

PRELIMINARY *WHAT WE HEARD* REPORT

WASTE COLLECTION

OVERVIEW

On December 12, 2022, staff presented Phase 1 of the Waste Management Study to Council along with an outline of Phase 2, which included public and stakeholder engagement. Council passed a motion directing *staff to move to Phase 2 of the Waste Collection study, which includes stakeholder and community engagement and directed staff to include a component in the 2022 Citizen survey focused on solid waste service in our community.* Further, there was direction *That during any future engagement sessions with public, have the total and percentage property tax lift be considered clearly as part of the decision processes.*

This report summarizes public and stakeholder engagement to date, which is preliminary engagement.

COMMUNICATIONS & PUBLIC INPUT TO DATE

- a Let's Talk (LetsTalkCentralSaanich.ca/Waste) project site and general communications to provide transparent information to the public,
- the Community Satisfaction Survey to gauge interest from a scientific sample of the community,
- 2023 Budget Survey,
- stakeholder engagement, and
- correspondence received from the community.

Project site

The project site launched December 2, 2022. It has had 225 visitors and 38 have downloaded the Phase 1 feasibility report. This is a tool for sharing information at this point; it may be used to host other engagement tools, such as surveys, in the future.

Community Satisfaction Survey (CSS)

Research firm Deloitte conducted the Community Satisfaction Survey; it was mailed in early January and closed February 14, 2023. To offer a wide opportunity for participation, Deloitte mailed a postcard to every home in the District with a unique ID that allowed a single response per household. This mail-out methodology, commonly used by Statistics Canada, maintains the scientific nature of recruitment by allowing all residents the opportunity to participate. In addition, Deloitte randomly dialed landlines and cell phone numbers within Central Saanich to obtain 100 completed interviews over the phone. Both the phone and mail-out methods depend upon residents agreeing to participate.

Garbage collection and yard waste questions were included as a secondary survey following the CSS; this provided an opportunity to gauge a sample of the community. The survey was completed by 363 individuals following their completion of the main portion of the survey; approximately 75% of the CSS respondents completed the waste collection portion of the survey.

Results

Results to date (see Appendix) demonstrate the concerns from the community about aspects of waste hauling and yard waste disposal.

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Waste collection

- 85% of respondent use a contract collection service
 - 56% have their garbage collected bi-weekly
- 40% of respondents noted their kitchen scraps are collected at curbside on a bi-weekly basis.
- 65% of respondents were somewhat or very satisfied with the availability of waste disposal services; 35% are somewhat or very dissatisfied.
- 75% of respondents agree the availability of information about how to best dispose of household waste items needs improvement
- The majority of respondents agreed the following needed improvement:
 - overall amount of waste going to the landfill (87%)
 - the duplication of travel patterns by waste trucks (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.

Yard waste

- 81% of respondents somewhat agree or strongly agree with the municipality pursuing a yard waste facility.
- 66% of respondents agreed yard waste burning and the associated levels of carbon particulate released into the air needs improvement
- 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.
- 79% of respondents agreed that a \$10 minimum fee for waste drop-off at other facilities are a reasonable price.

2023 Budget Survey

Note: Opt-in surveys provide a method for the public to provide important input and are a useful piece of engagement processes, but it should be noted they are not statistically representative of the community. The statistically valid Community Satisfaction Survey is relied upon for scientifically valid results.

The District hosted an online survey on the 2023 budget from December 27, 2022 to March 1, 2023. The annual survey is designed to educate the public about the budget and seek input on the municipality’s budget and residents’ spending priorities.

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The survey had 355 responses, approximately 260 were received between February 26-March 1 following an email from a local waste collection company to their customers encouraging them to take the survey.

Results

The survey asked residents to rank their spending priorities; yard waste facilities was ranked 8/11 and a waste collection service was ranked 11/11.

Stakeholder Engagement

Staff and waste haulers have met and staff have received initial feedback from the businesses about Phase 1 of the study. The haulers have a number of concerns that include: loss of business, loss of jobs, and feedback that the study was not comprehensive and contains inaccuracies.

There will be significantly more engagement undertaken and work done together as the project progresses.

Community Correspondence

The waste haulers forwarded approximately 10 emails from their customers expressing dissatisfaction with the prospect of a municipal collection service. An additional five emails were sent to Council and have been on previous agendas; the majority of which stated their preference for retaining their collection provider, one of which suggested alternate approaches to reducing waste through incentives and reporting.