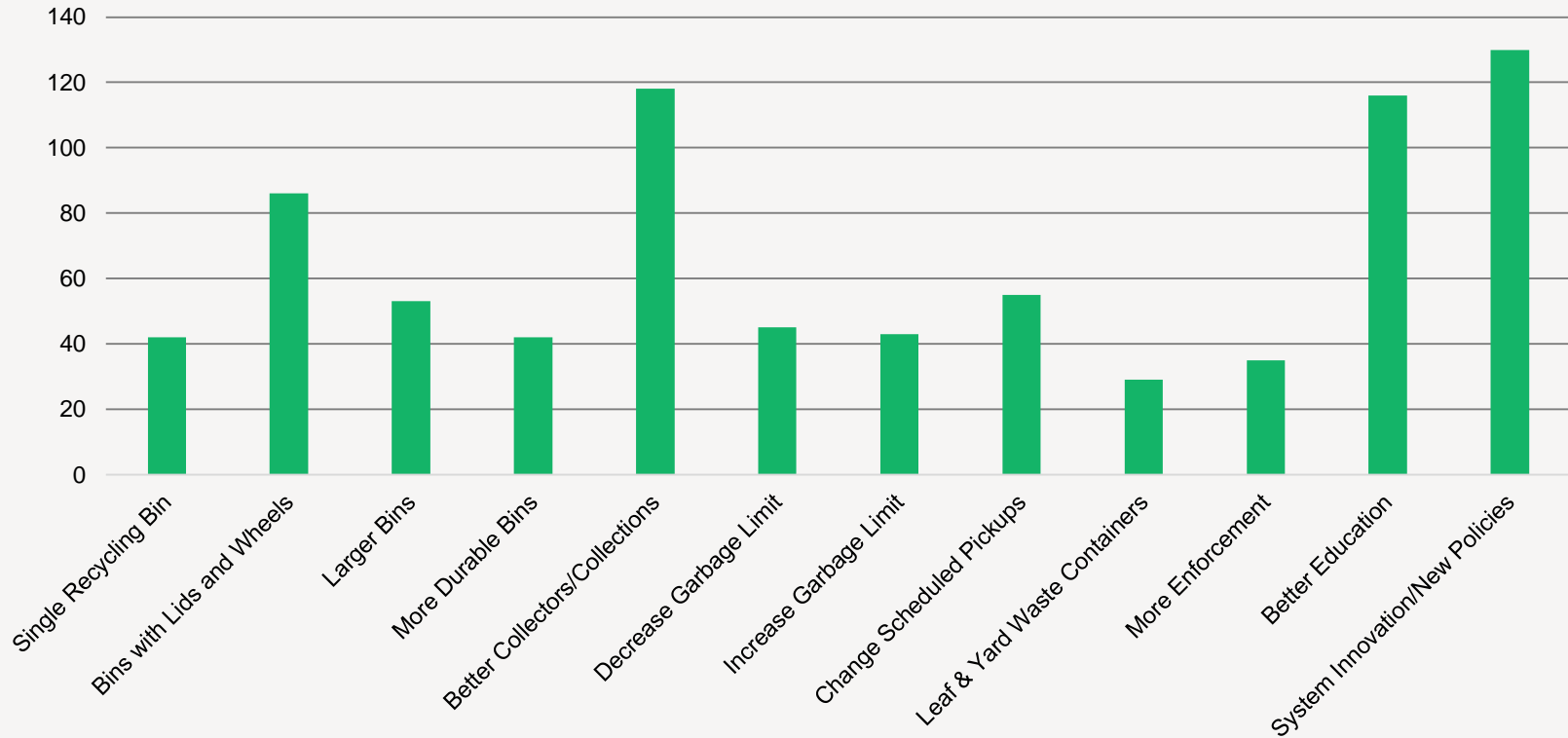


"Dear Hamilton Waste,

You do a very good job at my place of residence with weekly garbage pick-up and recycling.... I think just better promotion of existing services would be fantastic. Keep up the great work!"

Single-Family

What kind of improvements to the waste collection and recycling programs are needed?

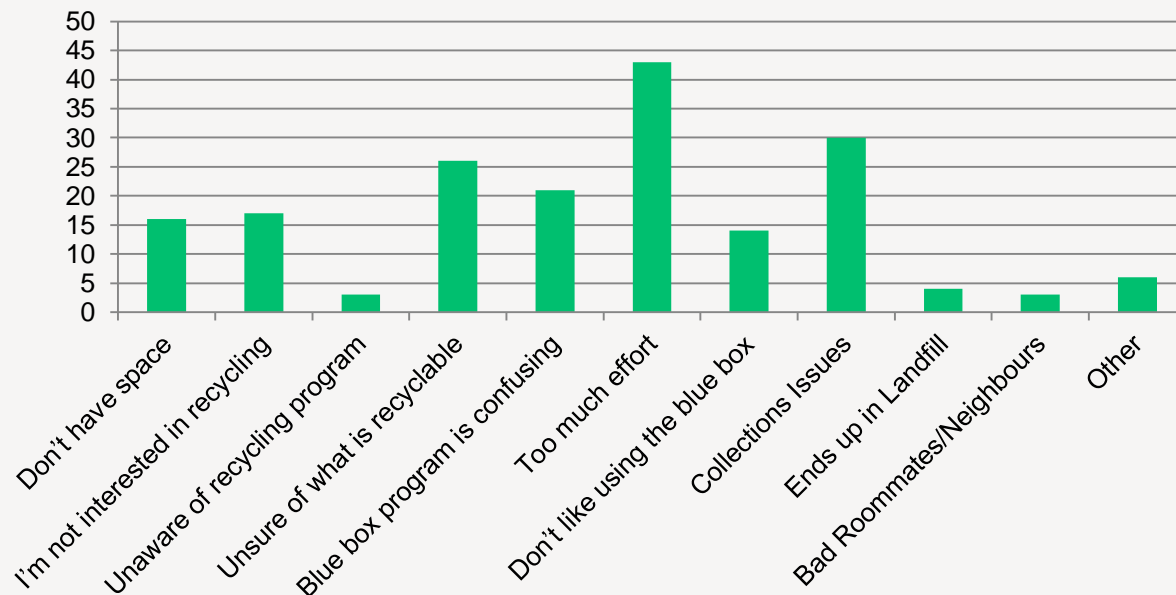


Recycling



“It can be confusing at times to determine which items are recyclable and I know that if there's a doubt it should go in the garbage.”

If your household does not recycle, why don't you? Check all that apply.



Organics

Summary of issues regarding organic waste:

- › Green bins not worth the effort for property managers
- › Since leaf and yard waste is no longer accepted, the green bins are far too large for their purpose
- › Only a very minor proportion of residents indicated they are under the assumption that the organics processing facility is still out of commission, and organics continue to be sent to the landfill
- › Pests, odours and access to replacement green bins are common complaints

“Whenever I call the city they are out of green bins and they’re expensive! They should be free because its inaccessible right now.”

“The composting plant in the East end is closed. Everything is going to landfill.”



Policies

- › Based on resident feedback during consultation activities, the City should:
 - › Increase Education
 - › Enhance Recycling Program
 - › Improve containers
 - › Increase enforcement

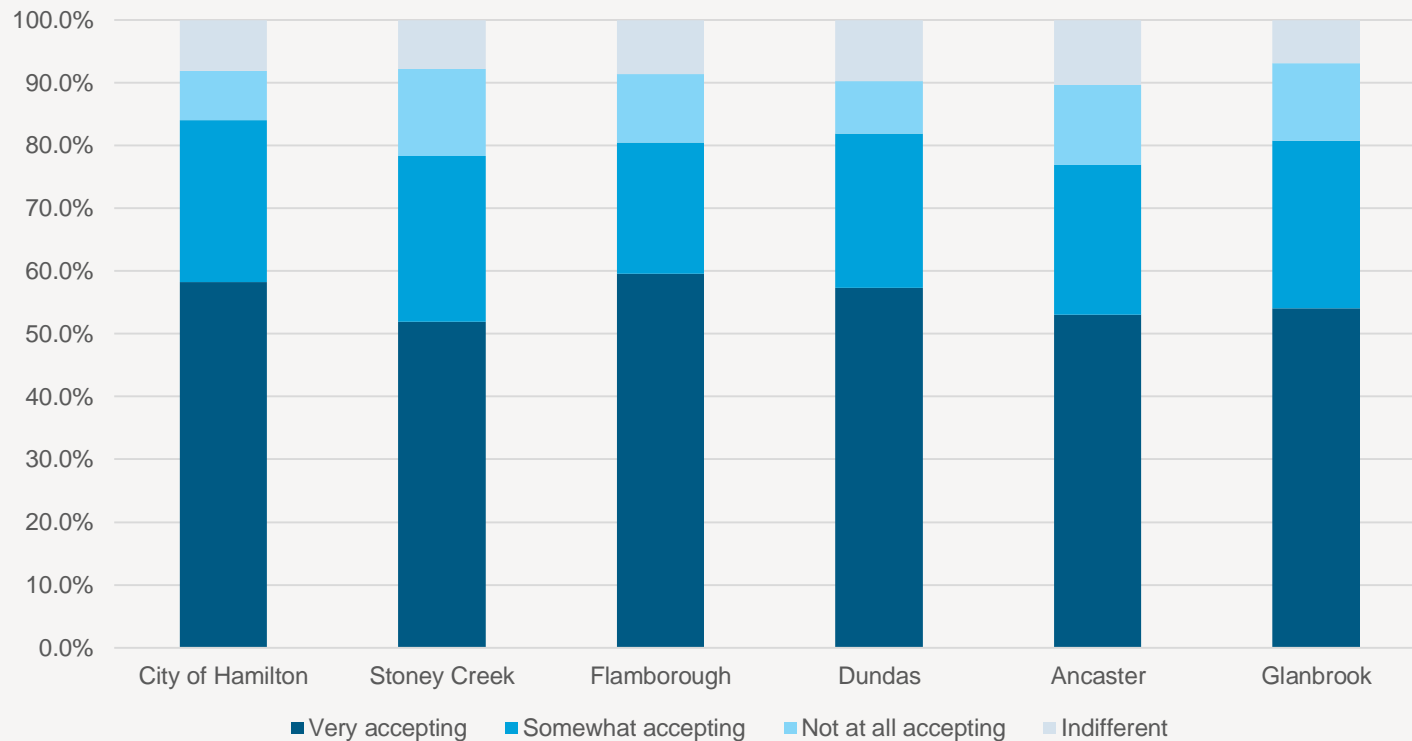
- › Residents would like the City to divert or otherwise remove from the waste stream, the following waste items:
 - › Styrofoam
 - › Black Plastic
 - › Packaging and containers

“Non-recyclable waste is greatly impacted by packaging. Is it possible to develop policies around this - i.e. banning single use plastics, plastic shopping bags, blister packs, etc. or requiring use of biodegradable plastics instead?”



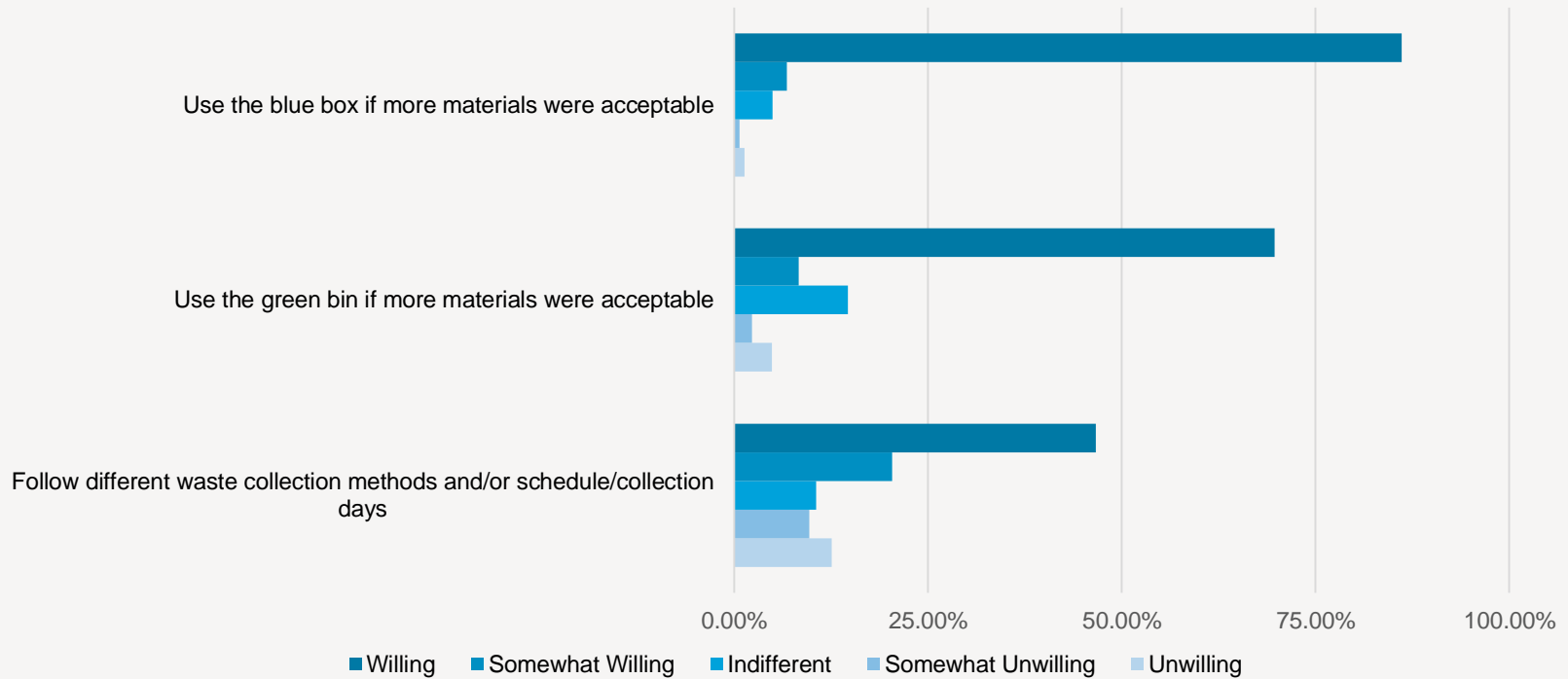
Policies

How accepting would you be of the City providing carts to store and collect waste (similar to the green organics bin) instead of individual bags or containers?



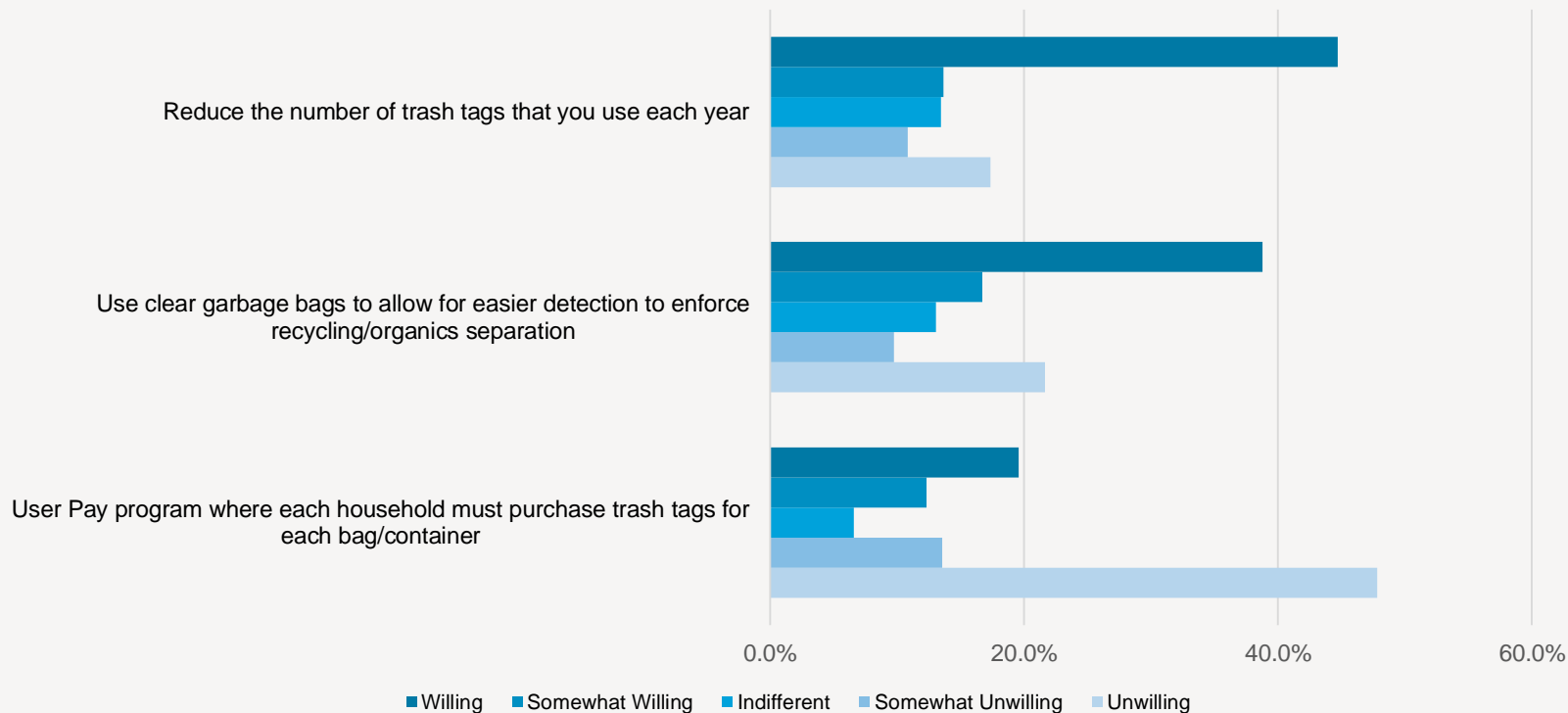
Policies

To increase the waste diversion rate, it may be necessary to modify the waste management program. The list below are initiatives to reduce the amount of waste collected. Please rate your willingness to do the following:



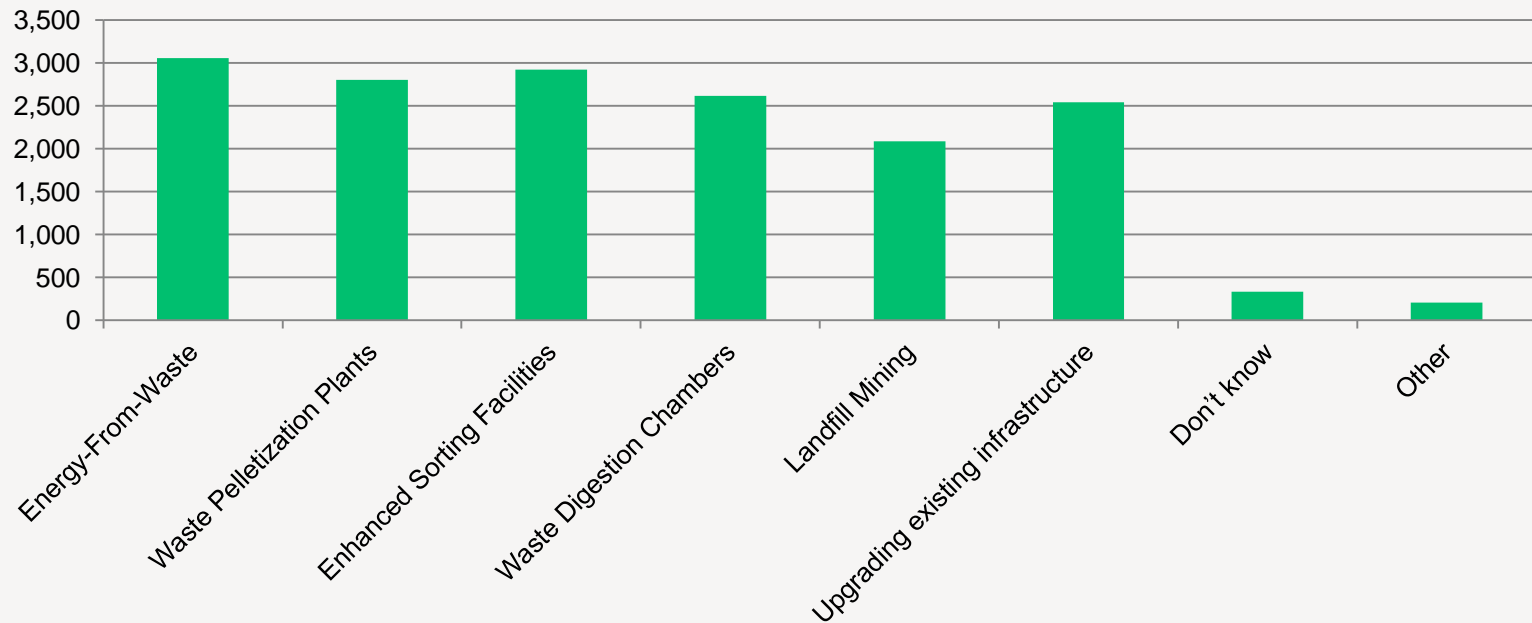
Policies

To increase the waste diversion rate, it may be necessary to modify the waste management program. The list below are initiatives to reduce the amount of waste collected. Please rate your willingness to do the following:



Technologies

What kind of technologies would you be supportive of the City investigating? Check all that apply.



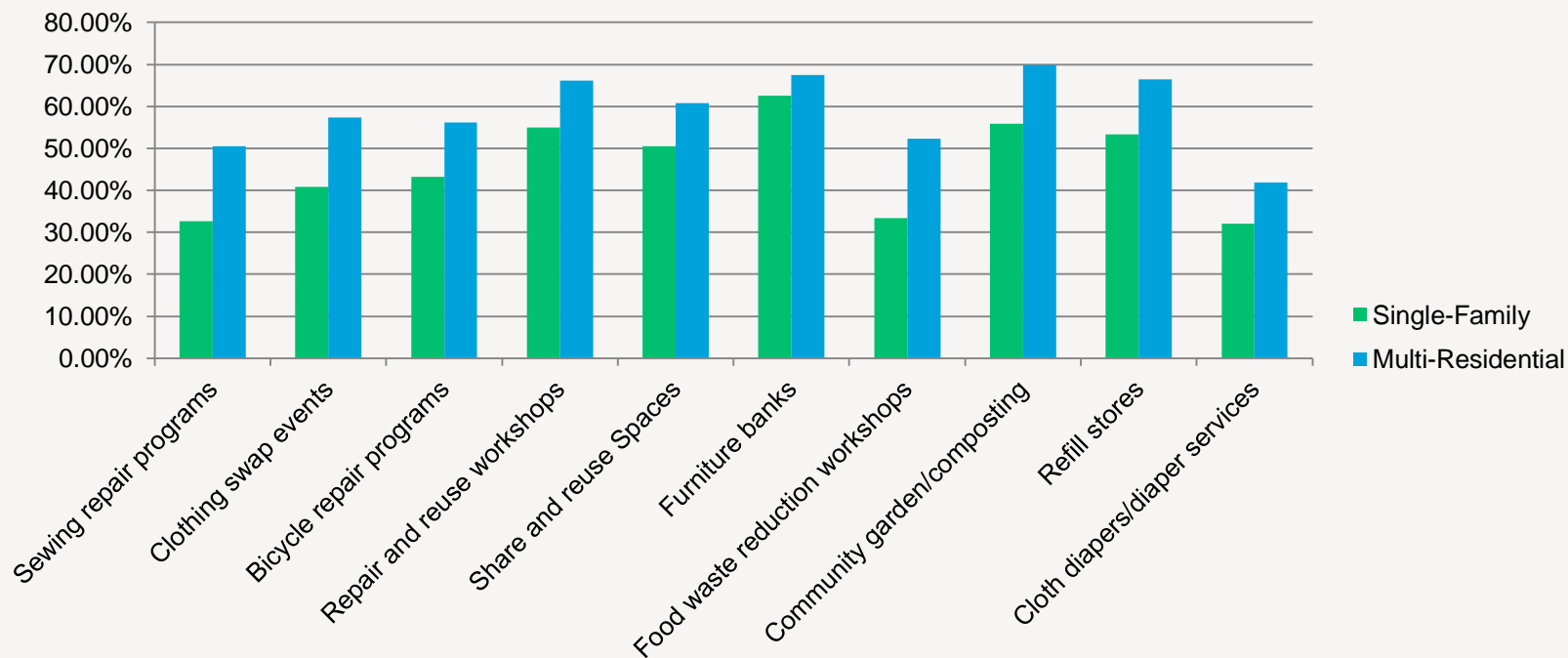
"They should have been doing this yesterday. Hamilton should be leading the way on this."

"Whatever is proven to be most effective, efficient and cost effective with least harm to environment. I want a city that makes smart, well researched, substantiated plans that are sustainable."



Program Offerings

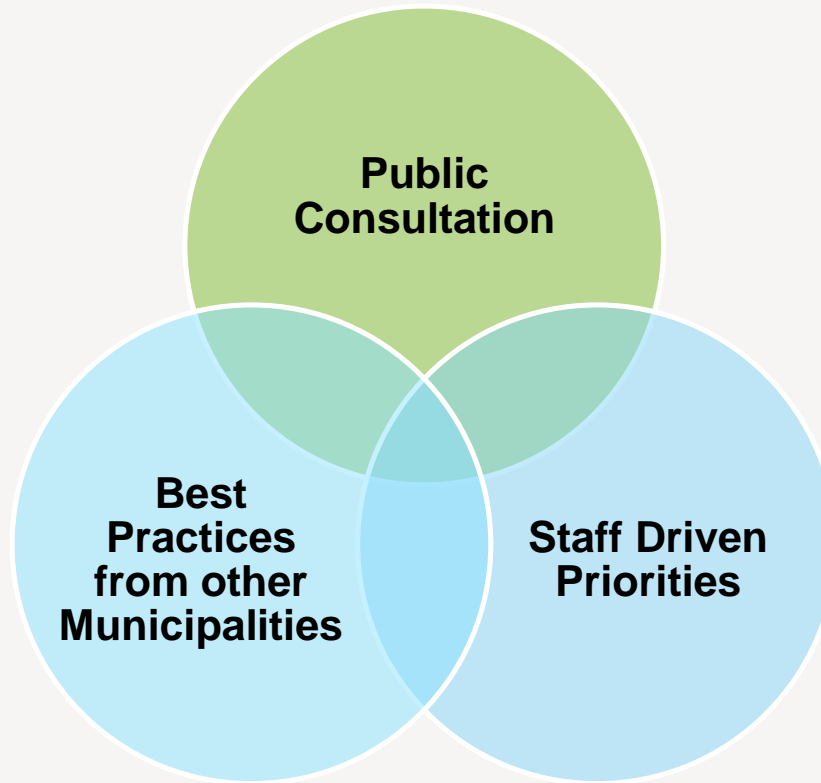
Should the City consider promoting and/or supporting any of the following initiatives? Check all that apply.



“Give incentives for diverting and not making collection items in the first place; if residents want to run community efforts (e.g. food waste diversion, garden/compost) don’t kill their efforts with bylaws; accept community proposals.”

2020 SWMMP Update

- › Incorporation of findings into the 2020 SWMMP Update



Questions



Appendix A – Questions

The following slides contain example questions from the online survey related to the key themes discussed in this presentation:

- › Information, Education and Outreach
- › Enforcement and Incentivization
- › Local Business
- › Multi-Residential
- › Single-Family
- › Recycling
- › Organics
- › Policies



Information, Education and Outreach

Examples of Questions:

- › As a resident of Hamilton, do you receive adequate, useful information on waste management?
- › What would your preferred method(s) of receiving educational materials be?
- › How effective is the educational material in increasing your understanding of the City's recycling/composting/garbage guidelines?
- › Do you find the Recycle Coach App useful?



Enforcement and Incentivization

Examples of Questions:

- › Do you support curb-side monitoring and enforcement of waste management policies? (i.e. refusal to accept improperly sorted waste)



Local Business

Examples of Questions:

- › Is your waste collected by private or City collectors?
- › Which broad type of industry is your business in? What types of waste do you generate?
- › What would encourage you to increase your waste separation?



Multi-Residential

Examples of Questions:

- › Is it easy for you to separate your waste into garbage, recycling, composting and other materials?
- › If no, what prevents you from separating your waste into garbage, recycling, compost and other materials?
- › Describe your building's waste management facilities.
- › Do you use your building's bulk pick up service for bulk items/large or furniture disposal? What do you do with it if not?
- › If it helped improve the effectiveness of the overall waste management program in Hamilton, how much extra effort would you be personally willing to contribute?



Single-Family

Examples of Questions:

- › Overall, do you think the current curbside waste collection and recycling programs operated by the City of Hamilton are working well?
- › Which programs are not working well?
- › What aspects of these programs are not working well?
- › What kind of improvement is needed?



Recycling

Examples of Questions:

- › Do you think that the current blue box recycling program is effective at keeping recyclable material out of landfills?
- › Do you find it easy for you / your household to manage your waste, including green bin organics separation, leaf and yard waste diversion, blue box recycling and other garbage?
- › On average, how frequently do you put your blue box(es) on the curb for collection?
- › If your household does not recycle, why don't you?
- › If your household's blue box(es) are full before pickup, what do you typically do?



Organics

Examples of Questions:

- › How frequently do you put your green bin on the curb for collection?
- › Would you consider using a backyard composter?
- › If your household does not always use or never uses your green bin, why?
- › If your household's green bin(s) are full before pickup, what do you typically do?



Policies

Examples of Questions:

- › What should the City of Hamilton do to minimize (i.e. reduce and reuse) the amount of waste it produces? Check all that apply.
- › If the City could assist you in reducing or eliminating one waste item, what would you like that item to be?
- › Should the City explore options for reducing single-use items (i.e. plastic bags, plastic straws, plastic cutlery, plastic take-out containers and single use cups)?
- › How accepting would you be of the City providing carts to store and collect waste (similar to the green organics bin) instead of individual bags or containers?

