

## Report to Civic Works Committee

**To:** Chair and Members  
Civic Works Committee

**From:** Kelly Scherr, P.Eng., MBA, FEC  
Deputy City Manager, Environment & Infrastructure

**Subject:** Mid-year Update: Green Bin and Collection Program  
Implementation

**Date:** July 16, 2024

## Recommendation

That, on the recommendation of the Deputy City Manager, Environment and Infrastructure, the following actions **BE TAKEN** with:

- a) The following report **BE RECEIVED** for information purposes it being noted that a second update on Green Bin and collection system matters will be provided in January 2025; and
- b) Civic Administration **BE DIRECTED** to report on the cost, the advantages and disadvantages, design considerations and other potential opportunities and implications of the following changes to the collection system including:
  - i. Adding pet waste to the Green Bin program in 2025,
  - ii. Reviewing the Garbage Container Limit and the Garbage Container Exemption periods to ensure there is a balance between customer service and an incentive to reduce waste and maximize the use of the Green Bin and recycling systems, and
  - iii. Providing additional collection services or other solutions for items like diapers, incontinence products, large bulky items, other materials, and hard to service townhome complexes, in 2025 or 2026.

## Executive Summary

This Executive Summary contains many key items that have been measured, observed, received in the form of feedback during the first six months of the Green Bin program, the change to biweekly garbage collection and the introduction of a booking system for large furniture and large bulky items. London's Green Bin Program and other collection changes for households who set their garbage to the curb launched on January 15, 2024.

### Part A – Green Bin Performance and Other Available Data

#### Quantity of Green Bin Materials Collected

- A total of 6,740 tonnes of Green Bin materials have been collected and transformed into a nutrient rich organic product for farm fields (by the end of June). Details on Green Bin diversion, overall waste diversion, etc. will be available in the year end update report.

#### Program Monitoring – Green Bin Setout, Participation and Garbage Setout Compliance

- Green Bin program participation has grown from an initial 40% to about 60% (based on monitoring areas).
- A preliminary comparison with eight comparable Green Bin programs in Ontario identifies that program participation ranges between 41% and 69% with the average being 57%.
- The average number of garbage containers placed at the curb on a biweekly basis was observed to be 2 per collection.

- About 3.5% of the households monitored over a six-week period were non-compliant with garbage placed out in the wrong collection week.

### **Information Compiled Through Service London**

- As expected, overall contacts have increased due to the program changes. In the last half of January, there were around 260 contacts a day to Service London and many of these were related to Green Bin and garbage service requests, complaints, requests for information about the Green Bin program and collection schedule.
- The number of contacts is averaging between 120 and 150 per day between in the last few months (including contacts for booking large furniture and large bulky items).

### **Other Green Bin Program Adjustments and Impacts**

- Medical Exemptions - The City offers a medical exemption with respect to the number of bags/containers at the curb. Prior to January 15, 2024, there were 22 exempted locations. After January 15, 2024, another 29 locations have been exempted.

### **Illegal Dumping on City Boulevards, Parks, Roadsides and Other Public Properties**

- City Roadside Operations have reported that the program changes have had impacts to City boulevards and roadsides in the form of illegal dumping and an increase in debris.
- City Parks Operations have noted an increase in the amount of household garbage turning up in parks garbage containers in particular at locations with parking lots (e.g., arenas using the dumpsters and parks where they can unload in a parking lot).
- For illegal dumping and debris, Service London is experiencing approximately 4 contacts per day in 2024 versus 3 contacts per day in 2023.
- Further details to estimate the amount, types of materials and areas are being compiled including a list of potential prevention measures. This work will continue through the summer and fall months.

### **Part B – Resident Feedback through Get Involved Website**

The City of London's community engagement online platform, Get Involved [getinvolved.london.ca/greenbin](https://getinvolved.london.ca/greenbin), was used to provide information and collect resident feedback between mid-January to end of June 2024.

- 7,497 feedback responses received.
- 67% of respondents provided more information about themselves. About half of the respondents were between the ages of 30 to 50, 70% identify as female and 20% speak a language other than English at home.

#### **Green Bin Program feedback key highlights:**

- Approximately 67% of respondents stated that they found the information package to be helpful and informative for every aspect of the Green Bin Program and 20% stated it was enough for basic information.
- The majority of respondents (61%) are interested in being provided feedback on how the Green Bin program is performing.
- Approximately 55% selected that the list of acceptable Green Bin materials is adequate.

#### **Biweekly garbage and other collection program feedback key highlights:**

- Household satisfaction for the new collection schedule changes for Green Bin and recycling (collected weekly) has 72% of the respondents satisfied or somewhat satisfied.

- Household satisfaction for the new collection schedule changes for garbage collection (collected biweekly) has 53% of the respondents satisfied or somewhat satisfied.
- 43% of households are not satisfied with the new collection schedule changes for garbage collection (collected biweekly).
- Almost half (45%) have no concerns with the 3 container limit. About 10% have some concerns but support the 3 container limit.
- The most common concern with handling pet waste in-between biweekly garbage collection is the length of time to hold onto pet waste (30%).
- The most common concern with handling diapers and menstrual products is the length of time to hold onto them (30%).

### **Part C – Update: Overview of other Select Municipalities**

City staff continue to benefit from insight and operational experience in other Ontario and select Canadian jurisdictions. Updated details are contained in Appendices B through G. Some recent changes in the last year include:

- City of Ottawa is reducing the number of containers at the curb from 6 to 3 as part of biweekly garbage pickup starting September 24, 2024.
- In the last year, two municipalities (City of Barrie and Region of Durham comprised of many cities and towns) have added pet waste to the Green Bin.
- The majority of municipalities do not allow diapers/incontinence products in the Green Bin and these materials are placed in the garbage. The municipalities within Region of Durham added diapers in the Green Bin program, starting July 1, 2024.

### **Part D – Green Bin Pilot Project for Multi-residential Buildings**

The City of London launched the Green Bin Cart Pilot Project in April 2024. To date, 3 buildings are operational noting that one building on Talbot Street is starting using an “opt-in” concept. Data collection is underway at these locations. Discussions are underway with additional buildings to join the Pilot Project.

### **Financial Impact/Considerations**

There are no financial impacts or considerations as part of this update report. Details on Green Bin program costs and potential collection program adjustments will be provided in the one year update report currently scheduled for January 2025.

## **Linkage to the Corporate Strategic Plan**

Municipal Council continues to recognize the importance of waste management and the need for a more sustainable and resilient city in 2023-2027 Strategic Plan for the City of London. Specifically, London’s efforts in waste management address the following Areas of Focus; Climate Action and Sustainable Growth and Well-Run City.

On April 12, 2022, Municipal Council approved the Climate Emergency Action Plan which includes Area of Focus 5, Transforming Consumption and Waste as Part of the Circular Economy. In addition, the 60% Waste Diversion Action Plan, including the Green Bin program, addresses various aspects of climate change mitigation within the waste management services area including greenhouse gas (GHG) reduction.

## Analysis

### 1.0 Background Information

#### 1.1 Previous Reports Related to this Matter

Relevant reports that can be found at [www.london.ca](http://www.london.ca) under Council meetings include:

- Green Bin and Collection Program Changes (August 15, 2023 meeting of the Civic Works Committee (CWC), Item #4.2)
- RFP-2022-224 Green Bin Processing Services, (July 18, 2023 meeting of the CWC, Item #2.3)
- RFP-2022-105 Supply and Distribution of Green Bins and Kitchen Containers, (April 21, 2023 meeting of the CWC), Item #2.3)
- Updates: Green Bin Implementation, (June 21, 2022 meeting of the CWC, Item #2.3)
- Green Bin Program Design – Community Engagement Feedback (March 30, 2021 meeting of the CWC, Item #2.13)
- Community Engagement on Green Bin Program Design (November 17, 2020 meeting of the CWC, Item #2.3)
- Business Case 1 – 60% Waste Diversion Action Plan – 2020-2023 Multi -Year Budget (January 30, 2020 meeting of the Strategic Priorities & Policy Committee (SPPC), Item #4.12a)
- 60% Waste Diversion Action Plan – Updated Community Feedback (September 25, 2018 meeting of the CWC, Item #3.2)
- Public Participation Meeting 60% Waste Diversion Action Plan – Additional Information (September 25, 2018 meeting of the CWC, Item #3.2)
- 60% Waste Diversion Action Plan (July 17, 2018 meeting of the CWC, Item #3.1)

#### 1.2 Overview of Collection Program Changes

A summary of the service changes that came into effect January 15, 2024 and those services that did not change are identified on Tables 1a and 1b.

**Table 1a: Summary of Changes to the Number of Curbside Pickups as Part of the New Collection System**

<b>Collection Service and/or Items to Collect</b>	<b>Previous Services – Number of Pickups per Year</b>	<b>Current Services – Number of Pickups Per Year</b>	<b>Can these Items be Brought to the Enviro- Depots?</b>
Green Bin	0	50	Under review
Garbage (including 3 Container Limit Exemption Pickups)	42	26	Yes, no change (Bagged Garbage Fees applies)
Small Furniture/Small Bulky Item Collection	42	26	No, no change
Blue Box	42	50	Yes, no change
Yard Waste Collection	5	5	Yes, no change
Leaf Collection	3	4	Yes, no change
Diapers and Incontinence Products	42	26	Yes, no change
Pet Waste	42	26	Yes, no change
Large Furniture/Large Bulky Item Collection (see Table 1b for further changes)	42	26	No, no change

**Table 1b: Summary of Other Changes as Part of the New Collection System**

<b>Collection Service and/or Items to Collect</b>	<b>Previous</b>	<b>Current</b>	<b>Comment</b>
Container/bag limit per pickup	3	3	No change to limit for garbage per pickup
Garbage Tag Fee and Bagged Residential Garbage	\$1.50	\$2.00	This fee was last increased 2012.
Large Furniture/Large Bulky Item Collection	Placed at the curb	Call in Service	New Service – Pickups for these items need to be booked.

A few summary items include:

- Green Bin and Blue Box collection are provided weekly on the same day except where a Statutory Holiday occurs (50 pickups per year). Garbage collection is provided at half the frequency and a provision to handle garbage was implemented to minimize the longer cycles created by Statutory Holidays;
- Under the new system, over the course of a year, more than 128 Green Bins and garbage bags/containers (50 Green Bin pickups plus 26 garbage pickups x 3 containers/bags per pickup) can be placed at the curb. In addition, there are currently four container/bag limit exemption periods included plus the use of an unlimited number of Blue Boxes increased to 50 pickups per year from 42;
- Previously, over the course of a year, more than 126 bags/containers of garbage (42 garbage pickups x 3 containers/bags per pickup) could be placed at the curb;
- A portion of the households are required to hold onto pet waste, diapers and/or incontinence products four to six additional days compared to the previous system;
- There is a shortened period of time between Green Week pickups focused on yard waste (from every six weeks to every five weeks) and one additional Green Week for leaf collection has been added; and
- Large furniture and large bulky items is on a booking system with a limit of 4 items per pickup. Small items are part of regular garbage pickup.

### **1.3 Council Direction**

On August 29, 2023, City Council resolved that:

- f) the Civic Administration BE DIRECTED to establish a monitoring system to determine the level of household satisfaction with the Green Bin and collection program changes and report back to Civic Works Committee in July 2024 and at year end, including specific details on managing pet waste and diapers and incontinence products;

## **2.0 Discussion and Considerations**

Section 2.0 is divided into five parts:

- Part A – Green Bin Performance and Other Available Data
- Part B – Resident Feedback through Get Involved Website
- Part C – Update: Overview of other Select Municipalities
- Part D – Green Bin Pilot Project for Multi-residential Buildings
- Part E – City Staff Focus and Recommendations

## Part A – Green Bin Performance and Other Available Data

### 2.1 Households Served and Quantity Collected

The City of London Green Bin Program for households who set their garbage to the curb launched on January 15, 2024. As of end of June, Green Bins have been delivered to 127,185 households with curbside service and Green Bin Carts (centralized collection point) delivered to about 1,130 households (27 complexes).

There are 64 townhomes complexes with about 2,500 units that do not have Green Bin service as the complex owner/management requires more time to determine how the service could be offered. In many cases there are space constraints and/or other on-site matters that need to be addressed. In the interim, to assist these complexes, garbage collection and recycling is provided weekly to ensure site cleanliness is maintained as best as possible. Site assessment at these locations will continue through summer and early fall.

From the program launch until the end of June, a total of 6,740 tonnes of Green Bin materials have been collected and transformed into a nutrient rich organic product for farm fields (Table 2).

**Table 2: Green Bin Materials Collected Monthly by Collection Zone**

Collection Zone	January <sup>1</sup> (tonnes)	February (tonnes)	March (tonnes)	April (tonnes)	May (tonnes)	June (tonnes)	Total
A	143	242	228	246	271	256	1,386
B	82	222	225	310	251	229	1,319
C	102	236	221	294	247	229	1,329
D	131	227	211	231	300	220	1,320
E	159	226	218	237	295	250	1,386
Total	617	1,153	1,103	1,318	1,364	1,184	6,740

Notes:

1. Green Bin Program started January 15, 2024.

On average, approximately 1,200 tonnes of Green Bin materials have been collected from London households each month. There is a slight variation in the collection zones across the city but overall all zones have similar quantities collected. The following neighbourhoods help to identify areas within each zone:

- Zone A: Oakridge, Byron, Westmount
- Zone B: Stoney Creek, Hyde Park, Sunningdale
- Zone C: Huron Heights, Carling, North London, Uplands
- Zone D: Argyle, Hamilton Rd, Lambeth
- Zone E: Glen Cairn, White Oaks, Glanworth

There has been a slight increase in the quantity of Green Bin materials collected month to month with the exception of June. This increasing trend may be due to seasonal variability, as the temperatures increase in the spring and Londoners start to use their Green Bins for the first time. It is anticipated that there will be additional increases and variation throughout the remainder of the first year of the new program.

City staff have confirmed with the Convertus Group that the quality of Green Bin materials that are arriving at the processing facility on Wellington Road are meeting expectations and all materials are being processed along with other organic materials at the facility. The outcome so far is London's Green Bin materials have been used to create an organic-rich product that is applied to local farm fields to replenish lost

nutrients within local farmlands and lessen farmers' reliance on chemical or synthetic fertilizers.

Details on Green Bin diversion, waste generation, overall waste diversion, etc. will be available in the year end update report.

## 2.2 Program Monitoring – Green Bin Setout, Participation and Garbage Setout Compliance

City staff undertook two curbside monitoring periods for Green Bin set-out, household participation and bi-weekly garbage compliance as follows:

- A Green Bin setout is defined as a household placing their Green Bin to the curb for collection;
- A household is a Green Bin participant if set out to the curb occurs once within 2 collection cycles. Experience has shown that not all participants place a Green Bin at the curb each pickup;
- Biweekly garbage non-compliance is defined as a resident placing garbage out to the curb on the wrong collection day; and
- Monitoring periods occurred over two different timeframes:
  - March 18 to April 26, 2024 – a six week period to observe Green Bin and garbage container set-out, participation rates, number of garbage containers and biweekly garbage schedule compliance. A total of 1,000 households were observed (200 households per zone),
  - June 10 to 21, 2024 – a two week period to observe Green Bin setout and participation rates. A total of 2,000 households were observed (400 households per zone including the same 200 households in the March/April monitoring period).

The streets monitored are in the following neighbourhoods: Oakridge, Medway, Carling, Glen Cairn and Argyle. Program monitoring data was captured by a drive by observation on the day of collection. Weekly information was collected on the Green Bin and garbage set-outs. A summary of the average household participation in the monitoring areas is found on Table 3. Green Bin program participation has grown from an initial 40% to just over 60%. It was observed that a small percentage of households (between 1% and 3%) did place Green Bins at the curb in weeks 3 and 4. At this time they are not considered Green Bin program participants based on the current definition being used.

**Table 3: Green Bin Program Participation**

<b>Monitoring Period</b>	<b>Average Participation (defined as once in a two week period)</b>
January <sup>1</sup>	40%
March (1,000 households) <sup>2</sup>	55%
April (1,000 households) <sup>2</sup>	60%
June (1,000 households) <sup>2</sup>	55%
June (1,000 new households added to monitoring program) <sup>3</sup>	62%

Notes:

1. Number based on informal observations on many streets across London as part of initial implementation.
2. The same households were observed for three different, two week periods.
3. An additional 1,000 households were added to the monitoring period for two weeks.

A preliminary comparison with eight comparable Green Bin programs in Ontario (City of Barrie, Region of Durham, Region of Halton, Region of Niagara, Region of Peel, County of Dufferin, City of Hamilton and City of Kingston) identifies that program participation ranges between 41% and 69% with the average being 57%.

During the six week curbside monitoring campaign, the average number of garbage containers placed at the curb on a biweekly basis was observed to be 2 per collection (Table 4). This is one below the 3 container limit. The majority of households were able to manage their garbage within the existing container limit. It was observed that some households did not set garbage to the curb at all (about 5% of monitored households did not place garbage to the curb on garbage collection day but had a Green Bin and/or recyclables at the curb).

**Table 4: Garbage Container Quantity and Biweekly Garbage Setout**

<b>March/April Monitoring Period (when garbage can be placed at the curb)</b>	<b>Average Number of Containers</b>
Week 2	1.7
Week 4	2.1
Week 6	1.8
Average	2.0

In March/April, households were identified as being non-compliant with biweekly garbage collection if they had garbage containers or bags at the curb on the wrong collection week (Table 5). About 3.5% of the households monitored over a six-week period were non-compliant.

**Table 5: Household Non-compliance for Green Bin only Collection Weeks**

<b>March/April Monitoring Period (when garbage cannot be placed at the curb)</b>	<b>Average non-compliance (all zones)</b>
Week 1	4%
Week 3	5%
Week 5	2%
Average	3.5%

Residents who wish not to hold onto garbage for the two-week period have the option to drop-off bagged garbage at the EnviroDepots for a fee of \$2.00 per bag.

Additional containers above the three-container limit may be set to the curb with a garbage tag. In review of the 2024 garbage tag sales compared to the same time period in 2023, the sales are up 5% at the community centres and 15% at the EnviroDepots.

In 2024 compared to the same time period for 2023, the number of garbage bags delivered to the EnviroDepots is up about 10%.

### **2.3 Information Compiled Through Service London**

The roll-out of the new Green Bin Program and collection schedule changes had residents contacting Service London on a wide range of waste management related matters. The total contacts from January to June 2023 versus 2024 (January to June) is presented in Table 6. Contacts include telephone call, email or submission through the Service London Portal (which is available 24 hours/7 days per week).

As expected, overall contacts have increased due to the program changes. In the first month there was around 190 contacts a day and many of these were related to Green Bin and garbage service requests, complaints, requests for information about the Green Bin program and collection schedule. The contacts per day were approximately 260 during the last half of January.

After six months, the number of contacts have reduced to between 130 and 140 per day including booking requests for large bulky items, Blue Box and EnviroDepots.



**Table 6: Service London Contact Data for All Waste Management Inquiries and Service-Related Matters**

	January	February	March	April	May	June
2024 Total Contacts	5,910 <sup>1</sup>	4,105	3,725	4,540	4,390	3,870
2024 Contacts per Day <sup>2,3</sup>	190 <sup>1</sup>	140	120	150	140	130
2023 Total Contacts	795	730	1,139	725	1,115	920
2023 Contacts per Day <sup>2</sup>	25	25	35	25	35	30

Notes:

1. Over 70% of the contacts came after January 15 meaning contacts per day increased to about 260 for about two to three weeks.
2. Based on number of calendar days in the month.
3. Also includes about 45 Large Bulky Furniture and Large Bulky Items calls per day.

In summary, the contacts per day were related to a wide range of waste management matters such as:

- Inquiries related to acceptable Green Bin materials, types of liners, etc.;
- Garbage related matters regarding missed collections, garbage left behind, etc.;
- Service issues such as Green Bin not collected for various reasons. In the first month London experienced cold temperatures which had resulted in frozen contents inside the Green Bins, some residents had also overfilled their Green Bins as they were using the container weeks before their first collection day; and
- There have been 10,625 bookings for the Large Furniture & Large Bulky Item Pickup Program which started on October 1, 2023. The monthly summary is included on Table 7 for 2024. The number of large furniture and large bulky item bookings are approximately 45 per day and included in the total contacts in Table 6 above.

**Table 7: Service London Contact Data for Large Furniture & Bulky Item Requests in 2024**

	January	February	March	April	May	June
Total Contacts	1,035	1,100	1,290	1,715	1,635	1,500
Contacts per Day <sup>1</sup>	33	38	42	57	53	50

Notes:

1. Based on number of calendar days in the month.

## 2.4 Other Green Bin and Collection Service Adjustments and Impacts

### Medical Exemptions

The City of London started offering a medical exemption with respect to the number of bags/containers at the curb starting in January 2017. Individuals contact the City and details are confirmed including circumstances. Prior to January 15, 2024, there were 22 exempted locations. After January 15, 2024 another 29 locations have been exempted.

The medical exemption is serving its purpose. Based on the current number of requests, it is currently a manageable program.

### **Illegal Dumping on City Boulevards, Parks, Roadsides and Other Public Properties**

City Roadside Operations have reported that the shift to biweekly garbage pickup and the implementation of a booking program for large furniture and bulky waste has had impacts to City boulevards and roadsides in the form of illegal dumping and an increase in debris. Three measurement programs are in place and will continue throughout 2024:

- Locations are being tracked and addressed by Roadside Operations staff in all three districts;
- Experience of Supervisors and other operations staff; and
- Concerns and issues that are reported directly to Service London.

All districts are reporting an increase in the amount of materials being illegally dumped in 2024. Items being identified that are associated with waste collection program changes are mattresses, large furniture and some bags of garbage. Construction, renovation and demolition materials are on the increase in the south end of London (rural areas) and are not part of program changes. However, there is a noticeable increase on bagged garbage in some of these locations.

Further details to estimate the amount, types of materials and areas are being compiled including a list of potential prevention measures. This work will continue through the summer and fall months.

City Parks Operations have noted an increase in the amount of household garbage turning up in parks garbage containers in particular at locations with parking lots (e.g., arenas using the dumpsters and parks where they can unload in a parking lot).

Similar to Roadside Operations, further details to estimate the amount, types of materials and areas are being compiled including a list of potential prevention measures. This work will continue through the summer and fall months.

Another measurement being used is a comparison of Service London contacts with the City between 2024 (January to June) versus 2023 (January to June) in a number of areas (Table 8). Contacts include telephone calls, emails or entry through the Service London Portal Submission.

Approximately 4 contacts for illegal dumping are occurring per day in 2024 versus 3 contacts per day in 2023.

**Table 8: Service London Contact Data for Illegal Dumping, Debris and Litter City Boulevards, Parks, Roadsides and Other Public Properties**

	<b>January</b>	<b>February</b>	<b>March</b>	<b>April</b>	<b>May</b>	<b>June</b>
2024 Total Contacts	100	125	130	155	135	95
2024 Contacts per Day <sup>1</sup>	3	4	4	5	4	3
2023 Total Contacts	70	60	70	145	125	95
2023 Contacts per Day <sup>1</sup>	2	2	2	5	4	3

Notes:

1. Based on number of calendar days in the month.

## Part B – Resident Feedback through Get Involved Website

### 2.5 Methodology

The City of London's community engagement online platform, Get Involved [getinvolved.london.ca/greenbin](https://getinvolved.london.ca/greenbin), was used to provide information and collect resident feedback on the new Green Bin Program and collection schedule changes:

- Resident feedback was collected over a five-month period from mid-January to end of June 2024;
- A total of 20 questions were asked in two sections: The Green Bin Program, biweekly garbage and collection program changes;
- It is important to note that this feedback method (online resident feedback) is non-random sampling, meaning it is not clear what the odds or probability that the data represents the total population (i.e., statistical validity cannot be determined); and
- A communications campaign promoted the resident feedback opportunity. The campaign included social and traditional media, radio ads, City E-newsletter, digital billboards and community events throughout the city.

### 2.6 Feedback

Overall, the community engagement program for Green Bin Program, collection changes and new schedule has received the highest number of feedback responses since it has been established on the Get Involved site. The 2024 resident feedback overview details and summary are available in Appendix A.

Key information from the resident feedback form includes:

- 7,497 responses received. 77% of respondents who started the feedback form completed it;
- 67% of respondents provided more information about themselves. About half of the respondents were between the ages of 30 to 50, 70% identify as female and 20% speak a language other than English at home.
- 9,705 unique visitors (number of individual devices – such as a phone, iPad, or computer - visiting the Get Involved page and viewed at least one page) were recorded; and
- 38,600 total visits (number of unique visits by individuals) and 54,000 total page views (number of total pages viewed on the Green Bin Get Involved page. This includes all clicks on the home page, photos, videos, and background information) were recorded in the January to June 2024 time period.

#### **Green Bin Program feedback key highlights:**

- The Green Bin delivered to each household included an information package on how to use the Green Bin. Approximately 67% respondents stated that they found the information package to be helpful and informative for every aspect of the Green Bin Program and 20% stated it was enough for basic information;
- The majority of respondents (61%) are interested in being provided feedback on how the Green Bin program is performing;
- Approximately 55% selected that the list of acceptable Green Bin materials is adequate;
- If materials are to be added to London's Green Bin in the future pet waste was selected the highest at 33% followed by more soiled paper products (26%) and cat litter (24%); and

- Over 2,600 general comments were received for the question 'what other changes and improvements would you like to see for the Green Bin Program'. These were related to a wide range of topics such as:
  - Green Bin container type– different lock, more sturdy, taller handle, larger size,
  - Materials to add – examples: pet waste, diapers, cat litter, yard waste,
  - Green Bin Program in apartments.

#### **Collection program feedback key highlights:**

- Household satisfaction for the new collection schedule changes for Green Bin and recycling (collected weekly) has 72% of the respondents satisfied or somewhat satisfied;
- Household satisfaction for the new collection schedule changes for garbage collection (collected biweekly) has 53% of the respondents satisfied or somewhat satisfied;
- 43% of households are not satisfied with the new collection schedule changes for garbage collection (collected biweekly);
- The most common current concern for biweekly garbage collection was holding onto materials for too long (32%). Other concerns are too much garbage accumulating over a two-week period (21%) and missing a pick-up means four weeks between collection days (24%);
- Almost half (45%) have no concerns with the 3 container limit part of the biweekly garbage collection. About 9% have some concerns but support the 3 container limit. If the 3 container limit was to change, approximately 24% of respondents selected it should be moved to 4 containers per pickup;
- The most common concern with handling pet waste in-between biweekly garbage collection is the length of time to hold onto pet waste (30%). 13% of respondents do not have concerns about handling pet waste and 6% have concerns but can manage;
- The most common concern with handling diapers and menstrual products is the length of time to hold onto them (30%) followed by too much accumulated over a two-week period (22%). 21% have concerns with missing a pickup means four weeks between pickups. Approximately 19% of respondents have no concerns;
- Some communities have special programs for handling diapers and menstrual products. Residents were asked for their feedback on the type of program they would support for handling diapers and menstrual products. About 25% are undecided and 21% do not support any of the programs. If a program was to be supported, 25% selected using clear bags to contain diapers and place at the curb on the weeks garbage is not collected;
- Approximately 50% of the resident feedback asking about the amount they would be willing to pay for additional services for diapers was that they do not support any payment for potential new programs and 13% do not support any of the programs. A small number, about 11%, would be willing to pay between \$1 and \$4 per month for a potential new program for handling diapers; and
- Overall a range of 2,600 general additional comments and feedback amongst the collection schedule questions were provided. The common comments received expressed views on:
  - Weekly garbage collection and consistent collection day,
  - Concerns with diapers, pet waste,
  - Collection service related issues.

## Part C – Update: Overview of other Select Municipalities

Information provided to Committee and Council in August 2023 has been updated and is included in this report as background information. London continues to benefit from insight and operational experience in other Ontario and select Canadian jurisdictions in the following areas:

- Weekly and Biweekly Garbage Collection (Appendix B)
- Schedule for Collection Services and Service Frequency (Appendix C)
- Container Limits and User Fees (Appendix D)
- Diapers and Incontinence Products (Appendix E)
- Pet Waste (Appendix F)
- Furniture and Bulky Items (Appendix G)

The following changes are contained in the Appendices B through G:

- City of Ottawa is reducing the number of containers at the curb from 6 to 3 as part of biweekly garbage pickup starting September 24, 2024;
- User fees for extra garbage containers/bags continue to range between \$1.75 to over \$6.00 with the average price from those municipalities with fees now being about \$2.75. Many municipalities have increased user fees (per container) in the last year including Toronto and several communities in Region of York;
- The majority of municipalities do not allow diapers and incontinence products in the Green Bin and these materials are placed in the garbage. Only Region of York, City of Toronto and municipalities in the Region of Durham as of July 1, 2024, allow placement in the Green Bin; and
- In the last year, two municipalities (City of Barrie and Region of Durham comprised of many cities and towns) have added pet waste to the Green Bin.

## Part D – Green Bin Pilot Project for Multi-residential Buildings

The City of London launched the Green Bin Cart Pilot Project in April 2024 (Table 9). To date, 3 buildings are operational noting that one building on Talbot Street is starting as an “opt-in” concept.

**Table 9: Status of Multi-Residential Green Bin Cart Pilot Project**

Location	Start Date	Number of Building Units	Number of Units with Access to Green Bin Cart	Number of Green Bin 120 L Carts Collected Per Month
9 Commissioners Road East	Mid-April 2024	137	137	22 - On average carts are 75% full when collected
1371 Commissioners Road West	Mid-April 2024	40	40	7 - On average carts are 65% full when collected
505 Talbot Street	May 2024	199	20	9 - On average carts are 70% full when collected

Opportunities exist to expand the number of units involved at the Talbot location. Discussions are underway with additional buildings to join the Pilot Project. Additional data collection is also planned for the Pilot Project (e.g., participation, estimated quantities, resident feedback, etc.).

## Part E – City Staff Focus and Recommendations

The amount of information and feedback being generated on a daily basis continues to demonstrate both the interest in the Green Bin program and related changes and identifies areas where items need to be further addressed and/or assessed. In general, the major areas of focus in the next six months will be on:

- Providing feedback to residents on the Green Bin program;
- Celebrating what has been achieved within a six month period;
- Undertaking additional curbside monitoring;
- Developing focused education and awareness materials for areas that have lower Green Bin participation;
- Reviewing in greater details the concerns expressed by residents with the Green Bin service and biweekly garbage pickup;
- Reviewing other Ontario municipalities to learn how they overcame the concerns being expressed by Londoners;
- Undertaking operational exercises to address curbside service concerns; and
- Examining and reporting on the cost, the advantages and disadvantages, design considerations and other potential opportunities and implications of the following changes to the collection system including:
  - i. Adding pet waste to the Green Bin program in 2025,
  - ii. Reviewing the Garbage Container Limit and the Garbage Container Exemption periods to ensure there is a balance between customer service and an incentive to reduce waste and maximize waste diversion, and
  - iii. Providing additional collection services or other solutions for items like diapers, incontinence products, large bulky items, other materials, and hard to service townhome complexes, in 2025 or 2026.

### 3.0 Financial Impact/Considerations

There are no financial impacts or considerations as part of this update report. Details on Green Bin programs costs and potential collection program adjustments will be provided in the one year update report currently scheduled for January 2025.

## Conclusion

The report conclusion has been listed under Part E above and key items listed in the Executive Summary.

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Appendix A Results of Feedback Through GetInvolved  
 Appendix B Weekly and Biweekly Garbage Collection  
 Appendix C Schedule for Collection Services and Service Frequency  
 Appendix D Container Limits and User Fees  
 Appendix E Diapers and Incontinence Products  
 Appendix F Pet Waste  
 Appendix G Furniture and Bulky Items

## Appendix A

### Summary of Resident Feedback Through the Get Involved Website

#### Online Engagement and Resident Feedback

The Community Engagement process to collect resident feedback on household satisfaction with the Green Bin Program and collection program changes was implemented January 15, 2024 when the new Green Bin Program had started.

Resident feedback was collected over a five-month period from mid-January to the end of June 2024. The City of London's community engagement online platform, Get Involved [getinvolved.london.ca/greenbin](https://getinvolved.london.ca/greenbin), was used to provide information and collect resident feedback on the new Green Bin Program and collection schedule changes. A total of 20 feedback questions were asked and divided into two parts, the Green Bin Program and collection schedule changes. At the end of the feedback form was 5 voluntary questions for respondents to share information about themselves.

The Green Bin Program feedback section consisted of 5 questions:

1. Did you find the information package provided inside your Green Bin and kitchen container helpful and informative about how to use the Green Bin?
2. What additional information would you like to see about the Green Bin and how to use it?
3. Do you find the list of accepted materials for the Green Bin program adequate?
4. If materials are added to the Green Bin in the future, what materials do you feel should be added?
5. What other changes and improvements would you like to see for the Green Bin Program?

The biweekly garbage collection changes feedback section consisted of 9 questions:

6. How would you rate your satisfaction of the new collection schedule changes for Green Bin and recycling (collected weekly)?
7. How would you rate your satisfaction of the new collection schedule changes for garbage collection (collected biweekly)?
8. What concerns, if any, might you have about biweekly garbage collection?
9. What concerns, if any, might you have with the 3 container limit as part of biweekly garbage collection?
10. What concerns, if any, might you have about handling pet waste in-between biweekly garbage collection?
11. What concerns, if any, might you have about handling diapers and menstrual product(s) in-between biweekly garbage collection?
12. Some communities have special program for handling diapers and menstrual product(s). What kind of program would you support?
13. For any of the potential new programs for handling diapers, would you be willing to pay for additional services?
14. If you have any additional concerns or feedback about the collection schedule?

Five general questions were asked:

15. If you are willing, please consider telling us a bit about yourself?
16. What is your postal code?
17. What is your age?
18. How do you identify?
19. Do you speak a language other than English at home?
20. Please share any other information you would like us to know about your identity.

Londoners were made aware of this engagement and feedback opportunity through a communications campaign that included the following communication methods:

- community outreach events;
- City website information including Our City e-news;
- print and traditional media;
- social media; and
- digital billboards.

A promotional digital billboard was displayed on rotation for approximately 5 months from mid-January to June 2024, and ongoing, at the following six locations:

- Wellington Street at Bathurst Street;
- Richmond Street at Horton Street E;
- Wellington Street at York Street (2 sides);
- Veterans Memorial Parkway at Gore Road (2 sides);
- Wonderland Road at Oxford Street W; and
- Oxford Street W at Wonderland Road.

The communication campaign details are provided in Table A.

**Table A – Community Engagement Communications Campaign**

<b>Communication Type</b>	<b>Date(s) of advertisement</b>
Social media (Twitter, Facebook, Instagram)	January to June 2024
Green In the City Virtual Event	January 9, 2024 590 attended, 1,100 registered. Views on recorded session on YouTube: over 1,200.
Radio advertising (9 local stations)	January 15 to February 4, 2024
Digital Billboards	January to June 2024 (6 locations). In rotation of a couple different designs.
Print and traditional media	CityGreen May & June 2024 edition – 76,350 copies printed. Local new stations publishing the story in May.
Other digital media	Our City e-newsletter delivered to 8,475 recipients. Newsletter that included Green Bin launch or feedback requests in 2024: <ul style="list-style-type: none"> <li>• January 25: 34% open rate, 4% link clicks</li> <li>• April 25: 41% open rate, 5% link clicks</li> <li>• May 16: 37% open rate, 5% link clicks</li> <li>• June 6: 32% open rate, 3% link clicks</li> </ul>

It is important to note that this feedback method (online resident feedback) is non-random sampling, meaning it is not clear what the odds or probability that the data represents the total population (i.e., statistical validity cannot be determined). Online feedback methods are often referred to as unrestricted, self-selected surveys. They are a form of convenience sampling. Care must be used in interpreting the results.

The key highlights of the resident feedback received through the Get Involved feedback form are:

- 7,497 completed feedback forms (77% who started the feedback form completed it). For comparison; the Green Bin Community Engagement Program design feedback conducted in 2021 received 3,777 completed feedback forms versus 7,497 completed in 2024);



- 38,600 total page visits (number of unique visits by individuals) and 54,000 views (number of total pages viewed on the Green Bin Get Involved page. This includes all clicks on the home page, photos, videos and background information). Since the Green Bin Program project was established on the Get Involved Site it has received the highest number of feedback responses; and
- 9,705 unique visitors (number of individual devices – such as phone, iPad or computer - visiting the Get Involved page and viewed at least one page).

### **Green in the City event – Green Bin Program Information Session**

A virtual Green in the City event included City staff presentations and discussion panel with residents who had experience with using a Green Bin Program in other Ontario municipalities. The City presentation included information about the new program, biweekly garbage collection and how the collection schedule was changing.

The event had 590 residents attend and 1,100 registered. At the end of the presentation there was a question and answer period where residents had the opportunity to find out more about London's Green Bin program. There were 215 questions and 65 comments received. Some examples of the questions asked were regarding accepted materials, how the Green Bin Program works, acceptable liners, tips for reducing odours, changes to the collection schedule and processing of Green Bin materials.

### **Additional Green Bin and Collection Schedule Changes information sessions**

An interactive display was featured at the January 2024 Lifestyle Homeshow, Western Fair District Agriplex (January 26 to 28, 2024) where 350 people provided in-person feedback. Residents who visited the City interactive display also spoke with City staff and were directed to visit the Get Involved site to complete the form directly online.

Londoners were also made aware of the feedback opportunity at information sessions provided by City staff from January to June 2024 at various locations:

- South London Resource Centre – March 1, 2024
- Ward Councillor townhall or community days – March through June 2024
- EarthFest & Community Earth Day events – April 2024
- London Hydro's EV Test Drive event – May 8 and 9, 2024
- Public Works Week, Touch-a-Truck event – May 25, 2024
- Orchard Park Neighbourhood Association – May 28, 2024
- Gathering in the Green – June 1, 2024

### **Online Engagement and Resident Feedback Results**

Each question below starts with the feedback form question asked which is then followed by background information for the purpose of this report. Some of the questions have different total number of responses because the feedback form had questions that may have been not answered, the option to select one answer and the option to select multiple answers.

### **Questions on the Green Bin Program**

#### **Question #1: Did you find the information package provided inside your Green Bin and kitchen container helpful and informative about how to use the Green Bin?**

The Green Bin distribution occurred between October 23 to December 2023. The Green Bin delivery to each household included:

- A 45 L Green Bin container with a kitchen container placed inside;
- Information package with program materials:

- Waste Reduction & Conservation Guide – contained information about how to use the Green Bin, acceptable materials and what to keep out;
- 2024 collection schedule – explanation of the collection schedule changes, biweekly garbage collection, weekly Green Bin and recycling collection; and
- Certified compostable bag sample and liner coupons.

The resident feedback received on the information package of program materials are provided below in Table A1. Approximately 67% of the residents who provided feedback on their satisfaction of the print materials inside, stated that the information package was helpful and informative and approximately 20% found it was enough for basic information.

**Table A1 – Did you find the information package provided inside your Green Bin and kitchen container helpful and informative about how to use the Green Bin?**

Question Options (select one)	Responses (%)	Number of Responses
Yes (detailed information on every aspect of the program)	66.8%	4,887
Maybe (enough for basic information)	19.7%	1,439
No (could have added more information)	3.3%	243
I did not receive the information package inside my Green Bin	1.3%	97
I am not using a Green Bin	7.6%	554
Other	1.3%	93
Total Responses		<b>7,313</b>

**Question #2: What additional information would you like to see about the Green Bin and how to use it?**

Residents were then asked if provided with additional information about the Green Bin Program, what type of information they wish to receive. The majority of respondents, 61%, are interested in being provided feedback on how the Green Bin program is performing and 21% would like to see more pictures and graphics (Table A2).

**Table A2 – What additional information would you like to see about the Green Bin and how to use it?**

Question Options (select all that apply)	Responses (%)	Number of Responses
More pictures and graphics	20.6%	1,435
Feedback on how the Green Bin program is performing	61.2%	4,252
Demonstration videos	7.3%	504
Other	10.9%	759
Total Responses		<b>6,950</b>

**Question #3: Do you find the list of accepted materials for the Green Bin program adequate?**

The materials accepted in London's Green Bin Program include food waste, cooking oils and grease, soiled paper products and other materials such as houseplants and wooden cutlery. A list of items in those 3 categories are provided on the next page.

Food waste:

- Baked goods, candies
- Bread, cereal, pasta, noodles, rice, beans, grains
- Coffee filters and grounds, paper teabags
- Dairy products, including milk, yogurt, butter, cheese
- Dry baking ingredients, herbs, spices
- Eggs, eggshells
- Fats, cooking oils, food grease (liquid or solid)
- Fruits and vegetables (cooked or raw, including peels, scraps and pits)
- Meat, poultry, seafood, giblets, bones
- Nuts, seeds
- Salad dressing, mayonnaise, gravy, sauces

Food-soiled paper products:

- Paper napkins, paper towel, tissues (provided they are free of contaminants, such as household cleaners)
- Paper plates, cups, muffin wrappers (un-waxed and un-plasticized)
- Pizza boxes, cardboard
- Un-plasticized soiled paper food packaging (such as flour bags)
- Cardboard egg cartons

Other items:

- Household plants (including soil), cut flowers
- Pumpkins
- Wooden stir sticks, chop sticks, popsicle sticks, toothpicks
- Newsprint, paper bags (to wrap food and line containers)
- Waxed paper

The resident feedback on the level of satisfaction for the list of acceptable items is below in Table A3. Over half of the respondents stated that the list of acceptable materials in London's Green Bin Program is adequate. Approximately 30% would like to see more materials added into the Green Bin and approximately 10% of residents who provided feedback are not using their Green Bin (Table A3).

**Table A3 – Do you find the list of accepted materials for the Green Bin program adequate?**

Question Options (select one)	Responses (%)	Number of Responses
Yes, it is adequate	54.6%	4,010
No, more types of materials should be accepted in the Green Bin	29.2%	2,144
No, fewer types of materials should be accepted in the Green Bin	0.7%	49
I am unsure	4.4%	326
I am not using the Green Bin	9.5%	697
Other	1.6%	118
Total Responses		<b>7,344</b>

**Question #4: If materials are added to the Green Bin in the future, what materials do you feel should be added?**

Materials not accepted in London's Green Bin Program include pet waste or animal products such as bedding or cat litter. Residents were asked if materials are to be added to the Green Bin Program in the future which materials should be added. This question allowed for multiple answers to be selected (Table A4).

About one-third, 33% of respondents would like to see pet waste added to London's Green Bin Program in the future. About a quarter of respondents would like to see additional soiled paper products added to the Green Bin (26%), and about 22% feel that cat litter should be added.

**Table A4 – If materials are added to the Green Bin in the future, what materials do you feel should be added?**

Question Options (select all that apply)	Responses (%)	Number of Responses
Pet waste	32.8%	3,846
Cat litter	22.1%	2,596
Animal Bedding	8.3%	974
More soiled paper products	25.7%	3,019
I am not using a Green Bin	6.5%	767
Other	4.5%	530
Total Responses		<b>11,732</b>

**Question #5: What other changes and improvements would you like to see for the Green Bin Program?**

Over 2,600 comments were received for this question. In general, the changes and improvements noted by respondents were a wide range of comments. Some examples of topics include:

- Green Bin container type – larger size Green Bin, different lock, different handle and different shape of the bottom as materials get trapped if not using a liner;
- Program information and education – comprehensive list of accepted program materials, how to use the Green Bin and tips for controlling pests and reducing odours;
- Materials to add – examples: pet waste, diapers, cat litter and yard waste;
- Collection on the same day each week;
- Handling of Green Bin during collection and placement afterwards;
- Green Bin Program available for apartment households; and
- Increase in observed participation rates.

FYI(to be deleted) – many comments received were related to opinion of green bin program i.e. great, not using it, cancel it etc. and also reporting collection issues with handling of the bins or missed collections.

**Questions about Biweekly Garbage and Collection Program Changes**

**Question #6: How would you rate your satisfaction of the new collection schedule changes for Green Bin and recycling (collected weekly)?**

As part of the new Green Bin Program, the frequency of collection days changed:

- Weekly Green Bin and recycling collection
- Biweekly garbage collection

Household satisfaction or non-satisfaction for the collection schedule changes are below in Table A6. The majority of respondents, 56% are satisfied with the changes to the weekly collection for Green Bin and recycling and 16% are somewhat satisfied. 23% are not satisfied.

**Table A6 – How would you rate your satisfaction of the new collection schedule changes for Green Bin and recycling (collected weekly)?**

Question Options (select one)	Responses (%)	Number of Responses
I'm satisfied	55.9%	4,150
I'm somewhat satisfied (some changes are needed)	16.0%	1,188
I'm not satisfied	23.2%	1,719
I'm unsure	1.8%	133
Other	3.1%	229
Total Responses		<b>7,419</b>

**Question #7: How would you rate your satisfaction of the new collection schedule changes for garbage collection (collected biweekly)?**

When the Green Bin Program was implemented the garbage collection frequency changed to biweekly, every other week collection except when a Statutory Holiday occurs.

Overall the satisfaction or non-satisfaction with the new collection schedule changes for garbage collection indicates (Table A7):

- 42% of the respondents are not satisfied with the biweekly garbage collection schedule;
- 36% of respondents are satisfied with the biweekly garbage collection schedule; and
- 17% are somewhat satisfied.

**Table A7 – How would you rate your satisfaction of the new collection schedule changes for garbage collection (collected biweekly)?**

Question Options (select one)	Responses (%)	Number of Responses
I'm satisfied	35.5%	2,636
I'm somewhat satisfied (some changes are needed)	17.2%	1,274
I'm not satisfied	42.7%	3,172
I'm unsure	1.4%	106
Other	3.2%	235
Total Responses		<b>7,423</b>

**Question #8: What concerns, if any, might you have about biweekly garbage collection?**

A key reason for changing the garbage collection frequency to biweekly collection is to increase the use of the Green Bin and other waste diversion programs available such as recycling. Collecting the Green Bin weekly removes a large portion of the waste that generates odours.

Some households are required to hold onto materials for an additional four to six days compared to the previous collection system.

Overall, concerns with biweekly garbage collection are (Table A8):

- Holding onto materials too long (32%)
- Too much garbage is accumulated over a two-week period (21%)
- Missing a pickup means four weeks between collection days (24%)

**Table A8 – What concerns, if any, might you have about biweekly garbage collection?**

<b>Question Options (select all that apply)</b>	<b>Responses (%)</b>	<b>Number of Responses</b>
Too long to hold onto some materials (e.g., diapers, pet waste)	32.1%	4,621
Too much garbage is accumulated over a two-week period	20.7%	2,988
Missing a pickup means four weeks between collection days	24.3%	3,500
I have some concerns, but I support biweekly garbage collection (and weekly Green Bin and recycling pickup)	10.1%	1,460
I have no concerns about biweekly garbage collection	8.8%	1,263
I am undecided	0.4%	64
Other	3.5%	506
<b>Total Responses</b>		<b>14,402</b>

**Question #9: What concerns, if any, might you have with the 3 container limit as part of biweekly garbage collection?**

The container limit remained unchanged at 3 containers per collection when the garbage collection schedule changed to biweekly collection. Almost half of the respondents (45%) have no concerns with the 3 container limit part of the biweekly garbage collection. About 10% have some concerns but support the 3 container limit.

If the 3 container limit was to change, approximately 25% of respondents selected it should be moved to 4 containers per pickup (Table A9).

**Table A9 – What concerns, if any, might you have with the 3 container limit as part of biweekly garbage collection?**

<b>Question Options (select all that apply)</b>	<b>Responses (%)</b>	<b>Number of Responses</b>
I have no concerns about the 3 container limit	45.1%	3,608
I have some concerns with the 3 container limit but I support the current limit	9.3%	744
The 3 container limit should be moved to 4 containers per pickup	24.0%	1,920
The 3 container limit should be moved to 5 containers per pickup	13.6%	1,091
I am undecided	2.7%	214
Other	5.3%	424
<b>Total Responses</b>		<b>8,001</b>

**Question #10: What concerns, if any, might you have about handling pet waste in-between biweekly garbage collection?**

Previous community engagement indicated that residents would have concerns with holding onto pet waste for a two week period, accumulating amounts and missing a pickup.

Respondents have the same concerns with the most common concern of the length of time to hold onto pet waste (30%) (Table A10). This question also had the option to select multiple answers. 13% of respondents do not have concerns and 6% have concerns but can manage.

**Table A10 – What concerns, if any, might you have about handling pet waste in-between biweekly garbage collection?**

Question Options (select all that apply)	Responses (%)	Number of Responses
Too long to hold pet waste	30.3%	3,887
Too much is accumulated over a two-week period	23.6%	3,028
Missing a pickup means four weeks between collection days	22.5%	2,886
I have some concerns but can manage	6.3%	811
I have no concerns	12.8%	1,638
I am undecided	1.7%	221
Other	2.9%	373
Total Responses		<b>12,844</b>

**Question #11: What concerns, if any, might you have about handling diapers and menstrual products in-between biweekly garbage collection?**

Previous community engagement indicated that residents would have concerns with handling diapers and menstrual product(s) in-between biweekly garbage collection for multiple reasons.

The most common current concern is the length of time to hold onto them (30%) followed by too much accumulated over two-week period (22%) and missing a pickup means four weeks between pickups (21%) (Table A11). Approximately 20% of respondents have no concerns.

**Table A11 – What concerns, if any, might you have about handling diapers and menstrual product(s) in-between biweekly garbage collection?**

Question Options (select all that apply)	Responses (%)	Number of Responses
Too long to hold onto diapers and menstrual product(s)	30.1%	3,658
Too much is accumulated over a two-week period	22.1%	2,685
Missing a pickup means four weeks between collection days	20.5%	2,490
I have some concerns but can manage	3.9%	476
I have no concerns	18.7%	2,275
I am undecided	2.3%	279
Other	2.5%	299
Total Responses		<b>12,162</b>

**Question #12: Some communities have special programs for handling diapers and menstrual product(s). What kind of program would you support?**

On April 13, 2021, London Council approved that the Green Bin program in London would exclude diapers, menstrual products. These materials are to be placed inside garbage bags or containers for collection as part of regular garbage collection. Should diapers and/ or incontinence products require an additional container or bag, a fee of \$2.00 is required for a Bag Tag or delivery of a container/bag to the EnviroDepots.

In August 2023, Council approved biweekly garbage collection and weekly recycling and Green Bin collection with no system or exemption program in place for pet waste or incontinence products.

Residents were asked for their feedback on the type of program they would support for handling diapers and menstrual products, about a quarter of respondents are undecided (26%), and 21% do not support any of the programs. If a program was to be supported, 25% selected using clear bags to contain diapers and place at the curb on the weeks when garbage is not collected and 16% selected a diaper tag program to allow extra bags at the curb (Table A12).

**Table A12 – Some communities have special programs for handling diapers and menstrual product(s). What kind of program would you support?**

Question Options (select all that apply)	Responses (%)	Number of Responses
Using clear bags to contain diapers and placing at the curb on weeks when garbage is not collected	25.0%	2,042
Dropping off one clear bag per week at the EnviroDepots	5.7%	465
A diaper tag program to allow extra bags at the curb	16.3%	1,333
I don't support any of these programs	21.0%	1,712
I am undecided	25.4%	2,075
Other	6.5%	528
Total Responses		<b>8,155</b>

**Question #13: For any of the potential new programs for handling diapers, would you be willing to pay for additional services?**

Some municipalities help households with diapers by offering exemptions at the curb such as free collection in clear bags or free garbage tags to go over the container limit but most municipalities, with weekly or biweekly garbage pickup, do not have any special services for managing diapers and incontinence products.

The results of the resident feedback asking about the amount they would be willing to pay for additional services is found in Table A13. Approximately 50% do not support any payment for potential new programs and 13% do not support any of the programs. A small number of respondents around 10%, would be willing to pay between \$1 and \$4 per month for a potential new program for handling diapers.



**Table A13 – For any of the potential new programs for handling diapers, would you be willing to pay for additional services?**

Question Options (select one)	Responses (%)	Number of Responses
Yes, \$4 per month	3.5%	248
Yes, \$2 per month	3.7%	267
Yes, \$1 per month	3.5%	253
I don't support any payment for potential new programs	49.7%	3,550
I don't support any of these programs	13.4%	955
I am undecided	18.3%	1,307
Other	7.9%	565
Total Responses		<b>7,145</b>

**Question 14: If you have any additional concerns or feedback about the collection schedule?**

Over 2,700 comments were received for this question. In general the concerns and feedback received regarding the collection schedule were mostly related to the feedback questions previously answered. The general nature of the comments received were related to:

- preference of weekly garbage collection;
- preference for same collection day each week and eliminate the holiday shift;
- concerns with handling and holding onto diapers, pet waste and garbage in general for a two-week period;
- increasing the container limit for a temporary period (i.e. summer), or year-round; and
- commenting that there are no concerns.

**Additional questions**

The next set of questions were asked respondents to provide information about themselves.

**Question #15: If you are willing, please consider telling us a bit about yourself?**

5,029 (67%) of respondents were willing to provide information about themselves.

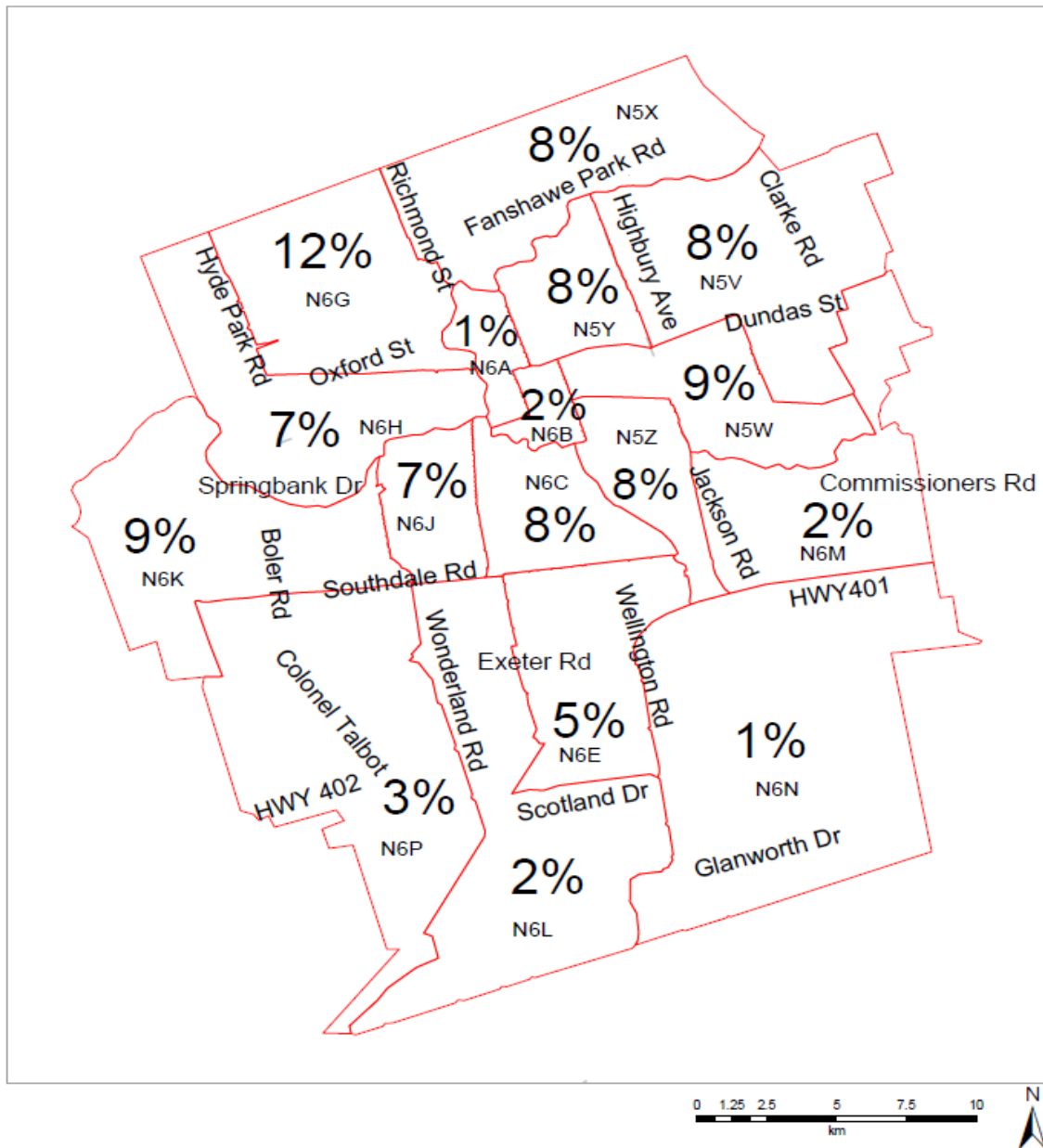
**Question #16: What is your postal code:**

Of the 7,497 respondents, 2,725 (36%) provided a postal code. Of these 0.2% of respondents indicated that they were non-London residents. The resident feedback received represented all areas of the city. To summarize the distribution, examples of City Planning Districts with the corresponding Canada Post FSA (Forward Sortation Area, first three letters of postal code) are as follows:

- 24% - Huron Heights, Uplands, Stoney Creek (N5V, N5X, N5Y)
- 11% - Central London, Highland (N6A, N6B, N6C)
- 19% - Sunningdale, Hyde Park, Oakridge (N6G, N6H)
- 16% - Byron, Southcrest, Bostwick (N6J, N6K)
- 20% - Crumlin, Hamilton Rd, Glen Cairn (N6M, N5W)
- 4% - Lambeth, Tempo (N6P, N6L)
- 6% - Glanworth, White Oak (N6E, N6N)

A city-wide distribution of the proportion of feedback forms completed is displayed in Figure 1.

**Figure 1: Online Feedback Form – Postal Code Distribution of Respondents**



**Question #17: What is your age?**

Of the 7,497 respondents, 5,029 (67%) provided more about themselves (Table A17).

**Table A17: What is your Age?**

Question Options (select one)	Responses (%)	Number of Responses
19 or Younger	0.4%	10
20-29	6.6%	332
30-39	24.5%	1,227
40-49	24.9%	1,249
50-59	18.4%	922
60-69	16.4%	822
70 and over	8.3%	417
Prefer not to share	0.7%	34
<b>Total Responses</b>		<b>5,014</b>

**Question #18: How do you identify?**

Of the 7,497 respondents, 5,029 (67%) provided more about themselves.

**Table A18: I Identify As**

Question Options (select one)	Responses (%)	Number of Responses
Male	26.5%	1,333
Female	69.7%	3,505
Transgender	0.3%	16
Gender Non-Conforming	0.6%	32
Prefer not to share	2.3%	115
Other	0.5%	25
Total Responses		<b>5,026</b>

**Question # 19: Do you speak a language other than English at home?**

Of the 7,497 respondents, 20% speak a language other than English at home (Table A19).

**Table A19: Do you speak a language other than English at home?**

Question options (select one)	Responses (%)	Number of Responses
Yes	18.6%	928
No	79.7%	3,986
Prefer not to share	1.7%	85
Total Responses		<b>4,999</b>

**Question #20: Please share any other information you would like us to know about your identity.**

Of the 5,029 who provided more information about themselves, 650 respondents (13%) provided other information about their identity. Some examples of the general nature of additional information provided was:

- Number of residents in the household (adults and children) or if a multi-generational household;
- Identify as having a disability;
- Identify as having an ethnic background;
- Retired;
- How long they have been a London resident; and
- Pet owner.

## Appendix B Weekly and Biweekly Garbage Collection

### Municipalities with Green Bin Service

Biweekly garbage collection is the common service level in large Ontario municipalities with Green Bin programs. Municipalities with Green Bin programs that did not initially have biweekly collection found that the amount of organic material collected increased by 50% to 100% with the introduction of biweekly garbage collection. Collection of Blue Box recyclables also increased with the introduction of biweekly garbage collection.

Twelve of the fifteen largest Ontario municipalities with a Green Bin program have biweekly garbage collection (Table B1), and two of the other programs are reviewing the option or in transition to go to biweekly collection.

**Table B1: Garbage Collection Frequency for Large Municipalities with Green Bin Collection**

Garage Collection Frequency	Municipality
Weekly	Dufferin County, Hamilton <sup>1</sup> , Kingston
Weekly	St. Thomas <sup>2</sup>
Biweekly	Barrie, Durham, Guelph, Halton, Niagara <sup>3</sup> , Ottawa, Peel, Simcoe County <sup>4</sup> , Toronto, Waterloo, York, Other Canadian: Calgary, Halifax, Vancouver

Notes:

<sup>1</sup> Reviewing biweekly garbage collection

<sup>2</sup> Weekly garbage, biweekly Green Bin and recycling

<sup>3</sup> Changed to biweekly garbage collection in October 2020

<sup>4</sup> Changed to biweekly garbage collection in February 2020

## Appendix C

### Schedule for Collection Services and Service Frequency

#### Information from other Municipalities

A previous review of a number of municipalities in Ontario and a few in Canada with Green Bin collection services (offered weekly with the exception of St. Thomas) has identified several different collection scheduling systems that are designed to handle the Statutory Holidays. Very little has changed in the last year (since the last update in summer 2023).

In general municipalities may vary in the number of days included in a collection cycle. The collection cycle may be a four or five day cycle. There is also variability in the collection on Statutory Holidays and how the collection schedule changes if not collected on a Statutory Holiday.

When addressing waste collection around Statutory Holidays, every municipality faces the unique set of circumstances presented by their collection programs, systems, and schedules, the days required to complete the work, the number of unique collection zones, the type of staff collecting (municipal staff versus a contractor), and the specifications of the contracts and agreements which define service levels. There are generally five ways that municipalities handle Statutory Holiday collections (Table C1):

- With a few exceptions in smaller communities, most municipalities have periods of the year when the collection day changes to accommodate Statutory Holidays;
- A number of municipalities have limited the number of changes by collecting on many Statutory Holidays;
- A number of municipalities collect on the Saturday when a Statutory Holiday occurs; and
- All municipalities require change in collection days per week from twice to 12 times.

**Table C1: How Statutory Holidays are Handled in Other Municipalities**

How are Statutory Holidays Handled	Municipalities in this Category	How Many Times Does Collection Day Change Per Year
Current City of London – No collection on Statutory Holidays; entire collection schedule advances one business day (weekday)		10 or 11
1. Collect on all Statutory Holidays	Some smaller municipalities collect on all Statutory Holidays	0
2. Collection on Statutory Holidays (except Christmas Day and New Year's Day, which advance schedule into Saturday)	City of Barrie, Region of Durham, Region of Niagara, County of Simcoe, City of Toronto, Region of Waterloo, Region of York (Markham, Vaughan), City of Calgary	2
3. No collection on Statutory Holidays. Collection schedule advances into Saturday	City of Guelph, Region of Halton, City of Hamilton, City of Kingston, City of Ottawa,	10-12

How are Statutory Holidays Handled	Municipalities in this Category	How Many Times Does Collection Day Change Per Year
	Region of Peel, City of Halifax	
4. No collection on Statutory Holidays (4 collection zones)	County of Dufferin, City of St. Thomas	6-8
5. No collection on Statutory Holidays, entire collection schedule advances one business day (weekday)	City of Vancouver	12

Identified on Table C2 are the annual collection frequencies for garbage, Green Bin and Blue Box. The majority of municipalities have a similar system with garbage every two weeks (biweekly) and weekly service for Green Bin and Blue Box.

Changes that have occurred since summer of 2023 include City of Ottawa reducing the number of containers at the curb from 6 to 3 as part of biweekly garbage pickup starting September 24, 2024.

**Table C2: Collection Frequency in Select Municipalities**

Municipality	Annual Garbage Collection Frequency	Number of Bags (Containers) Per Pickup	Annual Green Bin Collection Frequency	Annual Blue Box Collection Frequency
Current City of London	Biweekly	3	Weekly	Weekly
City of Barrie	Biweekly	2	Weekly	Weekly
Region of Durham	Biweekly	4	Weekly	Weekly
City of Guelph	Biweekly	1 (cart)	Weekly	Weekly
Region of Halton	Biweekly	3	Weekly	Weekly
Region of Niagara	Biweekly	2	Weekly	Weekly
City of Ottawa	Biweekly	6 (3 as of Sept. 24, 2024)	Weekly	Weekly
Region of Peel	Biweekly	1 cart or 4 bags	Weekly	Weekly
County of Simcoe	Biweekly	1 (cart)	Weekly	Weekly
City of Toronto	Biweekly	1 (cart)	Weekly	Weekly
Region of Waterloo	Biweekly	3	Weekly	Weekly
Region of York	Biweekly	No limit to 3	Weekly	Weekly
City of Calgary	Biweekly	1 (cart)	Weekly	Weekly
City of Halifax	Biweekly	6	Weekly	Weekly
City of Vancouver	Biweekly	2 (carts)	Weekly	Weekly
County of Dufferin	Weekly	1	Weekly	Weekly
City of Hamilton	Weekly	1	Weekly	Weekly
City of Kingston	Weekly	1	Weekly	Weekly
City of St. Thomas	Weekly	2	Biweekly	Biweekly

## Appendix D Container Limits and User Fees

### Information from Other Municipalities

A review (summer 2023) of a number of municipalities in Ontario and a few in Canada with Green Bin collection services (offered weekly with the exception of St. Thomas) has identified a range of garbage bag/container limits and user fees in use (Table D1):

- The number of garbage containers/bags permitted for biweekly collection ranges from 2 to 6 per pickup. For municipalities that have wheeled carts it is 1 to 3 carts per pickup noting that wheeled carts usually hold 2 or more bags;
- The number of garbage containers/bags permitted for weekly collection ranges from 1 to 2 per pickup;
- User fees for extra garbage containers/bags range from \$1.75 to over \$6.00 with the average price from those municipalities with fees being about \$2.75; and
- Many municipalities have increased user fees (per container) in the last year including Toronto, several communities in Region of York.

**Table D1: Bag Limits and User Fees for Municipalities with Green Bin Service**

Municipality	Annual Garbage Collection Frequency	Number of Containers/Bags Per Pickup	Number of Containers/Bags Per Year	Are Extra Containers/Bags Permitted?	Cost for Extra Containers/Bags
Current City of London	Biweekly	3	78	Yes	\$2.00
City of Barrie	Biweekly	2	52	Yes	\$3.00
Region of Durham	Biweekly	4	104	Yes	\$2.50
City of Guelph	Biweekly	1 (cart)	26 (carts)	No	Extra Bag/ Containers Not Available
Region of Halton	Biweekly	3	78	Yes (up to 3)	\$2.00
Region of Niagara	Biweekly	2	52	Yes	\$2.85
City of Ottawa	Biweekly	6 (3 as of Sept. 24, 2024)	156 (78 as of Sept. 24 2024)	No	Extra Bag/ Containers Not Available
Region of Peel	Biweekly	1 (cart) or 4 bags	104	Yes	\$3.00
County of Simcoe	Biweekly	1 (cart)	26 (carts)	Yes (up to 5)	\$3.00
City of Toronto	Biweekly	1 (cart)	26 (carts)	Yes	\$6.32
Region of Waterloo	Biweekly	3	78	Yes	\$2.00
Region of York	Biweekly	2 (Georgina, King, East Gwillimbury)  3 (Aurora,	52, 78 or no limit (clear bags)	Yes Stouffville, King (up to 3)	\$2.00 (Georgina), \$2.30 East Gwillimbury),

<b>Municipality</b>	<b>Annual Garbage Collection Frequency</b>	<b>Number of Containers/ Bags Per Pickup</b>	<b>Number of Containers/ Bags Per Year</b>	<b>Are Extra Containers/ Bags Permitted?</b>	<b>Cost for Extra Containers/ Bags</b>
		Richmond Hill, Vaughan, Stouffville, Newmarket),  No limit (clear bags) (Markham)			\$2.25 (Stouffville), \$2.43 (Richmond Hill), \$3.00 (King), \$2.60 (Vaughan), \$3.00 (Newmarket), \$5.00 (Aurora)
City of Calgary	Biweekly	1 (cart)	26 (carts)	Yes	\$3.00
City of Halifax	Biweekly	6 (1 dark and the rest clear)	156	No	Extra Bag/ Containers Not Available
City of Vancouver	Biweekly	1 (cart) (can request additional cart)	26 (carts)	Yes	\$2.00
County of Dufferin	Weekly	1	52	Yes	\$2.00
City of Hamilton	Weekly	1	52	Yes	None (each household automatically gets 12 garbage tags/year and can request an additional 14 garbage tags/year)
City of Kingston	Weekly	1	52	Yes	\$2.00
City of St. Thomas	Weekly	2	52	Yes	\$1.75



## Appendix E Diapers and Incontinence Products

### City of London Current Programs and Practices

London's current collection system allows diapers and incontinence products to be placed inside garbage bags or containers for collection as part of regular garbage collection (collected 26 times per year). Should diapers and/or incontinence products require an additional container or bag, a fee of \$2 is required for a Bag Tag or delivery of a container/bag to the EnviroDepots.

On April 13, 2021, London Council approved that the Green Bin program in London would exclude diapers and sanitary products.

### Information from Other Municipalities

A review of larger Ontario and some Canadian municipalities (summer 2023) with Green Bin collection services (offered weekly with the exception of St. Thomas) has identified a few different solutions for handling diapers and incontinence products when Green Bin service is offered (Table E1):

- The majority of municipalities do not allow diapers and incontinence products in the Green Bin and these materials are placed in the garbage. Only Region of York, City of Toronto and Durham Region as of 1 July 2024, allow placement in Green Bin;
- A few municipalities help households with diapers and incontinence products by offering free disposal at landfill or depots;
- A few municipalities help households with diapers and incontinence products by offering exemptions at the curb such as free collection in clear bags or free garbage tags to go over the container limit; and
- Most municipalities, with weekly or biweekly garbage pickup, do not have any special services for managing diapers and incontinence products.

**Table E1: Municipal Practices to Manage Diapers and Incontinence Products**

Municipality	Place in Garbage (Number of Pickups)	Place in Green Bin (Number of Pickups)	Description of Special Programs Offered
Current City of London	Yes (26)	No	Not offered
City of Barrie	Yes (26)	No	From May 1 – October 31, residents can dispose of a maximum 2 clear bags of diapers/sanitary products (only) per week at the landfill at no charge.
Region of Halton	Yes (26)	No	A diaper bag tag program where households may receive diaper bag tags (that must be affixed to a clear bag) that allow them to exceed the three-bag limit without having to purchase a \$2 bag tag. Up to 40 tags per year free of charge. Must be in clear bags. Free drop-off at Halton Landfill, clear or black bags accepted.
Region of Niagara	Yes (26)	No	A diaper exemption program where eligible residents can apply for an

<b>Municipality</b>	<b>Place in Garbage (Number of Pickups)</b>	<b>Place in Green Bin (Number of Pickups)</b>	<b>Description of Special Programs Offered</b>
			exemption to their biweekly waste collection on weeks when garbage is not collected. Clear bags required.
City of Ottawa	Yes (26)	No	A sign-up program for the collection of diapers/sanitary products, on weeks when garbage is not collected.
Region of Waterloo	Yes (26)	No	Free diaper drop-off at depots (clear bags are mandatory) and a Medical Exemptions program.
County of Dufferin	Yes (52)	No	A diaper exemption program where eligible residents can apply to receive bag tags to cover 1 extra garbage bag (diapers only) for a period of six months.
Region of Durham	Yes (26)	Yes (52)	Starting July 1, 2024, several materials were added to the Green Bin including diapers and pet waste.
City of Guelph	Yes (26)	No	Not offered
City of Hamilton	Yes (52)	No	Not specifically but have a 'special considerations program' for families with more than 2 children under four, and residents with special medical circumstances to receive additional tags at no cost.
City of Kingston	Yes (52)	No	Not specifically but have a 'medical exemption program' for families with a documented (doctor's note) need to put out extra garbage bags, without tags.
Region of Peel	Yes (26)	No	Not offered
City of St. Thomas	Yes (52)	No	Not offered
County of Simcoe	Yes (26)	No	Not offered
City of Calgary	Yes (26)	No	Not offered
City of Halifax	Yes (26)	No	Not offered
City of Vancouver	Yes (26)	No	Not offered
City of Toronto	Yes (26)	Yes (52)	
Region of York	Yes (26)	Yes (52)	

## Appendix F Pet Waste

### City of London Current Programs and Practices

London's current collection system allows dog waste, kitty litter and other pet waste to be bagged and placed inside garbage containers or bags for collection as part of regular garbage collection (collected 26 times per year).

Some London households have found that dog waste is easily managed using a backyard digester (sold at the EnviroDepots for a subsidized price). However, digesters cannot manage kitty litter, and may not be practical for some households.

London offers in-ground dog waste disposal containers at some of its dog parks through a pilot project implemented for up to ten in-ground dog waste disposal units in City parks.

On July 25, 2023, London Council approved the processing of food waste and soiled paper at Convertus Canada Inc. London Council also approved the price to add pet waste and/or food waste contained inside plastic bags at a future date.

### Information from Other Municipalities

A review of a number of municipalities in Ontario and a few in Canada with Green Bin collection services (offered weekly with the exception of St. Thomas) has identified two separate approaches for managing pet waste (Table F1):

- A number of municipalities do not allow pet waste in the Green Bin. In these communities pet waste goes in the garbage that is collected either weekly or biweekly;
- A number of municipalities allow pet waste to be placed inside the Green Bin, generally inside paper or certified compostable bags for feces;
- A couple of municipalities allow pet waste placed in regular plastic bags and then placed in the Green Bin;
- In the last year, two municipalities (City of Barrie and Region of Durham comprised of many cities and towns) have added pet waste to the Green Bin);
- A number of municipalities have separate dog waste handling systems in dog parks and regular parks; and
- No municipalities surveyed provided separate curbside solutions for pet waste.

**Table F1: Municipal Programs to Manage Pet Waste**

Municipality	Place in Garbage (Number of Pickups)	Place in Green Bin (Number of Pickups)	Notes and/or Other Approaches Available in Dog Parks and/or Municipal Parks
Current City of London	Yes (26)	No	In-ground containers at Dog Parks. Pilot project underway for Parks with in-ground containers.
County of Dufferin	Yes (52)	No	
Region of Halton	Yes (26)	No	
City of Hamilton	Yes (52)	No	In-ground dog waste containers in some parks (2020); paused shortly after due to contractor issues and not re-introduced.
City of Kingston	Yes (52)	No	
Region of Peel	Yes (26)	No	In-ground dog waste containers pilot program in parks (Mississauga only). Concluded in 2024.

<b>Municipality</b>	<b>Place in Garbage (Number of Pickups)</b>	<b>Place in Green Bin (Number of Pickups)</b>	<b>Notes and/or Other Approaches Available in Dog Parks and/or Municipal Parks</b>
City of Halifax	Yes (26)	No	In-ground dog waste containers pilot program in a limited number of parks.
City of Vancouver	Yes (26)	No	Dog waste bins pilot program in parks
City of Barrie	Yes (26)	Yes (52)	Effective May 1, 2024 pet waste is accepted in the Green Bin.
Region of Durham	Yes (26)	Yes (52)	Effective July 1, 2024 pet waste is accepted in the Green Bin.
City of Guelph	Yes (26)	Yes (52)	
Region of Niagara	Yes (26)	Yes (52)	In-ground dog waste containers pilot project in parks.
City of Ottawa	Yes (26)	Yes (52)	
City of St. Thomas	Yes (52)	Yes (26)	
County of Simcoe	Yes (26)	Yes (52)	
City of Toronto	Yes (26)	Yes (52)	Organics bins in parks pilot project specifically for pet waste.
Region of Waterloo	Yes (26)	Yes (52)	In-ground dog waste containers in parks.
Region of York	Yes (26)	Yes (52)	Town of Aurora has in-ground dog waste containers in select parks.
City of Calgary	Yes (26)	Yes (52)	Pilot project at 2 dog parks.

## Appendix G Furniture and Bulky Items

### Information from Other Municipalities

A review of a number of municipalities in Ontario and a few in Canada (in summer 2023) with Green Bin collection services (offered weekly with the exception of St. Thomas) has identified a range of options for managing small and large furniture and bulky items (Table G1):

- Not collected at the curb – these municipalities direct households to depots, transfer stations and/or landfill. Disposal fees apply;
- Booking required; then place with garbage on collection day - some municipalities have specific fees for items to be picked up;
- Booking required; then place with garbage on collection day – some municipalities have no fees but limit the number of items to be picked up; and
- Place with garbage on collection day – some municipalities allow collection on regular garbage day with a separate collection vehicle (large items), have no fees but may limit the number of items.

**Table G1: Municipal Programs that Manage Large Furniture and Large Bulky Items**

Municipality	Description	Frequency of Pickup	Fees	Limit
Current City of London	Booking required for large furniture and bulk items; then place with garbage on collection day	Every pickup	No fee	4 item limit
City of Barrie	Not collected at the curb		Landfill site – fees apply	No limit
City of Kingston	Not collected at the curb		Private facilities – fee apply	No limit
City of St. Thomas	Not collected at the curb		Community depot - \$135 per tonne	No limit
City of Calgary	Not collected at the curb		Landfill site – fees apply	No limit
City of Vancouver	Not collected at the curb		Depot, transfer station or landfill – fees apply	No limit
County of Dufferin	Booking required; then place with garbage on collection day	Monthly	\$25 - 4 items \$20 - white goods \$30 - white goods with refrigerant	No limit
City of Guelph	Booking required; then place with garbage on collection day	Every pickup	\$60 - one item, \$27 for additional items \$22.12 - refrigerant/cfc pumping (for refrigerators etc.)	No limit
County of Simcoe	Booking required; then a specific time for pickup is provided	On demand	\$50 - 5 items	

<b>Municipality</b>	<b>Description</b>	<b>Frequency of Pickup</b>	<b>Fees</b>	<b>Limit</b>
City of Hamilton	Booking required; then place with garbage on collection day	Every pickup	No fee	4 item limit
Region of Niagara	Booking required; then place with garbage on collection day	Every pickup	No fee	4 item limit
Region of Durham	Place with garbage on collection day. For some Durham municipalities this needs to be booked in advance.	Every pickup	Generally, no fee but in some cases a \$35 fee.	Varies by Durham municipality
Region of Halton	Place with garbage on collection day	Every pickup	No fee	3 item limit
City of Ottawa	Place with garbage on collection day	Every pickup	No fee	Counts towards collection day 3 item limit
Region of Peel	Place with garbage on collection day	Every pickup	No fee	No limit
City of Toronto	Place with garbage on collection day	Every pickup	\$21.58 annual charge	No limit
Region of Waterloo	Place with garbage on collection day	Every pickup	No fee	3 item limit
Region of York (Markham)	Place with garbage on collection day	Every pickup	No fee	3 item limit
Region of York (Vaughan)	Place with garbage on collection day	Every pickup	No fee	Counts towards collection day 3 item limit
City of Halifax	Place with garbage on collection day	Every pickup	No fee	1 item limit