

Survey Report

13 November 2018 - 12 December 2018

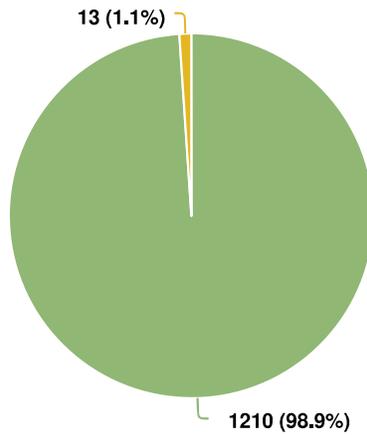
Waste management bylaw survey

PROJECT: Waste management bylaw

Have Your Say Guelph

engagement 
by Bang the Table

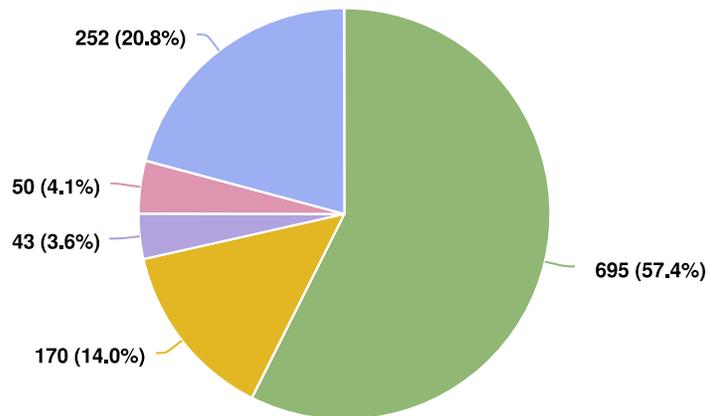
Q1 | Do you live in the City of Guelph?



Question options

- Yes
 - No
- (1223 responses, 0 skipped)

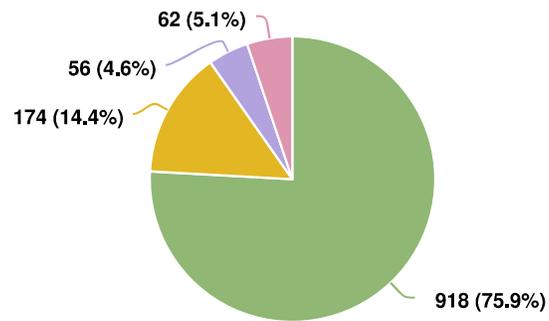
Q2 | In addition to the by-law, the City is also interested in your opinions about service delivery. When was the last time, if...



Question options

- Past year
 - Past 2-3 years
 - Past 4-5 years
 - More than 5 years ago
 - Have never been
- (1210 responses, 13 skipped)

Q3 Which of the following best describes where you live?



Question options

- Single family home (detached or semi-detached)
- Townhouse/row house
- An apartment/condo in a house or building with two to six units (duplex, triplex, fourplex, etc.)
- An apartment/condo in a building with seven or more units

(1210 responses, 13 skipped)

Q4 | How important or not important would you say are the following to the City’s waste management by-law?

To rank the selections, the results of respondent selections were codified in EQH, which facilitated the scoring of each selection: 1 is the highest importance, 4 the lowest. Each item was then totalled and divided by the number of respondents to arrive at a score.

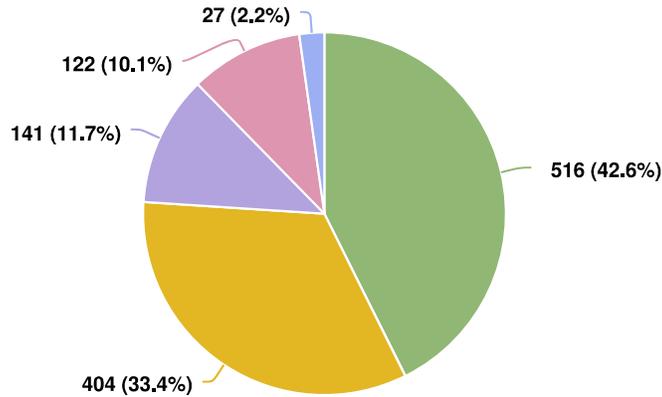
An example from the online survey would be “controlling litter and illegal dumping”. The following selections were made:

Importance	Respondents Selecting	Value	Total
Very Important	982	X 1	982
Somewhat Important	197	X 2	394
Less Important	16	X 3	48
Not important	6	X 4	24
Total	1201		1448

For this example, the assigned score would be 1448/1201 or **1.21**

	Online
Controlling litter and illegal dumping	1.21
Fair and consistent service levels for residents	1.24
The safety of collection and sorting staff	1.24
Safe and sanitary transportation of waste	1.31
Supporting separation of waste into recyclables and organics	1.34
Writing the bylaw clearly so that the rules can be enforced	1.36
Clear rules about how to set out waste	1.39
Encouraging and supporting waste diversion and reduction	1.4
Ensuring multi-residential properties are designed to properly sort their waste into three streams (garbage, recycling, organics)	1.41
Seeking cost-effective services	1.47
Providing three-stream sorting (garbage, recycling, organics) at special events	1.62
Charging fees for extra services beyond the standard waste service to control costs	2.3

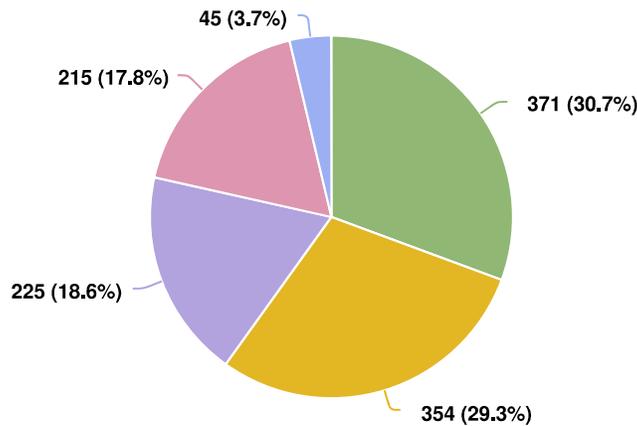
Q5 The existing by-law does not include a description about the current level of service provided, but the intent is to formal...



Question options

Strongly agree Agree Disagree Strongly Disagree Don't know
(1210 responses, 13 skipped)

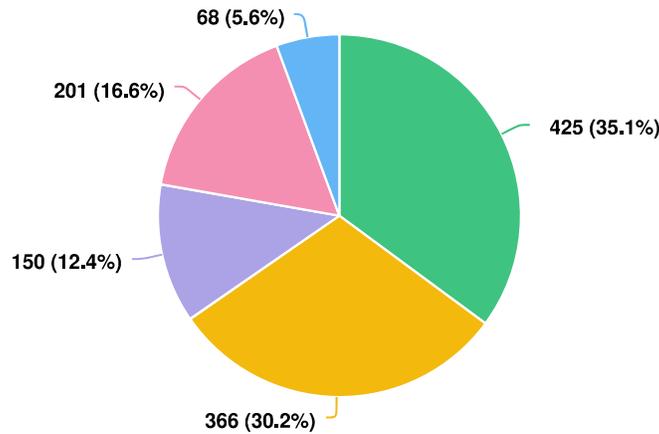
Q6 The current Solid Waste Master Plan recommended that the City of Guelph ban the collection of grass clippings in the green...



Question options

Strongly agree Agree Disagree Strongly Disagree Don't know
(1210 responses, 13 skipped)

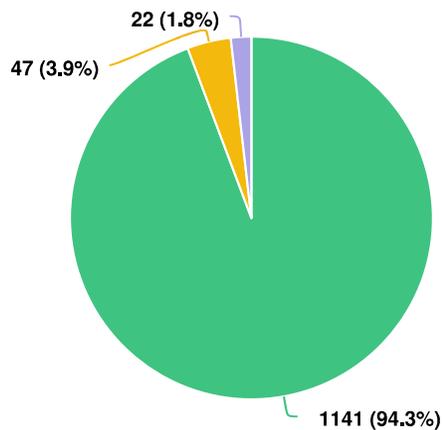
Q7 | The updated Waste Management By-Law will ban the collection of grass clippings approximately one year after the new by-law ...



Question options

- Strongly agree
 - Agree
 - Disagree
 - Strongly Disagree
 - Don't know
- (1210 responses, 13 skipped)

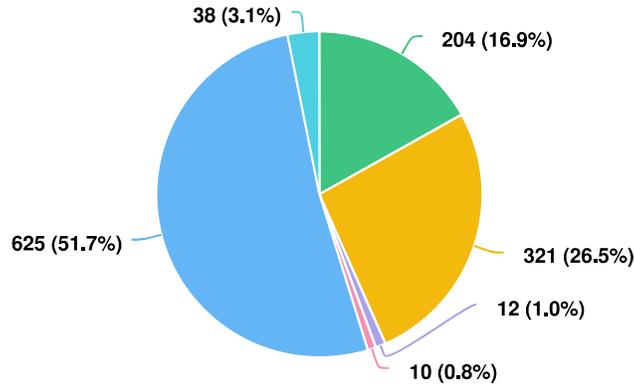
Q8 | Does your home or property receive waste collection from the City of Guelph?



Question options

- Yes
 - No
 - Not sure
- (1210 responses, 13 skipped)

Q9 | The household hazardous waste (HHW) depot is open 5 days per week, Tuesday through Friday, 9 a.m. to 5 p.m. and Saturdays ...



Question options

- Much more likely
- Somewhat more likely
- Somewhat less likely
- Much less likely
- No change
- Don't know

(1210 responses, 13 skipped)

Q10 Please feel free to add any other comments about the Waste Management By-law or the City's waste management services, and thanks for your input.

Summary: Online Survey Comments

539 (45%) respondents chose to comment. Comments tended to focus on waste collection in general rather than the by-law update.

- 89 respondents suggested or requested increased yard waste collection service;
- 61 respondents made reference to the grass clipping ban, with several connecting the collection ban with increased yard waste collection, and others wanting to know more about the rationale behind the ban;
- 37 comments targeted plastics, a small number concerning reduction of single-use plastics with the majority expressing a desire to find ways to accept and recycle more plastics;
- 24 respondents addressed the Household Hazardous Waste program, many suggesting alternate ways (events, Sunday hours, curbside collection) to extend the service beyond the approach tested in the survey (Opening on Mondays and paralleling the Public Drop-off hours);
- 12 online comments offered opinions on large item collection (it should be free and/or offered as a regular or seasonal curbside service); and
- There was general support for the need for continuing education about the City's programs, source separation, and collection.