

Solid Waste
Resources



Public Open House

August 14, 2017

Solid Waste Resources



Purpose

To review Solid Waste Resource services and processes to inform options for the most effective and efficient service provision.

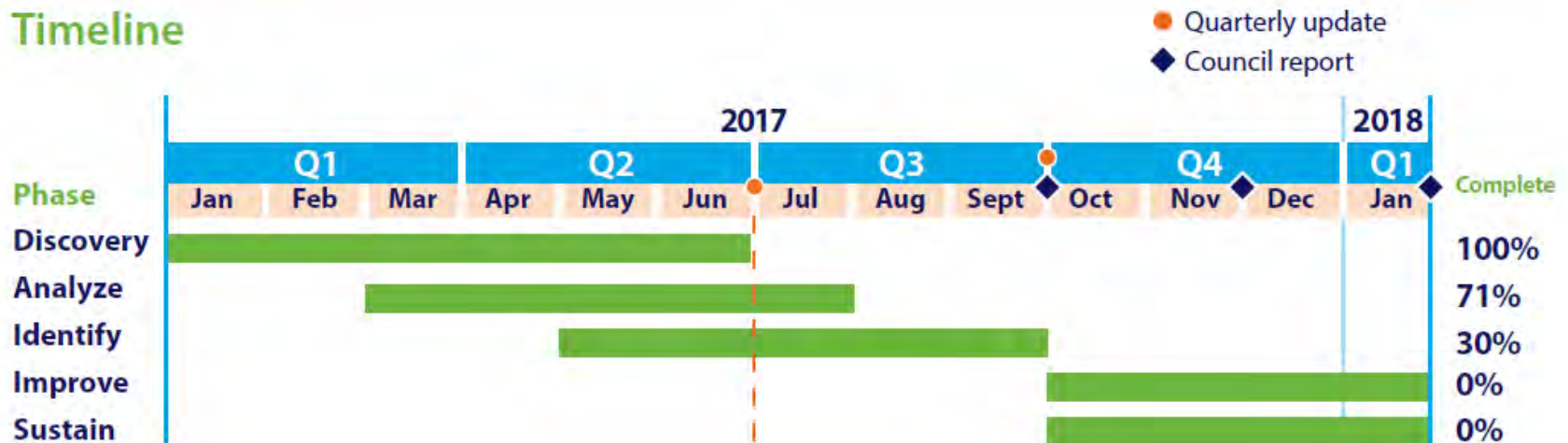
Scope

- Collections
- Administration and customer service
- Material processing
- Material output

Deliverables

- Process maps for all processes in the service
- Cost and social impact analysis around service delivery options
- Final report which provides recommendations for improvement
- Proposed implementation plan for recommendations

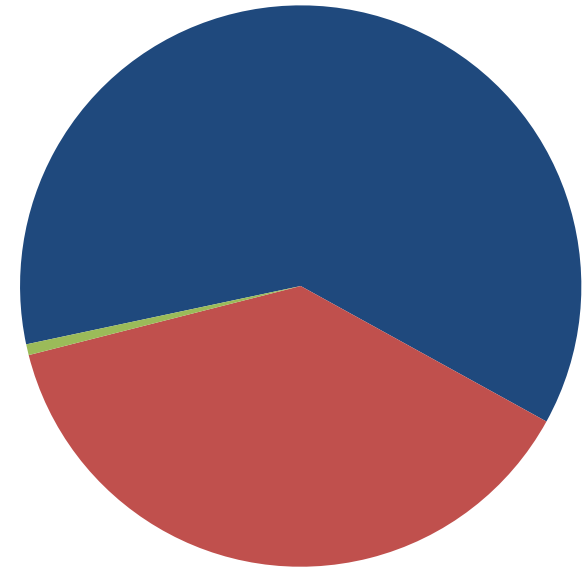
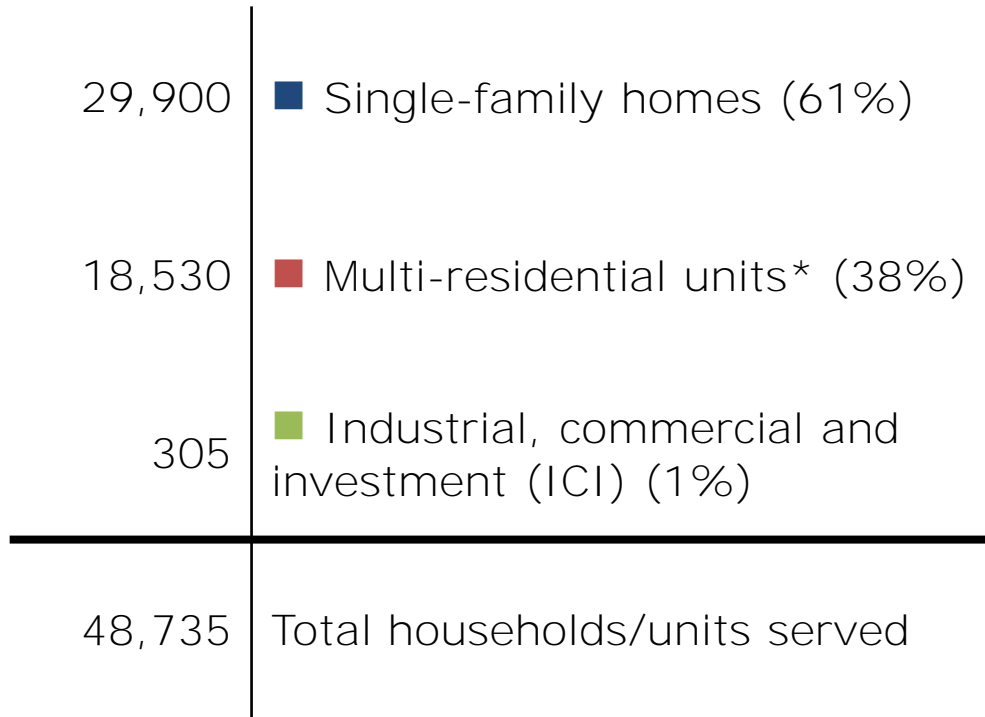
Timeline



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Who we serve:



*Multi-residential is defined as a dwelling with more than six units.

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Services we provide:

- Curbside waste collection
- Public drop-off (PDO) site
- Household Hazardous Waste Depot
- Leaf and yard waste processing
- Organics processing
- Recycling
- Disposal to landfill



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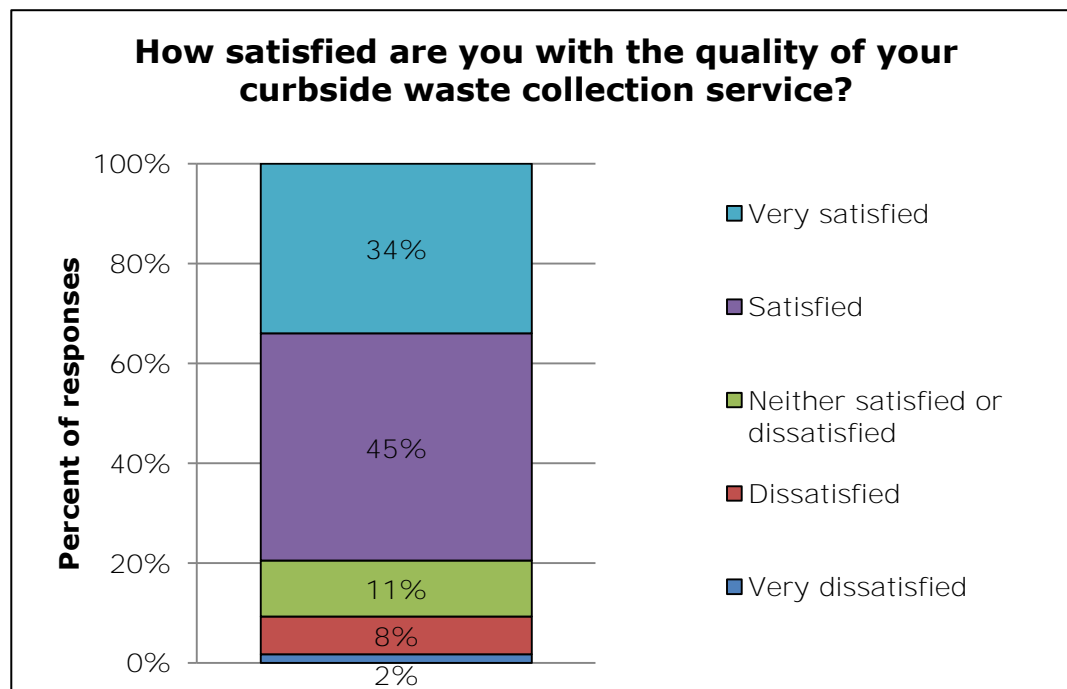
We've asked you about Guelph's waste services over the past few years, and this is what we've heard.

Let us know your thoughts!



Curbside waste collection – satisfaction

80 per cent of respondents were 'satisfied' or 'very satisfied' with their curbside waste collection

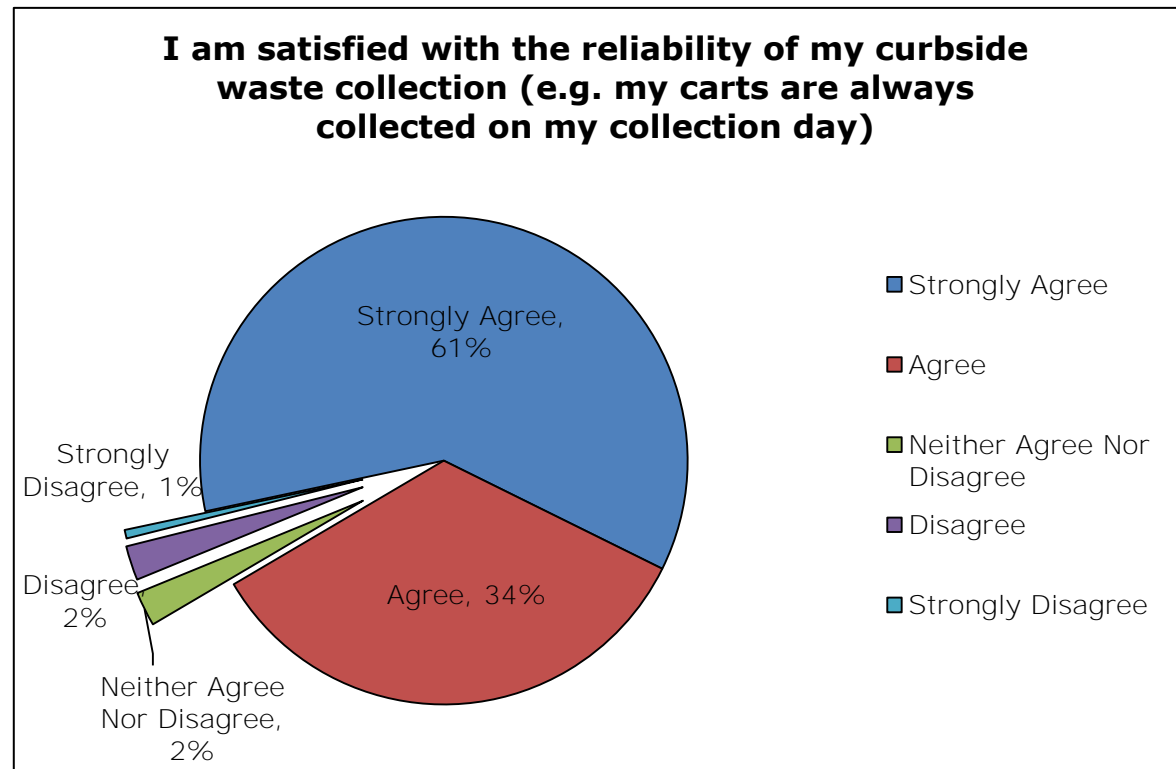


Source: City of Guelph, *Curbside Collection Survey*, December 2016 to February 2017 (n=527)



Curbside waste collection – reliability

95 per cent of respondents agree that their curbside waste collection services are reliable

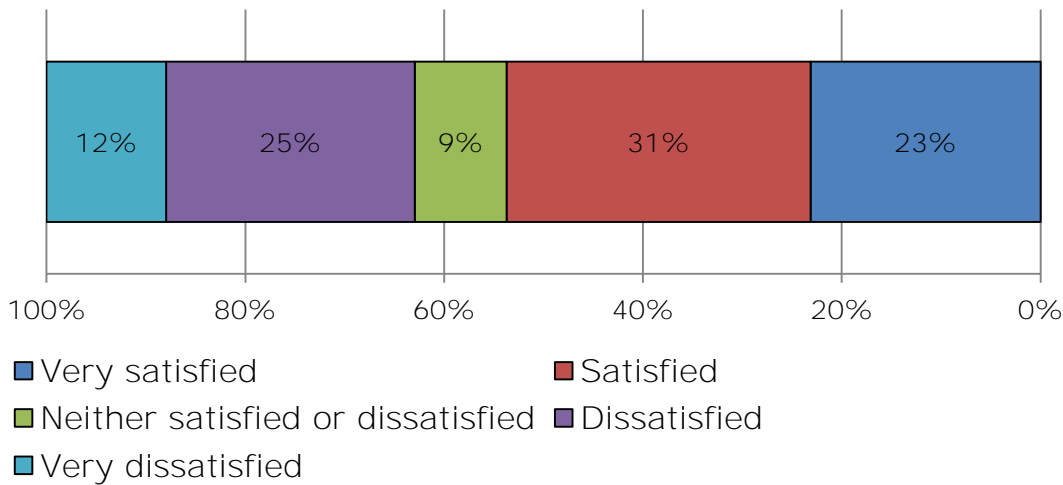


Source: City of Guelph, *Curbside Collection Survey*, December 2016 to February 2017 (n=526)



Leaf and yard waste collection and drop-off

How satisfied are you with the quality of the City's curbside bagged yard waste collection service?



54 per cent of respondents were satisfied with the quality of the curbside bagged yard waste collection service

Source: City of Guelph, *Curbside Collection Survey*, December 2016 to February 2017 (n=108*)

**Only those respondents that indicated use of the yard waste collection service were asked this question.*

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Leaf and yard waste collection and drop-off

What we heard...

**Increase frequency of
curbside yard waste
collection**

**More consistency and
enforcement of curbside
pickup rules**

**Need more detailed
schedule for loose leaf
pickup**

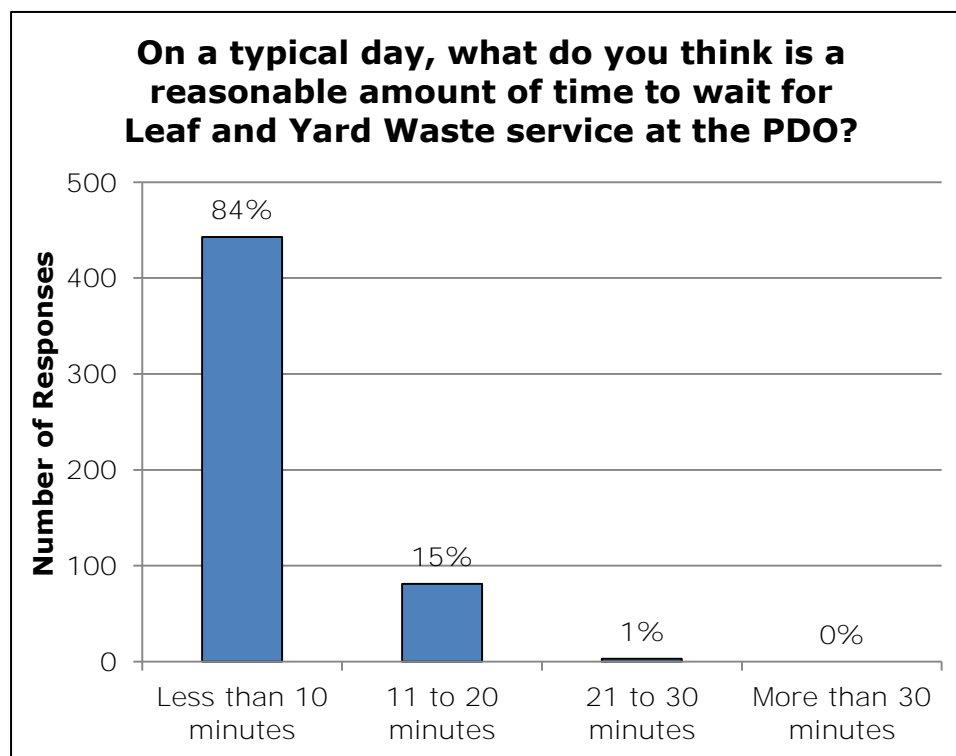
**Extend yard waste service
at PDO past November**

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Public drop-off site (110 Dunlop Drive)

84 per cent of respondents agree that a wait time of less than 10 minutes is reasonable for leaf and yard waste service at the public drop-off (PDO)



Source: City of Guelph, *Yard Waste Survey*, May 2016 (n=527)

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Public drop-off site (110 Dunlop Drive)

What we heard...

New layout is slightly confusing, but better organized

Explanation of waste types needs to be clear and easy to understand

Site is clean and well-organized

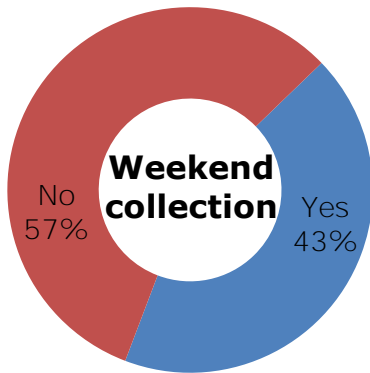
Set up change from Saturdays vs. weekdays is confusing

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Downtown public waste collection

We heard from you and made a change. We now offer **Saturday** waste collection downtown in addition to weekday collection.



43 per cent of Downtown Guelph business owners and landlords participating in the survey indicated a desire for weekend collection

Source: Downtown Guelph Business Association, *Downtown Guelph Solid Waste Pickup Survey*, May to June 2015 (n=99)

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Questions?

More information about Solid Waste Resources

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