

Waste Management Roadmap Survey What We Heard Report

DATE: June 2020

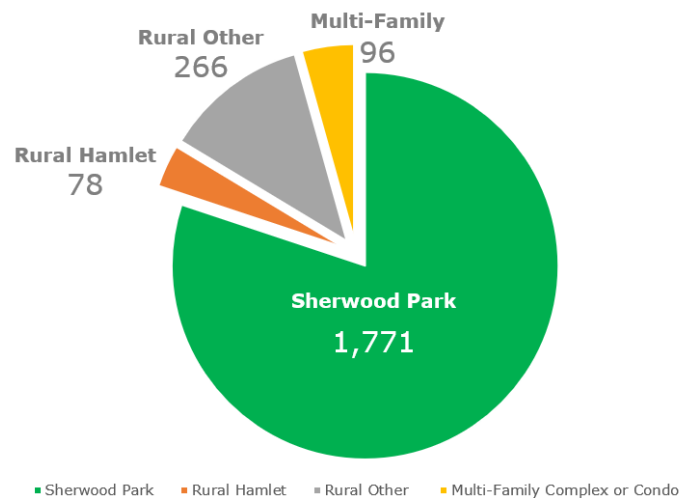


Strathcona County has embarked on a project to develop a 2021-2031 Waste Management Roadmap. The overall intent of the project is to develop a way forward for how we manage waste in the County for the next ten years.

Engagement / Survey Results

Survey Respondents

In June 2020, the public was invited to complete a survey about waste management. We received **2,211 surveys** with *84% of respondents from urban areas and 16% from rural areas*. The survey invited feedback about recycling and reuse, willingness to change, barriers to change, helping change, learning the Green Routine, everyone's role, what is important, the future of waste management, and an assessment of waste management.



- Multi-Family Complex or Condo includes apartments, duplexes, townhouses, co-ops, etc.
- Rural Hamlets include Antler Lake, Ardrossan, Collingwood Cove, Josephburg, Half Moon Lake, Hastings Lake, North Cooking Lake, and South Cooking Lake
- Rural Other includes acreages, farms, other rural properties

Main Themes

Themes were determined from a third-party analysis of the data received from survey participants.

Three main themes emerged from the survey. Participants expressed a desire for **more recycling convenience at the curb**, **more County involvement to improve commercial waste management**, and **more County involvement to influence "extended producer responsibility"** with manufacturers and suppliers of non-recyclable packaging.

LARGE AMOUNTS OF RECYCLING

- When residents have lots of items to recycle, recycle station/event use and participation is positive but not resounding. A simple majority of residents say that when they have large amounts of recycling items, they will take it to a recycling station or event.

STYROFOAM, GLASS, AND HAZARDOUS MATERIALS

- A minority of residents (35%) always take Styrofoam to the Broadview Enviroservice Station.
- Disposing of glass containers is split, with 37% always taking their glass containers to an Enviroservice Station and 30% never taking their glass containers to an Enviroservice Station.
- A strong majority of respondents (over 85%) either always or usually dispose of their hazardous waste at an Enviroservice Station or event.

REUSABLE ITEMS

- The vast majority of respondents donate reusable items.

SINGLE-USE ITEMS

- Respondents' treatment of reusable bags starts strong with grocery shopping where the vast majority of respondents reuse their bags.
- When it comes to produce bags, reuse trends downwards; 23% of respondents reuse them always, while 34% sometimes reuse them.
- Reusable coffee and beverage cup use trends further downwards; only 10% of respondents always use a reusable cup.

WILLINGNESS TO CHANGE

- In most cases, on a wide range of questions, either a strong minority (approximately 35%) or a simple majority (50% or slightly above) said "I'm willing to continue what I'm presently doing". The appetite for change by respondents is not significant.

BARRIERS TO CHANGE

- The highest proportion of respondents (39%) told us they are doing everything they can within the Green Routine.

HELPING CHANGE

- A majority of respondents believe that if they could save money on their utility bill, they would be willing to do more to divert waste.

LEARNING THE GREEN ROUTINE

- Main responses included tools such as a waste collection calendar, the County website, and a smartphone app; over 50% of respondents chose these tools as preferred methods of receiving information.

EVERYONE'S ROLE

- Respondents delivered the message that waste diversion is a shared responsibility amongst all. In the strongest indicator, respondents answered "highly involved" for Strathcona County at 90% and businesses at 85%. Most respondents (72% or higher) also felt that single family homes and other categories should also be highly involved.

WHAT IS IMPORTANT

- Respondents answered that programming from Strathcona County should target waste diversion for all places of residence, business, work, play, eat, learning, shopping, worshipping, or stay (hotels).
- Most answers ranged from 75-85% as “very important”, with “somewhat important” making up most of the remainder.

THE FUTURE OF WASTE MANAGEMENT

- 712 respondents provided comments on what other ideas they have for diverting waste from our landfills.
- A strong minority stated that the County should be taking a more assertive role in tackling waste management at the source – through the manufacturers and suppliers of products provided in single-use plastics or other non-recyclable packaging; and a more assertive role in tackling waste management through the commercial sector (restaurants, grocery stores, businesses, and other retailers).
- In general, many respondents would like Strathcona County to return to accepting more items (mainly plastics) at the curbside.

ASSESSMENT

- A large and in-depth number of questions were asked of the participants based on where they live and whether or not they participate in the Green Routine program or not. The overall feedback (theme) was that Strathcona County residents on the Green Routine program participate meaningfully in the program, especially in terms of recycling. Respondents clearly indicated that enhancing convenience of curb/roadside pick-up is the top priority.

What's Next?

Online discussion boards also took place during June 2020. The survey responses were used as a basis for in-depth discussions for online focus groups that took place during September and October 2020. Input received through the survey, discussion boards, and online focus groups will form the foundation of a final report, scheduled for Council presentation in early 2021.



**DID YOU KNOW: FIND MORE INFORMATION
ABOUT WASTE MANAGEMENT AT STRATHCONA.CA**

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Read the Full Report: www.strathcona.ca

SURVEY DETAILS

Respondents were asked to participate in the survey from the point-of-view of where they were located and about their current waste management practises.

The three streams of the survey were:

- Respondents currently on the Green Routine waste management service
- Respondents living in rural locations that are not currently on the Green Routine waste management service
- Respondents that live in a multi-family complex or condo

This first part of this Report Back focusses on the questions posed all 2211 respondents with the responses from the three main streams at the end of the report.

RECYCLING AND REUSE

Large Amounts of Recycling

1. Typically, when I have large amounts of recycling or big recycling items (i.e. cardboard boxes), I take them to the Broadview Enviroservice Station, Ardrossan Recycle Station, or South Cooking Lake recycle events.

	Responses	Percent
Always	747	35.4
Usually	476	22.6
Sometimes	403	19.1
Rarely	256	12.1
Never	211	10.0
Never have this type of waste	17	.8
Total	2110	100.0

- 1a. For those who selected rarely or never (22.1%), do you:

	Responses	Percent
Put it in my black cart	149	32.6
Use another regional recycle station	38	8.3
Use my workplace recycling option	57	12.5
Other: Please specify	213	46.6
Total	457	100.0

- 1b. Are you aware these items (i.e. cardboard boxes) can be taken to the Broadview Enviroservice Station, Ardrossan Recycle Station, or South Cooking Lake recycle events?

	Responses	Percent
Yes	403	86.3
No	64	13.7
Total	467	100.0

Analysis: When residents have lots to recycle, recycle station/event use and participation is positive but not resounding. A simple majority (just over 50%) of Strathcona County residents say that when they have large amounts of recycling items, they will take it to a recycling station or event. A minority (19%) do this sometimes, and a smaller minority rarely (12%) or never (10%) do this.

Of those who rarely or never use recycling stations/events (22.1%), and who have large amounts to recycle, many (33%) will simply put the recycling into their black carts. However, a strong majority will find other ways to recycle the materials. The most common responses were using another regional recycling station (outside Strathcona County) and taking it to their workplace. For the OTHER category, 202 responses were received. A large majority of respondents (153, or 76%) stated that extra cardboard is placed curbside either in the blue bag or bin (reusable container), broken down and placed curbside, or is stored until a following week for curbside pick-up in a blue bag or bin (reusable container).

A large majority of respondents know that recycling stations are available for disposing of these items.

Styrofoam

2. Typically, when I have large pieces of Styrofoam packaging, I take it to the Broadview Enviroservice Station because it is not accepted in the blue bag.

	Responses	Percent
Always	749	35.6
Usually	338	16.0
Sometimes	238	11.3
Rarely	240	11.4
Never	426	20.2
Never have this type of waste	115	5.5
Total	2106	100.0

- 2a. For those who selected rarely or never (31.6%), do you:

	Responses	Percent
Put it in my black cart	583	88.5
Use another regional recycle station	25	3.8
Other: Please specify	51	7.7
Total	659	100.0

2b. Are you aware that large pieces of Styrofoam packaging can be taken to the Broadview Enviroservice Station?

	Responses	Percent
Yes	277	41.8
No	386	58.2
Total	663	100.0

Analysis: When looking at how people dispose of Styrofoam, a minority of respondents (35%) always take it to the Broadview Enviroservice Station. However, an equal minority (31%) rarely or never do this. Of the 34% remaining, most take their Styrofoam to the Broadview Enviroservice Station usually or sometimes.

Those who rarely or never take their Styrofoam to the Broadview Enviroservice Station (32%), almost always put it in their black cart (88.5% of respondents). Most are not aware it can be taken to the Broadview Enviroservice Station, though a strong minority are aware.

For the OTHER category in #2a above, 44 responses were received but no significant themes emerged. A wide variety of responses with the following as some of the themes:

- Dispose if it at work
- Throw it into the black cart or other garbage
- Landfill
- Place in blue bag for curbside pick-up
- Envirostation or other recycle facility

Glass

3. Typically, when I have glass bottles and containers, I take them to the Broadview Enviroservice Station, Ardrossan Recycle Station, or South Cooking Lake recycle events since these items are no longer accepted in the blue bag.

	Responses	Percent
Always	774	36.8
Usually	233	11.1
Sometimes	199	9.4
Rarely	252	12.0
Never	627	29.8
Never have this type of waste	21	1.0
Total	2106	100.0

3a. For those who selected rarely or never (41.8%), do you:

	Responses	Percent
Put it in my black cart	659	75.8
Use another regional recycle station	61	7.0
Other: Please specify	149	17.2
Total	869	100.0

- 3b. Are you aware that glass bottles and containers can be taken to the Broadview Enviroservice Station, Ardrossan Recycle Station, or South Cooking Lake recycle events?

	Responses	Percent
Yes	569	65.0
No	306	35.0
Total	875	100.0

Analysis: When it comes to glass containers, respondents are relatively split, with 37% always taking their glass containers to an Enviroservice Station and 30% never taking their glass containers to an Enviroservice Station. The remainder of respondents fall somewhere in between.

The majority of those respondents (75%) who rarely or never use an Enviroservice Station put their glass containers in the black cart. The remaining 25% go to another regional recycling station. Many of these same respondents (35%) are not aware that recycling glass containers at Enviroservice Stations is an option.

For the OTHER category in #3a above, 137 responses were received. The main theme was that respondents still use the blue bag or reusable container for curbside pick-up of glass containers (53, or 39%) with a minority of these respondents stating they were unaware that glass containers are not allowed in the blue bag. Other major responses included:

- Bottle depot services, charities including bottle drives, and reuse

Household Hazardous Materials

4. Typically, when I have household hazardous waste (paint, oil, chemicals, fluorescent lightbulbs, electronics, batteries, etc.) I take them to the Broadview Enviroservice Station, rural Enviroservice events or a regional eco station because these are not allowed in the black cart.

	Responses	Percent
Always	1457	69.2
Usually	324	15.4
Sometimes	106	5.0
Rarely	59	2.8
Never	98	4.7
Never have this type of waste	60	2.9
Total	2104	100.0

- 4a. For those who selected rarely or never (7.5%), do you:

	Responses	Percent
Still put it in my black cart even though it shouldn't go in there	62	39.5
Use another regional recycle station	50	31.8
Other: Please specify	45	28.7
Total	157	100.0

- 4b. Are you aware that household hazardous waste should be taken to the Broadview Enviroservice Station, rural Enviroservice events or a regional ecostation?

	Responses	Percent
Yes	106	67.5
No	51	32.5
Total	157	100.0

Analysis: A strong majority of respondents (over 85%) either always or usually dispose of their hazardous waste at an Enviroservice Station or event. Very few respondents (7.5%) do not dispose of their waste in this way.

Of this minority (7.5%), approximately 39% of the minority put this waste into their black carts, and about 61% of them know of alternatives. However, this information should be put into context as it represents less than 3% (62) of over 2000 survey responses.

For the OTHER category in #4a above, there were forty-three (43) responses. Ten (23%) responses state the material is stored at home/garage, with seven (16%) responses each in the categories of landfill, recycling centre, or workplace.

Reusable Items

5. Typically, I donate reusable items such as clothing, furniture, appliances and electronics to local thrift stores, donation bins, to family/friends, or to upcycling groups or online groups that exchange or pass used items onto others.

	Responses	Percent
Always	1282	60.9
Usually	651	30.9
Sometimes	138	6.6
Rarely	25	1.2
Never	6	.3
This is not something I have considered	3	.1
Total	2105	100.0

- 5a. Have you ever considered donating reusable items?

	Responses	Percent
Yes	824	97.3
No - Please tell us why	23	2.7
Total	847	100.0

- 5b. Typically, I take small items that still have a purpose but can't be donated (bottle caps, baskets, pine cones, puzzle pieces, etc.) to a reuse centre like HodgePodge Lodge at the Broadview Enviroservice Station or I try to use these items at home for another purpose.

	Responses	Percent
Always	192	9.1
Usually	239	11.4
Sometimes	302	14.4
Rarely	343	16.3
Never	586	27.9
This is not something I have considered	441	21.0
Total	2103	100.0

- 5c. Were you aware that Strathcona County has a reuse centre called HodgePodge Lodge at the Broadview Enviroservice Station?

	Responses	Percent
Yes	579	42.3
No	789	57.7
Total	1368	100.0

Single-Use Items

6. Typically, I use reusable bags when I go grocery shopping.

	Responses	Percent
Always	753	35.8
Usually	888	42.2
Sometimes	323	15.4
Rarely	70	3.3
Never	66	3.1
This is not something I have considered	2	.1
Total	2102	100.0

- 6a. I also use reusable produce bags.

	Responses	Percent
Yes	459	23.4
Sometimes	675	34.4
No	587	29.9
This is not something I have considered	240	12.2
Total	1961	100.0

6b. Typically, I use a reusable mug to buy coffee or another beverage.

	Responses	Percent
Always	179	10.1
Usually	359	20.2
Sometimes	376	21.2
Rarely	388	21.9
Never	421	23.7
This is not something I have considered	52	2.9
Total	1775	100.0
Not applicable	324	

6c. I try not to buy a product that has lots of packaging that would end up in the landfill.

	Responses	Percent
Always	107	5.1
Usually	486	23.3
Sometimes	756	36.2
Rarely	297	14.2
Never	152	7.3
This is not something I have considered	291	13.9
Total	2089	100.0

6d. Typically, I use reusable containers for my packed lunches, leftovers, etc. (no plastic wrap or single-use bags)

	Responses	Percent
Always	703	33.5
Usually	931	44.4
Sometimes	323	15.4
Rarely	87	4.2
Never	37	1.8
This is not something I have considered	15	.7
Total	2096	100.0

6e. Typically, I use refillable containers when buying in bulk (where available/allowed).

	Responses	Percent
Always	118	5.6
Usually	316	15.1
Sometimes	385	18.4
Rarely	429	20.5
Never	471	22.5
This is not something I have considered	373	17.8
Total	2092	100.0

Analysis: Bulk purchasing trends towards using fewer refillable containers. While some respondents (approximately 20%) do use refillable containers, they are a minority.

The vast majority of respondents donate reusable items. Fifteen (15) responses were received on NO – please tell us why. No themes emerged. Comments included inconvenience, lack of knowledge, and not willing to share used items.

When it comes to small items that cannot be donated most residents (over 60%) do not repurpose them or drop them off at a reuse centre, and many (21%) haven't even considered it. The majority of respondents (57%) are aware of options, but they opt not to reuse small items.

Respondents' treatment of reusable bags starts strong with grocery shopping where the vast majority of respondents reuse their bags. When it comes to produce bags, reuse trends down where 23% of respondents reuse them always, 34% reuse them sometimes, 30% do not reuse them, and the rest of respondents had not considered reusing produce bags.

For reusable coffee and beverage cups, only 10% of respondents always use a reusable cup. However, 20% usually use them. For the remainder, use of reusable cups is inconsistent or not done.

Respondents are mostly in the middle of the road when it comes to tying their purchases to packaging, with a lean towards preferring less packaging. Very few respondents always or never buy a product because of its packaging.

The vast majority of respondents use reusable containers for leftovers and packed lunches in some way. While the trend is towards reusable, a minority of respondents (33.5%) do this always. Very few respondents do not use reusable containers.

WILLINGNESS to CHANGE

KEY THEMES: Participants were asked a wide range of questions about whether they are willing to change what they do to increase their waste diversion. These included increasing blue bag use, dropping items at an EnviroService Station and community waste/recycling centres, and changing how they accept packaging and cutlery from restaurants and stores. By asking these questions, Strathcona County professionals can address any obstacles and/or barriers; and develop pathways forward to improve waste management in the County.

In most cases, **either a strong minority (approximately 35%) or a simple majority (50% or slightly above) said “I’m willing to continue what I’m presently doing”.** In other words, **they are happy with the status quo and have little appetite for change.**

Additionally, the **willingness to change for most of the listed items had a strong minority of people, usually near 35%, who expressed a willingness to increase their waste diversion.**

Notable exceptions to this trend include:

- Reusable mugs, where 36.8% want the status quo and 35.3% want to do more, with the remainder split between convenience and unwillingness to do more
- Restaurant take away containers, where 47% are not willing to use reusable containers
- Saying no to plastic cutlery and straws, where 40.9% are willing to do more and the remainder are split
- Buying products with less packaging, where 36% of people are willing to do more, 33.7% do the same, and then a smaller minority (22%) are willing to do what’s convenient
- Grass cycling, where only 25.5% are willing to do more

7. How willing are you to take the following actions to increase your waste diversion?

	Very willing to increase my efforts in this area Responses (%)	I'm willing to continue what I'm presently doing Responses (%)	I'm willing to do this, but only if it is convenient Responses (%)	I'm not willing to take this action Responses (%)	Total Responses (%)
Curbside recycling (blue bags)	677 (39.7)	877 (51.4)	131 (7.7)	22 (1.3)	1707 (100)
Glass/large pieces of Styrofoam packaging/Non-deposit tetra packs (soup and food cartons) to Broadview EnviroService Station.	643 (37.3)	648 (37.6)	300 (17.4)	131 (7.6)	1722 (100)
Household hazardous waste (paint, oil, chemicals, fluorescent lightbulbs, electronics, batteries, etc.) to Broadview EnviroService Station.	643 (37.3)	935 (55.0)	111 (6.5)	19 (1.1)	1699 (100)
Reuse items for crafts or take odds and ends to reuse centres like Hodgepodge Lodge.	720 (42.8)	388 (23.1)	406 (24.1)	168 (10.0)	1682 (100)
Donate/upcycle no longer wanted/needed useable items.	587 (34.0)	1032 (59.7)	95 (5.5)	14 (.8)	1728 (100)
Place food waste in organics cart.	601 (35.4)	973 (57.3)	73 (4.3)	52 (3.1)	1699 (100)
Place soiled paper (napkins, tissues, paper towels, etc.) in organics cart.	694 (40.7)	887 (52.0)	78 (4.6)	47 (2.8)	1706 (100)

Grass cycle: mow and leave clippings on lawn.	408 (25.5)	899 (56.2)	59 (3.7)	234 (14.6)	1600 (100)
Use my own reusable bags for shopping.	650 (37.6)	960 (55.6)	69 (4.0)	48 (2.8)	1727 (100)
Take a reusable mug to buy coffee or another beverage.	527 (35.3)	550 (36.8)	234 (15.7)	183 (12.2)	1494 (100)
Use reusable containers for my packed lunches, leftovers, etc. (no plastic wrap or single-use bags).	540 (32.4)	1014 (60.8)	85 (5.1)	28 (1.7)	1667 (100)
Take my own reusable containers to restaurants for leftovers.	352 (22.2)	230 (14.5)	257 (16.2)	744 (47.0)	1583 (100)
Say no when offered items like plastic cutlery and straws.	692 (40.9)	367 (21.7)	373 (22.0)	262 (15.5)	1694 (100)
Purchase products that do not have lots of packaging or buy in bulk.	619 (36.0)	580 (33.7)	379 (22.0)	141 (8.2)	1719 (100)

BARRIERS to CHANGE

8. What are the things that get in your way of increasing your waste diversion, if any?

KEY THEMES: We asked respondents to tell us **what is getting in the way** of increasing waste diversion so Strathcona County can plan supports and programs in the future waste management roadmap. Respondents were asked to select all that apply from the options listed, meaning the total percent may be more than 100%.

The highest proportion of respondents (767 or 39%) told us they are doing everything they can within the Green Routine. Following that, about 25% of respondents say they:

- lack the space,
- lack an understanding of what goes where, and/or
- find it inconvenient.

An even smaller group, 13%, said they didn't have the time. Very few, all less than 10%, of respondents stated they, or their households, lacked the willingness or stomach to do the work.

Options	Responses	Percent
Nothing, I already divert everything I can, according to the Green Routine	767	38.8
Lack of space for storage of bags/containers	496	25.1
Lack of time	254	12.8
It's inconvenient	494	25.0
I'm not always sure what goes where (it's confusing)	539	27.2
I don't have enough information on how to improve	111	5.6
It's gross	113	5.7
I'm not convinced it really benefits the environment	104	5.3
Others in my household are not interested	174	8.8

8a. Are there other things that get in your way of increasing your waste diversion (besides the above), if any?

	Responses	Percent
Unchecked (no)	1694	85.6
Checked (yes)	284	14.4
Total	1978	100.0

292 comments were received with the following themes (some responses included multiple comments leading to more comments than number checked "yes" above):

- **MANUFACTURING, PACKAGING and RECYCLING of PLASTICS (69 or 24%):** The major theme of the comments is related to placing more responsibility on manufacturers and retailers to use less single-use plastics as there is not enough choice for the consumer.
- **DISAGREEMENT WITH OR QUESTIONING OF APPROACH (46 or 16%):** The major theme of the comments is disagreement or questioning of the approach the County is taking in relation to recycling, mainly plastics. The majority of commenters would prefer that the County return to picking up plastics and other products curbside.
- **ENVIROSTATIONS OR RECYCLING CENTRES (38 or 13%):** The major themes are related to inconvenience getting to a recycling centre, hours of accessibility, a preference for recycling as a curbside responsibility of the County, and service at the centre.
- **CLARITY AND COMMUNICATIONS (30 or 10%):** The major theme in the comments is that the respondents do not feel it is clear what is part of the recyclable program and what is not. The change from what was previously accepted as recyclable to what is not accepted is not clear.
- **COMPOSTING, ORGANICS, GREEN CARTS, and GRASSCYCLING (24 or 8%):** The major themes are the smell and uncleanliness of the bin, infrequency of pick-up, and cost and inconvenience of paper recyclable bags.
- **BLUE BAGS or BINS, CURBSIDE (24 or 8%):** This category is related to the "disagreement" with the major themes around a more comprehensive curbside recycling program and the cost of blue bags.
- **LACK OF WASTE DIVERSION OPTIONS (CONDO)(10 or 3%):** The major theme is that condo owners do not have enough waste diversion options at their residences.
- **DOING OUR PART ALREADY (10 or 3%):** Comments in this category are around people stating they are doing their fair share of waste management already.

HELPING CHANGE

9. If you could save money on your utility bill for the waste pickup charges, would you be willing to divert more of your waste through the actions listed above?

	Responses	Percent
Yes	1203	62.5
No	220	11.4
Not sure	503	26.1
Total	1926	100.0

Analysis: A majority of respondents believe that if they could save money on their utility bill, they would be willing to do more to divert waste. Some are not sure while a minority would not change. (To read more about what respondents think about this topic, please see question #12 on the Future of Waste management.)

LEARNING THE GREEN ROUTINE

10. Participants were asked what the best ways would be to learn more about the Green Routine and other household waste management options. (Respondents picked up to five options.)

Options	Responses	Percent
Newspaper advertisements	404	20.4
Waste collection calendar	1144	57.9
Facebook, Twitter, or other social media	599	30.3
Brochures or newsletters	415	21.0
An app that would work on an iPhone, Android, or other portable device	1067	54.0
Information with your utility bill	782	39.6
Community events and workshops	179	9.0
Strathcona County website	1009	51.0
From a child who had a school presentation	147	7.4
Direct communications, such as door knockers, cart hangers or mail	260	13.1

Analysis: To participate in the Green Routine, respondents need to know about it. They shared with us what the best ways are for them to get information. Leading responses included tools such as a waste collection calendar, the County website, and a smartphone app; over 50% of respondents chose these tools as preferred methods of receiving information. Additionally, 40% supported having information sent through utility bills.

- 10a. Are there other ways to help you learn more about the Green Routine and other household waste management options?

	Responses	Percent
Unchecked (no)	1850	93.5
Checked (yes)	128	6.5
Total	1978	100.0

Analysis: 127 responses. The largest group of responses around communications was for email or text communication (35 or 28%) followed by forms of print communications (poster, calendar, guidebook, utility bill, and other) (16 or 13%). A minority of respondents also like communications on the black or green collection carts (12 or 9%).

The current County waste management application received 9 responses and the website 7 responses. 13 comments were provided that the communications require more clarity.

EVERYONE'S ROLE

KEY THEMES: This section of the survey asked about how responsible different groups should be in diverting waste. The categories were: single family households, businesses, hotels/short term accommodations, multi-unit properties, non-profits, institutions, and Strathcona County.

Respondents delivered the message that waste diversion is a shared responsibility amongst all identified groups. In the strongest indicator, respondents answered "highly involved" for Strathcona County at 90% and businesses at 85%. Most respondents (72% or higher) also felt that single family homes and other categories should also be highly involved.

11. How responsible should the following be in diverting waste?

	Highly involved Responses (%)	Moderately involved Responses (%)	Somewhat involved Responses (%)	Slightly involved Responses (%)	Not involved at all Responses (%)	Total Responses (%)
Single family households	1280 (74.2)	330 (19.1)	85 (4.9)	22 (1.3)	9 (.5)	1726 (100)
Businesses (restaurants, grocery stores, retail, offices, etc.)	1473 (85.4)	187 (10.8)	41 (2.4)	13 (.8)	11 (.6)	1725 (100)
Hotels, motels, Airbnbs and other accommodations	1440 (83.7)	213 (12.4)	41 (2.4)	10 (.6)	17 (1.0)	1721 (100)
Multi-unit properties (apartments, senior living facilities, condos, etc.)	1368 (79.3)	271 (15.7)	54 (3.1)	11 (.6)	21 (1.2)	1725 (100)
Not-for-profits.	1236 (72.0)	351 (20.4)	93 (5.4)	19 (1.1)	18 (1.0)	1717 (100)
Institutions (hospital, healthcare centres/clinics, schools, places of worship, etc.)	1397 (81.3)	238 (13.8)	54 (3.1)	13 (.8)	17 (1.0)	1719 (100)
Strathcona County (municipal government)	1562 (90.8)	117 (6.8)	23 (1.3)	6 (.3)	13 (.8)	1721 (100)

WHAT IS IMPORTANT

KEY THEMES: Focusing again on developing programs for different groups who can divert waste, respondents were asked whether programs for places of residence, business, work, play, eat, learning, shopping, worshipping, or stay (hotels) were: Very important, somewhat important, slightly important, or not at all important.

A strong and clear theme came through for each of these. **Respondents answered that programming from Strathcona County should target waste diversion for all these places.** Most answers ranged from 75-85% as “very important”, with “somewhat important” making up most of the remainder. The most notable difference was for residents, where only 61% of respondents stated this was “very important” and 28% stated this was “somewhat important”.

12. How important is it for Strathcona County to develop more programs and opportunities for (*left side of table*) to divert waste from the landfill?

	Very important Responses (%)	Somewhat important Responses (%)	Slightly important Responses (%)	Not at all important Responses (%)	Don't know Responses	Total Responses (%)
Residents	1122 (61.4)	521 (28.5)	127 (6.9)	58 (3.2)	33	1828 (100)
Businesses	1476 (81.1)	262 (14.4)	62 (3.4)	21 (1.2)	33	1821 (100)

12a. Importance of managing waste where you:

	Very important Responses (%)	Somewhat important Responses (%)	Slightly important Responses (%)	Not at all important Responses (%)	Don't know Responses	Total Responses (%)
Work (your workplace)	1251 (77.3)	279 (17.2)	54 (3.3)	35 (2.2)	96	1619 (100)
Play (recreation facilities and outdoor spaces)	1269 (74.3)	341 (20.0)	66 (3.9)	31 (1.8)	33	1707 (100)
Eat (restaurants, fast food, etc.)	1445 (84.2)	211 (12.3)	37 (2.2)	24 (1.4)	22	1717 (100)
Learn (schools)	1387 (82.2)	234 (13.9)	46 (2.7)	20 (1.2)	38	1687 (100)
Shop (malls, stores and grocery stores)	1413 (82.3)	241 (14.0)	43 (2.5)	20 (1.2)	20	1717 (100)
Worship (churches and mosques)	1191 (73.7)	305 (18.9)	86 (5.3)	33 (2.0)	103	1615 (100)
Stay (hotels and other accommodations)	1367 (80.6)	265 (15.6)	41 (2.4)	22 (1.3)	30	1695 (100)

THE FUTURE of WASTE MANAGEMENT

KEY THEMES

- 712 survey respondents provided an answer to a question about other ideas for diverting waste from landfills
- Of those 712 respondents, a significant number included comments on multiple topics in their answer. 753 comments were tabulated.
- The comments have been sorted by topic area (themes) below.

The strong minorities of comments state that **Strathcona County should be taking a more assertive role in tackling waste management at the source** – through the manufacturers and suppliers of products provided in single-use plastics or other non-recyclable packaging; **and a more assertive role in in tackling waste management through the commercial sector** (restaurants, grocery stores, businesses, and other retailers).

Respondents also weighed in on possible systems or processes for incenting or penalizing residents for waste management behaviours. This is often referred to in the industry as “pay-as-you-throw” systems. There were **slightly more respondents with concerns and lack of support for a possible “pay” system versus respondents that support a possible “pay” system.**

In general, many respondents would like **Strathcona County to return to accepting more items (mainly plastics) at the curbside.** Related to this are comments around **Strathcona County finding new markets for recycling plastics.**

13. What other ideas do you have for diverting waste from our landfills?

THEMES

RESTAURANTS, GROCERY STORES, BUSINESSES, AND OTHER RETAILERS (126 or 17%):

The vast majority of respondents (close to 100%) believe that grocery stores, restaurants, and other retailers that sell goods in packaging need to be held more accountable for the packaging that they sell their products in that are not recyclable (mainly plastics). Many of the respondents allude to wanting Strathcona County or other government entities to take an active role in establishing standards that limit or discontinue the use of packaging that is not recyclable. Some respondents allude to financial incentives or penalties. Several comments on supplying an organic waste program for commercial. Several comments on the County providing businesses with better recycling options.

RECYCLING (overall), BLUE BAGS, BLUE BINS, CURBSIDE RECYCLING (106 or 14%): The vast majority of respondents commented that Strathcona County should return to an expanded curbside recycling program that includes plastics especially.

PAYT (90 or 12%): There are slightly more respondents who support a possible pay-as-you-throw or user-pay waste management system residentially vs. respondents with concerns and lack of support for a possible system. There are several comments on developing some sort of system for incenting, rebating, crediting, etc. people who maximize waste diversion. The concerns are around people diverting the system and throwing their garbage away through other means, discrepancy in sizes of households being penalized, measurement, enforceability, and necessary exclusions. Some respondents shared comments on providing incentives for suppliers, manufacturers, and retailers who improve their waste management behaviours.

PLASTICS (75 or 10%): The vast majority of respondents commented on their desire to have the County start to accept plastics again in their recycling at the curb. Although there are some comments alluding to understanding of the lack of a market for some recyclables, the majority of respondents do not correspond their answer with an available recyclables market, they just want the previous list of recyclables picked up at the curb.

MANUFACTURERS AND SOURCE SUPPLIERS (67 or 9%): The vast majority of respondents (60-plus responses) believe that the manufacturers and producers of packaging that is not recyclable need to be held more accountable for the packaging they manufacture and produce (mainly plastics). Many of the respondents allude to wanting Strathcona County or other government entities to take an active role in establishing standards that limit or discontinue the use of packaging that is not recyclable. Some respondents allude to financial incentives or penalties.

MARKETS and NEW WAYS (54 or 7%): A major theme of respondents was encouragement for Strathcona County to find new markets and/or options to take our recyclables (including plastic).

GLASS, STYROFOAM, METAL, HAZARDOUS, WOOD, ELECTRONICS (32 or 4%): The vast majority of respondents commented on their desire to have the County start to accept Styrofoam and glass again in their recycling at the curb.

COMPOSTING, ORGANICS, and GREEN CARTS (22 or 3%): Comments on a variety of topics with no themes emerging: comments on smell and pests, sizing of bins and carts, bags, yard ideas, composting, and frequency of pick-up.

SCHOOLS (21 or 3%): Respondents state that they would like to see more options in schools for waste diversion. Respondents also share that they would like to see more education on waste diversion in schools.

GRASSCYCLING and YARD WASTE (10 or 1%): The majority of respondents (7 of 10) voiced their dissatisfaction with the requirement to use paper bags for grass and yard waste.

REUSE (8 or 1%): Comments on a variety of topics with no themes emerging: garage sale, more information needed, sharing free items from the home, and pick-up of donation items.

ASSESSMENT of WASTE MANAGEMENT

For the assessment portion of the survey, respondents were asked where they live and if in a rural setting outside of a rural hamlet, whether or not they received Green Routine services or not. (Sherwood Park residents, with the exception of multi-family complex or condo residents, automatically receive Green Routine services.)

SHERWOOD PARK RESIDENTS

(excluding multi-family complex or condo residents)

14. On average, how much waste do you put in your black cart every two weeks?

	Responses	Percent
25% full	174	9.9
Half full	334	18.9
75% full	365	20.7
Full	595	33.7
Overflowing	234	13.3
Use two carts	64	3.6
	1766	100.0

- 14a. On average, during the spring/summer season (not including seasonal yard waste), from mid-May to mid-October, when I put out my organics in my green cart every week, it is:

	Responses	Percent
25% full	519	30.1
Half full	520	30.2
75% full	367	21.3
Full	271	15.7
Overflowing	27	1.6
Use two carts	1	.1
We do not have a green cart	19	1.1
Total	1724	100.0

- 14b. On average, during the winter season (from mid-October to mid-May), when I put out my organics in my green cart every 2 weeks, it is:

	Responses	Percent
25% full	970	55.9
Half full	520	30.0
75% full	179	10.3
Full	63	3.6
Overflowing	3	.2
Total	1735	100.0

- 14c. Please check the option that shows what your household typically puts into the organic green cart:

	Responses	Percent
Put in kitchen scraps and yard waste	406	23.3
Put in kitchen scraps only	29	1.7
Put in yard waste only	174	10.0
I put in everything possible (such as) all yard waste (if applicable), all kitchen scraps, spoiled food that is removed	1136	65.1
Total	1745	100.0

- 14d. Do you know where to find information about what can be put into the green cart?

	Responses	Percent
Yes	985	93.5
No	33	3.1
Not Sure	35	3.3
Total	1053	100.0

14e. Do you participate in the blue bag recycling program?

	Responses	Percent
Yes	1712	96.8
No	56	3.2
Total	1768	100.0

14f. Do you put out your recycling? (yes or no)

	Responses	Percent
Yes	1712	96.8
No	56	3.2
Total	1768	100.0

14g. Do you put out your recycling? (timing)

	Responses	Percent
Weekly	1257	73.7
Once every two weeks	355	20.8
Once a month	94	5.5
Total	1706	100.0

14h. On average, when I put out my recycling, I put out:

	Responses	Percent
Less than one bag/reusable container	69	6.2
One bag/reusable container	655	59.1
Two bags/reusable containers	314	28.3
Four or more bags/reusable containers	56	5.0
No answer	15	1.4
Total	1109	100.0

14i. Please check the option that shows how your household best uses the curbside recycling program (Blue bags/box), on average:

	Responses	Percent
I recycle as much as possible	1174	68.9
I sort out obvious recyclable items but am not extremely picky	309	18.1
I sort out some recyclable items, but I get confused about where some items go, so I use the black bin instead	217	12.7
I don't sort recycling at all	5	.3
Total	1705	100.0

14j. Do you know where to find information about what can be recycled in the curbside program?

	Responses	Percent
Yes	874	87.6
No	46	4.6
Not sure	78	7.8
Total	998	100.0

14k. In the last two years, have you participated in large item pick-up?

	Responses	Percent
Yes	1374	78.2
No	383	21.8
Total	1757	100.0

14l. How many items do you put out on average per pick-up?

	Responses	Percent
One	825	60.0
Two	550	40.0
Total	1375	100.0

14m. The large item collection occurs twice a year, once in the spring and once in the fall. How often do you use the large item pick-up?

	Responses	Percent
Twice a year	815	59.2
Once a year	442	32.1
Every other year	119	8.6
Total	1376	100.0

14n. In the last two years, have you participated in seasonal extra yard waste collection?

	Responses	Percent
Yes	1046	59.4
No	714	40.6
Total	1760	100.0

14o. How many bags do you put out on average per pickup?

	Responses	Percent
One to five	590	56.4
Six to ten	284	27.2
Eleven to fifteen	106	10.1
Sixteen to twenty	35	3.3
More than twenty	31	3.0
Total	1046	100.0

14p. How often do you use seasonal extra yard waste collection in the Spring?

	Responses	Percent
Both weeks in the spring	383	36.7
One week in the spring	627	60.1
Do not put extra yard waste out in the spring	34	3.3
Total	1044	100.0

14q. How often do you use seasonal extra yard waste collection in the Fall?

	Responses	Percent
Both weeks in the fall	402	38.5
One week in the fall	514	49.3
Do not put extra yard waste out in the fall	127	12.2
Total	1043	100.0

14r. In the last two years, have you participated in the Christmas tree collection?

	Responses	Percent
Yes	214	12.2
No	1543	87.8
Total	1757	100.0

14s. Strathcona County currently collects Christmas trees over two consecutive weeks. Would it be acceptable to you if we offered this service for one week only?

	Responses	Percent
Yes	156	72.9
No	45	21.0
Don't care	13	6.1
Total	214	100.0

14t. What would be your three priorities for residential waste collection services?

	Top ranking Responses (%)	Second ranking Responses (%)	Third ranking Responses (%)	Total
Cost	327 (34.3)	235 (24.7)	391 (41.0)	953 (100)
Convenience of curb/ roadside pick-up	738 (47.5)	574 (37.0)	241 (15.5)	1553 (100)
Diversion of materials from landfill	452 (39.2)	385 (33.4)	315 (27.3)	1152 (100)
Reliable level of service	124 (11.5)	400 (37.2)	550 (51.2)	1074 (100)
Everyone pays based on what they throw out (equity)	81 (20.8)	112 (28.8)	196 (50.4)	389 (100)
Total responses per ranking	1,722	1,706	1,693	

Analysis: Sherwood Park respondents ranked convenience of curb/roadside pick-up as their top 1 and 2 priorities. Diversion of materials from landfills was the second largest response as a top ranking and a close third in the second ranking category.

- **Black carts:** Are typically full (34%), 75% full (21%), or overflowing (13%).
- **Green carts:** Are typically 25% full or 50% full (both 30%) in the spring to fall season and the majority are 25% full in the winter season. 65% say they put in everything possible. 94% say they know where information is on what goes in the green cart.
- **Recycling:** 97% participate in blue bag recycling, 74% put the recycling out weekly, 60% put out one bag/container, almost 70% say they recycle as much as possible, and almost 90% know where to find information on recycling.
- **Large item pick-up:** Almost 80% use this program, almost 80% put out one item, and almost 60% use the program twice per year.
- **Seasonal extra yard waste collection:** 60% use this program, 56% put out one to five bags and 27% put out six to ten bags, 60% use one week in the spring with 37% using both weeks, and almost 50% using one week in the fall with almost 40% using both weeks.
- **Christmas tree collection:** Almost 90% do not use the program, with 73% saying one week of collection would be enough.

Sherwood Park Demographic Questions

15. Including yourself, how many people live in your household?

	Responses	Percent
One	121	7.0
Two	614	35.3
Three	339	19.5
Four	458	26.4
Five or more	201	11.6
Prefer not to answer	5	.3
Total	1738	100.0

15a. Who is primarily responsible for waste management in your household?

	Responses	Percent
Myself	715	41.3
My spouse/partner	142	8.2
Adults only	283	16.3
One or more of my children	4	.2
All household members	589	34.0
Total	1733	100.0

15b. Age of 1771 responding households, their age groups include: (totals are higher than 1771 because some households will have more than one age group)

	Responses	Percent
Under Age 5	261	7.8
Age 5 - 12	404	12.1
Age 13 – 17	280	8.4
Ages 18 - 24	253	7.6
Ages 25 - 34	376	11.3
Ages 35 – 44	529	15.6
Ages 45 – 54	458	13.7
Ages 55 – 64	394	11.8
Ages 65 – 74	282	8.5
Ages 75 – 84	81	2.4
Ages 85 and older	19	.06
	3337	99.26

15c. The highest level of education I have achieved

	Responses	Percent
Some schooling below high school	6	.3
High school graduate	135	7.8
Some college/technical school	179	10.4
Completed college/technical school	462	26.8
Some university	100	5.8
University undergraduate degree	463	26.8
Some post-graduate education	77	4.5
Post graduate degree	227	13.1
Prefer not to answer	78	4.5
Total	1727	100.0

MULTI-FAMILY COMPLEX or CONDO RESIDENTS

16. On average, how much waste do you put in your black cart every two weeks?

	Responses	Percent
25% full	9	13.0
Half full	18	26.1
75% full	17	24.6
Full	21	30.4
Overflowing	4	5.8
Total	69	100.0

16a. On average, during the spring/summer season (not including seasonal yard waste), from mid-May to mid-October, when I put out my organics in my green cart every week, it is:

	Responses	Percent
25% full	27	39.1
Half full	20	29.0
75% full	15	21.7
Full	2	2.9
We do not have a green cart	5	7.2
Total	69	100.0

16b. On average, during the winter season (from mid-October to mid-May), when I put out my organics in my green cart every 2 weeks, it is:

	Responses	Percent
25% full	17	44.7
Half full	15	39.5
75% full	4	10.5
Full	2	5.3
Total	38	100.0

16c. Please check the option that shows what your household typically puts into the organic green cart:

	Responses	Percent
Put in kitchen scraps and yard waste	6	9.7
Put in kitchen scraps only	3	4.8
Put in yard waste only	4	6.5
I put in everything possible (such as) all yard waste (if applicable), all kitchen scraps, spoiled food that is removed	49	79.0
Total	62	100.0

16d. Do you know where to find information about what can be put into the green cart?

	Responses	Percent
Yes	33	97.1
No	0	0.0
Not Sure	1	2.9
Total	34	100.0

16e. Do you participate in the blue bag recycling program?

	Responses	Percent
Yes	68	100.0
No	0	0
Not Sure	0	0
Total	68	100.0

This question was only asked to determine if respondents living in a multi-family dwelling should answer the next round of questions.

16e.1 Do you put out your recycling?

	Responses	Percent
Weekly	49	73.1
Once every two weeks	17	25.4
Once a month	1	1.5
Total	67	100.0

16e.2. On average, when I put out my recycling, I put out:

	Responses	Percent
Less than one bag/reusable container	2	4.8
One bag/reusable container	31	73.8
Two bags/reusable containers	8	19.0
Four or more bags/reusable containers	1	2.4
Total	42	100.0

16e.3 Please check the option that shows how your household best uses the curbside recycling program (Blue bags/box), on average:

	Responses	Percent
I recycle as much as possible	51	75.0
I sort out obvious recyclable items but am not extremely picky	11	16.2
I sort out some recyclable items, but I get confused about where some items go, so I use the black bin instead	6	8.8
Total	68	100.0

16e.4 Do you know where to find information about what can be recycled in the curbside program?

	Responses	Percent
Yes	37	92.5
No	2	5.0
Not sure	1	2.5
Total	40	100.0

16e.5. In the last two years, have you participated in large item pick-up?

	Responses	Percent
Yes	44	64.7
No	24	35.3
Total	68	100.0

16e.6. How many items do you put out on average per pick-up?

	Responses	Percent
One	31	70.5
Two	13	29.5
Total	44	100.0

16e.7 The large item collection occurs twice a year, once in the spring and once in the fall. How often do you use the large item pick-up?

	Responses	Percent
Twice a year	22	50.0
Once a year	18	40.9
Every other year	4	9.1
Total	44	100.0

16e.8 In the last two years, have you participated in seasonal extra yard waste collection?

	Responses	Percent
Yes	13	19.1
No	55	80.9
Total	68	100.0

16e.9 How many bags do you put out on average per pick up?

	Responses	Percent
One to five	13	100.0
Total	13	100.0

16e.10 How often do you use seasonal extra yard waste collection in the Spring?

	Responses	Percent
Both weeks in the spring	3	23.1
One week in the spring	8	61.5
Do not put extra yard waste out in the spring	2	15.4
Total	13	100.0

16e.11 How often do you use seasonal extra yard waste collection in the Fall?

	Responses	Percent
Both weeks in the fall	3	23.1
One week in the fall	7	53.8
Do not put extra yard waste out in the fall	3	23.1
Total	13	100.0

16e.12 In the last two years, have you participated in the Christmas tree collection?

	Responses	Percent
Yes	3	4.4
No	65	95.6
Total	68	100.0

16e.13 Strathcona County currently collects Christmas trees over two consecutive weeks. Would it be acceptable to you if we offered this service for one week only?

	Responses	Percent
Yes	2	66.7
Don't care	1	33.3
Total	3	100.0

16e.14 What would be your three priorities for residential waste collection services?

	Top ranking Responses (%)	Second ranking Responses (%)	Third ranking Responses (%)	Total
Cost	16 (33.3)	14 (29.2)	18 (37.5)	48 (100)
Convenience of curb/ roadside pick-up	16 (33.3) (needs quality check)	14 (29.2)	18 (37.5)	48 (100)
Diversion of materials from landfill	32 (40.5)	22 (27.8)	25 (31.6)	79 (100)
Reliable level of service	5 (9.8)	23 (45.1)	23 (45.1)	51 (100)
Everyone pays based on what they throw out (equity)	8 (28.6)	8 (28.6)	12 (42.9)	28 (100)
Total responses per ranking	77	81	96	

Analysis: Multi-family complex or condo respondents ranked diversion of materials from landfill as their top priority with diversion of materials from landfill and a reliable level of service as their number #2 priorities.

Analysis: Sherwood Park respondents ranked convenience of curb/roadside pick-up as their top 1 and 2 priorities. Diversion of materials from landfills was the second largest response as a top ranking and a close third in the second ranking category.

- **Black carts:** Are typically full (30%) or 75% or half full (25% each).
- **Green carts:** Are typically 25% full (almost 40%) or 50% full (both 30%) in the spring to fall season; and 45% are 25% full and 40% are 50% full in the winter season. Almost 80% say they put in everything possible. 97% say they know where information is on what goes in the green cart.
- **Recycling:** 100% participate in blue bag recycling, 73% put the recycling out weekly, 74% put out one bag/container, 75% say they recycle as much as possible, and 93% know where to find information on recycling.
- **Large item pick-up:** 65% use this program, 70% put out one item, and 50 use the program once per year and 40% twice per year.
- **Seasonal extra yard waste collection:** 80% do not use this program, of the minority who use the program they put out one to five bags and use only one week in the spring and fall.
- **Christmas tree collection:** 95% do not use the program with those who use the program saying one week of collection is fine or they don't care.

Unique Multi-Family Behaviours

17. How much garbage do you throw away/dispose of each week?

	Responses	Percent
Less than 1 large black bag	12	46.2
Amount equal to 1 large black bag	12	46.2
Amount equal to 2 large black bags	2	7.7
Total	26	100.0

17a. Does your building/complex have bins/carts for recycling materials?

	Responses	Percent
Yes	21	80.8
No	5	19.2
Total	26	100.0

17b. How do you manage your recycling?

	Responses	Percent
I don't manage it, I throw it all out	1	20.0
I take them to a recycle station	4	80.0
Total	5	100.0

17c. What items do you recycle?

	Responses	Percent
Cardboard	21	100.0
Paper	19	90.5
Tin / aluminum	13	61.9
Plastic containers	16	76.2
Glass	12	57.1
Refundable beverage containers	18	85.7

17d. For those items you did not check off, how do you manage them?

	Responses	Percent
I don't manage it; I throw it all out	7	33.3
I take them to a recycle station	6	28.6
I recycle everything	8	38.1
Total	21	100.0

17e. Where do you take your recyclables?

	Responses	Percent
Broadview Enviroservice Station in Sherwood Park	8	80.0
Other: Please explain	2	20.0
Total	10	100.0

For the **Other** category, two (2) responses were received: Southgate Shopping Centre as they take all plastic glass and other recycling. Or Broadview if in a rush. And refundables go to a return center. Recycling goes in a blue bag on the ground at the end of our row.

17f. Does your building/complex have bins/carts for organic waste?

	Responses	Percent
Yes	3	11.5
No	23	88.5
Total	26	100.0

17g. Do you use them?

	Responses	Percent
Yes	3	100.0
No	0	0
Total	3	100.0

17h. What do you put in them?

	Responses	Percent
Food	3 of 3	100.0
Plant Waste	2 of 3	66.7
Soiled paper products (napkins, tissues, paper towels, etc.)	2 of 3	66.7
Pet waste	2 of 3	66.7

17i. How do you manage your organic waste materials? (food waste, yard waste, etc.)

	Responses	Percent
I compost some materials at home	1	4.2
I take it to a recycle station	3	12.5
I don't manage it I throw it	20	83.3
Total	24	100.0

17j. Strathcona County encourages everyone living, working, and playing in the County to do their part to reduce waste. How willing are you to do more to reduce, reuse, recycle and compost so we all contribute to less waste going to our landfills?

	Responses	Percent
Very willing	23	88.5
Somewhat willing	3	11.5
I'm willing to do this, but only if it is convenient	0	0
I'm not willing to take this action	0	0
Total	26	100.0

17k. What would help you put less waste into our landfills:

	Responses	Percent
More information on how to recycle or reuse packaging	7	26.9
More information on how to reduce waste	9	34.6
Different ways of disposing of used materials	16	61.5
Different places to take used materials	10	38.5
Other ways	12	46.2

For the **Other ways** category, eleven (11) responses were received with a wide variety of responses:

- Collection of green bins
- Recycle plastics
- Opportunity to compost in a condo
- Ease of disposing
- Access to more disposal options
- Less plastic packaging and manufacturing

Analysis

- **Garbage thrown out each week:** 46% thrown out less than one bag and 46% throw out one bag.
- **Building having bins/carts for recycling materials:** 80%.
- **How do you manage your recycling?** 80% said take it to a recycling station.
- **Recycled items:** Cardboard (100% of respondents), Paper (90%), Tin (62%), Plastic containers (76%), Glass (57%), and Refundable containers (86%). 80% take the items to the Broadview Enviroservice Station.
- **Organic waste:** 80% say there is no organic waste bin at their building, 100% say they use it if it is available with 2 of 3 respondents saying they put all types of waste possible in the green cart, and 83% say they do not manage organic waste at all.
- **Willingness to do more:** 89% very willing.
- **What would help you put less waste into our landfills?** Top response was "different ways of disposing of used materials".

Multi-family Complex or Condo Demographic Questions

18. Including yourself, how many people live in your household?

	Responses	Percent
One	24	25.5
Two	47	50.0
Three	10	10.6
Four	9	9.6
Five or more	4	4.3
Total	94	100.0

18a. Who is primarily responsible for waste management in your household?

	Responses	Percent
Myself	46	48.9
My spouse/partner	7	7.4
Adults only	17	18.1
One or more of my children	1	1.1
All household members	23	24.5
Total	94	100.0

18b. Age of 96 responding households their age groups include: (total and percentages are higher than 96 or 100% because some households will have more than one age group)

	Responses	Percent
Under Age 5	6	6.25
Age 5 - 12	9	9.38
Age 13 – 17	4	4.17
Ages 18 - 24	7	7.29
Ages 25 - 34	18	18.75
Ages 35 – 44	14	14.58
Ages 45 – 54	12	12.5
Ages 55 – 64	17	17.71
Ages 65 – 74	26	27.08
Ages 75 – 84	9	9.38
Ages 85 and older	0	0

18c. The highest education I have achieved:

	Responses	Percent
High school graduate	11	11.7
Some college/technical school	8	8.5
Completed college/technical school	24	25.5
Some university	7	7.4
University undergraduate degree	25	26.6
Some post-graduate education	6	6.4
Post graduate degree	10	10.6
Prefer not to answer	3	3.2
Total	94	100.0

18d. your multi-family living situation a:

	Responses	Percent
Community of duplexes or row housing (townhouses)	12	50.0
Apartment / condo low rise building	12	50.0
Total	24	100.0

RURAL HAMLETS

(Antler Lake, Ardrossan, Collingwood Cove, Josephburg, Half Moon Lake, Hastings Lake, North Cooking Lake, and South Cooking Lake)

19. On average, how much waste do you put in your black cart every two weeks?

	Responses	Percent
25% full	8	10.5
Half full	18	23.7
75% full	17	22.4
Full	23	30.3
Overflowing	7	9.2
Use two carts	3	3.9
Total	76	100.0

19a. On average, during the spring/summer season (not including seasonal yard waste), from mid-May to mid-October, when I put out my organics in my green cart every week, it is:

	Responses	Percent
25% full	23	30.3
Half full	23	30.3
75% full	16	21.1
Full	8	10.5
Overflowing	3	3.9
We do not have a green cart	3	3.9
Total	76	100.0

19b. On average, during the winter season (from mid-October to mid-May), when I put out my organics in my green cart every 2 weeks, it is:

	Responses	Percent
25% full	37	51.4
Half full	20	27.8
75% full	10	13.9
Full	3	4.2
Overflowing	1	1.4
Use two carts	1	1.4
Total	72	100.0

19c. Please check the option that shows what your household typically puts into the organic green cart:

	Responses	Percent
Put in kitchen scraps and yard waste	12	16.4
Put in kitchen scraps only	6	8.2
Put in yard waste only	9	12.3
I put in everything possible (such as) all yard waste (if applicable), all kitchen scraps, spoiled food that is removed	46	63.0
Total	73	100.0

19d. Do you know where to find information about what can be put into the green cart?

	Responses	Percent
Yes	42	93.3
No	1	2.2
Not Sure	2	4.4
Total	45	100.0

19e. Do you participate in the blue bag recycling program?

	Responses	Percent
Yes	74	96.1
No	3	3.9
Total	77	100.0

19f. Do you put out your recycling?

	Responses	Percent
Weekly	50	68.5
Once every two weeks	15	20.5
Once a month	8	11.0
Total	73	100.0

19g. On average, when I put out my recycling, I put out:

	Responses	Percent
Less than one bag/reusable container	4	8.9
One bag/reusable container	25	55.6
Two bags/reusable containers	14	31.1
Three bags/reusable containers	2	4.4
Total	45	100.0

19h. Please check the option that shows how your household best uses the curbside recycling program (Blue bags/box), on average:

	Responses	Percent
I recycle as much as possible	52	71.2
I sort out obvious recyclable items but am not extremely picky	11	15.1
I sort out some recyclable items, but I get confused about where some items go, so I use the black bin instead	10	13.7
Total	73	100.0

19i. Do you know where to find information about what can be recycled in the curbside program?

	Responses	Percent
Yes	35	79.5
No	5	11.4
Not sure	4	9.1
Total	44	100.0

19j. In the last two years, have you participated in large item pick-up?

	Responses	Percent
Yes	54	70.1
No	23	29.9
Total	77	100.0

19k. How many items do you put out on average per pick-up?

	Responses	Percent
One	36	67.9
Two	17	32.1
Total	53	100.0

19l. The large item collection occurs twice a year, once in the spring and once in the fall. How often do you use the large item pick-up?

	Responses	Percent
Twice a year	34	64.2
Once a year	16	30.2
Every other year	3	5.7
Total	53	100.0

19m. In the last two years, have you participated in seasonal extra yard waste collection?

	Responses	Percent
Yes	29	37.7
No	48	62.3
Total	77	100.0

19n. How many bags do you put out on average per pickup?

	Responses	Percent
One to five	16	55.2
Six to ten	7	24.1
Eleven to fifteen	3	10.3
Sixteen to twenty	3	10.3
Total	29	100.0

19o. How often do you use seasonal extra yard waste collection in the Spring?

	Responses	Percent
Both weeks in the spring	13	44.8
One week in the spring	14	48.3
Do not put extra yard waste out in the spring	2	6.9
Total	29	100.0

19p. How often do you use seasonal extra yard waste collection in the Fall?

	Responses	Percent
Both weeks in the fall	17	58.6
One week in the fall	8	27.6
Do not put extra yard waste out in the fall	4	13.8
Total	29	100.0

19q. In the last two years, have you participated in the Christmas tree collection?

	Responses	Percent
Yes	9	11.7
No	68	88.3
Total	77	100.0

19r. Strathcona County currently collects Christmas trees over two consecutive weeks. Would it be acceptable to you if we offered this service for one week only?

	Responses	Percent
Yes	4	44.4
No	4	44.4
Don't care	1	11.1
Total	9	100.0

19s. What would be your three priorities for residential waste collection services?

	Top ranking Responses (%)	Second ranking Responses (%)	Third ranking Responses (%)	Total
Cost	17 (37.8)	12 (26.7)	16 (35.6)	45 (100)
Convenience of curb/ roadside pick-up	34 (51.5)	21 (31.8)	11 (16.7)	66 (100)
Diversion of materials from landfill	18 (35.3)	17 (33.3)	16 (31.4)	51 (100)
Reliable level of service	3 (7.0)	16 (37.2)	24 (55.8)	43 (100)
Everyone pays based on what they throw out (equity)	4 (18.2)	10 (45.5)	8 (36.4)	22 (100)
Total responses per ranking	1,722	1,706	1,693	

Analysis: Rural hamlet respondents ranked convenience of curb/roadside pick-up as their top 1 and 2 priorities. Reliable level of service was highest as a third ranking.

- **Black carts:** Are typically full (30%), 75% full (22%), or half full (24%).
- **Green carts:** Are typically 25% full or 50% full (both 30%) in the spring to fall season and just over 50% are 25% full in the winter season. 63% say they put in everything possible. 93% say they know where information is on what goes in the green cart.

- **Recycling:** 96% participate in blue bag recycling, almost 70% put the recycling out weekly, 56% put out one bag/container, 71% say they recycle as much as possible, and almost 80% know where to find information on recycling.
- **Large item pick-up:** 70% use this program, almost 70% put out one item, and 64% use the program twice per year.
- **Seasonal extra yard waste collection:** 62% do not use this program. For those who use it they typically put out one to five bags; they are split between one or two weeks in the spring, with the majority using both weeks in the fall.
- **Christmas tree collection:** 88% do not use the program, with a split on one week of collection versus two of collection.

Rural Hamlet Demographic Questions

20. Including yourself, how many people live in your household?

	Responses	Percent
One	9	11.8
Two	26	34.2
Three	16	21.1
Four	15	19.7
Five or more	7	9.2
Prefer not to answer	3	3.9
Total	76	100.0

20a. Who is primarily responsible for waste management in your household?

	Responses	Percent
Myself	38	49.4
My spouse/partner	8	10.4
Adults only	10	13.0
One or more of my children	1	1.3
All household members	20	26.0
Total	77	100.0

20b. Age of 96 responding households; their age groups include: (total and percentages are higher than 96 or 100% because some households will have more than one age group)

	Responses	Percent
Under Age 5	12	9.0
Age 5 - 12	14	10.0
Age 13 - 17	13	9.6
Ages 18 - 24	9	7.0
Ages 25 - 34	17	13.0
Ages 35 - 44	27	20.0
Ages 45 - 54	20	15.0
Ages 55 - 64	11	8.0

Ages 65 – 74	8	6.0
Ages 75 – 84	3	2.0
Ages 85 and older	1	.07
Total	135	100.0

20c. The highest level of education I have achieved

	Responses	Percent
High school graduate	10	13.0
Some college/technical school	6	7.8
Completed college/technical school	26	33.8
Some university	8	10.4
University undergraduate degree	14	18.2
Some post-graduate education	2	2.6
Post graduate degree	6	7.8
Prefer not to answer	5	6.5
Total	77	100.0

RURAL OTHER

This category includes residents who do not live in a rural hamlet and have the choice whether or not to receive Green Routine services.

21. Do you receive curbside/roadside waste collection services (Green Routine program) from Strathcona County?

	Responses	Percent
Yes	229	86.1
No - I live on an acreage or farm and do not use the County waste collection program	37	13.9
Total	266	100.0

ON GREEN ROUTINE

The following questions were available for those respondents that answered **Yes** above and use the Green Routine program:

21a. On average, how much waste do you put in the black cart every two weeks?

	Responses	Percent
25% full	18	7.8
Half full	44	19.1
75% full	50	21.7
Full	85	37.0
Overflowing	24	10.4
Use two carts	9	3.9
Total	230	100.0

21b. On average, when I put out my organics in my green cart every two weeks, it is:

	Responses	Percent
25% full	47	20.4
Half full	66	28.7
75% full	52	22.6
Full	46	20.0
Overflowing	6	2.6
Use two carts	3	1.3
We do not have a green cart	10	4.3
Total	230	100.0

21c. Please check the option that shows what your household typically puts into the organic green cart:

	Responses	Percent
Put in kitchen scraps and yard waste	33	15.1
Put in kitchen scraps only	25	11.5
Put in yard waste only	22	10.1
I put in everything possible (such as) all yard waste (if applicable), all kitchen scraps, spoiled food that is removed	138	63.3
Total	218	100.0

21d. Do you know where to find information about what can be put into the green cart?

	Responses	Percent
Yes	144	92.3
No	4	2.6
Not Sure	8	5.1
Total	156	100.0

21e. Do you participate in the blue bag recycling program?

	Responses	Percent
Yes	224	97.8
No	5	2.2
Total	229	100.0

21f. Do you put out your recycling?

	Responses	Percent
Weekly	150	67.0
Once every two weeks	58	25.9
Once a month	16	7.1
Total	224	100.0

21g. On average, when I put out my recycling, I put out

	Responses	Percent
Less than one bag/reusable container	12	10.4
One bag/reusable container	56	48.7
Two bags/reusable containers	32	27.8
Three bags/reusable containers	11	9.6
Four or more bags/reusable containers	4	3.5
Total	115	100.0

21h. Please check the option that shows how your household best uses the curbside recycling program (Blue bags/box), on average:

	Responses	Percent
I recycle as much as possible	153	68.3
I sort out obvious recyclable items but am not extremely picky	39	17.4
I sort out some recyclable items, but I get confused about where some items go, so I use the black bin instead	30	13.4
I don't sort recycling at all	2	.9
Total		100.0

21i. Do you know where to find information about what can be recycled in the curbside program?

	Responses	Percent
Yes	139	92.7
No	3	2.0
Not sure	8	5.3
Total	150	100.0

21j. In the last two years, have you participated in large item pick-up?

	Responses	Percent
Yes	166	73.5
No	60	26.5
Total	226	100.0

21k. How many items do you put out on average per pick-up?

	Responses	Percent
One	108	65.5
Two	57	34.5
Total	165	100.0

21l. The large item collection occurs twice a year, once in the spring and once in the fall. How often do you use the large item pick-up?

	Responses	Percent
Twice a year	82	49.4
Once a year	63	38.0
Every other year	21	12.7
Total	166	100.0

21m. In the last two years, have you participated in seasonal extra yard waste collection?

	Responses	Percent
Yes	48	21.2
No	178	78.8
Total	226	100.0

21n. How many bags do you put out on average per pickup?

	Responses	Percent
One to five	15	32.6
Six to ten	16	34.8
Eleven to fifteen	8	17.4
Sixteen to twenty	2	4.3
More than twenty	5	10.9
Total	46	100.0

21o. How often do you use seasonal extra yard waste collection in the Spring?

	Responses	Percent
Both weeks in the spring	16	34.0
One week in the spring	27	57.4
Do not put extra yard waste out in the spring	4	8.5
Total	47	100.0

21p. How often do you use seasonal extra yard waste collection in the Fall?

	Responses	Percent
Both weeks in the fall	13	27.7
One week in the fall	21	44.7
Do not put extra yard waste out in the fall	13	27.7
Total	47	100.0

21q. In the last two years, have you participated in the Christmas tree collection?

	Responses	Percent
Yes	10	4.4
No	216	95.6
Total	226	100.0

21r. Strathcona County currently collects Christmas trees over two consecutive weeks. Would it be acceptable to you if we offered this service for one week only?

	Responses	Percent
Yes	9	90.0
Don't care	1	10.0
Total	10	100.0

Analysis

- **Black carts:** Are typically full (37%), 75% full (22%), or half full (19%).
- **Green carts:** 50% full (29%), 75% full (23%), 25% full (20%), and full (20%). 63% say they put in everything possible. 92% say they know where information is on what goes in the green cart.
- **Recycling:** 98% participate in blue bag recycling, almost 67% put the recycling out weekly, 49% put out one bag/container and 28% put out two, 68% say they recycle as much as possible, and almost 93% know where to find information on recycling.
- **Large item pick-up:** 73% use this program, 65% put out one item, and almost 50% use the program twice per year with 38% once per year.
- **Seasonal extra yard waste collection:** Almost 80% do not use this program, for those who use it 33% put out one to five bags and 35% put out six to ten, 57% use one week in the spring, and the majority response for the fall was to use one week.
- **Christmas tree collection:** 95% do not use the program, with 90% saying one week of collection would be ok.

DO NOT PARTICIPATE IN GREEN ROUTINE

The following questions were available for those respondents that answered **No** above and do not use the Green Routine program:

22. Waste Management Service Provider Preferences

	Responses	Percent
I prefer to manage waste on my own instead of the waste collection services offered by Strathcona County	18	48.6
I use methods that do not cost as much instead of the waste collection services offered by Strathcona	13	35.1
I don't want to participate in recycling and organics instead of the waste collection services offered by Strathcona County	1	2.7
I want a service that picks up unlimited garbage weekly instead of the waste collection services offered by Strathcona County	4	10.8
I want to support a private waste management provider instead of the waste collection services offered by Strathcona County	3	8.1
Other specified preferences	13	35.1
Total	37	100.0

For the **Other** specified preferences, twelve (12) responses were received with four responses related to organics including managing compost without service. Two responses were in opposition to the fees charged, two were around frequency of pick-up not often enough, and two were around convenience with the driveway being too long for roadside pick-up.

22a. How do you manage your garbage (materials that can't be recycled, reused, or composted)?

	Responses	Percent
I take it to a facility that accepts waste	17	45.9
I use a private waste management provider	17	45.9
I burn it	10	27.0
I bury it on my property	2	5.4
Other	2	5.4

For the **Other** category, one (1) response was received: haul to dump.

22b. Please choose the typical facility that you use for disposing your waste:

	Responses	Percent
Broadview Enviroservice Station in Sherwood Park	5	29.4
Fort Saskatchewan Recycle Station	2	11.8
City of Edmonton Waste Management Centre	8	47.1
Other: Please explain	2	11.8
Total	17	100.0

For the **Other** category, two (2) responses were received: Take it to a dumpster at work. Ardrossan.

22c. How much garbage do you throw away/dispose of each week?

	Responses	Percent
Less than 1 large black bag	14	37.8
Amount equal to 1 large black bag	12	32.4
Amount equal to 2 large black bags	7	18.9
Amount equal to 3 large black bags	1	2.7
Amount equal to 4 large black bags	2	5.4
Amount equal to 5 or more large black bags	1	2.7
Total	37	100.0

22e. How do you manage your recycling? Recycling products include cardboard, glass, large pieces of Styrofoam packaging, paper, and hard plastics. (Check all that apply)

	Responses	Percent
I take it to a recycle station	32	86.5
I use a private waste management provider	9	24.3
I use a private waste management provider	4	10.8
I throw it all out with the rest of my garbage	1	2.7
Other	3	8.1
Total	37	100.0

For the **Other** category, three (3) responses: Burn cardboard that is not treated and also use it in the garden, Use eco station IF it is open, and I take it to Calgary, and throw it in the recycle bin at the condo I live in.

22f. Please choose the typical facility that you use for disposing your waste:

	Responses	Percent
Broadview Enviroservice Station in Sherwood Park	14	43.8
Ardrossan Recycle Station	10	31.3
Fort Saskatchewan Recycle Station	2	6.3
Other: Please explain	6	18.8
Total	32	100.0

For the **Other** category, six (6) responses were received: Only take water bottles to Ardrossan store; WASTE to Edm Waste Mngmt, Recycling to Broadview; City of Edmonton; Prior to Josephburg closing we took our recycling there; Edmonton. I pass it on my way to work; and I take it to Edmonton because nothing it here ever send to be open.

22g. How do you manage your organic waste materials (food waste, yard waste, etc.)

	Responses	Percent
Take to a recycle station	5	13.5
Home compost some materials	14	37.8
Feed it to animals	7	18.9
Burn it	3	8.1
I throw it all out with the rest of the garbage	15	40.5
Other	8	21.6

For the **Other** category, seven (7) responses. Six responses stated composting.

22h. Please choose the typical station that you use for disposing of your organic materials

	Responses	Percent
Broadview Enviroservice Station in Sherwood Park	5	100.0
OTHER: please explain	0	0
Total	5	100.0

This question was asked to both on Green Routine and off Green Routine respondents:

22i. What would be your three priorities for residential waste collection services?

	Top ranking Responses (%)	Second ranking Responses (%)	Third ranking Responses (%)	Total
Cost	64 (38.6)	42 (25.3)	60 (36.1)	166 (100)
Convenience of curb/ roadside pick-up	78 (37.7)	72 (34.8)	57 (27.5)	207 (100)
Diversion of materials from landfill	77 (45.8)	49 (29.2)	42 (25.0)	168 (100)
Reliable level of service	17 (11.7)	70 (48.3)	58 (40.0)	145 (100)
Everyone pays based on what they throw out (equity)	20 (27.0)	20 (27.0)	34 (45.9)	74 (100)
Total responses per ranking	256	253	251	

Analysis: Other rural respondents ranked convenience of curb/roadside pick-up and diversion of materials from landfill as their top priorities. Convenience of curb/roadside pick-up and reliable level of service were the second rankings.

- **Waste Management Service Provider Preferences:** 49% prefer to manage their waste on their own and 35% say they use methods that don't cost as much as Strathcona County.
- **Management of garbage (materials that can't be recycled, reused, or composted):** 46% say they take it to a facility that accepts waste and 46% use a waste management provider.
- **Typical waste facility used:** City of Edmonton Waste Management Centre (47%) and Broadview Enviroservice Station in Sherwood Park (29%).
- **How much garbage disposed of?** 38% less than one large black bag and 32% equal to one large black bag.
- **Managing recycling:** Over 85% take it to a recycling station. 44% take it to Broadview Enviroservice Station in Sherwood Park, and 31% take it to Ardrossan Recycling Station.
- **Managing organic waste material:** 41% throw it out with the rest of the garbage and 38% home compost. Five people answered that they take organic waste to Broadview Enviroservice Station in Sherwood Park.

Rural Other Demographic Questions

23. Including yourself, how many people live in your household?

	Responses	Percent
One	12	4.7
Two	103	40.1
Three	39	15.2
Four	63	24.5
Five or more	35	13.6
Prefer not to answer	5	1.9
Total	257	100.0

23a. Age Of 96 responding households their age groups include: (total and per cents are higher than 266 or 100% because some households will have more than one age group)

	Responses	Percent
Under Age 5	23	5.0
Age 5 - 12	60	13.0
Age 13 - 17	46	10.0
Ages 18 - 24	32	7.0
Ages 25 - 34	32	7.0
Ages 35 - 44	81	17.0
Ages 45 - 54	68	15.0
Ages 55 - 64	60	13.0
Ages 65 - 74	45	10.0
Ages 75 - 84	15	3.0
Ages 85 and older	1	.02
Totals	463	100.0

23b. Who is primarily responsible for waste management in your household?

	Responses	Percent
Myself	94	36.9
My spouse/partner	20	7.8
Adults only	38	14.9
All household members	103	40.4
Total	255	100.0
Prefer not to answer	2	

23c. The highest level of education I have achieved

	Responses	Percent
Some schooling below high school	2	.8
High school graduate	14	5.5
Some college/technical school	22	8.6
Completed college/technical school	77	30.1
Some university	11	4.3
University undergraduate degree	66	25.8
Some post-graduate education	10	3.9
Post graduate degree	38	14.8
Prefer not to answer	16	6.3
Total	256	100.0

RURAL OTHER and MULTI-FAMILY COMPLEX or CONDO

Do you receive curbside/roadside waste collection services (Green Routine program) from Strathcona County?

	Responses	Percent
Yes	298	82.3
No - I live on an acreage or farm and do not use the County waste collection program	37	10.2
No - I live in a multi-family complex or condo (including apartments, duplexes, townhouses, co-ops, etc.)	27	7.5
Total	362	100.0