



District of Central Saanich

Waste Management Survey – Full Report

March 2023



The purpose of the 2023 Waste Management Survey was to:

- Measuring resident satisfaction and gaps with current waste disposal services in the District of Central Saanich
- Gauge interest on District-led garbage, kitchen scraps, and yard waste disposal services and potential pricing

The survey collected 363 completed surveys using the following data collection method:

- Participants in the 2023 Central Saanich Community Satisfaction Survey were asked if they would be willing to complete a second survey about Waste Management.
- Using a mix of cell and landline phone numbers in the District, numbers were randomly dialed by live interviewers. This methodology resulted in 60 completes for this survey.
- A web-survey was sent out to over 6,000 households in the District through a mailout with unique pin codes. This methodology resulted in 303 completed Waste Management surveys.

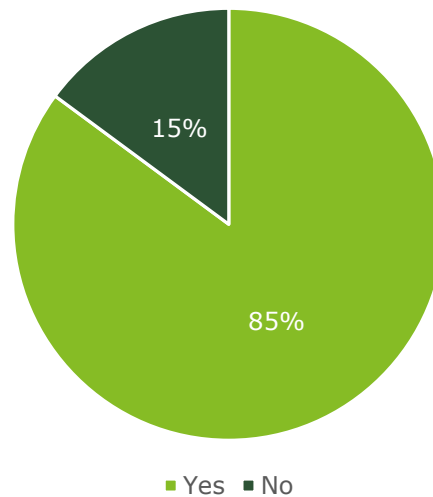
Key Findings from the Market Research Data:

- 85% of respondents reported that they contract their own garbage services, and 65% of respondents were satisfied with the availability of waste disposal service in the District of Central Saanich.
- The majority of respondents agreed that the overall amount of waste going to the landfill (87%) and the duplication of travel patterns by waste trucks needed improvement (80%).
- Using Deloitte’s proprietary derived importance methodology, it was found that duplication of travel patterns and the availability of information about waste disposal were top priorities for improvement among residents of the District of Central Saanich.
- 82% of respondents agreed that they would be supportive of a District-led waste collection service if it was similar in price and collection to current private services.
- If the District were to implement a Waste Collection service, they would see a significant uptake in support at a price point of \$27/month compared to \$30/month (+26%) indicating that individuals are sensitive to price at this level.



Detailed Findings from Market Research Data

85% of respondents reported that they contract their own garbage services.



Does your household contract your own garbage service?

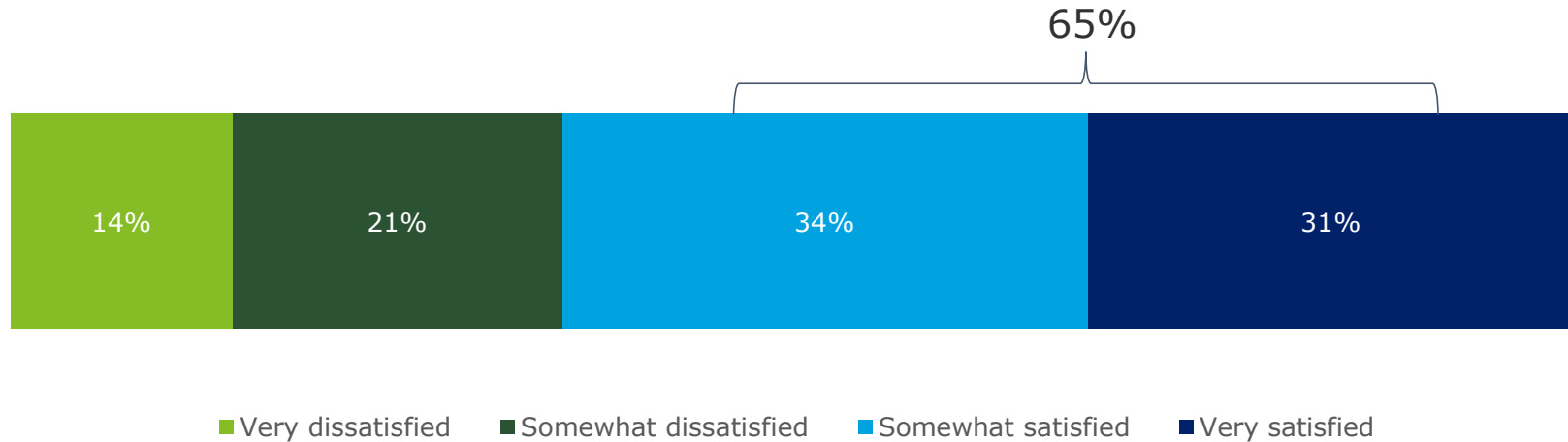
Respondents were shown/read the following information about waste collection in the District:

In 2022, the District conducted a waste collection study, which originated from resident feedback about road safety and climate action. It presented a high-level analysis of options and cost implications for two separate services:

- 1. Residential curbside waste collection service including kitchen scraps*
- 2. Yard waste drop-off facility*

Currently, the District does not offer any waste disposal services. Many residents are concerned about the number of waste collection vehicles on the roads (multiple waste trucks from different haulers covering the same routes), from both a safety and climate perspective. Additionally, many residents feel the District needs a yard waste facility. Finally, the District can't reduce waste if it isn't tracked and measured.

65% of respondents were at least somewhat satisfied with the availability of waste disposal services.



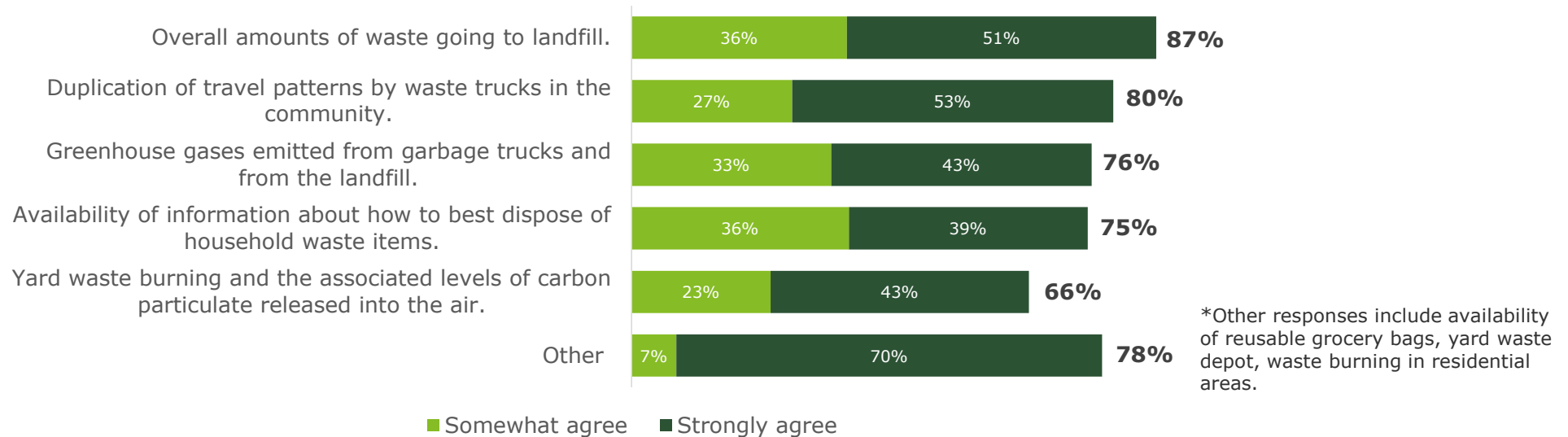
Overall, how satisfied are you with the availability of Waste Disposal services?

Respondents were shown/read the following information about waste goals and emissions in the District:

Before answering the following, here are some important things to know:

- *The region has a goal to reduce the annual waste per capita rate from 395 to 250 kg by 2030.*
- *Waste accounts for approximately 12% of the total community emissions.*
- *The District cannot measure garbage generated in the community as private haulers visit multiple communities. Municipalities that manage solid waste collection service can report on their disposal rates and greenhouse gas (GHG) reduction efforts.*

The majority of respondents agreed that the overall amounts of waste going to the landfill (87%) and duplication of travel patterns by waste trucks (80%) need improvement.



The District has heard the following feedback about the current Waste Disposal options in the community and would like a better understanding. Related to Waste Disposal, to what extent do you agree that each of the following factors needs improvement?

District services were assigned priority ranks based on the following methodology.



| Factor | Performance | Importance | Priority Rank |
|--|-------------|------------|---------------|
| Duplication of travel patterns by waste trucks in the community | 20% | 9.4 | 1 |
| Availability of information about how to best dispose of household waste items | 25% | 8.9 | 2 |
| Overall amounts of waste going to landfill | 13% | 7.6 | 3 |
| Greenhouse gases emitted from garbage trucks and from the landfill | 24% | 8.1 | 4 |
| Yard waste burning and the associated levels of carbon particulate released into the air | 34% | 8.6 | 5 |

Respondents were shown/read the following information about the proposed yard waste drop-off facility:

Many residents feel the District needs a yard waste drop-off facility for the following reasons:

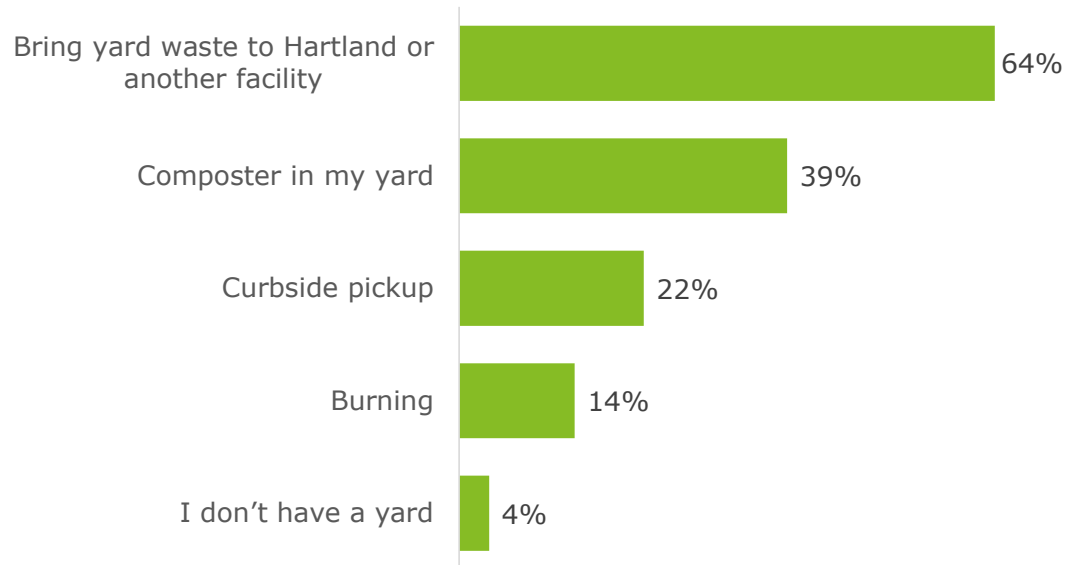
- *Some residents burn their yard waste and a facility could help decrease open air burning and improve air quality.*
- *Residents currently drive to drop off yard waste at Hartland Landfill or private sector facilities and a local facility would offer easier access.*

The District has conducted an analysis and determined estimated costs. It could be used by those on rural and agricultural land as well as those on residential lots.

The service could be funded one of three ways:

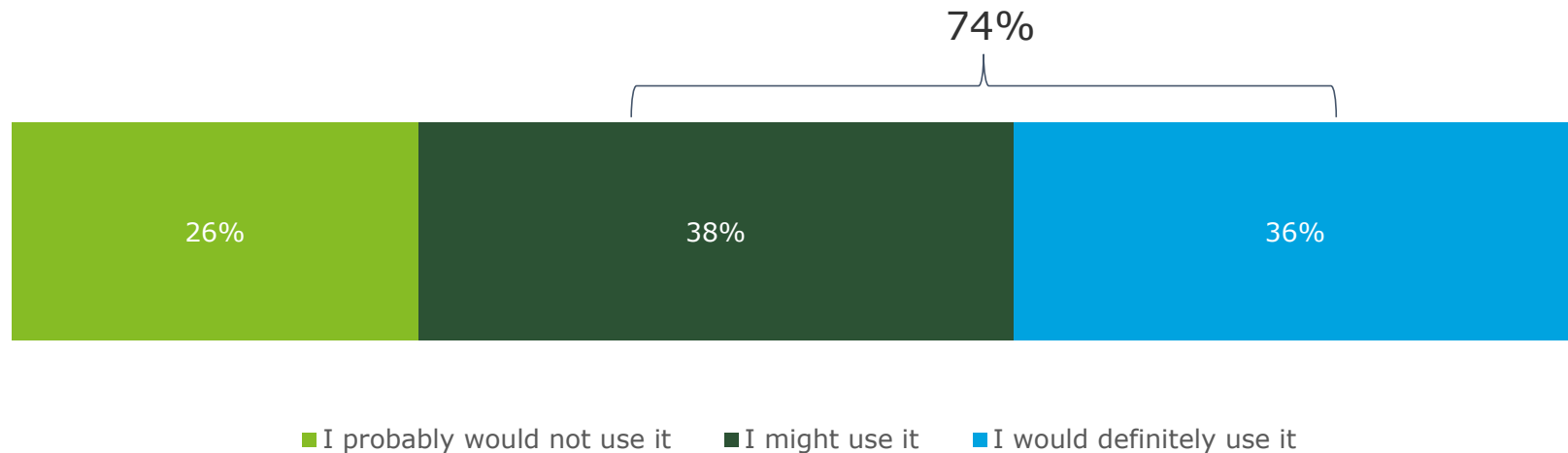
1. *Per use (~\$10)*
2. *Per household, billed (~\$75-85 annually)*
3. *Per household, as part of property tax (~3-4% increase)*

Most respondents (64%) noted to dispose their yard waste by bringing it to Hartland or another facility. Respondents also commonly noted using a composter in their yard (39%).



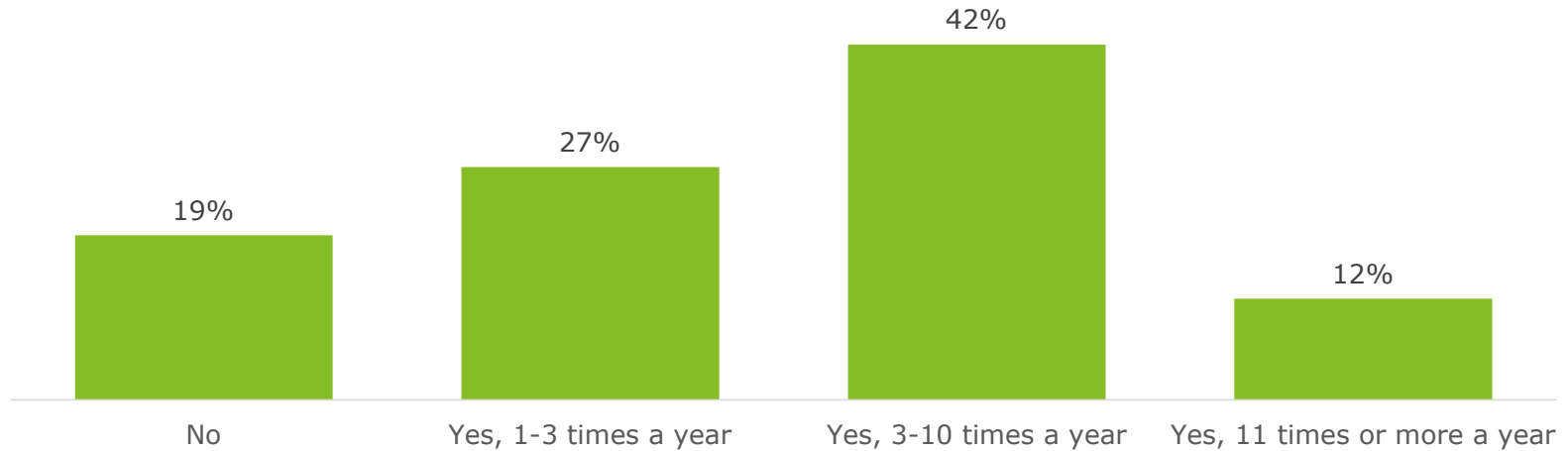
How do you currently dispose of yard waste?

When asked if they would be inclined to utilize a yard waste facility instead of burning green waste, 38% of respondents potentially using it while 36% mentioned they would definitely use it.



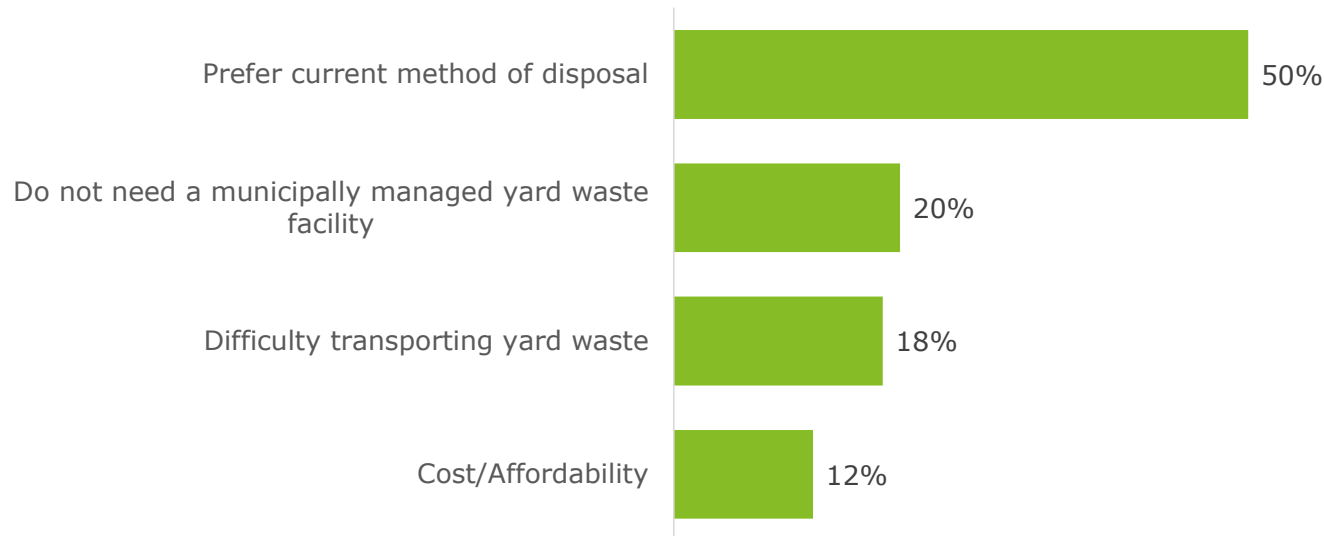
How likely would you be to use a yard waste facility instead of burning green waste?

64% of respondents reported that they would use the yard-waste drop-off facility 3 or more times a year. 19% of respondents expected they would not use it at all.



If a municipally managed (through staff or contractors) yard waste drop-off facility was created, would you use it if you deemed potential costs reasonable?

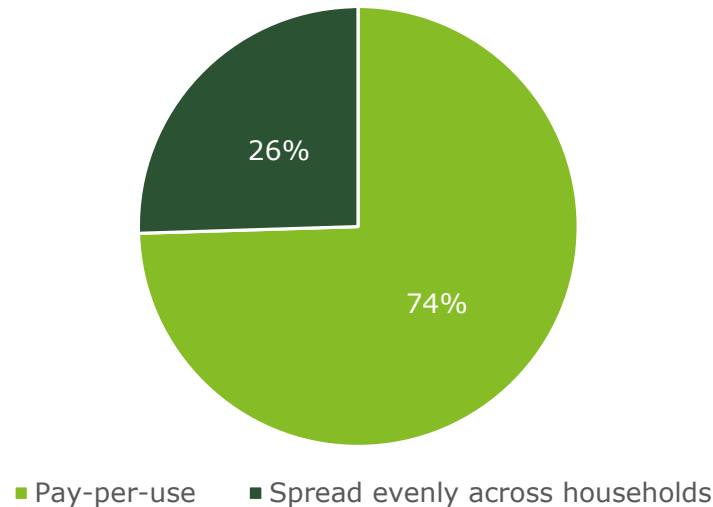
50% of respondents reported that they prefer their current methods of yard waste disposal, as they either use a local drop-off facility or pay for a pick-up service.



What would stop you from using a municipally managed yard waste drop-off facility?

N=66, Open text coded

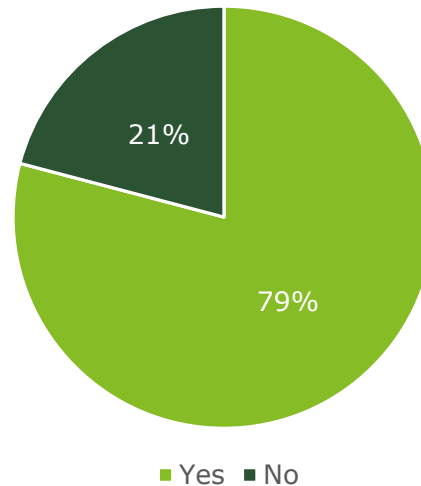
74% of respondents preferred the potential new yard waste facility to be funded as a pay-per-use system in comparison to 26% who preferred to have it spread evenly across households.



If a municipal yard waste facility was created, would you prefer it to be funded as a pay-per-use system or spread evenly across households?

N=345

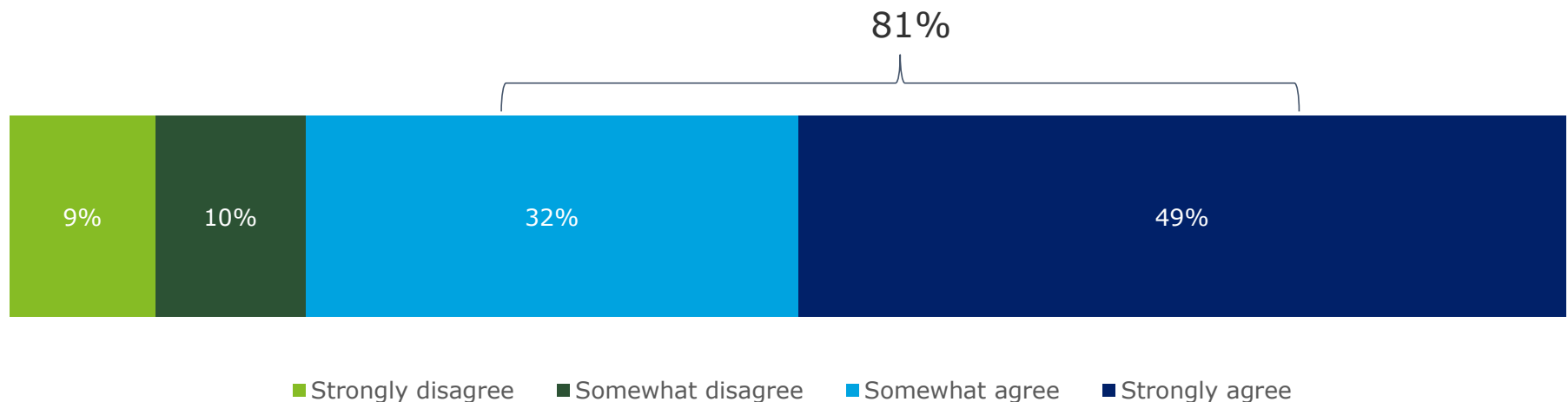
79% of respondents agreed that a \$10 minimum fee for waste drop-off at other facilities are a reasonable price.



Other drop off facilities typically start at a \$10 minimum fee and charge more depending on the size of the load. Do you think this is reasonable?

N=335

81% of respondents somewhat agree or strongly agree with the municipality pursuing a yard waste facility.



Do you agree the municipality should pursue opening a yard waste facility?

Respondents were shown the following information about the proposed yard waste drop-off facility:

Residents have expressed desire to reduce the number of garbage collection vehicles on the same routes and take action on waste reduction and GHG emissions.

The District has conducted an analysis and determined estimated costs and explored various models.

Summary of findings (Full report available at [LetsTalkCentralSaanich.ca/Waste](https://lets-talk-central-saanich.ca/Waste))

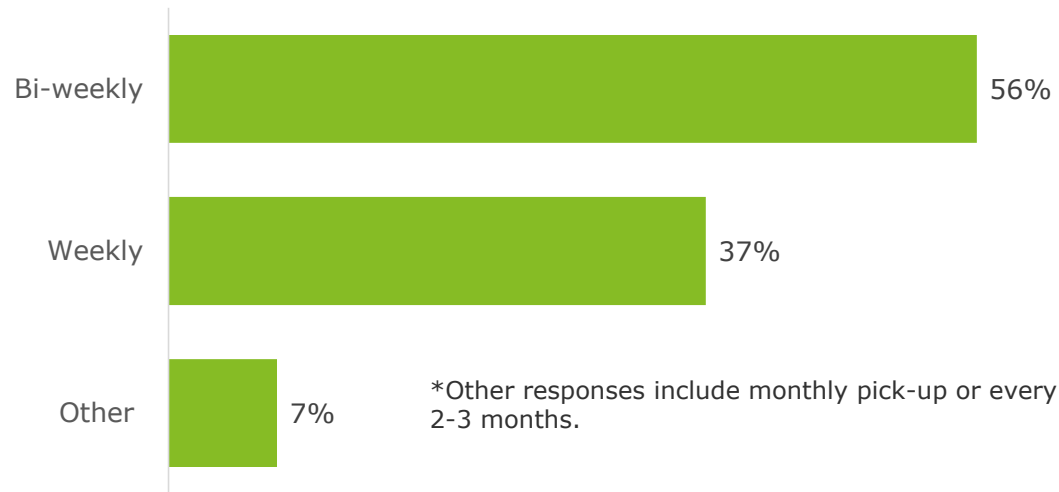
- *Collection service models*
 - *The District's models are based on a bi-weekly garbage collection and a weekly kitchen scrap (including grass clippings) service.*
 - *The District looked at two models – using a contractor managed by the District or by the District running the service internally. Cost implications were similar and both have considerations that would be further weighed in the next stage of this project.*
 - *Environmental impact*
 - *Depending on the model, the community could eliminate about half of the GHGs from waste collection trucking—more if electric trucks were utilized.*
 - *GHGs from the landfill would be reduced through a green-waste collection service by decreasing methane production).*
 - *The District would be able to measure, educate and better manage waste.*
 - *Costs*
 - *Costs are estimated to be \$330 annually per household based on bi-weekly garbage pickup and a weekly organics/grass clippings pick up.*
 - *The collection costs would be built into the municipality's property taxes or utility billings. (The annual cost is an estimated \$1.3 million to the District, which is equivalent to an average 14% tax increase to households receiving the service.)*
-

81% of respondents have curbside garbage collection services, and 11% have a facility that provides the service.



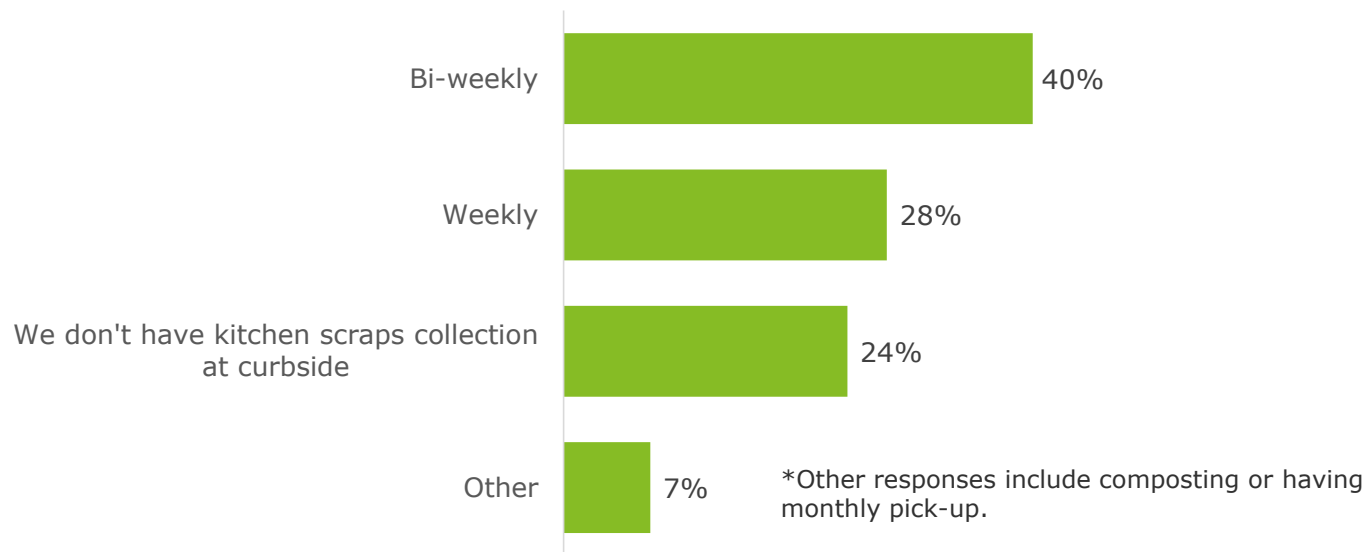
Do you have curbside garbage collection?

Most respondents have their garbage collected bi-weekly curbside and 37% have weekly pick-up



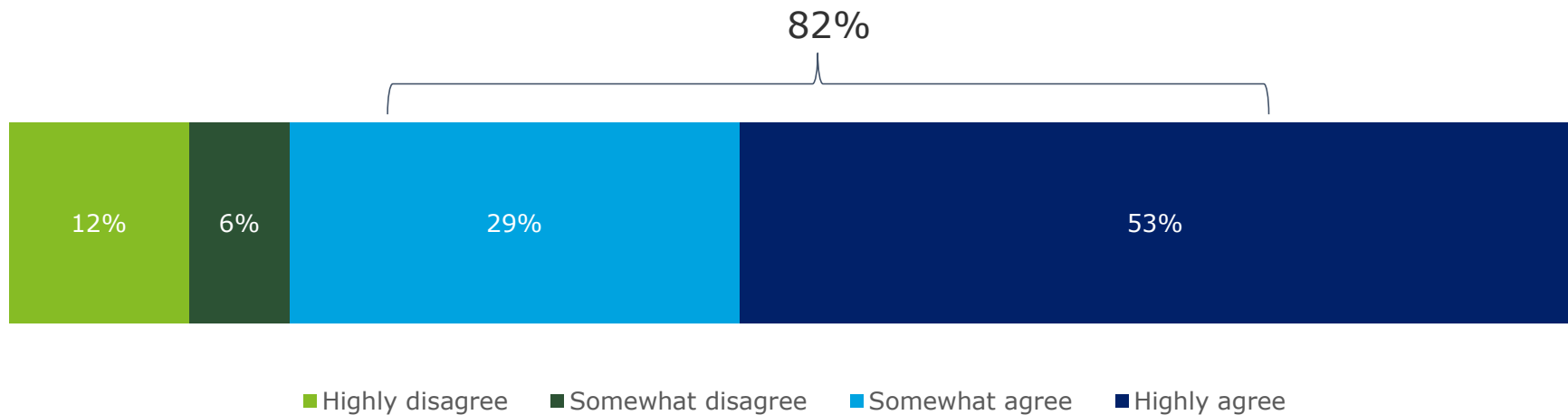
How often do you currently have your garbage collected at the curbside?

40% of respondents noted their kitchen scraps are collected at curbside on a bi-weekly basis.



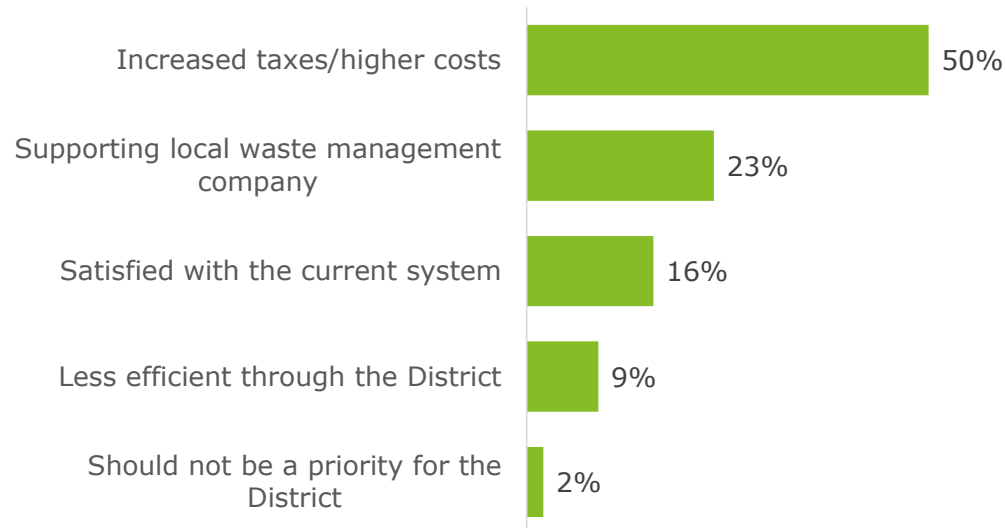
How often are your kitchen scraps collected at the curbside?

The majority (82%) of respondents agreed that they would be supportive of a District led waste collection service if it was similar in price and collection.



To what extent do you agree with the following statement: I would be supportive of a District-led (possibly contracted out) waste collection service if it was similar in price and collection.

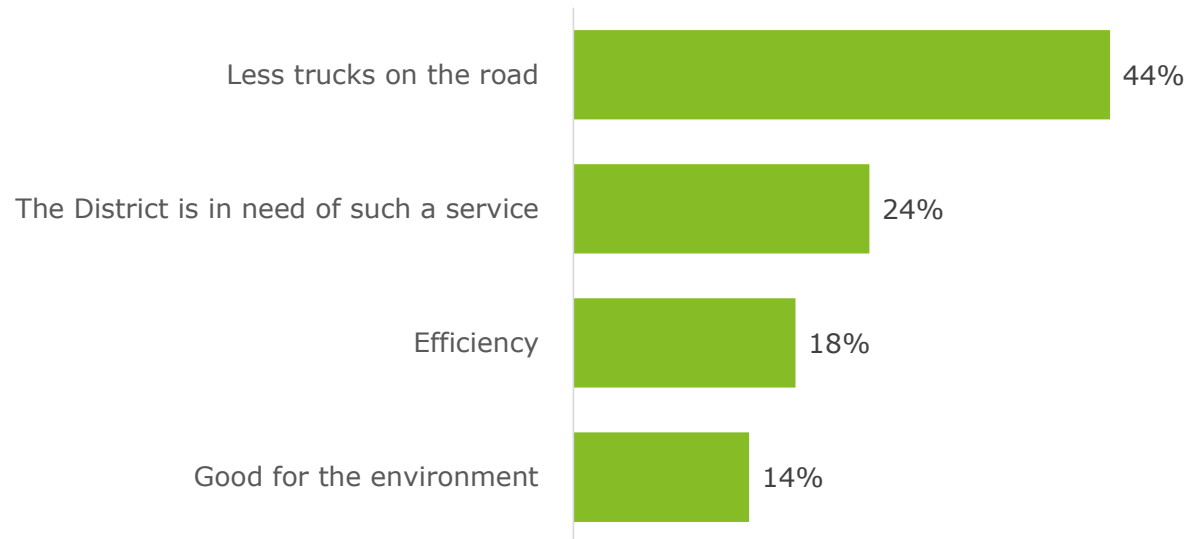
Respondents commonly noted increased taxes/higher costs (50%) and supporting local waste facilities (23%) as reasons why they would not support a District-led service.



Please explain why you would NOT be supportive of a District-led waste collection service?

N=146, Open text coded

44% of respondents noted the reason they would be supportive of a district-led waste collection service as it would result in less trucks on the road.



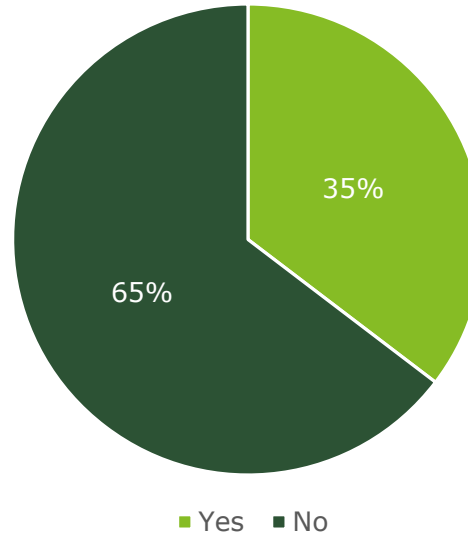
Please explain why you would be supportive of a District-led waste collection service?

If the District were to implement a Waste Collection service, they would see a significant uptake in support at a price point of \$27/month compared to \$30/month (+26%).



If a District-led Waste Collection services was available at the following price, how likely would you be to support this initiative?

65% of respondents reported no additional concerns. Verbatim responses have been shared with the District staff for feedback.



Do you have any concerns about this potential service that we have not covered in this survey?

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