

## Report to Community & Protective Services Committee

**To:** Chair and Members  
**Community & Protective Services Committee**

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

**Subject:** One Year Update: Green Bin and Biweekly Collection  
**Program – Part One: Program Monitoring and Community  
 Feedback**

**Date:** March 17, 2025

## Recommendation

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

- a) The following Part One report (Green Bin and Biweekly Garbage Collection) **BE RECEIVED** for information purposes; and
- b) Civic Administration **BE DIRECTED** to add the following details to the Part Two report, in addition to details on pet waste, garbage container limits and additional collection services and related matters, by including:
  - i. A final update on Blue Box transition and what Londoners can expect starting January 1, 2026 when the program fully transitions to the producers of packaging, paper products and packaging-like products,
  - ii. Options on how recyclable materials that have been deemed as non-eligible sources for collection by industry can be handled,
  - iii. An update on other extended producer responsibility programs and the impact on waste diversion in London and program cost.

## Executive Summary

London's Green Bin Program, the change to biweekly garbage collection and the implementation of a booking system for large furniture and bulky waste for households who set their materials to the curb for collection launched on January 15, 2024.

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

#### Quantity of Green Bin Materials Collected

- From January 15 to December 31, 2024, a total of 14,480 tonnes of Green Bin materials have been collected from curbside households and transformed into a nutrient rich organic product for farm fields. Between 6% and 9% of the materials that arrive at the Convertus Group composting facility are estimated to be non-compostable and are removed during the screening process and considered process residues that go to landfill.

#### Overall Residential Waste Diversion, Curbside Waste Diversion and Organics Waste Diversion

- The overall Residential Waste Diversion Rate increased to 52% in 2024 compared to 45% in 2023; a 16% increase in one year. This rate includes all materials generated from single family homes and multi-family buildings.
- The Curbside Residential Diversion Rate increased to 60% in 2024 compared to 51% in 2023; an 18% increase in one year. This rate includes all materials generated from single family homes.
- The Curbside Food and Organic Waste Recovery Rate has been estimated to be between 70% and 76% for 2024 using best available information. This rate includes

all targeted food waste and leaf and yard waste generated by single family homes. The rate is established by the Provincial Government for municipalities and is set at 70% by the end of 2025.

### **Program Monitoring – Green Bin Setout, Participation and Garbage Setout Compliance (Based on Monitoring Areas)**

- Green Bin program participation has grown from an initial 40% to slightly over 60%.
- A preliminary comparison with eight comparable Green Bin programs in Ontario undertaken in spring 2024 identified that program participation ranges in other municipalities 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, one less than the 3 container limit.
- On average 3.5% of the households monitored were non-compliant with garbage placed out in the wrong collection week.

### **Information Compiled Through Service London (the City's contact centre)**

- The number of contacts per day throughout the year ranged from 140 to 190, averaging at 170 contacts per day (including contacts for booking large furniture and large bulky items). The total number of contacts with the City in 2024 was 62,643 compared to 20,571 in 2023, slightly over a 200% increase.
- Waste management inquiries and service-related matters (e.g., missed collections, service complaints, by-law complaints) increased significantly in 2024 versus 2023 in all these areas:
  - Large furniture and large bulky item booking requests
  - Garbage
  - Recycling
  - Green Bin
  - Yard waste and leaves

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

- Medical Exemptions - The City offers a medical exemption program 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 21 locations have been added for a total of 43 exemption locations.

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

- City Roadside Operations and City Parks Operations continue to identify that the program changes have had impacts to City boulevards, roadsides and parks garbage containers in the form of illegal dumping and an increase in debris.
- For illegal dumping and debris, Service London experienced approximately 4 contacts per day in 2024 versus 3 contacts per day in 2023. Overall in 2024, there was an increase of approximately 20% compared to 2023.

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

The City's community engagement online platform, Get Involved London [getinvolved.london.ca/greenbin](https://getinvolved.london.ca/greenbin), was used to provide information and collect resident feedback on two occasions between mid-January 2024 to end of June 2024 (referred to as F#1) and the second feedback period from December 2024 to mid-January 2025 (referred to as F#2).

- Since the Green Bin program page was published on the Get Involved London website, it has recorded over 167,000 visitors. Of these, 92,596 visitors have viewed at least one page and 65,144 visitors have performed an action, such as downloading a document, viewing a photo or video, or visiting a FAQ webpage.

- Feedback forms: 7,497 (F#1) and 3,966 (F#2) responses were received during the two feedback periods. 77% (F#1) and 85% (F#2) of respondents who started the feedback form completed it.

#### **Green Bin Program Feedback Key Highlights:**

- Most respondents, 61% (F#1) and 64% (F#2) are interested in being provided feedback on how the Green Bin program is performing.
- Approximately 55% (F#1) and 49% (F#2) 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 the most selected option at 33% (F#1) and 32% (F#2).
- Many respondents (56% F#2) responded that they do not support any payment through taxes for any of the potential new materials that could be added to the Green Bin Program.

#### **Biweekly Garbage and Other Collection Program Feedback Key Highlights:**

- Household satisfaction for the new collection schedule for Green Bin and recycling (collected weekly) had 72% (F#1) and 61% in (F#2) of the respondents satisfied or somewhat satisfied.
- Household satisfaction for the new collection schedule for garbage collection (collected biweekly) has 53% in F#1 of the respondents satisfied or somewhat satisfied. This question was not directly asked in F#2. As part of the annual City Community Satisfaction Survey (fall 2024), the following data were compiled:

	2024 Somewhat Satisfied or Very Satisfied	2024 Very Satisfied Only	2023 Somewhat Satisfied or Very Satisfied	2023 Very Satisfied Only
Garbage Collection	74%	37%	82%	49%
Recycling Collection	86%	47%	84%	51%
Leaf and Yard Waste Collection	83%	43%	87%	48%

- 42% of households (F#1) are not satisfied with the new collection schedule for garbage collection (collected biweekly).
- The most common current concern for biweekly garbage collection was holding onto materials for too long (32% F#1 and 30% F#2).
- Almost half (45% F#1 and 48% F#2) have no concerns with the 3-container limit for biweekly garbage collection.
- The most common concern with handling pet waste in-between biweekly garbage collection pick ups is the length of time to hold onto pet waste (30% F#1 and 29% F#2).
- The most common concern with handling diapers and menstrual products is the length of time to hold onto them (30% F#1 and 29% F#2) between pickup.
- Approximately half (50% F#1 and 54% F#2) of the resident feedback received regarding 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.

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

The City of London launched the Green Bin Cart Pilot Project in April 2024. To date, three buildings are operational noting that one building on Talbot Street started as a “opt-in” concept with residents signing up to participate. To date there are 20 units participating with an additional 20 units currently onboarding. Additional buildings are being added in late March and April.

From the pilot project's launch in April 2024 to the end of December 2024 (eight months), approximately 4 tonnes of Green Bin materials were collected from the three participating buildings.

## PART D - City Staff Focus and Recommendations

Work that is underway and will form the basis of the next report tentatively titled: Green Bin and Biweekly Collection Program – Part Two: Program Assessment and Next Steps. This Part Two report will be presented in June 2025 and will include details on pet waste, garbage container limits and additional collection services and related matters. City staff also recommend including:

- A final update on Blue Box transition and what Londoners can expect starting January 1, 2026;
- Options on how recyclable materials that have been deemed as non-eligible sources for collection by industry can be handled; and
- An update on other extended producer responsibility programs, the impact on waste diversion in London and program cost.

## Financial Impact/Considerations

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

- Mid-year Update: Green Bin and Collection Program Implementation (July 16, 2024 meeting of the Civic Works Committee (CWC), Item # 2.4)
- Green Bin and Collection Program Changes (August 15, 2023 meeting of the 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)

## 1.2 Overview of Collection Program Changes that Occurred in 2024

A summary of the service changes that came into effect January 15, 2024 and those services that did not change are identified on Tables A1a and A1b in Appendix A. The changes that occurred are the most significant since 1996 when the “Different Day” or 6 Day Collection System (including Green Week collection) were introduced.

## 1.3 Previous Report and Council Direction

On July 16, 2024, Civic Administration provided a six month update on the Green Bin Program, biweekly garbage pickup, related collection programs matters and a comparison with other municipalities:

- Green Bin Performance and Other Available Data
- Resident Feedback through Get Involved London Website
- Update: Overview of other Select Municipalities
- Green Bin Pilot Project for Multi-residential Buildings
- City Staff Focus and Recommendations

On July 23, 2024, City Council resolved that:

- c) 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.

## 2.0 Discussion and Considerations

Section 2.0 is divided into four parts:

- Part A – Green Bin Performance, Diversion and Other Available Data
- Part B – Resident Feedback through Get Involved London Website
- Part C – Green Bin Pilot Project for Multi-residential Buildings
- Part D – City Staff Focus and Recommendations

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

#### 2.1 Households Served and Quantity Collected

The City of London Green Bin Program and other collection program changes for households who set their garbage to the curb launched on January 15, 2024. As of mid-February 2025, 127,500 Green Bins have been delivered to curbside households. To date, Green Bin Carts (centralized collection point) have been delivered to about 1,110 households (26 complexes).

There are 63 townhomes complexes with about 2,000 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. Due to the same constraints, it is not possible for these locations to have biweekly garbage pickup without the Green Bin service. In the interim, to assist these complexes, garbage collection is provided weekly to ensure site cleanliness is maintained as best as possible. This matter will be addressed in the Part Two June 2025 report.

From the program launch on January 15 to December 31, 2024, approximately 14,480 tonnes of Green Bin materials have been collected from curbside households and transformed into a nutrient rich organic product for farm fields (Table 1). An average participating household places at the curb 190 kilograms (420 pounds) per year or about half a kilogram (or about 1 pound per day).

On average, approximately 1,250 tonnes of Green Bin materials have been collected from London households each month (Table 1). While there is some variation across city collection zones, overall, all zones have similar quantities collected. The following neighbourhoods help to identify areas within each zone:

- Zone A: Byron, Oakridge, Westmount, Talbot Village
- Zone B: Masonville, Stoneybrook Acres, Foxfield, Medway, Sherwood Forest Whitehill, Cherryhill, part of Lambeth,
- Zone C: Carling Heights, Northridge, Old North, Stoneybrook Heights, River Bend
- Zone D: Argyle Park, Fairmount, Huron Heights, Trafalgar Heights, part of Lambeth
- Zone E: Cleardale, Old South, Pond Mills, Westminster Park, Glen Cairn, Summerside

**Table 1: Green Bin Materials Collected Monthly by Collection Zone**

<b>Collection Zone</b>	<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>	<b>Total (tonnes)<sup>2</sup></b>
January <sup>1</sup>	143	82	102	131	159	617
February	242	222	236	227	226	1,153
March	228	225	221	211	218	1,102
April	248	312	296	233	239	1,328
May	273	253	249	302	297	1,372
June	258	231	231	221	251	1,191
July	321	298	234	223	255	1,341
August	261	243	296	254	260	1,314
September	257	255	192	241	243	1,188
October	272	267	318	305	231	1,390
November	259	255	250	225	291	1,279
December	304	222	232	200	249	1,207
<b>Total</b>	<b>3,066</b>	<b>2,865</b>	<b>2,857</b>	<b>2,773</b>	<b>2,919</b>	<b>14,480</b>

Notes:

1. Green Bin Program started January 15, 2024.
2. These are quantities delivered to Convertus Group. Tonnes include about 7.5% non-compostable materials.

Overall, the monthly collection of Green Bin materials has remained fairly consistent, with some increases observed throughout the year. These fluctuations may be linked to seasonal variability, as warmer spring temperatures encourage Londoners to use their Green Bins more frequently. The highest collection volumes were recorded in the months of May, July, and October. The October increase coincides with the city-wide distribution of the new waste collection schedule, the return of post-secondary students, and the continuation of warmer fall temperatures.

City staff have confirmed with the Convertus Group that the quality of Green Bin materials being delivered to their processing facility on Wellington Road are meeting expectations and all materials are being processed along with other organic materials at the facility. To date 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.

Between 6% and 9% of the materials that arrive at the composting facility are estimated to be non-compostable and are removed during the screening process and considered process residues that go to landfill. Further work will be undertaken on non-compostable materials to identify the major items that are arriving to determine messaging to help reduce their arrival. Convertus Group staff have identified that London's non-compostable rate is at a reasonable level after one year when compared to other communities that experience between 8% and 24% non-compostable materials in the incoming materials.

## **2.2 Overall Residential Waste Diversion, Curbside Waste Diversion and Organics Waste Diversion**

Measuring the amount of materials that are diverted from disposal facilities such as landfills in Ontario has been undertaken for decades and serves several important purposes:

- **Environmental Protection:** by tracking how much waste is diverted from landfill through recycling and composting, London can reduce the environmental impact of waste disposal. This helps decrease greenhouse gas emissions, air and water pollution, and land disturbance.
- **Resource Conservation:** waste diversion supports a circular economy by keeping materials in use for as long as possible. This reduces the need for extracting and processing new resources, which can be environmentally damaging.
- **Policy and Program Development:** accurate data on waste diversion helps Council, other policymakers and waste management staff develop and improve waste diversion programs. It ensures that resources are allocated effectively and that programs are tailored to meet the needs of Londoners.
- **Public Awareness and Engagement:** measuring and reporting on waste diversion rates can raise public awareness about the importance of reducing, reusing, recycling and composting. It encourages residents to participate in waste reduction efforts and adopt more sustainable practices.
- **Compliance and Accountability:** monitoring waste diversion helps ensure that municipalities comply with provincial norms, policies, regulations and targets.

Three different measures of waste diversion are discussed below including a new one that remains under development. Additional information on diversion rates will be provided in the Part Two report.

### **Residential Waste Diversion Rate**

The Residential Waste Diversion Rate refers to the percentage of residential waste from people living in single family households and people living in multi-family buildings that is diverted from a disposal facility (e.g., landfill) through reduction, reuse, recycling, composting, and other waste diversion programs. This rate is calculated by dividing the amount of residential waste diverted by the total amount of residential waste generated, then multiplying by 100 to get a percentage.

The Residential Waste Diversion rate for London increased to 52% in 2024 compared to 45% in 2023; a 16% increase in one year. This rate includes all materials from single family homes and multi-family buildings.

### **Curbside Residential Waste Diversion Rate**

The Curbside Residential Waste Diversion Rate is the same as the Residential Waste Diversion Rate with one exception; the materials generated and diverted by multi-residential buildings are not included. More waste diversion programs are designed and implemented for households that receive curbside collection therefore this rate provides a more focused view of what is occurring from actions being implemented to turn waste materials into resources.

The Curbside Residential Diversion rate increased to 60% in 2024 compared to 51% in 2023; an 18% increase in one year. This rate includes all materials from single family homes.

### **Curbside Food and Organic Waste Diversion Rate**

Ontario's Food and Organic Waste Policy Statement was issued on April 30, 2018:

“The Food and Organic Waste Policy Statement (“the Policy Statement”) supports the provincial vision of a *circular economy* and is an important tool to help move towards the province’s visionary goals of zero waste and zero greenhouse gas emissions from the waste sector.

The Policy Statement focuses on *waste reduction* and *resource recovery* through preventing and reducing *Food waste*, effectively and efficiently collecting and processing *food and organic waste* and reintegrating recovered resources back into the economy.”

Part of the Policy Statement identifies the targets that municipalities must meet. For example, a city such as London has a target as follows: *70% waste reduction and resource recovery of food and organic waste generated by single-family dwellings in urban settlement areas by 2025*. Unfortunately, the standardized formula for measuring this is not currently available from the Ministry of the Environment, Conservation and Parks (MECP).

Using the best available interpretation of a future formula, City has estimated the quantity of food and organic waste that is targeted for diversion and added together what has been reduced and diverted from single family homes. It is important to note that this number will change in the future when a standardized estimation formula has been provided by MECP.

For now, the Curbside Food and Organic Waste Recovery Rate has been estimated to be between 70% and 76% for 2024. This rate includes all targeted food waste and leaf and yard waste generated by single family homes. As noted above, the rate is established by the Provincial Government for municipalities and is set at 70% by the end of 2025.

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

City staff undertook multiple curbside monitoring events (Table 2) for Green Bin set-out, household participation and biweekly garbage compliance in 2024 using the following definitions:

- A Green Bin set-out 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. This is considered a reasonable timeframe considering food waste is generated weekly for most households. Experience has shown that not all participants place a Green Bin at the curb each pickup and may vary up to once every 3 or even 4 weeks; and
- Biweekly garbage non-compliance is defined as a resident placing garbage out to the curb on the wrong collection day when it is a non-garbage week.



**Table 2: Monitoring Period Details**

<b>Monitoring Periods</b>	<b>Duration</b>	<b>What was Measured</b>	<b>Number of Households</b>
Spring (March 18 to April 26)	6 weeks	<ul style="list-style-type: none"> <li>Green Bin set-out and participation</li> <li>Garbage container set-out</li> <li>Biweekly garbage non-compliance</li> </ul>	<ul style="list-style-type: none"> <li>1,000 households (200 households per zone)</li> </ul>
Late Spring (June 10 to 21)	2 weeks	<ul style="list-style-type: none"> <li>Green bin set-out and participation</li> </ul>	<ul style="list-style-type: none"> <li>2,000 households (400 per zone including the same 200 households in the March/April monitoring period)</li> </ul>
Late Summer (August 12 to 30)	3 weeks	<ul style="list-style-type: none"> <li>Green Bin set-out and participation</li> <li>Garbage container set-out</li> <li>Biweekly garbage non-compliance</li> </ul>	<ul style="list-style-type: none"> <li>2,000 households</li> </ul>
Fall (November 11 to December 6)	6 weeks	<ul style="list-style-type: none"> <li>Green Bin set-out and participation</li> <li>Garbage container set-out</li> <li>Biweekly garbage non-compliance</li> </ul>	<ul style="list-style-type: none"> <li>2,000 households</li> </ul>

The streets monitored are in the following neighbourhoods: Argyle, Carling, Glen Cairn, Medway and Oakridge. Program monitoring data was captured via 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%.

**Table 3: Green Bin Program Participation**

<b>Monitoring Period</b>	<b>Average Participation<sup>1</sup></b>	<b>Participation Over an Extended Period of Time<sup>2</sup></b>
January <sup>3</sup>	40%	
March (1,000 households) <sup>4</sup>	55%	59%
April (1,000 households) <sup>4</sup>	60%	64%
June (1,000 households) <sup>4</sup>	55%	59%
June (1,000 households added to monitoring program) <sup>5</sup>	62%	66%
August (2,000 households)	62%	66%
November & December (2,000 households)	60%	64%

Notes:

1. Defined as set-out once in a two week period.
2. Defined as set-out once in the monitoring period which last between 2 and 6 weeks.
3. Number based on informal observations on many streets across London as part of initial implementation.
4. The same households were observed for three different, two week periods.
5. 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 undertaken in the spring of 2024 (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%. These locations represent about 30 cities and towns and have a total population of over 4.6 million.

A small percentage of households (between 3% and 4%) placed a Green Bin at the curb in other weeks during the monitoring periods. The participation rate for monitoring periods longer than two weeks was analyzed based on when a Green Bin was set out for collection.

The variation in Green Bin usage by collection zones across the monitoring periods is highlighted in Table 4. The same households were tracked throughout the monitoring periods. The percentages in Table 4 represent overall Green Bin usage meaning a bin was set out for collection at least once during the full duration of the monitoring period. For example, a household may not have set out a Green Bin in weeks 1 or 2 but did so in weeks 3 or 4. Green Bin usage ranged from 42% to 74%, with an overall average of 63%.

Additionally, consistent weekly Green Bin usage increased in the late spring and late summer monitoring periods. This suggests that in warmer months, households set out their Green Bin more frequently rather than holding onto it for extended periods.

**Table 4: Green Bin (GB) Usage Trends During Monitoring Period and Rate of Consistent Weekly Usage**

<b>Monitoring Period:</b>	<b>Spring (March/ April)</b>	<b>Late Spring (June)</b>	<b>Late Summer (August)</b>	<b>Fall (Nov.)</b>
Duration (weeks):	6	2	3	4
Number of households:	1,000	2,000	2,000	2,000

<b>Zone</b>	<b>Resident Using a Green Bin</b>	<b>Spring (March/ April)</b>	<b>Late Spring (June)</b>	<b>Late Summer (August)</b>	<b>Fall (Nov.)</b>	<b>Average</b>
Zone A	GB usage	71%	64%	65%	70%	68%
	Each week	23%	48%	42%	29%	
Zone B	GB usage	70%	69%	72%	74%	71%
	Each week	38%	52%	44%	27%	
Zone C	GB usage	61%	42%	48%	44%	49%
	Each week	19%	28%	26%	12%	
Zone D	GB usage	67%	62%	54%	49%	58%
	Each week	19%	36%	31%	25%	
Zone E	GB usage	67%	72%	71%	67%	69%
	Each week	31%	48%	35%	24%	

The information captured during some of the monitoring periods was the average number of containers set to the curb on garbage collection day. The average number of garbage containers placed at the curb on a biweekly basis was observed to be approximately 2 per collection (Table 5). This is one below the 3-container limit. Most 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 5: Garbage Container Quantity and Biweekly Garbage Setout**

<b>Monitoring Period (when garbage can be placed at the curb)</b>	<b>Average Number of Garbage Containers</b>
March/April	1.8
August	1.9
November/December	1.4
Average	1.8

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 6). About 3.5% of the households monitored over three monitoring periods were non-compliant.

**Table 6: Household Non-compliance for Green Bin only Collection Weeks**

<b>Monitoring Period (when garbage cannot be placed at the curb)</b>	<b>Average non-compliance (all zones)</b>
March/ April	3.5%
August	3%
November/ December	4%
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. Residents can also set out additional containers above the three-container limit to the curb with a garbage tag.

In review of the 2024 garbage tag sales compared to 2023, the annual sales are up 7% at the EnviroDepots (sold an additional 3,110 tags) and the annual sales have increased by 30% at the Community Centres (sold an additional 8,460 tags). Overall, the sale of garbage tags from all City facilities has increased from 2023 to 2024 by 16% (i.e., an additional 11,570 garbage tags sold).

In 2024 the annual amount of garbage bags delivered to the EnviroDepots (Clarke Road North, Clarke Road South and Oxford Street West) increased by 10% compared to the previous year. The EnviroDepots accept bagged garbage only. W12A Landfill is charged by weight of garbage rather than a garbage bag. The weight of garbage delivered to W12A and put into the drop-off bins increased by approximately 40% from 2,485 tonnes in 2023 to 3,465 tonnes in 2024. The garbage dropped off at W12A Landfill includes garbage bags and large furniture and bulky items. Please note that this may include garbage from small businesses.

## **2.4 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 December 2023 versus 2024 is presented in Table 7. Contacts include telephone calls, emails or submissions through the Service London Portal (which is available 24 hours/7 days per week).

Overall, for all waste management related matters in 2024 (excluding January), daily contacts ranged between 140 and 190, averaging approximately 170 contacts per day. The total number of contacts in 2024 was 62,643 compared to 20,571 in 2023, an increase of just over 200%.

**Table 7: 2023 and 2024 Service London Contact Data for All Waste Management Inquiries and Service-Related Matters**

	<b>2024 Total Contacts</b>	<b>2024 Total Contacts per Day<sup>2,3</sup></b>	<b>2023 Total Contacts</b>	<b>2023 Total Contacts per Day<sup>2</sup></b>
January <sup>1</sup>	6,652	215	1,164	38
February	4,476	154	932	33
March	4,389	142	1,440	46
April	5,278	176	1,193	40
May	5,119	165	1,494	48
June	4,391	146	1,229	41
July	5,410	175	1,283	41
August	5,339	172	1,492	48
September	5,422	181	1,966	66
October	5,908	191	3,344	108
November	5,117	171	2,776	93
December	5,142	166	2,258	73
Total	62,643	-	20,571	-

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 50 Large Bulky Furniture bookings per day (Table 8).

In 2024, the Large Furniture and Large Bulky item pickup program received 18,542 booking requests. A monthly summary is provided in Table 8. On average, approximately 50 bookings were made per day.

**Table 8: 2024 Service London Contact Data for Large Furniture and Large Bulky Item Requests (Scheduled Collection)**

	<b>Total Contacts</b>	<b>Contacts per Day<sup>1</sup></b>
January	1,042	34
February	1,103	38
March	1,290	42
April	1,721	57
May	1,637	53
June	1,490	50
July	1,821	59
August	1,753	57
September	1,930	64
October	1,798	58
November	1,724	57
December	1,233	40
Total	18,542	-

Notes:

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

Despite ongoing community outreach and communications regarding large furniture and large bulky item pickup, some residents remain unaware of the requirement to schedule a pick-up in advance. City staff inform residents directly if they contact Service London regarding a missed pick-up. Additionally, By-law compliance or other technical staff notify residents at the curb through an information handout and/or letter, if large furniture remains at the curb for an extended period. Communications about the service will continue to be ongoing and included in City publications and social media when possible.

The distribution of service type categories to further illustrate the trending is presented in Table 9. The major intake categories listed below do not include the large furniture and large bulky item booking requests, which are presented separately in Table 8.

**Table 9: 2023 and 2024 Waste Management Inquiries and Service-Related Matters by Major Intake Category**

Major Intake Category	Garbage 2024	Garbage 2023	Recycling 2024	Recycling 2023	Green Bin 2024	Yard Waste/Leaves 2024	Yard Waste/Leaves 2023
General Inquiry <sup>1</sup>	6,846	2,180	991	582	2,325	1,076	333
Service Complaints <sup>2</sup>	9,733	4,659	3,788	1,500	5,385	1,962	910
By-Law Complaints <sup>3</sup>	2,879	1,461	55	38	6	23	28
Container Requests <sup>4</sup>	-	-	351	213	1,893	-	-
Total	19,458	8,300	5,185	2,333	9,609	3,061	1,271
% Change	134%		122%			141%	

Notes:

1. General questions about program subject, i.e. garbage, recycling, Green bin and Yard Waste/ leaves.
2. Residents reporting dissatisfaction with service provided which may include not collected, container handling or placement after collections, damaged or broken containers and overall dissatisfaction with program (i.e. biweekly garbage schedule).
3. Reports of non-compliance of the Municipal Waste & Resource Material Collections By-law (WM-12), such as large furniture and large bulky items not scheduled in advance, waste out at the wrong time and non-collectible materials.
4. Requests for Green Bin or Blue Boxes for new homeowners.

General waste management inquiries not specific to a program subject (i.e., garbage, recycling, Green Bin or yard waste/leaves) are shown separately in Table 10. The general inquiries related to waste management examples include collection schedule requests, EnviroDepot and landfill inquiries and questions related to community projects (e.g., London Clean & Green).

**Table 10: 2023 and 2024 Waste Management General Inquiries**

Major Intake Category	2024	2023
General Inquiries	5,974	5,316
Percent Change	12%	

In summary, the contacts per day were related to a wide range of waste management matters. Across all service type categories for garbage, recycling, Green Bin and yard waste there was an annual increase in 2024. All Waste management inquiries and

service related matters in 2024 were proportioned into the following categories (total contacts descending order):

- 30% – large furniture and large bulky item furniture booking requests;
- 30% – garbage related matters such as missed collections, dissatisfaction with service, By-law complaints and general comments/inquiries (i.e. collection dates or biweekly garbage collection schedule);
- 15% – Green Bin related matters such as not collected for various reasons. In the first month of the Green Bin Program London experienced cold temperatures which resulted in frozen contents in the Green Bins, some residents had also overfilled their Green Bins as they were using the container weeks before their first collection day. This also includes inquiries related to acceptable Green Bin materials, acceptable liners, tips for odours and pest deterrents, broken containers and dissatisfaction with service;
- 10% – recycling related matters such as missed collections, dissatisfaction with service, container requests for new homes, replacement requests for damaged or broken containers and general comments/ inquiries (e.g., what can go into the Blue Box);
- 10% – general inquiries related to waste management such as collection schedule requests, EnviroDepot or landfill inquiries and community projects such as London Clean & Green. These also include collection schedule requests; and
- 5% – yard waste and leaf collection related matters such as missed collection, inquiries on the delays that occurred in the fall and dissatisfaction with service.

## **2.5 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 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 21 locations have been added for a total of 43 exempt locations.

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 continue to report 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:

- 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 reported an increase in the amount of materials being illegally dumped in 2024. Items 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 with bagged garbage in some of these locations.

Further work is underway to estimate the amount, types of materials and areas are being compiled including a list of potential prevention measures.

City Parks Operations continue to note 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 dumpsters and parks where they can unload in a parking lot). Similar to Roadside Operations, further work is underway to estimate the amount, types of materials and areas are being compiled including a list of potential prevention measures.

Another measurement being used is a comparison of Service London contacts for 2024 versus 2023 across multiple areas (Table 11). These contacts include telephone calls, emails, and submissions through the Service London Portal.

On average, approximately 4 contacts for illegal dumping are occurring on public property per day in 2024 versus 3 contacts per day in 2023. The total number of annual contacts increased by approximately 20% from 2023 to 2024.

**Table 11: Service London Contact Data for Illegal Dumping, Debris and Litter City Boulevards, Parks, Roadsides and Other Public Properties**

	<b>2024 Total Contacts</b>	<b>2024 Total Contacts per Day<sup>1</sup></b>	<b>2023 Total Contacts</b>	<b>2023 Total Contacts per Day<sup>1</sup></b>
January	111	4	78	3
February	135	5	66	2
March	147	5	82	3
April	171	6	167	6
May	149	5	140	5
June	105	4	116	4
July	119	4	88	3
August	135	4	106	3
September	122	4	127	4
October	171	6	132	4
November	118	4	91	3
December	54	2	104	3
Total	1,537	-	1,297	-

Notes:

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

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

### **2.6 Methodology**

The City of London's community engagement online platform, Get Involved London [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:

- The first resident feedback was collected over a five-month period from mid-January to end of June 2024 (referred to as F#1);
- A second resident feedback was collected over a two month period from December to mid-January 2025 (referred to as F#2);
- A total of 20 questions on each feedback form 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 and community events.

## 2.7 Resident Feedback

Overall, the community engagement program for Green Bin Program, collection changes and new schedule has received one of the highest overall number of feedback responses compared to other initiatives using the Get Involved London site since the City started using this method for engagement. A total of 11,463 responses have been received from Londoners. The first feedback (F#1) period received 7,497 responses and second feedback (F#2) period received 3,966 responses. The 2024 resident feedback overview details and summary are available in Appendix B.

Key information from the resident feedback form includes:

- 7,497 (F#1) and 3,966 (F#2) responses received. 77% (F#1) and 85% (F#2) of respondents who started the feedback form completed it;
- 69% (F#1) and 67% (F#2) of respondents provided more information about themselves. 50% (F#1) and 45% (F#2) of the respondents were between the ages of 30 to 50, 70% (F#1) and 65% (F#2) identify as female and 20% (F#1) and 17% (F#2) speak a language other than English at home; and
- Since the Green bin project page was published on the Get Involved London website, it has recorded over 167,000 visitors. Of these, 92,596 visitors have viewed at least one page and 65,144 visitors have performed an action, such as downloading a document, viewing a photo or video, or visiting a FAQ webpage.

### 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 (F#1) 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% F#1 and 64% F#2, are interested in being provided feedback on how the Green Bin program is performing;
- Approximately 55% (F#1) and 49% (F#2) 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% (F#1) and 32% (F#2) followed by more soiled paper products 26% (F#1) and 25% (F#2), and cat litter 22% (F#1) and 23% (F#2);
- Many respondents (56% F#2) responded that they do not support any payment through taxes for any of the potential new materials that could be added to the Green Bin, and
- 2,600 general comments were received on F#1 and 382 comments on F#2 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 functionality and type;
  - Program information and education;
  - Materials to add to the Green Bin such as pet waste, diapers 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.

#### Collection program feedback key highlights:

- Household satisfaction for the new collection schedule changes for Green Bin and recycling (collected weekly) had 72% of the respondents satisfied or somewhat satisfied in F#1 and 60% in F#2.
- Household satisfaction for the new collection schedule changes for garbage collection (collected biweekly) has 53% in F#1 of the respondents satisfied or somewhat satisfied. This question was not asked in F#2.
- As part of the annual City Community Satisfaction Survey for 2024 (Table 12), the following data were compiled on several collection services since the changes:

**Table 12: City of London Annual Customer Satisfaction Survey**

	<b>2024 Somewhat Satisfied or Very Satisfied</b>	<b>2024 Very Satisfied Only</b>	<b>2023 Somewhat Satisfied or Very Satisfied</b>	<b>2023 Very Satisfied Only</b>
Garbage Collection	74%	37%	82%	49%
Recycling Collection	86%	47%	84%	51%
Leaf and Yard Waste Collection	83%	43%	87%	48%

The annual survey in 2024 was conducted by telephone between September 16 and October 6 by Forum Research Inc. Sample size was 500. The complete survey can be found here:

<https://pub-london.escribemeetings.com/filestream.ashx?DocumentId=112593>

- 42% of households (F#1) 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% F#1 and 30% F#2). 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% F#1 and 25% F#2);
- Almost half (45% F#1 and 48% F#2) 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% F#1 and 23% F#2) 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% F#1 and 29% F#2). 13% of respondents (15% on F#2) do not have concerns about handling pet waste and 6% (5% on F#2) 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% F#1 and 29% F#2) followed by too much accumulated over a two-week period (22% F#1 and 21% F#2). 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% F#1 and 26% F#2 do not support any of the programs. If a program was to be supported, 25% F#1 and 20% F#2 selected using clear bags to contain diapers and place at the curb on the weeks garbage is not collected;
- Approximately 50% F#1 and 54% F#2 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% F#1 and 12% F#2 do not support any of the programs. A small number, about 12% F#1 and 14% F#2, would be willing to pay between \$1 and \$4 per month for a potential new program for handling diapers; and
- 2,700 general comments were received for F#1 and 1,410 F#2 for the question ‘if you have any additional concerns or feedback about the collection schedule. These were related to a wide range of topics such as:
  - preference of weekly garbage collection;
  - provide weekly garbage collection seasonally (i.e., warmer months)
  - 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;
  - concerns with not enough storage space for garbage;
  - increasing the container limit for a temporary period (i.e., summer), or year-round; and
  - commenting that there are no concerns.

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

The City launched the Green Bin Cart Pilot Project in April 2024 (Table 13). To date, three buildings are operational noting that one building on Talbot Street started as an “opt-in” concept with residents signing up to participate. To date there are 20 units participating with an additional 20 units onboarding currently.

There has been recent opportunity to expand the Talbot Street location with 20 additional units and discussions are underway with additional buildings to join the Pilot Project. Additional data collection and outreach is also planned for the Pilot Project (e.g., participation, estimated quantities, resident feedback, on-site lobby display, etc.).

The Multi-Residential Green Bin Cart Pilot Project locations receive weekly collection for 120L Green Bin Carts. Monthly collection estimates are calculated by multiplying the measured cart weights by the total number of collections per month. Cart weights were recorded the day before collection, with fullness estimated through visual inspection. From the pilot project’s launch in April 2024 to the end of December 2024 (seven months), approximately 4 tonnes of organics were collected from the three participating buildings.

**Table 13: 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 Litre Carts Collected Per Month	Quantities Collected per Month
9 Commissioners Road East	Mid-April 2024	137	137	22 - On average carts are 75% full when collected	301 kg/month (3 weeks measured) 2.23 kg/unit/month

Location	Start Date	Number of Building Units	Number of Units with Access to Green Bin Cart	Number of Green Bin 120 Litre Carts Collected Per Month	Quantities Collected per Month
1371 Commissioners Road West	Mid-April 2024	40	40	7 - On average carts are 65% full when collected	94 kg/month (1 week measured) 2.61 kg/unit/month
505 Talbot Street	May 2024	199	20	9 - On average carts are 70% full when collected	221 kg/month (4 weeks measured) 11.04 kg/unit/month

Green Bin collection differs between curbside/townhouse residences and multi-residential buildings. Curbside and townhome residents place their bins directly at the curb, whereas multi-residential collection occurs from a centralized collection point onsite at the building. The multi-residential residents gather food scraps in their kitchen containers and transport them to the designated collection area internal or external to the building, depending on the site. At program launch, enhanced outreach efforts were conducted to encourage participation, with property management playing a key role in resident engagement. Multi-residential collection also presents challenges such as space constraints and varying participation levels. There have been varying amounts of organics collected when comparing at a per unit for each of the buildings (Table 12).

Expansion of the Pilot Project was not possible in 2024 due to the amount of staff time that was required for the changes to biweekly garbage pickup and the launch of new Green Bin collection. City staff were not available to expand the Pilot Project. City staff have resumed conversations with potential buildings that wish to join the Green Bin Cart Pilot Project and the target is to have additional buildings starting in late March and April.

## Part D – City Staff Focus and Recommendations

Information, feedback, inquiries and/or concerns continues to be generated on a daily basis on Green Bin, biweekly garbage collection, and large bulky waste collection. Based on the year one results, the following activities will continue:

- Onboarding additional multi-residential buildings into the Pilot Project;
- Providing feedback to residents on the Green Bin program including the need to reduce non-compostable materials;
- 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 process to handle Green Bin repairs, options for selling Green Bins;
- Reviewing other Ontario municipalities to learn how they overcame the concerns being expressed by Londoners; and
- undertaking operational exercises to address curbside service concerns.

Work that is underway and will form the basis of the next report tentatively titled Green Bin and Biweekly Collection Program – Part Two: Program Assessment and Next Steps. This report will be presented in June 2025 and will include:

- 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 and related matters 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.

The Part Two report will also include a Deferred Matter dealing with semi and fully automated garbage collection systems. In addition, City staff are also recommending including the following in the Part Two report:

- A final update on Blue Box transition and what Londoners can expect starting January 1, 2026 when the program fully transitions to the producers of packaging, paper products and packaging-like products;
- Options on how recyclable materials that have been deemed as non-eligible sources for collection by industry can be handled; and
- An update on other extended producer responsibility programs and the impact on waste diversion in London and program cost.

### 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 Part Two report currently scheduled for June 2025.

## Conclusion

This report serves as a compilation of program data and community feedback for the changes to London's collection system. The changes involved 130,000 households and approximately 325,000 people. These are the most significant changes made to the collection system since 1996.

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Appendix A Summary of Changes to the Number of Curbside Pickups as Part of the New Collection System

Appendix B Results of Feedback Through Get Involved London Website

## APPENDIX A

### Summary of Changes to the Number of Curbside Pickups as Part of the New Collection System

A summary of the service changes that came into effect January 15, 2024 and those services that did not change are identified on Tables A1a and A1b in Appendix A.

**Table A1a: Summary of Changes to the Number of Curbside Pickups as Part of the New Collection System**

Collection Service and/or Items to Collect	Previous Services – Number of Pickups per Year	Current Services – Number of Pickups Per Year	Can these Items be Brought to the Enviro- Depots?
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 A1b: Summary of Other Changes as Part of the New Collection System**

Collection Service and/or Items to Collect	Previous	Current	Comment
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 in advance.

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 that 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 which 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 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 for all collection areas; and
- Large furniture and large bulky items are on a booking system with a limit of 4 items per pickup. Small items are part of regular garbage pickup. Both are collected on the scheduled garbage collection day.

## APPENDIX B

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

#### Online Community Engagement and Resident Feedback

In 2024, there was two community engagement periods to collect resident feedback on household satisfaction with the Green Bin Program and the collection program changes that were implemented on January 15, 2024 when the new Green Bin program started.

Resident feedback was collected during two phases: the first from January 15 to the end of June 2024 (referred to as F#1) and the second from December 6 to January 11, 2025 (referred to as F#2). Feedback was gathered through the City's online engagement platform, Get Involved London ([getinvolved.london.ca/greenbin](https://getinvolved.london.ca/greenbin)), which provided information and collected resident responses regarding the Green Bin program and collection schedule changes.

The feedback form included 20 questions, divided into two sections: one focused on the Green Bin Program and the other on collection schedule changes, including biweekly garbage collection. Five voluntary demographic questions were included at the end for respondents who wished to share more information about themselves. The Green Bin Program feedback section consisted of these questions. Please note question 1 was asked on the first feedback form only and question 5 was asked only on the second feedback form.

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? (first feedback form only).
2. What additional information would you like to see about the Green Bin and how to use it?
3. Did 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. For any of the potential new materials that could be added to the Green Bin, would you be willing to pay through taxes for additional materials? (second feedback form only).
6. What other changes and improvements would you like to see for the Green Bin Program?

The Green Bin, recycling and biweekly garbage collection changes feedback section consisted of 9 questions. Question 8 was included only on the first feedback form:

7. How would you rate your satisfaction of the new collection schedule changes for Green Bin and recycling (collected weekly)?
8. How would you rate your satisfaction of the new collection schedule changes for garbage collection (collected biweekly) (first feedback form only)
9. What concerns, if any, might you have about biweekly garbage collection?
10. What concerns, if any, might you have with the 3-container limit as part of biweekly garbage collection?
11. What concerns, if any, might you have about handling pet waste in-between biweekly garbage collection?
12. What concerns, if any, might you have about handling diapers and menstrual products in-between biweekly garbage collection?
13. Some communities have a special program for handling diapers and menstrual products. What kind of program would you support?
14. For any of the potential new programs for handling diapers, would you be willing to pay for additional services?
15. Do you have any additional concerns or feedback about the collection schedule?
16. If you would like to receive additional details about London's waste management programs by email, please share your email address below.

Five general questions were asked if the resident was willing to provide more information about themselves:

17. If you are willing, please consider telling us a bit about yourself?
18. What is your postal code?
19. What is your age?
20. How do you identify?
21. Do you speak a language other than English at home?
22. 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 (newspaper and radio);
- social media; and
- digital billboards.

A promotional digital billboard was displayed on rotation throughout 2024, 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 B.

**Table B – 2024 Community Engagement Communications Campaigns**

<b>Communication Type</b>	<b>Date(s) of advertisement (first feedback opportunity)</b>	<b>Date(s) of advertisement (second feedback opportunity)</b>
Social media (X, Facebook, Instagram)	January to June 2024	December 5, 2024 to January 11, 2025
Radio advertising (6 local stations)	January 15 to February 4, 2024	December 6, 2024, to January 5, 2025
Print and traditional media	CityGreen May & June 2024 edition – 76,350 copies mailed with the London Hydro utility billing.	<ul style="list-style-type: none"> <li>• London Free Press on December 14, 2024</li> <li>• Londoner on December 19, 2024</li> </ul>
Other digital media	Our City e-newsletter delivered to 8,475 recipients. Newsletter that included Green Bin launch or feedback information: <ul style="list-style-type: none"> <li>• January 2024: 34% open rate, 4% link clicks</li> <li>• April 2024: 41% open rate, 5% link clicks</li> <li>• May 2024: 37% open rate, 5% link clicks</li> <li>• June 2024: 32% open rate, 3% link clicks</li> </ul>	Our City e-newsletter delivered to 8,488 recipients. Newsletter that included Green Bin feedback information: <ul style="list-style-type: none"> <li>• December 2024 - 27% open rate, 4% 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 London feedback form are:

- The Green Bin Community feedback form had a total of 11,463 responses received. The first feedback had 7,497 completed forms (77% who started the feedback form completed it). The second feedback had 3,966 completed feedback forms (85% who started the feedback form completed it); and
- Overall, the community engagement program for Green Bin Program and collection changes has received one of the highest overall number of feedback responses compared to other initiatives using the Get Involved London site since the City started using this method for engagement. Since the Green Bin project page was published on the Get Involved London website, it has recorded over 167,000 visitors. Of these, 92,596 visitors have viewed at least one page and 65,144 visitors have performed an action, such as downloading a document, viewing a photo or video, or visiting a FAQ webpage.

### **Green in the City event – Green Bin Program Virtual Information Sessions**

The City of London, in partnership with the London Environmental Network and the London Public Library, hosted an online session on January 14, 2025, to discuss the Green Bin Program and biweekly garbage collection. The session featured a presentation by City staff providing a one-year update on the program, followed by a panel discussion where residents shared their experiences using the Green Bin.

The event had 65 attendees, with 139 registered participants. Following the presentation, a question-and-answer session allowed residents to learn more about London's Green Bin Program where the City received 36 questions and comments.

A similar session was held on January 9, 2024 and had 590 attendees and 1,100 registered. At this session there was a total of 215 questions and 65 comments were received. The questions covered topics such as accepted Green Bin materials, program operations, allowable liners, tips for reducing odours, collection schedule changes, and the processing of Green Bin materials.

### **Additional Green Bin and Collection Schedule Changes information sessions held in 2024 and January 2025:**

An interactive display was featured at the January 2024 and January 2025 Lifestyle Homeshow at the Western Fair District Agriplex. In 2024, 350 attendees provided in-person feedback, while 207 completed feedback forms in 2025. Residents who visited the City display also had the opportunity to speak with City staff and were encouraged to visit the Get Involved London website to complete the feedback form online.

Londoners were also informed about the feedback opportunity through information sessions hosted by the City of London or a community group. These sessions provided an opportunity for residents to discuss the Green Bin Program, ask questions, and learn more about the collection schedule changes. Examples of these engagement opportunities in 2024 included:

- South London Resource Centre – March 1
- Ward Councillors townhall or community days – March through June
- EarthFest & Community Earth Day events – April
- London Hydro's EV Test Drive event – May 8 and 9
- Public Works Week, Touch-a-Truck event – May 25

- Orchard Park Neighbourhood Association – May 28
- Gathering in the Green – June 1
- Sunfest, Victoria Park – July 5 to 7
- Carling Block Party – July 20
- Green in the City, Upper Thames River Conservation Authority – September 21
- Community Day, South London Community Centre – September 26
- Newcomer Day, South London Community Centre – October 5
- Green in the City, South London Community Centre – October 22

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

Each section below begins with the feedback form question as it was asked, followed by background information to provide context for this report. Response totals may vary across questions due to factors such as skipped responses, single choice (select one) versus multiple-choice options (select all), and respondent preferences.

### **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 January 12, 2024. The Green Bin delivery to each household included:

- A 45 L Green Bin container with a 7 L 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 in addition to other waste management program details;
  - 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 B1. 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 B1 – Did you find the information package provided inside your Green Bin and kitchen container helpful and informative about how to use the Green Bin?**

<b>Question Options (select one)</b>	<b>Responses (%)</b>	<b>Number of Responses</b>
Yes (detailed information on every aspect of the program)	67%	4,887
Maybe (enough for basic information)	20%	1,439
No (could have added more information)	3.5%	243
I did not receive the information package inside my Green Bin	1%	97
I am not using a Green Bin	7.5%	554
Other	1%	93
<b>Total Responses</b>		<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% (F#1) and 64% (F#2) are interested in being provided feedback on how the Green Bin program is performing and 21% (F#1) and 19% (F#2) would like to see more pictures and graphics (Table B2).

**Table B2 – What additional information would you like to see about the Green Bin and how to use it?**

<b>Question Options (select all that apply)</b>	<b>F#1 Responses (%)</b>	<b>F#1 Number of Responses</b>	<b>F#2 Responses (%)</b>	<b>F#2 Number of Responses</b>
More pictures and graphics	21%	1,435	19%	685
Feedback on how the Green Bin program is performing	61%	4,252	64%	2,326
Demonstration videos	7%	504	6%	203
Other	11%	759	11%	418
<b>Total Responses</b>		<b>6,950</b>		<b>3,632</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 is provided below:

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 B3. 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.

Approximately 10% (F#1) and 12% (F#2) of residents who provided feedback are not using their Green Bin (Table B3). Respondents who answered that they are not using the Green Bin were then given an option to provide a reason on the second feedback form only. The common reasons provided were:

- Respondents question or misunderstand the purpose of waste separation and composting. For example, compostable waste will break down naturally, even if it's placed in regular garbage, so a separate compost bin is unnecessary. Many comments also suggested that they may not be aware where the materials are going once put out to the curb;
- Green Bin usability concerns and the inability to add to their routine. For example, for the amount of organics produced some do not believe it is worth the effort to separate it out into an individual bin and place it at the curb;
- Odours and pests. Concerns about smells and attracting bus or animals;
- Damage or maintenance of the Green Bin. For example, complaints about Green Bins cracking or breaking during collection; and
- Concerns about the efficiency and cost-effectiveness of the program. For example, statements such as "it does not seem to be worth the effort".

**Table B3 – Do you find the list of accepted materials for the Green Bin program adequate?**

<b>Question Options (select one)</b>	<b>F#1 Responses (%)</b>	<b>F#1 Number of Responses</b>	<b>F#2 Responses (%)</b>	<b>F#2 Number of Responses</b>
Yes, it is adequate	55%	4,010	49%	1,887
No, more types of materials should be accepted in the Green Bin	29%	2,144	30%	1,155
No, fewer types of materials should be accepted in the Green Bin	1%	49	1%	19
I am unsure	4%	326	6%	228
I am not using the Green Bin	10%	697	12%	467
Other	2%	118	2%	80
<b>Total Responses</b>		<b>7,344</b>		<b>3,836</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 B4).

About one-third, (33% on F#1 and 32% on F#2) 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% on F#1 and 25% on F#2), and about 22% (F#1) and 23% (F#2) feel that cat litter should be added.

**Table B4 – 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)	F#1 Responses (%)	F#1 Number of Responses	F#2 Responses (%)	F#2 Number of Responses
Pet waste	33%	3,846	32%	1,964
Cat litter	22%	2,596	23%	1,405
Animal Bedding	9%	974	8%	496
More soiled paper products	26%	3,019	25%	1,523
I am not using a Green Bin	7%	767	7%	447
Other	5%	530	5%	294
<b>Total Responses</b>		<b>11,732</b>		<b>6,129</b>

**Question #5: For any of the potential new materials that could be added to the Green Bin, would you be willing to pay through taxes for additional materials?**

This question was asked on the second feedback form only. Just over half of the respondents (56%) do not support any payment for new programs (Table B5). A small percentage of the respondents support paying \$1 (8%) and \$2 (11%) per month through taxes to add additional accepted materials to the Green Bin.

**Table B5 – For any of the potential new materials that could be added to the Green Bin, would you be willing to pay through taxes for additional materials?**

Question Options (select one)	Responses (%)	Number of Responses
Yes, \$2 per month	11%	407
Yes, \$1 per month	8%	314
Yes, \$0.50 per month	5%	189
I don't support any payment for potential new programs	56%	2,158
I don't support any of these programs	6%	225
I am undecided	11%	428
Other	2%	110
<b>Total Responses</b>		<b>3,831</b>

**Question #6: What other changes and improvements would you like to see for the Green Bin Program?**

A total of over 2,600 comments were received during the first feedback period, with an additional 1,355 comments submitted during the second period. Overall, respondents provided a diverse range of insights on changes and improvements, including positive feedback. Key topics included:

- Green Bin design and functionality – larger size Green Bin, different lock, different handle and different shape of the bottom as materials get trapped if not using a liner. Enhancing the durability of the Green Bin to withstand the demands of regular use and collection;
- Program information and education – comprehensive list of accepted program materials, how to use the Green Bin and tips for controlling pests and reducing odours;

- Program expansion – broaden the range of materials allowed in the Green Bin such as pet waste, diapers, cat litter and yard waste;
- Collection on the same day each week and weekly garbage collection;
- Handling of Green Bin during collection and placement afterwards;
- Green Bin Program available for apartment households;
- Discontinue the program;
- Increase in observed participation rates; and
- Positive feedback such as program is working well and no changes.

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

#### **Question #7: 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 with the collection schedule changes is summarized in Table A7. The majority of respondents 56% (F#1) and 43% (F#2) expressed satisfaction with the shift to weekly Green Bin and recycling collection. While 23% (F#1) to 35% (F#2) were dissatisfied, and 16% (F#1) to 18% (F#2) reported being somewhat satisfied. This feedback was collected after residents had a longer period to use and experience the Green Bin program and collection schedule changes.

**Table B7 – How would you rate your satisfaction of the new collection schedule changes for Green Bin and recycling (collected weekly)?**

<b>Question Options (select one)</b>	<b>F#1 Responses (%)</b>	<b>F#1 Number of Responses</b>	<b>F#2 Responses (%)</b>	<b>F#2 Number of Responses</b>
I'm satisfied	56%	4,150	43%	1,700
I'm somewhat satisfied (some changes are needed)	16%	1,188	18%	704
I'm not satisfied	23%	1,719	35%	1,373
I'm unsure	2%	133	1%	42
Other	3%	229	3%	106
<b>Total Responses</b>		<b>7,419</b>		<b>3,925</b>

#### **Question #8: How would you rate your satisfaction of the new collection schedule changes for garbage collection (collected biweekly)?**

When the Green Bin Program was implemented, garbage collection frequency changed to biweekly, occurring every other week except when a Statutory Holiday affects the schedule. This question was included in the first feedback form. In the main body of the report, additional details are provided on City Community Satisfaction Survey for 2024 for waste management collection services.

Overall, the satisfaction or non-satisfaction with the new collection schedule changes for garbage collection indicates (Table A8):

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

**Table A8 – 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	36%	2,636
I'm somewhat satisfied (some changes are needed)	17%	1,274
I'm not satisfied	42%	3,172
I'm unsure	2%	106
Other	3%	235
<b>Total Responses</b>		<b>7,423</b>

**Question #9: 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 B9):

- Holding onto materials too long 32% (F#1) and 30% (F#2)
- Too much garbage is accumulated over a two-week period 21% (F#1 and F#2)
- Missing a pickup means four weeks between collection days 24% (F#1) and 25% (F#2)

**Table B9 – What concerns, if any, might you have about biweekly garbage collection?**

Question Options (select one)	F#1 Responses (%)	F#1 Number of Responses	F#2 Responses (%)	F#2 Number of Responses
Too long to hold onto some materials (e.g., diapers, menstrual products, pet waste)	32%	4,621	30%	2,310
Too much garbage is accumulated over a two-week period	21%	2,988	21%	1,649
Missing a pickup means four weeks between collection days	24%	3,500	25%	1,911
I have some concerns, but I support biweekly garbage collection (and weekly Green Bin and recycling pickup)	10%	1,460	9%	717
I have no concerns about biweekly garbage collection	9%	1,263	10%	748
I am undecided	0.4%	64	1%	30
Other	4%	506	4%	301
<b>Total Responses</b>		<b>14,402</b>		<b>7,666</b>

**Question #10: 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% F#1 and 48% F#2) have no concerns with the 3-container limit part of the biweekly garbage collection (Table B10). About 9% of responses (F#1 and F#2) have some concerns but support the 3-container limit. If the 3-container limit was to change, approximately 24% (F#1) and 23% (F#2) of respondents selected it should be moved to 4 containers per pickup.

**Table B10 – What concerns, if any, might you have with the 3 container limit as part of biweekly garbage collection?**

Question Options (select one)	F#1 Responses (%)	F#1 Number of Responses	F#2 Responses (%)	F#2 Number of Responses
I have no concerns about the 3-container limit	45%	3,608	48%	1,983
I have some concerns with the 3-container limit, but I support the current limit	9%	744	9%	381
The 3-container limit should be moved to 4 containers per pickup	24%	1,920	23%	935
The 3-container limit should be moved to 5 containers per pickup	14%	1,091	12%	526
I am undecided	3%	214	2%	103
Other	5%	424	6%	272
<b>Total Responses</b>		<b>8,001</b>		<b>4,200</b>

**Question #11: 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% F#1 and 29% F#2) (Table B11). This question also had the option to select multiple answers. 13% (F#1) and 15% (F#2) of respondents do not have concerns and 6% (F#1) and 5% (F#2) have concerns but can manage.

**Table B11 – What concerns, if any, might you have about handling pet waste in-between biweekly garbage collection?**

Question Options (select one)	F#1 Responses (%)	F#1 Number of Responses	F#2 Responses (%)	F#2 Number of Responses
Too long to hold pet waste	30%	3,887	29%	1,966
Too much is accumulated over a two-week period	27%	3,028	23%	1,624



Question Options (select one)	F#1 Responses (%)	F#1 Number of Responses	F#2 Responses (%)	F#2 Number of Responses
Missing a pickup means four weeks between collection days	23%	2,886	22%	1,568
I have some concerns but can manage	6%	811	5%	386
I have no concerns	13%	1,638	15%	964
I am undecided	2%	221	2%	122
Other	3%	373	3%	249
<b>Total Responses</b>		<b>12, 844</b>		<b>6,879</b>

**Question #12: What concerns, if any, might you have about handling diapers and menstrual products in-between biweekly garbage collection?**

The most common current concern is the too long to hold onto diapers and menstrual products (30% F#1 and 29% F#2) followed by too much accumulated over two-week period (22% F#1 and 21% F#2) and missing a pickup means four weeks between pickups (21%) (Table B12). Approximately 19% of respondents have no concerns.

**Table B12 – What concerns, if any, might you have about handling diapers and menstrual product(s) in-between biweekly garbage collection?**

Question Options (select one)	F#1 Responses (%)	F#1 Number of Responses	F#2 Responses (%)	F#2 Number of Responses
Too long to hold onto diapers and menstrual product(s)	30%	3,658	29%	1,871
Too much is accumulated over a two-week period	22%	2,685	21%	1,398
Missing a pickup means four weeks between collection days	21%	2,490	21%	1,406
I have some concerns but can manage	4%	476	4%	234
I have no concerns	19%	2,275	19%	1,248
I am undecided	2%	279	2%	153
Other	3%	299	3%	191
<b>Total Responses</b>		<b>12,162</b>		<b>6,501</b>

**Question #13: 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 and 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 menstrual 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 (25% F#1 and 20% F#2), and 21% (F#1) and 26% (F#2) do not support any of the programs. If a program was to be supported, 25% (F#1) to 20% (F#2) selected using clear bags to contain diapers and place at the curb on the weeks when garbage is not collected and 16% (F#1) and 17% (F#2) selected a diaper tag program to allow extra bags at the curb (Table B13).

**Table B13 – Some communities have special programs for handling diapers and menstrual products. What kind of program would you support?**

Question Options (select one)	F#1 Responses (%)	F#1 Number of Responses	F#2 Responses (%)	F#2 Number of Responses
Using clear bags to contain diapers and placing at the curb on weeks when garbage is not collected	25%	2,042	20%	837
Dropping off one clear bag per week at the EnviroDepots	6%	465	5%	210
A diaper tag program to allow extra bags at the curb	16%	1,333	17%	701
I don't support any of these programs	21%	1,712	26%	1,116
I am undecided	25%	2,075	25%	1,089
Other	7%	528	6%	271
<b>Total Responses</b>		<b>8,155</b>		<b>4,233</b>

**Question #14: 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 B14. Approximately 50% (F#1) and 54% (F#2) do not support any payment for potential new programs 13% (F#1) and 12% (F#2) do not support any of the programs. A small number of respondents would be willing to pay for a potential new program for handling diapers. \$1, \$2, and \$4 received 4% each of responses(F#1), and 1%, 5% and 8% (F#2).

**Table B14 – For any of the potential new programs for handling diapers, would you be willing to pay for additional services?**

Question Options (select one)	F#1 Responses (%)	F#1 Number of Responses	F#2 Responses (%)	F#2 Number of Responses
Yes, \$4 per month	4%	248	1%	61
Yes, \$2 per month	4%	267	5%	153

Question Options (select one)	F#1 Responses (%)	F#1 Number of Responses	F#2 Responses (%)	F#2 Number of Responses
Yes, \$1 per month	4%	253	8%	305
I don't support any payment for potential new programs	50%	3,550	54%	2,091
I don't support any of these programs	13%	955	12%	482
I am undecided	18%	1,307	15%	551
Other	8%	565	4%	159
<b>Total Responses</b>		<b>7,145</b>		<b>3,802</b>

**Question 15: If you have any additional concerns or feedback about the collection schedule?**

- 2,700 comments were received on the first feedback form; and
- 1,410 comments were received on the second feedback form.

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;
- provide weekly garbage collection seasonally (i.e. warmer months)
- 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;
- concerns with not enough storage space for garbage;
- increasing the container limit for a temporary period (i.e. summer), or year-round; and
- commenting that there are no concerns.

**Question #16: If you would like to receive additional details about London's waste management programs by email, please share your email address below.**

The number of respondents who shared an email address was 515 (F#2).

**Additional questions**

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

**Question #17: If you are willing, please consider telling us a bit about yourself?**

- 5,029 (67%) of F#1 respondents were willing to provide information about themselves.
- 2,596 (65%) of F#2 respondents were willing to provide information about themselves.

**Question #18: What is your postal code:**

Of the 7,497 (F#1) respondents, 2,725 (36%) provided a postal code. Of these 0.2% of respondents indicated that they were non-London residents. Of the 3,966 respondents (F#2), 1,026 (26%) provided a postal code and 0.1% 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:

F#1 respondents:

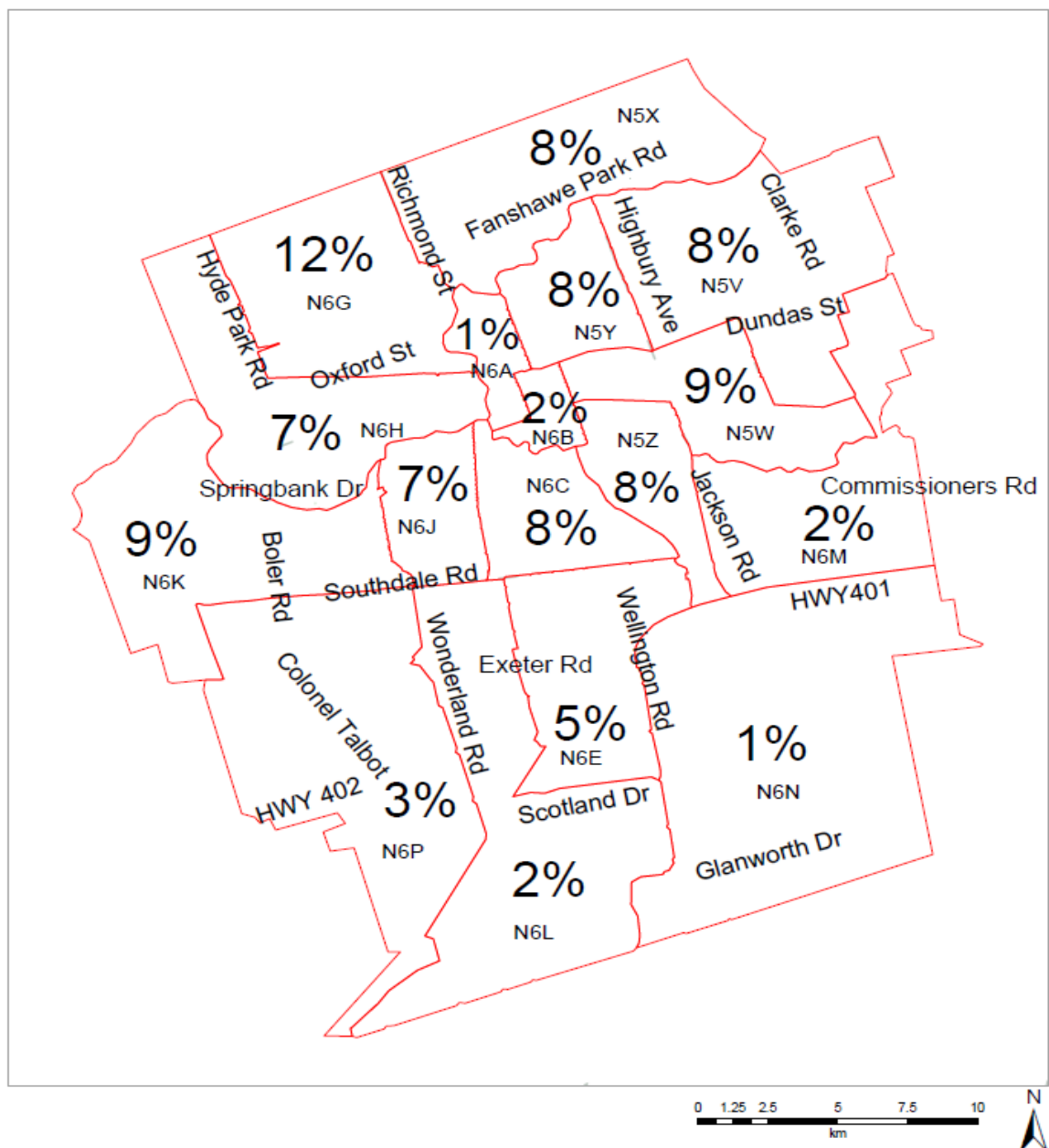
- 24% - Huron Heights, Uplands, Stoney Creek (N5V, N5X, N5Y)
- 11% - Central London, Highland (N6A, N6B, N6C)
- 19% - Sunningdale, Hyde Park, Oakridge (N6G, N6H)
- 16% - Byron, Southcrest, Bostwick (N6J, N6K)
- 20% - Crumlin, Hamilton Rd, Glen Cairn (N6M, N5W, N5Z)
- 4% - Lambeth, Tempo (N6P, N6L)
- 6% - Glanworth, White Oak (N6E, N6N)

F#2 respondents:

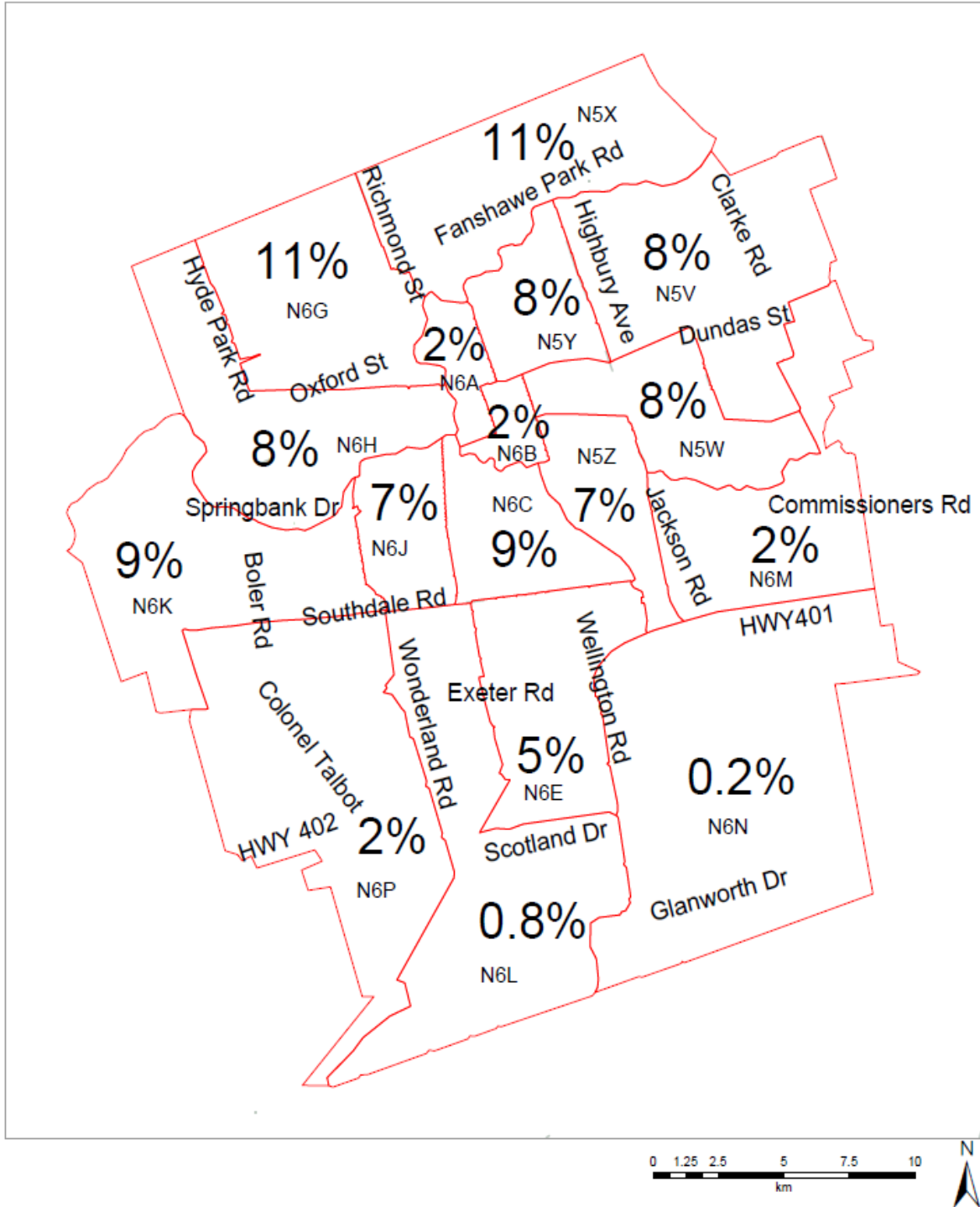
- 26% - Huron Heights, Uplands, Stoney Creek (N5V, N5X, N5Y)
- 13% - Central London, Highland (N6A, N6B, N6C)
- 19% - Sunningdale, Hyde Park, Oakridge (N6G, N6H)
- 16% - Byron, Southcrest, Bostwick (N6J, N6K)
- 17% - Crumlin, Hamilton Rd, Glen Cairn (N6M, N5W, N5Z)
- 3% - Lambeth, Tempo (N6P, N6L)
- 6% - Glanworth, White Oak (N6E, N6N)

A city-wide distribution of the proportion of feedback forms completed is displayed in Figure 1 (F#1) and Figure 2 (F#2).

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



**Figure 2: Online Feedback Form #2 – Postal Code Distribution of Respondents**



**Question #19: What is your age?**

- 5,029 (67%) of F#1 respondents provided more information on age.
- 2,597 (65%) of F#2 respondents provided more information on age (Table B15).

Some respondents who agreed to provide additional information may not have answered all the questions, resulting in a total response count that does not match the number of participants who opted to share more details.

**Table B15: What is your Age?**

Question Options (select one)	F#1 Responses (%)	F#1 Number of Responses	F#2 Responses (%)	F#2 Number of Responses
19 or Younger	0.5%	10	0.5%	8
20-29	6%	332	7%	173
30-39	24.5%	1,227	22%	576
40-49	25%	1,249	21%	543

Question Options (select one)	F#1 Responses (%)	F#1 Number of Responses	F#2 Responses (%)	F#2 Number of Responses
50-59	18.5%	922	18%	452
60-69	16.5%	822	19.5%	498
70 and over	8.5%	417	11%	304
Prefer not to share	0.5%	34	1%	20
<b>Total Responses</b>		<b>5,014</b>		<b>2,574</b>

**Question #20: How do you identify?**

- 5,029 (67%) of F#1 respondents provided information about their identity.
- 2,597 (65%) of F#2 respondents provided information about their identity (Table B16).

**Table B16: I Identify As**

Question Options (select one)	F#1 Responses (%)	F#1 Number of Responses	F#2 Responses (%)	F#2 Number of Responses
Male	26.5%	1,333	30%	783
Female	69.7%	3,505	65%	1,704
Transgender	0.3%	16	0.4%	12
Gender Non-Conforming	0.6%	32	0.8%	21
Prefer not to share	2.3%	115	2%	53
Other	0.5%	25	0.5%	14
<b>Total Responses</b>		<b>5,026</b>		<b>2,587</b>

**Question #21: Do you speak a language other than English at home?**

Of the 7,497 respondents (F#1), 4,999 (67%) provided information about the language spoken at home. Of the 2,597 respondents (F#2), 2,446 (94%) provided information about the language spoken at home (Table B17).

**Table B17: Do you speak a language other than English at home?**

Question options (select one)	F#1 Responses (%)	F#1 Number of Responses	F#2 Responses (%)	F#2 Number of Responses
Yes	19%	928	17%	424
No	80%	3,986	80%	1,964
Prefer not to share	1%	85	3%	58
<b>Total Responses</b>		<b>4,999</b>		<b>2,446</b>

**Question #22: Please share any other information you would like us to know about your identity.**

5,029 respondents (F#1) who provided more information about themselves, 650 respondents (13%) provided other information about their identity.

2,597 respondents (F#2) who provided more information about themselves, 311 respondents (12%) 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.