

<b>TO:</b>	<b>CHAIR AND MEMBERS CIVIC WORKS COMMITTEE MEETING ON JUNE 8, 2016</b>
<b>FROM:</b>	<b>JOHN BRAAM, P.ENG MANAGING DIRECTOR - ENVIRONMENTAL &amp; ENGINEERING SERVICES &amp; CITY ENGINEER</b>
<b>SUBJECT</b>	<b>PROPOSED CHANGES TO THE GARBAGE CONTAINER LIMIT</b>

<b>RECOMMENDATION</b>
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That, on the recommendation of the Managing Director, Environmental & Engineering Services & City Engineer, the following actions be taken with respect to garbage container limits:

- a) the Civic Administration **BE DIRECTED** to lower the garbage container limit per pickup to 3 containers from the current number of 4, commencing October 1, 2016;
- b) the Civic Administration **BE DIRECTED** to increase the number of Container Limit Exemption Pickups from 2 to 4 pickups per year;
- c) the Civic Administration **BE DIRECTED** to permit Londoners to place a garbage tag on each container that is over the 3 container limit per pickup;
- d) the Civic Administration **BE DIRECTED** to report back with a proposed by-law to amend the Fees and Charges By-law in order to incorporate a fee of \$1.50 per garbage tag, effective October 1, 2016;
- e) Civic Administration **BE DIRECTED** to report back with a proposed by-law to amend the Municipal Waste & Resource Materials Collection By-law (WM-12) to lower the container limit from 4 to 3, effective October 1, 2016;
- f) the Civic Administration **BE DIRECTED** to:
  1. undertake an awareness and education program highlighting the above-noted changes;
  2. establish a convenient system to purchase garbage tags using public facilities and Service London Counters that can process payments and issue receipts;
  3. implement a phased-in compliance approach allowing users (e.g., householders, tenants, visitors, etc.) time to adjust to the lower garbage container limit and place garbage tags on bags over the limit for curbside pickup; and
- g) the Civic Administration **BE AUTHORIZED** to undertake all the administrative acts that are necessary in connection with this matter;

it being understood that the Civic Administration will reassess the above-noted recommendations and provide a supplementary report confirming its position on its recommendations as part of the Added Agenda for the June 8, 2016 meeting of the Civic Works Committee, in order to allow as much time as possible for staff to consider any feedback received during the community engagement process.

## PREVIOUS REPORTS PERTINENT TO THIS MATTER

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

- Garbage Container Limits (Waste Diversion) (May 10, 2015 meeting of the Civic Works Committee (CWC) Item # 6)
- Update: Interim Waste Diversion Plan (2014-2015) and Additions for 2016 (February 2, 2016 meeting of the CWC Item #15)
- Waste Diversion – Update on Examination of Residential Organic Waste (Food Scraps) and Next Steps (April 20, 2015 meeting of the CWC, Item #13)
- Garbage and Recycling Collection – Status and Potential Next Steps (December 16, 2014 meeting of the CWC, Item #12)
- Interim Waste Diversion Plan 2014-2015 (July 21, 2014 meeting of CWC Item #18)
- Updates – Proposed Waste Reduction Act and Related Matters for Financing the Blue Box Program (February 3, 2014 meeting of the CWC, Item #8)
- Waste Diversion and Garbage Collection Updates (November 25, 2013 meeting of the CWC, Item #7)
- Status Report: Update of Road Map to Maximize Waste Diversion 2.0 (July 22, 2013 meeting of the CWC, Item #14)

## STRATEGIC PLAN 2015-2019

Municipal Council has recognized the importance of solid waste management including waste diversion, climate change and other related environmental issues in its 2015-2019 - Strategic Plan for the City of London ([2015 – 2019 Strategic Plan](#)). With respect to this CWC Report 2 of the 4 Areas of Focus address increasing waste diversion as it relates to garbage container limits.

### **Building a Sustainable City**

- Strong and healthy environment

### **Leading in Public Service**

- Collaborative, engaged leadership
- Excellent service delivery

## BACKGROUND

### **PURPOSE:**

The purpose of this report is to:

- provide Civic Works Committee and Council with a summary of the feedback on the garbage container limit review from the community information and engagement process, and
- to make recommendations on the preferred options for garbage container limits.

### **CONTEXT:**

At the July 29, 2014 meeting of Municipal Council, Civic Administration were directed among other items, to prepare and submit to the Civic Works Committee the following from clause c) of the Council Resolution:

- i) *a report examining the advantages and disadvantages of reduced container limits for garbage*

This item was also identified in the PricewaterhouseCoopers (PwC) audit completed in 2014 and submitted to Audit Committee in December 2014 and approved by Council on December 16, 2014.

At the May 10, 2016 meeting of the Civic Works Committee (CWC) staff presented the report *Garbage Container Limits (Waste Diversion)*. That report was a review of garbage container limits in London and other communities in Ontario, changes in waste diversion programs in the last 10 years, and recommended that staff undertake a community information and engagement process to receive citizen feedback regarding this matter and report back at the June 8, 2016 CWC meeting.

At the May 17, 2016 meeting of Municipal Council, City staff were directed as follows:

6. *That, on the recommendation of the Director, Environment, Fleet and Solid Waste, the following actions be taken with respect to the garbage container limits (waste diversion):*
  - a) *the Civic Administration BE AUTHORIZED to undertake a community information and engagement process to receive feedback regarding reducing the garbage container set out limit and BE DIRECTED to report back at the June 8, 2016 meeting of the Civic Works Committee with the results of the community information and engagement process; and*
  - b) *a Public Participation Meeting regarding reducing the garbage container set out limit BE HELD at the June 8, 2016 meeting of the Civic Works Committee. (2016-E07) (6/8/CWC)*

## DISCUSSION

This section contains information under the following headings:

1. Overview of the Community Engagement Process
2. Results of the Community Engagement Process
3. City Staff Recommendations and Next Steps

### **1. Overview of the Community Engagement Process**

The community engagement process began on May 18 and concludes with a Public Participation Meeting at the CWC meeting on June 8, unless directed differently by Municipal Council. Details in this report regarding this process and the feedback received are for the period May 18 to May 26 (inclusive). Information on the full period will be included in a supplementary report to the June 8 CWC meeting.

Details of the process and the number of responses received are summarized in Table 1. The engagement process was designed to be convenient and cost effective. The total cost of the process was approximately \$1,600 (e.g., design and production costs for posters, large display boards, etc.). Newspapers advertisements appeared in the London Free Press (May 21), The Londoner (May 26) and Our London (May 26). The newspapers advertisements were provided without charge as part of newspaper industry contribution to the Blue Box program through Waste Diversion Ontario (WDO).

Feedback was obtained through the City's website and outreach at community centers, libraries and recreation facilities. These approaches are considered as informal, unscientific methods as statistical validity of the results cannot be determined. Demographic information was requested from those involved with the on-line Feedback Form. The number of responses to the Feedback Form reached 3,720 responses by May 26, one of the highest responses ever achieved by the City.

**Table 1: Summary of Community Information & Engagement (up to May 26)**

<b>Community Information &amp; Engagement</b>	<b>Details</b>	<b>Quantity of Feedback</b>
City Website	<ul style="list-style-type: none"> <li>Dedicated page on City website with information.</li> </ul>	<ul style="list-style-type: none"> <li>Over 550 webpage visits</li> </ul>
On-line Feedback Form	<ul style="list-style-type: none"> <li>Responses to questions on garbage container limits and demographic information were received.</li> </ul>	<ul style="list-style-type: none"> <li>3,720 responses</li> </ul>
Community Information & Feedback Displays	<ul style="list-style-type: none"> <li>Displays were placed in community centres, recreation facilities and libraries in each of the Municipal Council wards.</li> </ul>	<ul style="list-style-type: none"> <li>240 responses</li> </ul>
Social and Traditional Media	<ul style="list-style-type: none"> <li>Social Media posts on Facebook and Twitter linked to the website and on-line feed-back form and engaged citizens in further discussion.</li> <li>Local print advertisements were provided through the Waste Diversion Ontario In-kind ad space: London Free Press, The Londoner, Our London.</li> <li>Posters in community &amp; recreation centres and libraries</li> <li>Rogers TV</li> </ul>	<ul style="list-style-type: none"> <li>3 emails</li> <li>0 letters</li> <li>1 call</li> <li>81 Facebook posts</li> <li>9 Tweets</li> </ul>

## 2. Results of the Community Engagement Process

Feedback received on the potential changes to curbside garbage collection are summarized in Table 2. The full summary of the feedback received is presented in Appendix A.

**Table 2: Summary of Feedback Received**

<b>Source: On-line Feedback Form</b>		
<b>Do you support lowering the garbage container limit?</b>		
I support lowering it	40%	1,483
I do not support lowering it	58%	2,167
Don't know	2%	62
Total Responses	100%	3,712

<b>Source: On-line Feedback Form</b>		
<b>[I support lowering it and] I support lowering it to:</b>		
3 containers per pickup	60%	961
2 containers per pickup	40%	636
Total Responses	100%	1,597

Note: Although a response was requested from only those that indicated "I support lowering it", other responses were also recorded which increased the Total Responses for this question beyond the 1,483 responses.

**Table 2: Summary of Feedback Received (continued)**

<b>Source: On-line Feedback Form</b>		
<b><i>If the garbage container limit were lowered, would you like the ability to place a \$1.50 tag on your bag or container and have it picked up at the curb with your other garbage containers?</i></b>		
Yes	76%	1,570
No	17%	359
Don't Know	7%	134
Total Responses	100%	2,063

Note: Although a response was requested from only those that indicated "I support lowering it", other responses were also recorded which increased the Total Responses for this question beyond the 1,483 responses.

<b>Source: Display boards at 5 public facilities</b>		
<b><i>The current garbage limit is 4 containers. What garbage limit works for you?</i></b>		
4	43%	86
3	39%	79
2	18%	37
Total Responses	100%	202

### 3. City Staff Recommendations and Next Steps

City staff recommendations have been developed based on four categories of information and experience:

- Curbside data collected in London on waste generation and experience with the current container limit over a 10 year period
- Container limit experience and related practices in other Ontario municipalities
- Feedback received from Londoners
- Likelihood of success in London and ease of implementation

#### **Rational for a Reducing the Garbage Container Limit to 3 Containers**

City staff have identified a number of reasons (Table 3) why reducing the garbage container limit to 3 containers is a logical next step for London's waste management program.

**Table 3: Why Lowering the Container Limit to 3 Containers Makes Sense**

<b>#</b>	<b>Comment</b>	<b>Details</b>
1.	On average, 9 out of 10 homes are already at the 3 container limit on a regular basis.	A 3 container limit aligns with the current practice of most (91%) Londoners and demonstrates environmental leadership by the citizens of London.
2.	On a regular day, London homes place about 13 kilograms of garbage at the curb, about 16% of the weight they are permitted to (up to 80 kilograms).	In 2015, the average amount of garbage collected per household per stop for all collection days was about 13 kilograms. On a regular 8 day cycle (every 6 business days) it was about 12 kilograms. On a long-cycle day (i.e., on Mondays and after long weekends) it was about 16 kilograms. The additional 4 kilograms (on average) of waste generated after long cycles could be accommodated by distribution of the extra waste within the allowed set out

**Table 3: Why Lowering the Container Limit to 3 Containers Makes Sense**

#	Comment	Details
		capacity provided in a 3 container limit (i.e., a maximum of 3 containers weighing 20 kilograms (44 pounds) each for a total of 60 kilograms (132 pounds) per pickup. Under this scenario, the average household would be using 22% of the weight permitted.
3.	It is a low cost waste diversion policy tool and is easy to implement.	Reducing the container limit is a continuous improvement initiative. In the past decade there have been many improvements to the City's waste diversion programs which have resulted in an increasing diversion rate.
4.	A minor increase in recycling and waste diversion is expected.	A best estimate ('guesstimate') is 0.5 to 1.0% (800 to 1,600 tonnes) increase in waste diversion based on local experience and discussion with some other municipalities. It is recognized that waste diversion improvements are expected to be small compared to those that occurred following the implementation of the 4 container limit in 2005-2006 because: <ul style="list-style-type: none"> <li>• the change to a 4 container limit (from 2 cubic metres or approximately 16 containers) benefitted from being a new concept in London,</li> <li>• the list of materials that can be recycled has been expanded several times over the last 10 years, and</li> <li>• a reduced garbage limit may encourage more home composting, but without a kitchen organics program in place most will likely remain in the garbage.</li> </ul>
5.	Potential for minor financial benefit.	Potential for minor service cost reductions and/or increase in revenue from additional recyclables.
6.	It is a recognized Best Practice by WDO.	If approved, a 3 container limit is a step closer a 2 container limit which is prescribed by WDO as the Best Practice target. At a 2 container limit (e.g., to be considered when there is a form of kitchen organics program) there would be increase in WDO funding.

City staff have previously identified that there will be some challenges and impacts:

- Inconvenience caused to households that are not able to reduce their garbage further.
- The ongoing challenge of the longer collection cycle that occurs on Mondays and holiday weekends.
- Curbside issues for collectors such as over-weight containers and responding to resident complaints.
- The potential for illegal dumping from a small percentage of Londoners.
- Increased non-recyclables in Blue Box program.

### **Rational for Increasing the Number of Container Limit Exemption Pickups from 2 to 4 per Year**

London has two container limit exemption periods. These are scheduled during the spring (end of April/early May) and December holiday period (end of December/early January). During these pickups Londoners can place as many containers at the curb as they deem necessary.

It is proposed to add container limit exemptions in early September to coincide with Fanshawe College and Western University student move-ins, and in October following Thanksgiving. Historically these are times of the year when additional garbage is set out for collection. Increasing the number of container limit exemption periods to 4 times per year would provide extra service for residents during periods of higher waste generation. Additionally an exemption during the September student move-in period is

expected to reduce resident complaints in collection zones that have student rentals.

### **Rational for Permitting the Use of Garbage Tags at the Curbside**

For the last 6 years, Londoners have been able to take extra garbage to the EnviroDepots and pay a fee per bag. City staff propose extending the current \$1.50 per bag existing option and allow Londoners to use this service curbside for containers/bags beyond the limit through a purchased sticker.

The use of the garbage fee service at the depots has grown significantly in the past two years (Table 4). The extension of this to the curbside will provide another option for disposing of extra garbage with more convenience.

**Table 4: Number and Percent Increase in Bags of Garbage Disposed at Depots**

<b>Year</b>	<b>2010</b>	<b>2011</b>	<b>2012</b>	<b>2013</b>	<b>2014</b>	<b>2015</b>
# of Bags	105,940	122,690	112,415	113,495	129,075	154,715
Percent increase over previous year		16%	-8% <sup>1</sup>	1%	14%	20%

<sup>1</sup> In April 2012 the cost per bag increased from \$1 to \$1.50.

Permitting the use of tags at the curb for extra garbage provides additional service and convenience to residents. Also, a fee for extra bags will increase awareness of the need to maximize the use of the City's waste diversion programs.

About 75% of the responses (Table 2) indicated Yes, *If the garbage container limit were lowered, would you like the ability to place a \$1.50 tag on your bag or container and have it picked up at the curb with your other garbage containers?*

For households that are not able to accommodate the additional waste by re-distribution and need to dispose of an extra container of garbage, garbage tags (if approved) can be used at the curbside. There will be no limit to the extra tagged containers (bags) that can be placed out per pickup. Tags would be placed on each additional garbage bag. For garbage placed in a garbage can, a tag would be placed on the top bag in the can.

Most (73%) of the 15 medium to large municipal programs surveyed (not including cart based programs) allow extra tagged bags to be collected at the curb. This program acknowledges that some households regularly produce garbage above the container limit and others may on occasion.

### **Implementation of 3 Container Limit**

The 3 container limit would be implemented similar to how the 4 container limit was implemented in 2005 – 2006. The goal would be to move to the new container limit while causing minimal inconvenience to Londoners. Residents will be informed of how to reduce their waste and of available options to manage garbage that is over the limit.

#### Implementation Schedule

A summary of key dates and steps required for implementation of the 3 container limit is presented below:

<b>Key Dates</b>	<b>Action</b>
June 14, 2016	Council Meeting (all dates subject to decision of Council)
July – September, 2016	Develop information, awareness and compliance program and changes to the Waste Collection By-law
October 1, 2016	Program launch – 3 Container Limit
October 1, 2016 to January 13, 2017	“Adjustment period” & promotion/awareness program (new Garbage & Recycling Calendar delivered in September)
January 16, 2017	Enforcement of container limits

#### Adjustment Period – October 2016 through January 13, 2017

The phase-in period will give residents time to adjust to the 3 container limit. From October to January 13, 2016 residents will be asked to limit their garbage to 3 containers. During this period extra containers will be collected and the household will be notified of what occurred at the curb.

#### Enforcement Period – Begins January 16, 2017

Extra containers, if not tagged, will not be collected. Collection crews will place a non-compliance sticker on the container. If the garbage is not removed from curb, staff will issue a letter and/or contact the owner advising them to remove the garbage.

It is anticipated that most Londoners will achieve compliance when the instructions and rationale are understood. Curbside observations from a study in February – April 2016 found that 91% of households currently place 3 containers or less at the curb. Additional enforcement may be required on a case-by-case basis.

#### Bulky Item Pickup

No change to the current system. Bulky items (e.g., furniture, mattresses) are not counted as a container. Residents will be able to place up to 3 containers plus bulky items at the curb for collection every collection day.

#### Higher Volumes of Garbage during Move-ins and Move-outs

No change to the current system. No special accommodation will be made for move-ins or move-outs, however if approved, permitting extra tagged containers will provide a convenience to homeowners during moves.

#### Household Exemptions

No change to the current system. Household exemptions will continue to be considered on a case-by-case basis (e.g., confirmed medical reasons).

#### Illegal Dumping

Illegal dumping is not expected to be a significant problem given that most households are already at a 3 container limit (91%), and will be able to use tags for extra garbage (if approved).

Some municipalities, with lower container limits, have experienced a temporary increase in illegal dumping with the implementation of container limits or user pay systems. In all cases the level of illegal dumping eventually returns to historical levels.

#### System to Purchase Garbage Tags

Under the current system, extra garbage can be taken to a Depot for a fee of \$1.50 per container (or \$8 minimum for small loads at the landfill). If approved the \$1.50 per container fee will also be available for curbside collection service, starting in January 2017 by using a garbage tag.

Garbage tags will be available for purchase from the four EnviroDepots (including W12A Landfill). Staff are working with Service London to provide additional convenient options for the purchase of garbage tags. It is expected that City locations that currently handle a range of cash exchanges will be able to sell garbage tags. The target is to have between 8 and 12 locations city-wide.

Information Technology Services are reviewing options to increase on-line payments options and it is expected that on-line purchase of garbage tags would be available sometime in 2018.



## Financial Aspects

In 2016, the costs associated with the awareness and education program will be part of the overall waste diversion program budget. This will include specific expenditures for print materials, Waste Reduction & Conservation Calendar, radio advertisements and newspaper advertisements (the latter will be paid for by industry through WDO). An estimated expenditure of between \$15,000 and \$20,000 has been allocated.

These funds are currently earmarked for the on-going Sort it Right campaign. Should Council approve the reduced container limit for implementation October 1, further Sort it Right promotions will be suspended for 2016. This is not problematic as there will be continued advertising about the need to recycle more as part of reducing container limits.

In 2017 and beyond, the costs associated with providing and administering a tag system are expected to be offset by the revenue generated from purchasing the tags. It is anticipated that most Londoners will both reduce waste and/or re-distribute the amount into 3 containers and the actual purchase of new tags will be small. It is also anticipated that many people that currently use the EnviroDepots to dispose of garbage at \$1.50 per bag will now do so at the curb; therefore this would be just a change in where the existing service takes place.

In 2017, City staff will be in a much better position to provide financial details and will do so at that time as part of quarterly budget monitoring reporting to Corporate Services Committee.

## ACKNOWLEDGEMENTS

This report was prepared with the assistance of Jana Corby, Solid Waste Planning Coordinator; Kevin Springer, Manager, Waste Collection; and Wesley Abbott, Project Manager, Solid Waste Management.

<b>PREPARED BY:</b>	<b>PREPARED BY:</b>
<b>ANNE BOYD, B.A., B.E.SC. MANAGER, WASTE DIVERSION PROGRAMS</b>	<b>MICHAEL LOSEE, B.SC. DIVISION MANAGER, SOLID WASTE MANAGEMENT</b>
<b>PREPARED AND SUBMITTED BY:</b>	<b>RECOMMENDED BY:</b>
<b>JAY STANFORD, M.A., M.P.A. DIRECTOR, ENVIRONMENT, FLEET &amp; SOLID WASTE</b>	<b>JOHN BRAAM, P.ENG. MANAGING DIRECTOR, ENVIRONMENTAL &amp; ENGINEERING SERVICES &amp; CITY ENGINEER</b>

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## APPENDIX A

### SUMMARY OF COMMUNITY FEEDBACK RECEIVED ON GARBAGE CONTAINER LIMITS

The City undertook a community information and engagement process on garbage container limits. This three-week process began on May 18, 2016 with the launch of the on-line feedback form and will culminate in a Public Participation Meeting at the Civic Works Committee Meeting on June 8, 2016. It also included interactive displays in community centres, and promotion on social and traditional media. Feedback information in this report includes responses received between May 18 and May 26, 2016 (inclusive). Feedback received for the full period, May 18 to June 7 (inclusive) will be included in a supplementary report provided at the Civic Works Committee Meeting on June 8. Feedback on the garbage container limit was received from a number of different sources and each is summarized:

1. On-line Feedback Form
2. Feedback display boards in community and recreation centres and libraries
3. Summary of other feedback (e.g., phone, email, social media)

#### 1. On-line Feedback Form Responses

A 10-question feedback form was posted on the City's website on May 18 and will be closed June 7. Responses for the period May 18 to May 26 are included in Tables A1, A2, A3, and Figure A1. This approach is considered an informal, unscientific method as statistical validity of the results cannot be determined. Demographic information was requested from those involved with the on-line Feedback Form.

**Table A1: On-line Feedback Form – Garbage Limit Questions and Responses**

<b>1. I currently receive curbside garbage pickup:</b>		
Yes	98%	3,616
No	2%	92
Total responses	100%	3,708
<b>2. The current garbage container limit for households that receive curbside garbage collection is 4 containers per pickup. Do you support lowering the garbage container limit?</b>		
I support lowering it (go to Question 3)	40%	1,483
I do not support lowering it (go to Question 5)	58%	2,167
Don't know	2%	62
Total responses	100%	3,712
<b>3. I support lowering the garbage container limit to (Select one response)</b>		
3 containers per pickup	60%	961
2 containers per pickup	40%	636
Total responses	100%	1,597
Note: Although a response was requested from only those that indicated "I support lowering it", other responses were also recorded which increased the Total Responses for this question.		
<b>4. Extra bags over the 4 Container Limit can currently be brought to an EnviroDepot and there is a charge of \$1.50 per container or bag for disposal. If the garbage container limit were lowered, would you like the ability to place a \$1.50 tag on your bag or container and have it picked up at the curb with your other garbage containers?</b>		
Yes	76%	1,570
No	17%	359

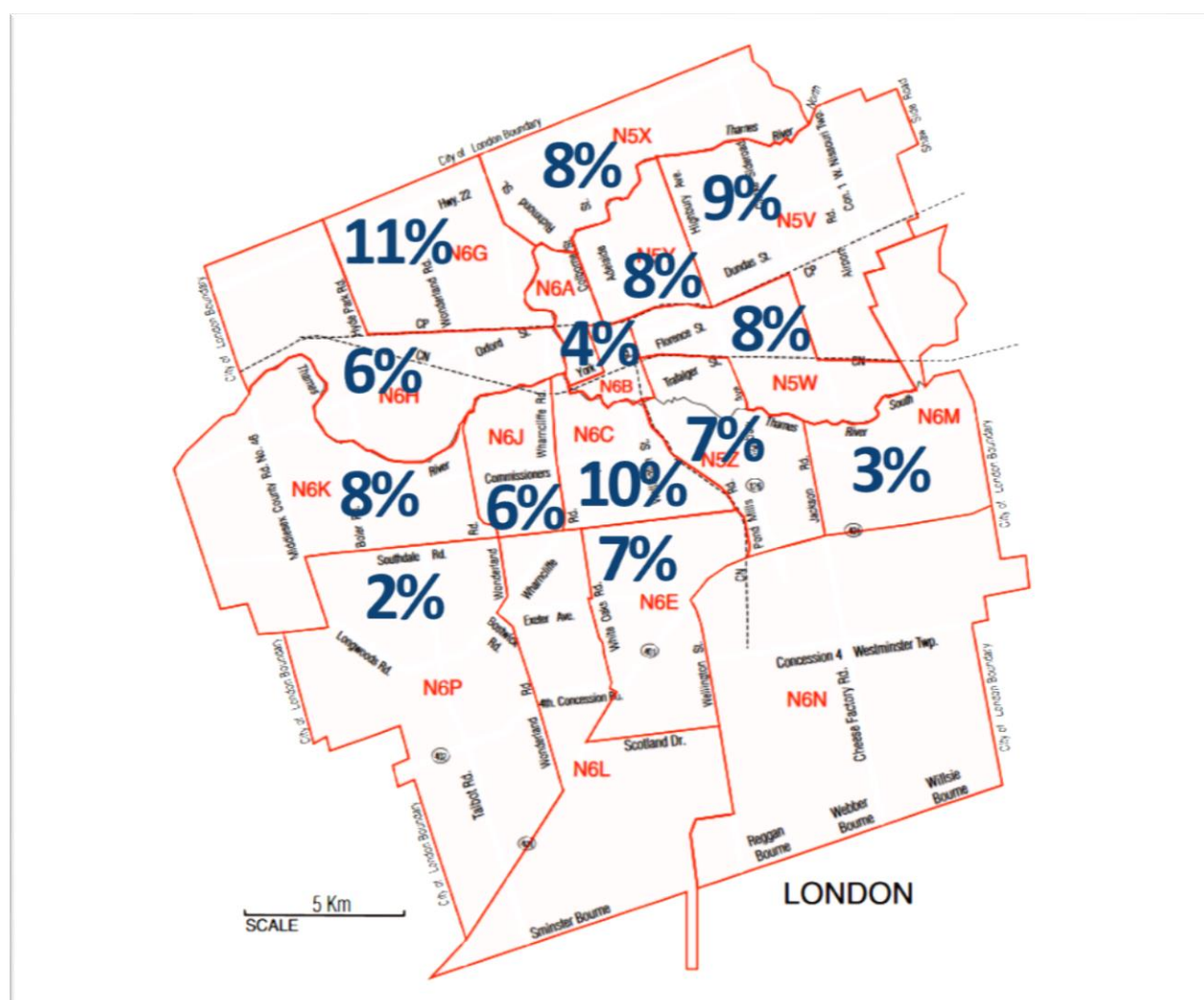
**Table A1: On-line Feedback Form – Garbage Limit Questions and Responses**

Don't Know	7%	134
Total responses	100%	2,063
Note: Although a response was requested from only those that indicated "I support lowering it", other responses were also recorded which increased the Total Responses for this question.		

**Table A2: On-line Feedback Form – Demographic Questions and Responses**

<b>5. How many people live at your address? (Select one response)</b>	<b>Number</b>	<b>Percent</b>
1	219	6%
2	865	23%
3	773	21%
4	1,085	29%
5	484	13%
6 or more	280	8%
Total Responses	3,706	100%
<b>6. In which category is your age? (Select one response)</b>		
18 to 25	185	5%
26 to 44	2,159	58%
45 to 65	1,145	31%
66 to 80	149	4%
Over 80	11	0%
Prefer not to answer	61	2%
Total Responses	3,710	100%
<b>7. What is your household's total annual income before taxes? (Select one response)</b>		
Less than \$40,000	370	10%
\$40,000 to \$70,000	730	20%
\$70,000 to \$100,000	836	23%
\$100,000 or more	933	25%
Don't know	38	1%
Prefer not to answer	792	21%
Total Responses	3,699	100%
<b>8. What is your gender? (Select one response)</b>		
Female	2,544	70%
Male	1,095	28.5%
Transgender	19	0.5%
Other (please specify)	40	1%
Total Responses	3,698	100%
<b>9. What are the first three numbers of your postal code?</b>		
Responses are provided in Figure A1.		
<b>10. Please include any additional feedback.</b>		
Summarized Responses are provided in Table A3		

**Figure A1: On-line Feedback Form – Postal Code Distribution of Respondents<sup>1</sup>**



<sup>1</sup> Question 9 on the Feedback Form

**Table A3: On-line Feedback Form – Additional Feedback Comments<sup>1</sup>**

Comment	Number	Percent
Support for weekly garbage pickup	574	37%
Support for a green bin/organic program	440	28%
Supports current limit due to large household	417	27%
Support for a reduced container limit	105	6%
Other	16	2%
<b>Total Responses</b>	<b>1,552</b>	<b>100%</b>

<sup>1</sup> Question 10 on the Feedback Form

## 2. Community Feedback Display Boards

An Information & Feedback Display was placed in selected City of London community and recreation centres and libraries (Table A4, Figure A2). Centre visitors were invited to provide their feedback on post-it notes and to 'vote' for a choice of container limit: 4, 3 or 2 containers. Responses are summarized in Tables A5 and A6.

Locations were selected to maximize exposure and opportunity to provide feedback in all municipal electoral wards and at centres that receive a greater number of visitors. Five displays were created and will be rotated through the fourteen locations between May 18 and June 6, 2016.

**Table A4: Summary of Community Feedback Display Locations**

Dates	Locations	Wards
May 18 to 24	<ul style="list-style-type: none"> <li>Carling Heights Optimist Community Centre, 656 Elizabeth St.</li> <li>Stoney Creek YMCA, 920 Sunningdale Rd. E.</li> <li>East London Public Library, 2016 Dundas St.</li> <li>South London Community Centre, 1119 Jalna St.</li> <li>Landon Public Library, 167 Wortley Rd.</li> </ul>	2, 4, 5, 11, 12
May 25 to 30	<ul style="list-style-type: none"> <li>Cherryhill Public Library, 301 Oxford St. W.</li> <li>Stronach Community Recreation Centre, 1221 Sandford St.</li> <li>Canada Games Aquatic Centre, 1045 Wonderland Rd. N.</li> <li>Hamilton Road Senior's Community Centre, 525 Hamilton Rd.</li> <li>Kiwanis Seniors Community Centre, 78 Riverside Dr.</li> </ul>	1,3, 6, 7, 13
May 31 to June 6	<ul style="list-style-type: none"> <li>Civic Gardens 625 Springbank Dr</li> <li>Oxford St W EnviroDepot 1450 Oxford St W</li> <li>Lambeth Community Centre 7112 Beattie St W</li> <li>Glanworth Public Library 2950 Glanworth Dr</li> </ul>	8, 9, 10, 14

**Figure A2: Display at Carling Heights Optimist Community Centre**

**Table A5: Community Feedback Display Results – Container Limit Vote**

<b>Responses to the Question:</b> <i>The current garbage limit is 4 containers. What garbage limit works for you?</i>						
<b>Number of Containers</b>	<b>4</b>		<b>3</b>		<b>2</b>	
<b>Response Number/Percentage</b>	<b>#</b>	<b>%</b>	<b>#</b>	<b>%</b>	<b>#</b>	<b>%</b>
Carling Heights Optimist Community Centre	24	62%	6	15%	9	23%
Stoney Creek YMCA	14	18%	56	70%	10	12%
East London Public Library	15	48%	6	19%	10	32%
South London Community Centre	28	72%	8	21%	3	7%
Landon Public Library	5	38%	3	23%	5	38%
Cherryhill Public Library						
Stronach Community Recreation Centre						
Canada Games Aquatic Centre						
Hamilton Road Senior's Community Centre						
Kiwanis Seniors Community Centre						
Civic Gardens						
Oxford St W EnviroDepot						
Lambeth Community Centre						
Glanworth Public Library						
<b>Total (May 18 to May 26)</b>	<b>86</b>		<b>79</b>		<b>37</b>	

**Table A6: Community Feedback Display Results – Post-it Note Comments**

<b>Comment</b>	<b>Number</b>	<b>Percent</b>
Support for a reduced container limit	9	22.5%
Did not support a reduced container limit	10	25%
Support for a green bin/organic program	16	40%
Has a large household	5	12.5%
<b>Total Responses</b>	<b>40</b>	<b>100%</b>

### 3. Summary of other Feedback (e.g., phone, email, social media)

**Table A7: Summary of other Feedback**

<b>Feedback Source</b>	<b>Supported lowering the container limit</b>	<b>Did not support lowering the container limit</b>	<b>Total Responses</b>
Email	<b>0%</b>	<b>100%</b>	<b>2</b>
Phone	<b>0%</b>	<b>100%</b>	<b>1</b>
Twitter	<b>56%</b>	<b>44%</b>	<b>9</b>
Facebook	<b>44%</b>	<b>56%</b>	<b>81</b>
<b>Total Responses</b>	<b>44%</b>	<b>56%</b>	<b>93</b>