

# Report

## City of Edmonton

Waste Services  
Public Engagement  
Final Report



DATE 22/01/2019

# Leger

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*We know Canadians*

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# CONTEXT AND OBJECTIVES

# CONTEXT AND OBJECTIVES

## RESIDENTIAL RESULTS

Waste Services is developing a new strategy to reduce the amount of waste produced in Edmonton and the amount of waste sent to landfill.

Public participation is essential to reach waste reduction and diversion goals, and to build a more sustainable and resilient future for all Edmonton panel members.

The City of Edmonton contracted Stantec, with support from Leger, to conduct a series of public engagement sessions, as well as a series of online surveys and telephone interviews to inform and gather input and opinions from Edmonton panel members on the proposed changes to the city's waste management programs and services.

This report presents the results for the residential surveys which were distributed amongst Edmonton panel members on five separate platforms, all hosting the same online survey, excluding the Community Outreach Group which received a condensed (intercept) version of the full survey:

- 1. Edmonton Panel Members:** Responses obtained from Leger's LegerWeb panel, with 1,001 Edmonton panel members (completed results only, results in this report are weighted by age, gender and region to ensure demographic representation of the City of Edmonton)
- 2. Open Link Respondents:** Responses from an open link accessible through the City of Edmonton website and various social media platforms, with 13,559 Edmonton panel members (completed and incomplete results included, data are unweighted)
- 3. Drop-in Session Respondents:** Responses obtained from the various public engagement workshops completed on site with 94 Edmonton panel members (completed and incomplete results included, data are unweighted)
- 4. Insight Community Members:** Responses obtained from the City of Edmonton's Insight Community panel, with 2,301 Edmonton panel members (completed results only, data are unweighted)
- 5. Community Outreach:** Responses obtained onsite by City of Edmonton and Leger staff at various locations across the city, with 272 Edmonton panel members including target ethnic groups: 101 East or Southeast Asian (from China, Hong Kong, Japan, North or South Korea, Indonesia, Malaysia, Philippines, Singapore, Thailand, Vietnam or other) collected at the Lantern Festival (September 15, 2018), and 100 South Asian (Punjabi, Indian, Tamil, Sri Lankan, Pakistani, Bangladeshi, Nepalese) collected at the Diwali Festival (October 20-21, 2018) (completed results only, data are unweighted)

# CONTEXT AND OBJECTIVES

## MULTI-UNIT STAKEHOLDERS AND NON-RESIDENTIAL RESULTS

The proposed new strategy will also impact multi-unit and non-residential stakeholders.

Participation of these groups is essential to reach waste reduction and diversion goals, and to build a more sustainable and resilient future for all Edmonton panel members.

The City of Edmonton and Stantec reached out to these stakeholders with an invitation to participate in a separate survey hosted by Leger on separate open links. The results of these surveys act as very preliminary baseline data to inform and gather input and opinions from these specific stakeholder groups on the proposed changes to the city's waste management programs and services.

This report presents the results for the multi-unit and non-residential survey which was distributed amongst Edmontonian stakeholders on three separate platforms, each hosting a different survey:

1. **Multi-Unit (online survey):** Responses from an open link hosted by Leger, with 120 stakeholders (completed and incomplete results included, data is unweighted)
2. **Non-Residential (phone interview):** Responses from phone survey conducted by Leger, with 557 stakeholders (completed and incomplete results included, data is unweighted)
3. **Non-Residential (online survey):** Responses from an open link hosted by Leger, with 116 stakeholders (completed and incomplete results included, data is unweighted)

*Results obtained through open links should be interpreted with caution due to the possibility of multiple entries by one respondent.*



# METHODOLOGY

# METHODOLOGY

## RESIDENTIAL

### DATA COLLECTION

- **Edmonton Panel Members**
  - 1,001 interviews were conducted with Edmonton proper (within City boundaries) residents using a random sample of Leger’s LegerWeb panel.
  - Interviews were conducted between October 1 and 10, 2018.
  - Data were weighted by age, gender and region for Edmonton according to Stats Canada proportions.
- **Open Link Respondents**
  - 13,559 interviews were conducted through an open link.
  - Interviews were conducted between October 1 and November 13, 2018.
  - Complete and incomplete responses are included in reporting.
  - Data is unweighted.
- **Drop-in Session Respondents**
  - 94 interviews were conducted through an open link.
  - These respondents completed the survey during one of the various community engagement workshops conducted.
  - Interviews were conducted between October 3 and November 10, 2018.
  - Complete and incomplete responses are included in reporting.
  - Data is unweighted.
- **Insight Community Members**
  - 2,301 interviews were conducted through the City of Edmonton’s Insight Community Panel.
  - Interviews were conducted between October 17 and November 5, 2018.
  - Data is unweighted.
- **Community Outreach**
  - 272 interviews were conducted through an open link.
  - These respondents completed the survey during one of the various one-on-one opportunities conducted by City of Edmonton and Leger staff.
  - Interviews were conducted between September 30 and November 15, 2018.

### SURVEY DESIGN

- Residential survey (Edmonton Panel Members, Open Link Respondents, Drop-in Session Respondents, Community Outreach) was designed by the City of Edmonton, Stantec and Leger, and programmed and managed by Leger.
- Residential survey (Insight Community Members) was designed by the City of Edmonton, Stantec and Leger, and programmed and managed by the City of Edmonton.

### TARGET RESPONDENTS

- Edmonton panel members 18 years of age or older
- City of Edmonton proper (within City boundaries) residents (Leger Panel only)

### ANALYSIS AND REPORTING

- Due to the different methodologies used in each survey source, comparisons between sources should be interpreted with caution. Conclusions have been made at a broad overall/high level finding level.
- Open link results should be interpreted with caution due to self-selection and the lack of control over multiple completes.
- All public input has been captured in the inclusion of incomplete responses, independent email communications, and print copy survey completions.
- Nets/sums may not add to 100% due to rounding.

# METHODOLOGY

## MULTI-UNIT STAKEHOLDERS AND NON-RESIDENTIAL RESULTS

### DATA COLLECTION

- **Multi-Unit (Online)**
  - 120 interviews were conducted through an open link.
  - Interviews were conducted between October 16 and November 30, 2018.
  - Complete and incomplete responses are included in reporting.
  - Data is unweighted.
- **Non-Residential (Online)**
  - 116 interviews were conducted through an open link.
  - Interviews were conducted between October 10 and December 3, 2018.
  - Complete and incomplete responses are included in reporting.
  - Data is unweighted.
- **Non-Residential (Phone)**
  - 557 interviews were conducted by phone by Leger interviewers.
  - Interviews were conducted between October 11 and November 28, 2018.
  - Complete and incomplete responses are included in reporting.
  - Data is unweighted.
- **Edmonton Insight Community (EIC) for Business Survey (Online)**
  - 180 interviews were conducted by the City of Edmonton through their Insight Community Panel (Business Mixed Topic November 2018 survey).
  - Interviews were conducted between November 22 and December 7, 2018.
  - Complete responses only are included in reporting.
  - Data is unweighted.
  - Topline results are appended to the Non-Residential section of this report.

### SURVEY DESIGN

- Multi-unit survey was designed by the City of Edmonton and Leger, and programmed and managed by Leger.
- Non-Residential survey was designed by the City of Edmonton and Leger, and programmed and managed by Leger.

### TARGET RESPONDENTS

- Multi-unit stakeholders sourced by Stantec and the City of Edmonton
- Online - Non-Residential stakeholders sourced by Stantec and the City of Edmonton.
- Phone - Non-Residential stakeholders random sample sourced by Leger, stratified by industrial sectors.

### ANALYSIS AND REPORTING

- Open link results should be interpreted with caution due to self-selection and the lack of control over multiple completes.
- All public input has been captured in the inclusion of incomplete responses, independent email communications, and print copy survey completions.
- Nets/sums may not add to 100% due to rounding.








# DETAILED RESULTS


Residential Results

## CONTEXT OF RESPONDING HOUSEHOLDS SUMMARY

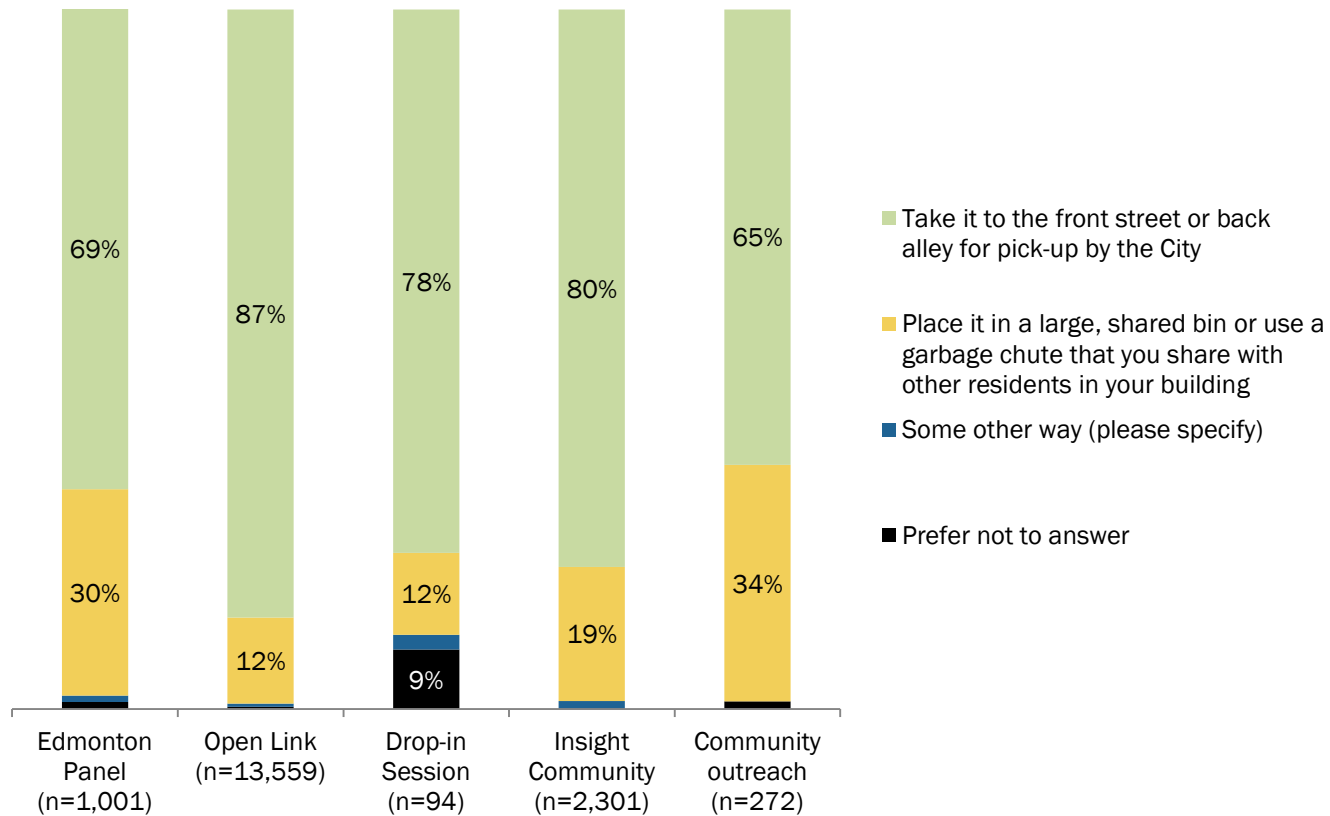
 The majority of respondents take their waste to the front street or back alley for pick-up by the City (single-unit dwelling).

 The majority of respondents do not operate a home based or other type of business.

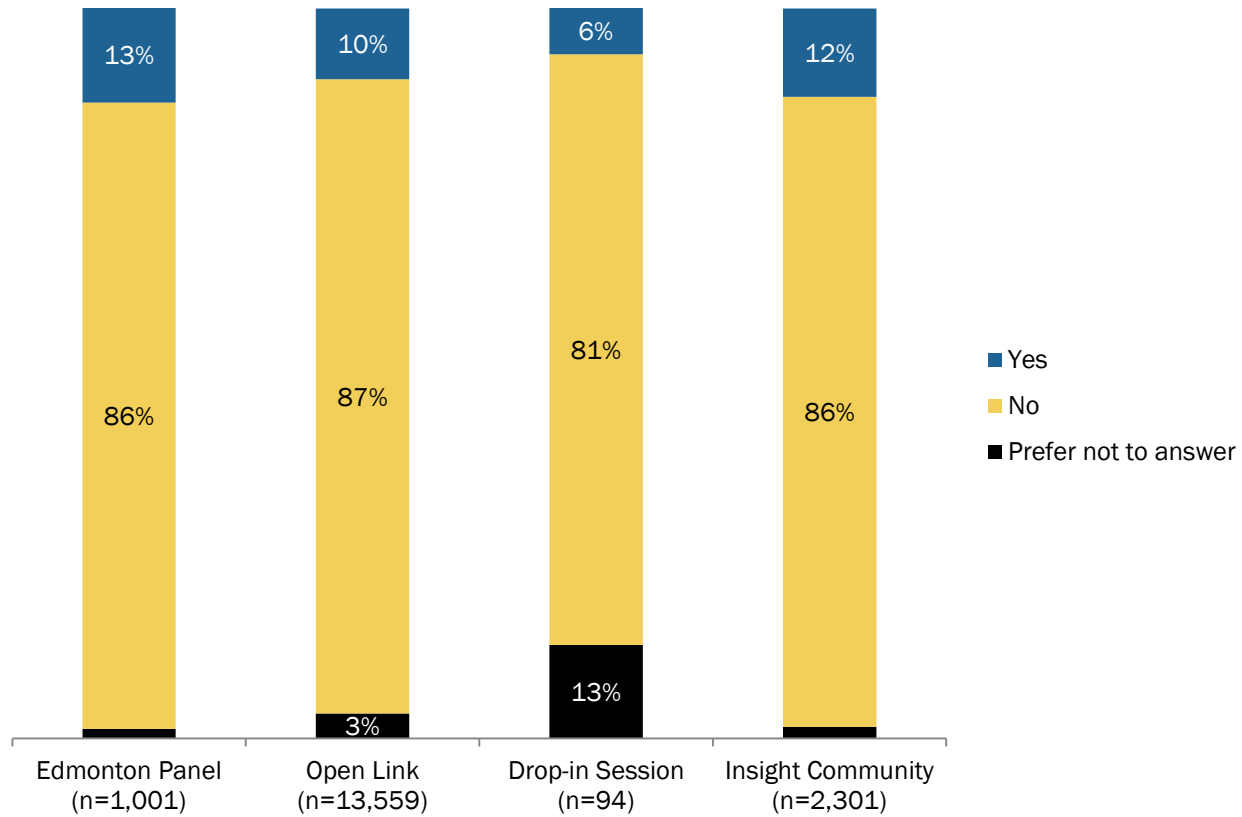
 The greatest proportions of respondents who do operate a home based or other type of business operate an office/administration/consulting business, or other type of business not listed in the survey.

 A high proportion of respondents who do operate a home based or other type of business indicate that the vast majority of their household waste is from household members' personal use.

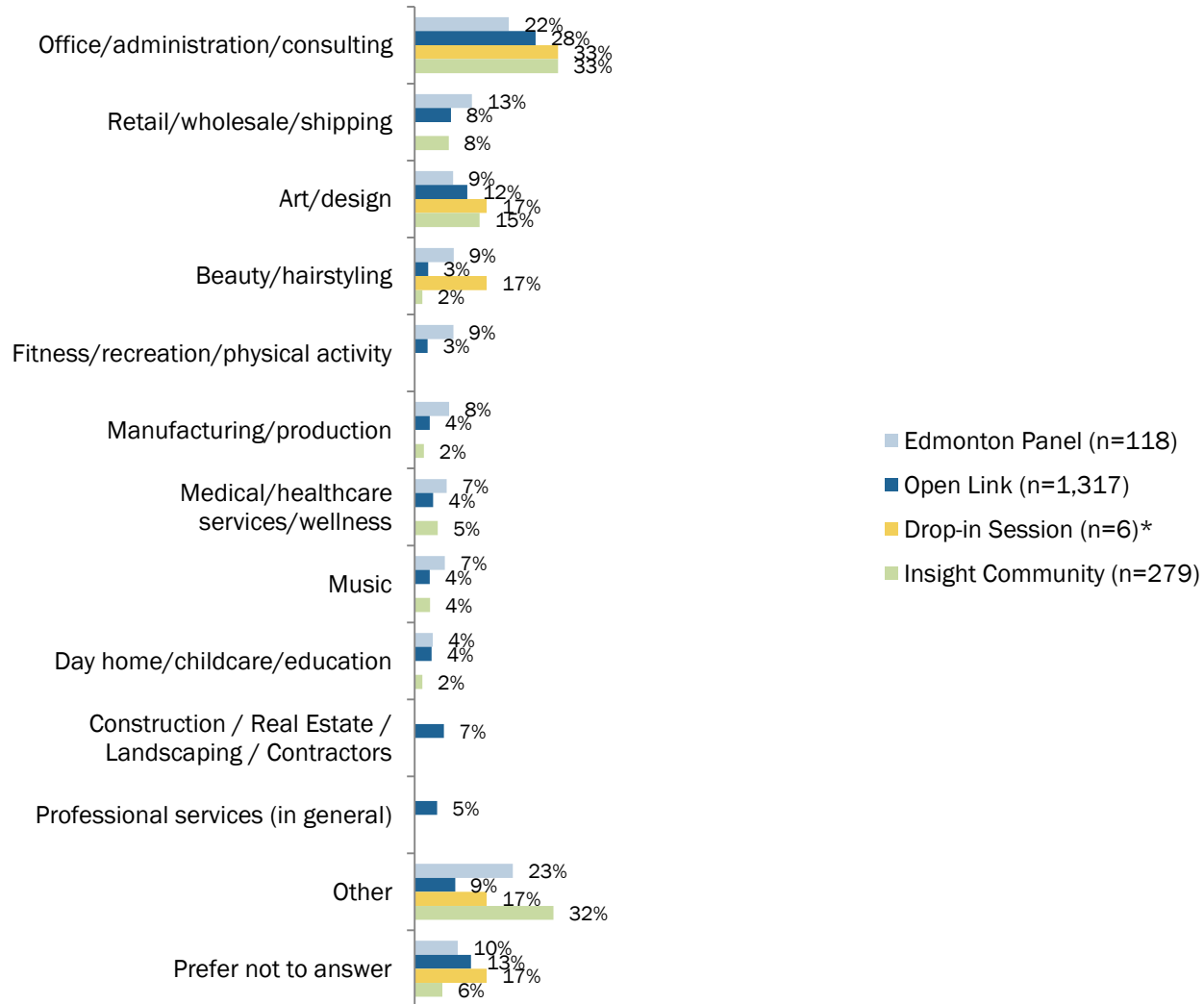
**The majority of respondents take their waste to the front street or back alley for pick-up by the City (single-unit dwelling).**



The majority of respondents do not operate a home based or other type of business.



**The greatest proportions of respondents who do operate a home based or other type of business operate an office/administration/consulting business, or other type of business not listed in the survey.**



Base: Survey respondents who operate a home-based or other type of business

\*Caution when interpreting results due to small sample size

Mentions less than 2% not shown

Q2. What kind of business does your household operate?

**The vast majority of respondents who do operate a home based or other type of business indicate that the vast majority of their household waste is from household members' personal use.**

Average percentage of household waste from...	Edmonton Panel (n=145)	Open Link (n=2,891)	Drop-in Session (n=6)*	Insight Community (n=279)
Household members' personal use	80%	94%	81%	92%
Home-based business	20%	6%	19%	8%

Base: Survey respondents who operate a home-based or other type of business

\*Caution when interpreting results due to small sample size

Q3. Approximately what percentage of your household's waste is from household members' personal use, and what percentage is from a home-based business?

## WASTE SORTING HABITS



Over four-in-five respondents regularly separate recyclables from their waste.

- The majority of respondents indicate they do not regularly separate food scraps from their household garbage to be used for composting, excluding community outreach respondents where over half indicate they do.
- Of those respondents who do separate food scraps for composting, the majority indicate having an outdoor composter or compost pile, excluding community outreach respondents who indicate they leave it out in a separate bag for collection by the City.



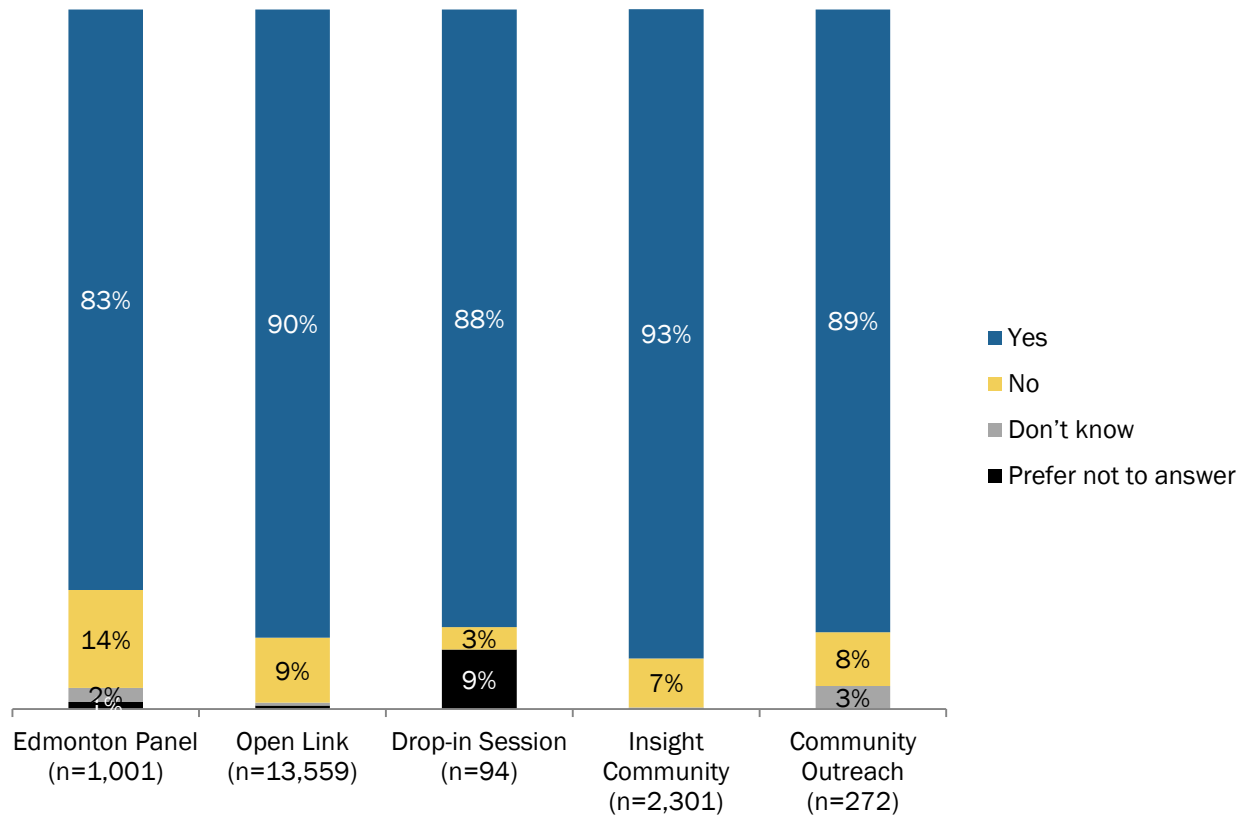
Respondents currently have a 2:1 ratio of garbage to recycling each week. Community outreach respondents indicate having twice as much garbage and recycling as those in the other surveys.



A high majority of respondents do not currently require assistance to take out their garbage and recycling.

- Of those who do currently need assistance taking out their garbage and recycling, many are not familiar with the Assisted Waste Program.

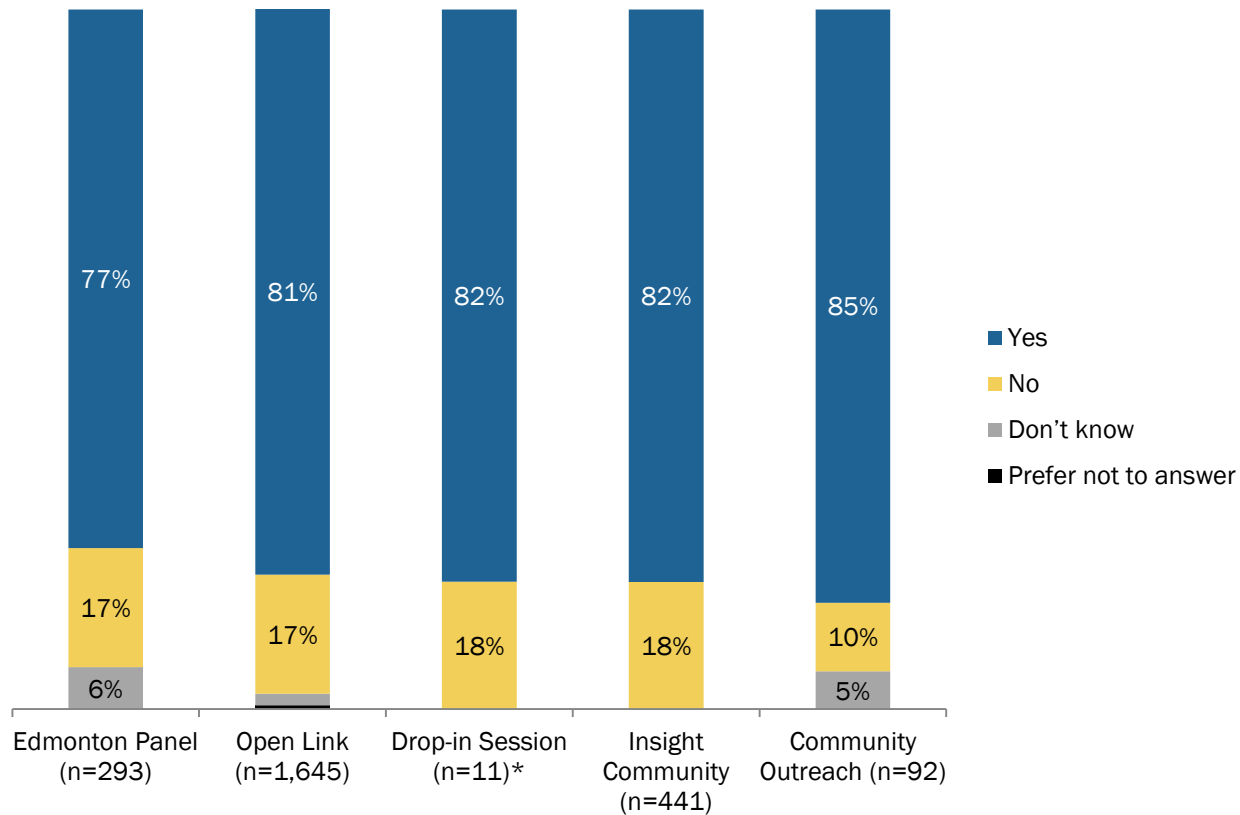
Over four-in-five respondents regularly separate recyclables from their waste.



Base: Survey respondents  
 Labels 2% or less not shown  
 Q5/Q3 (Community Outreach). Do you regularly separate things like paper, cardboard, plastics, metal or glass and put them out for recycling?



Over three-quarters of respondents who live in a multi-unit building indicate their building has a dedicated bin or place for recycling.



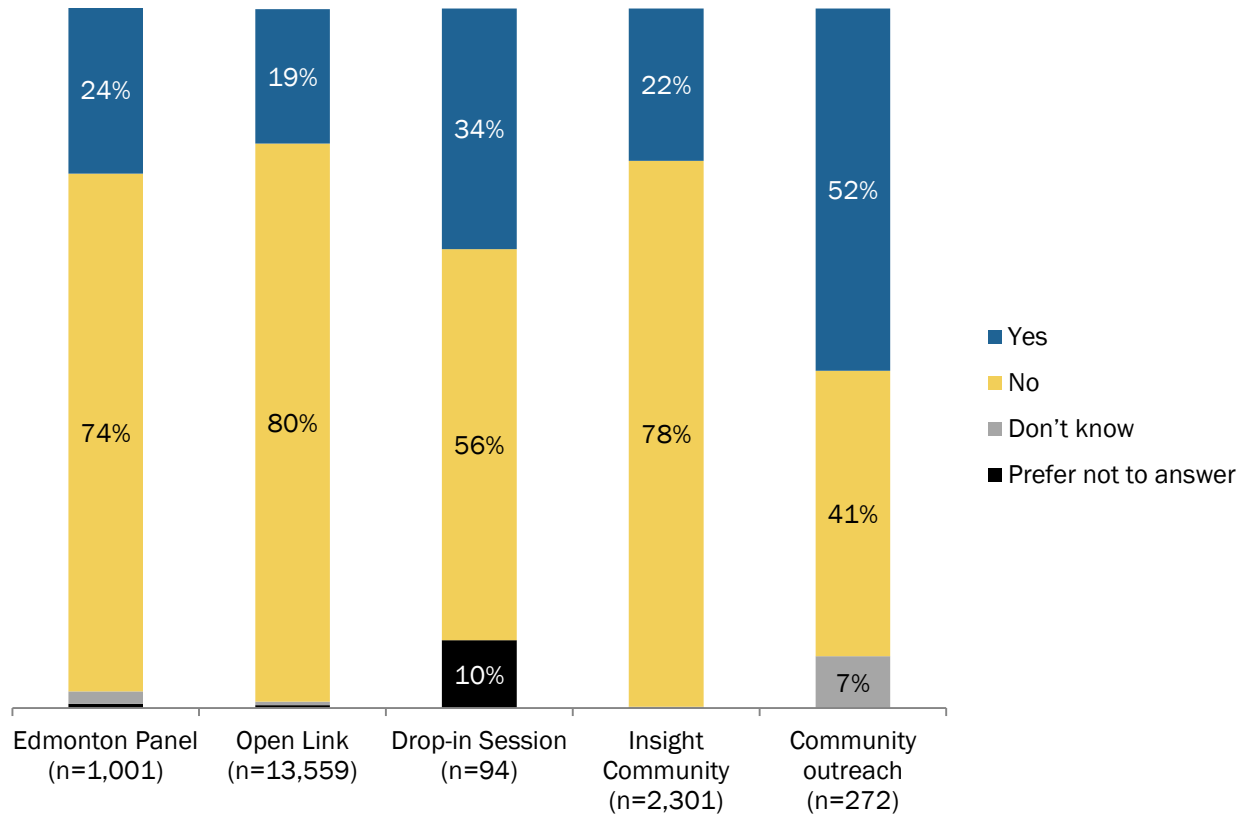
Base: Survey respondents who place their garbage in a large, shared bin or use a garbage chute that you share with other residents in your building

\*Caution when interpreting results due to small sample size

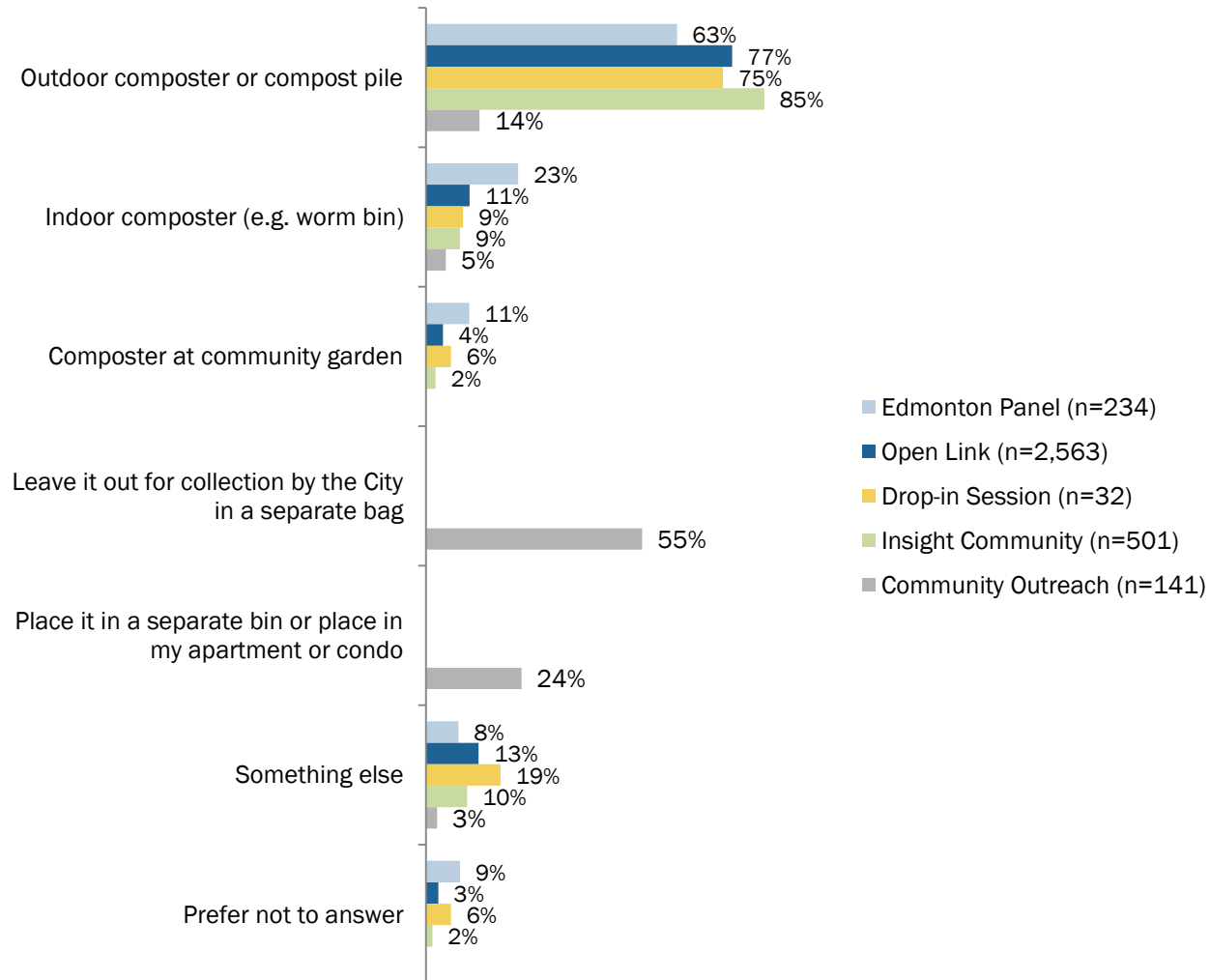
Labels 2% or less not shown

Q6/Q4 (Community Outreach). Does your apartment or condo building have a dedicated bin or place for recycling?

The majority of respondents indicate they do not regularly separate food scraps from their household garbage to be used for composting, excluding community outreach respondents where over half indicate they do.



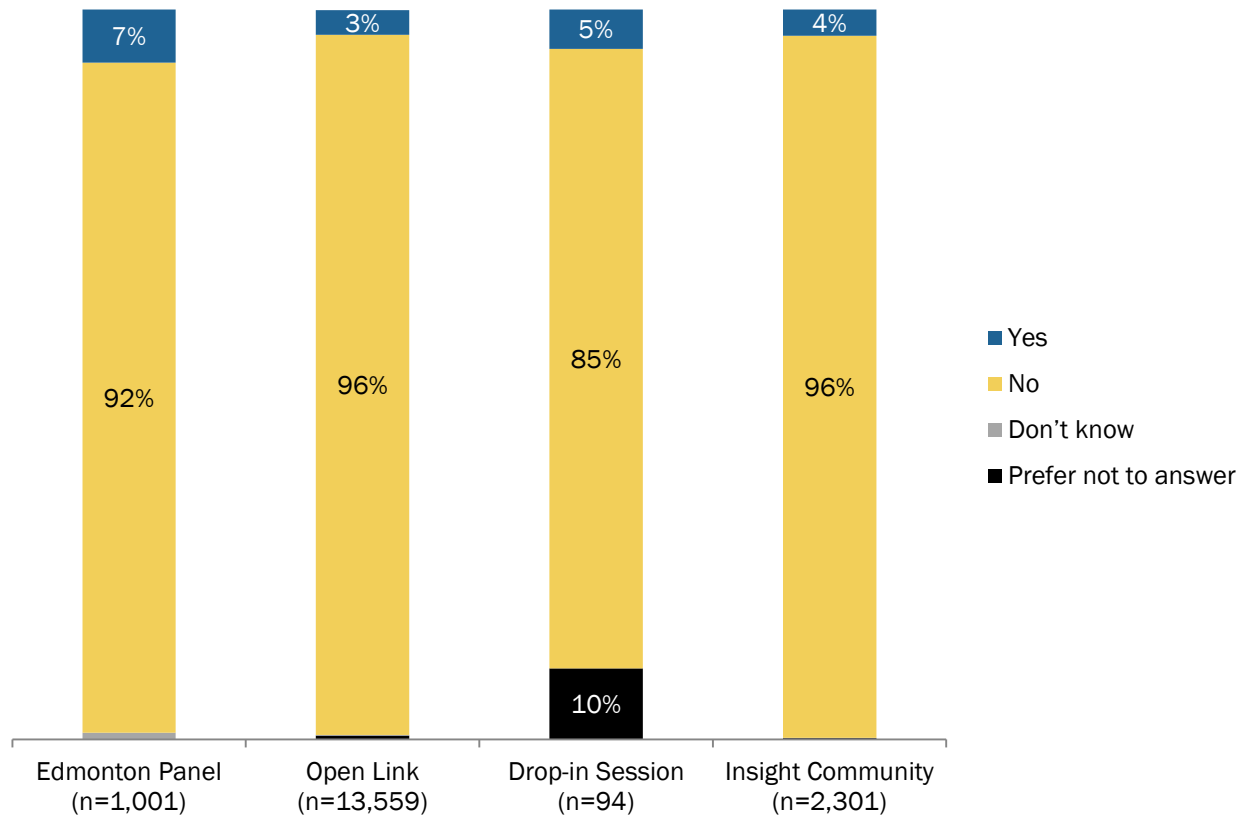
**Of those respondents who do separate food scraps for composting, the majority indicate having an outdoor composter or compost pile, excluding community outreach respondents who indicate they leave it out in a separate bag for collection by the City.**



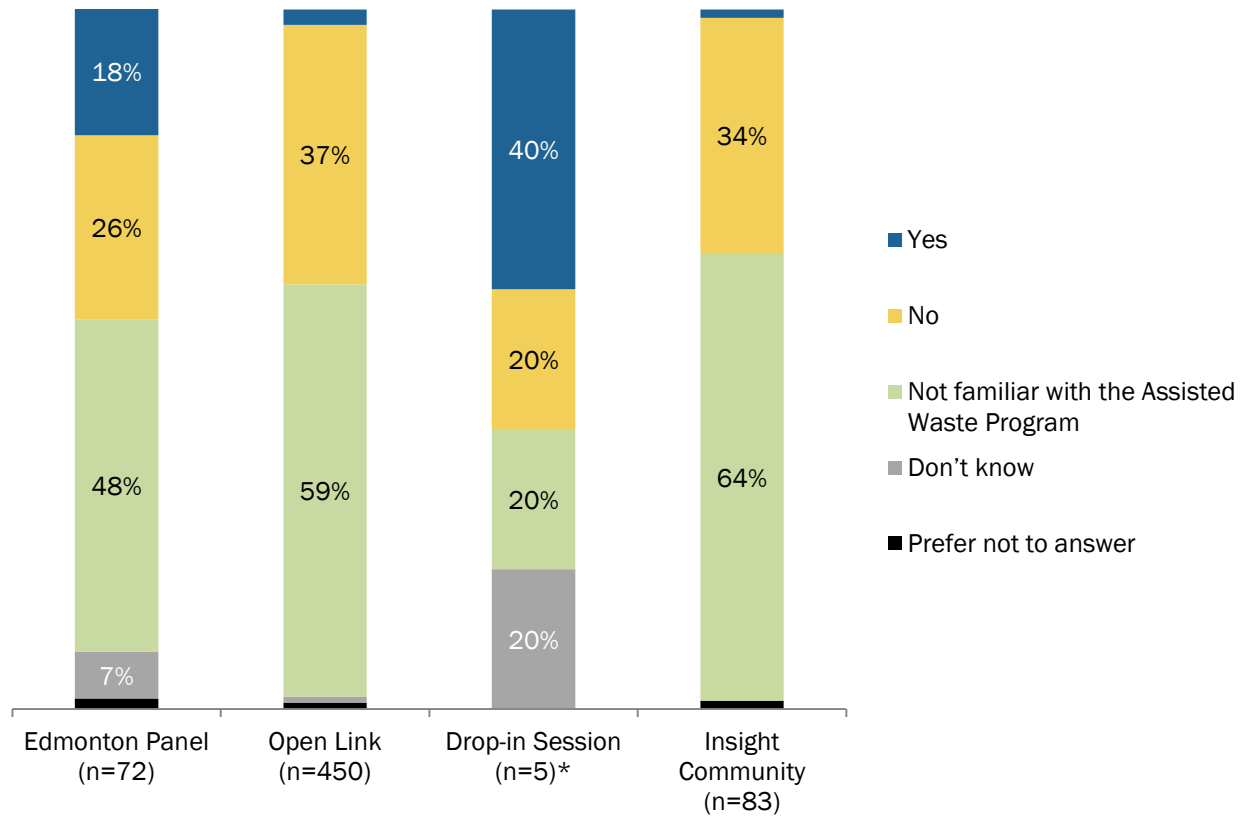
**Respondents currently have a 2:1 ratio of garbage to recycling each week. Community outreach respondents indicate having twice as much garbage and recycling as those responding to the other surveys.**

Approximately how many bags of garbage and recycling do you dispose of each week?	Edmonton Panel (n=1,001)	Open Link (n=13,357-13,365)	Drop-in Session (n=93)	Insight Community (n=2,301)	Community Outreach (n=272)
Garbage	2	2	2	2	4
Recycle	1	1	1	1	2

**A high majority of respondents do not currently require assistance to take out their garbage and recycling.**



**Of those who do currently need assistance taking out their garbage and recycling, many are not familiar with the Assisted Waste Program.**



Base: Survey respondents who require any assistance or support from family or neighbours to take out their garbage and recycling, due to mobility restrictions  
 Labels 2% or less not shown

\*Caution when interpreting results due to small sample size

Q11. Do you currently participate in the Assisted Waste Program, for residents with mobility restrictions?

# CITY OF EDMONTON WASTE DROP-OFF FACILITIES FAMILIARITY, USAGE, CHALLENGES



Respondents are generally most familiar with Eco Stations, and least familiar with the Edmonton Waste Management Centre.

- Respondents who are familiar with the drop-off facilities most commonly drop items off at an Eco Station.
- The majority of respondents indicate they drop-off items at designated facilities less than once a month.
  - Among those who drop-off items at designated facilities at least once a month, they get to these facilities by personal vehicle.



Respondents generally find the Big Bin Events the most challenging for waste drop off, while Community Recycling Depots are the least challenging.



Not having a vehicle is the most challenging factor for respondents in regards to being able to access the various waste drop-off facilities around the city.

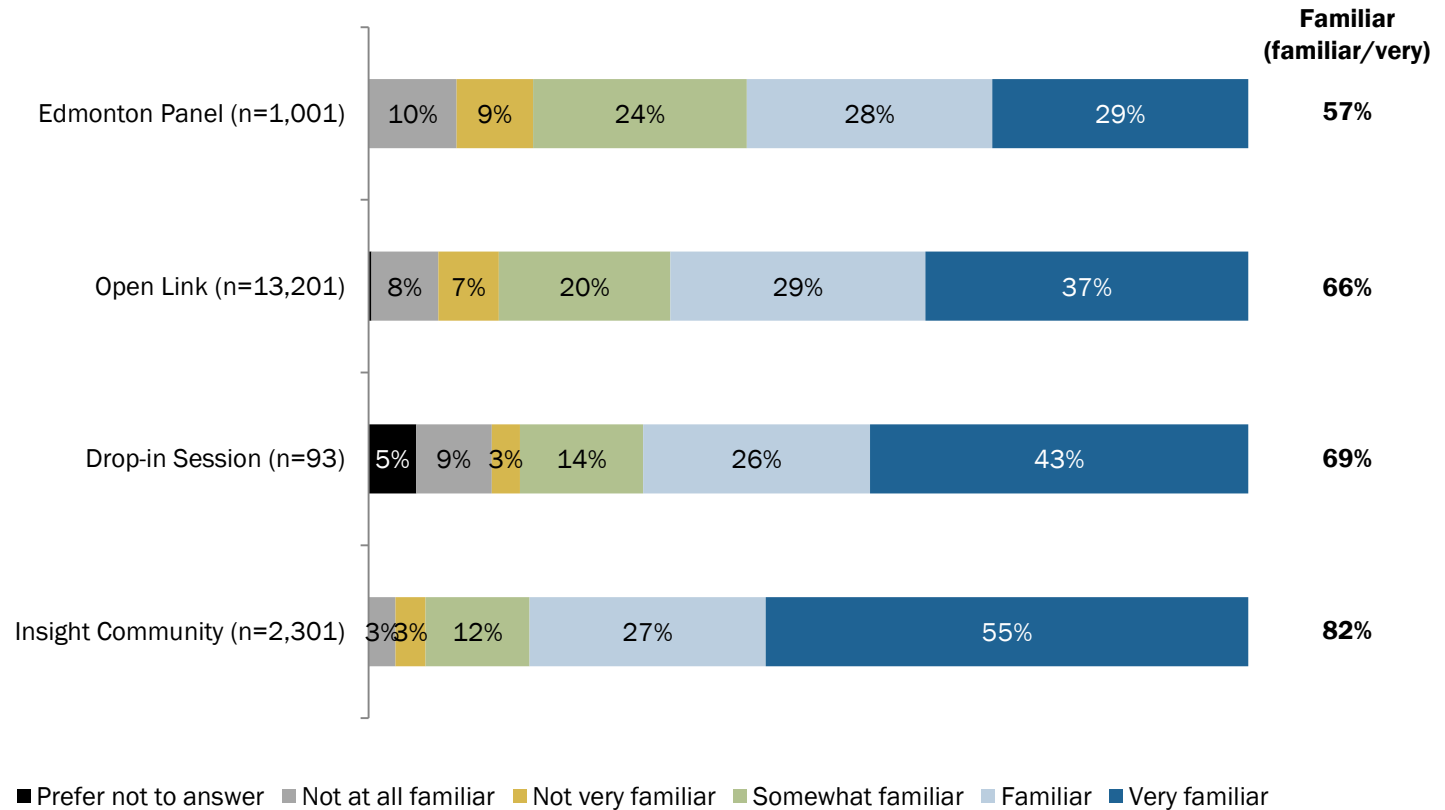
## Familiarity with City of Edmonton Waste Drop-Off Facilities

Familiar (familiar, very)	Edmonton Panel (n=1,001)	Open Link (n=13,200-13,201)	Drop-in Session (n=93)	Insight Community (n=2,301)
Eco Stations	57%	66%	69%	82%
Big Bin Events	37%	40%	50%	53%
Reuse Centre	32%	36%	44%	46%
Community Recycling Depots	44%	46%	43%	58%
Edmonton Waste Management	32%	32%	33%	36%

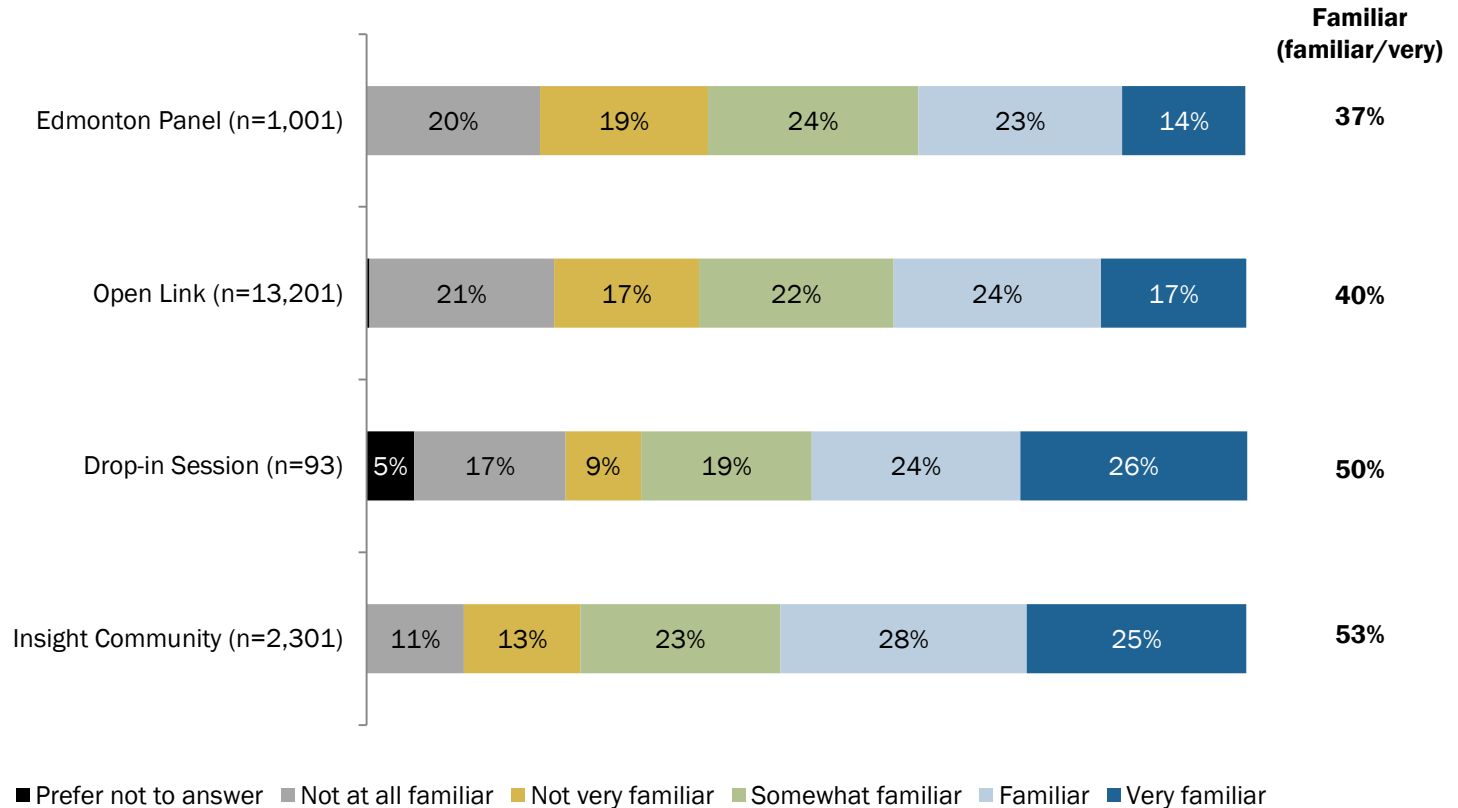
**Respondents are generally most familiar with Eco Stations, and least familiar with the Edmonton Waste Management Centre.**



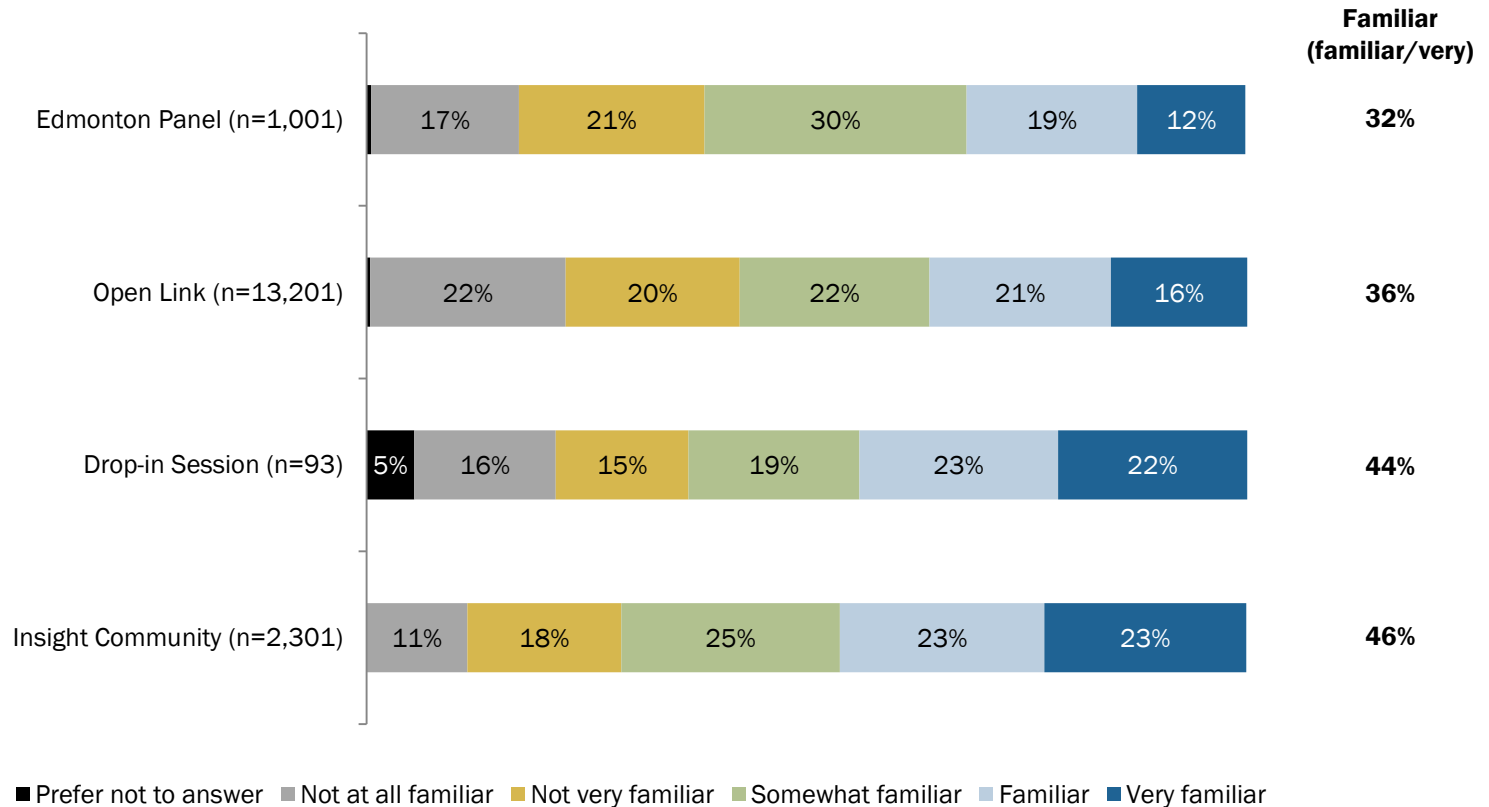
## The majority of respondents are familiar with ECO STATIONS.



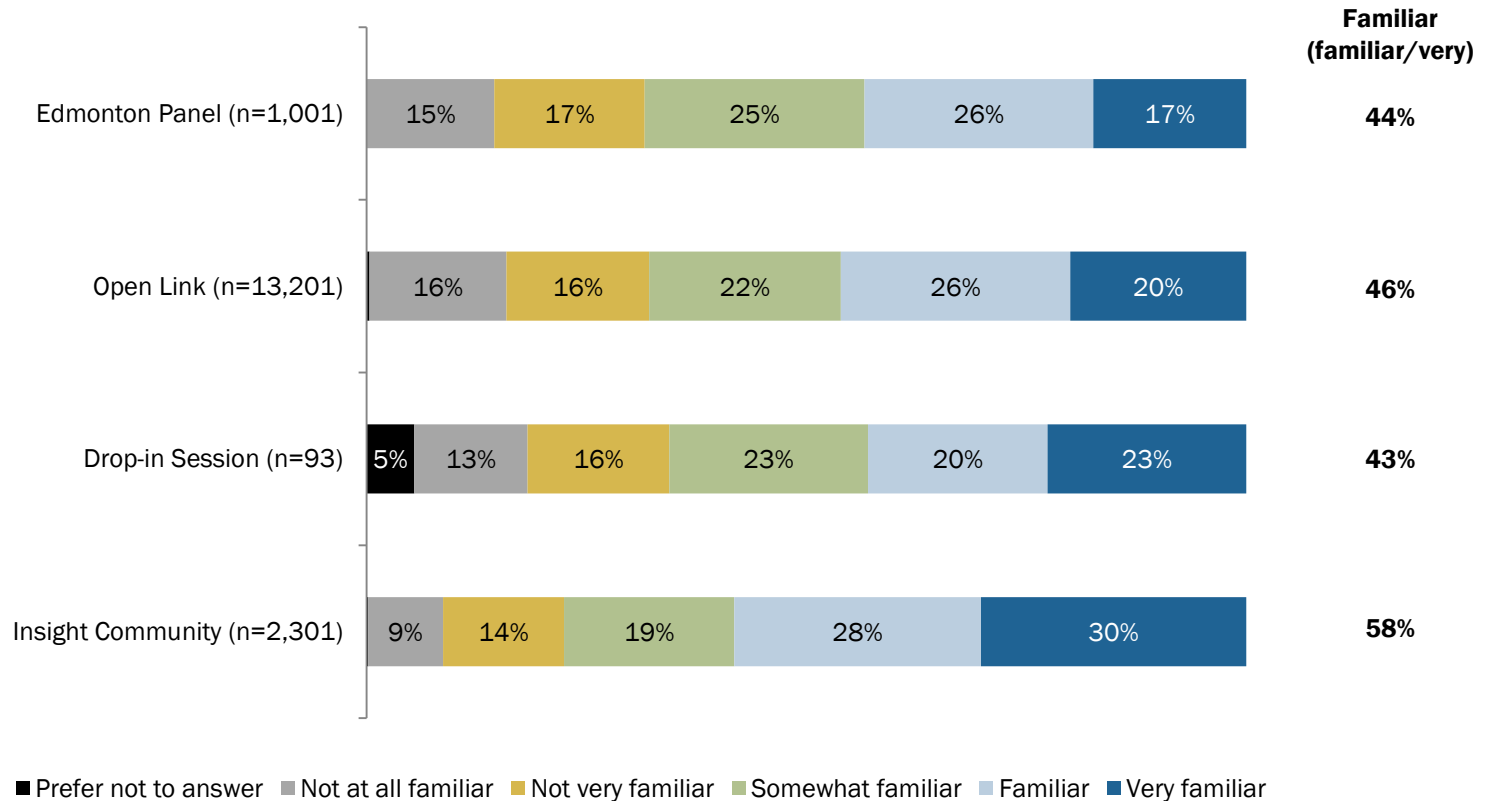
**Between 37%-53% of respondents are familiar with BIG BIN EVENTS.**



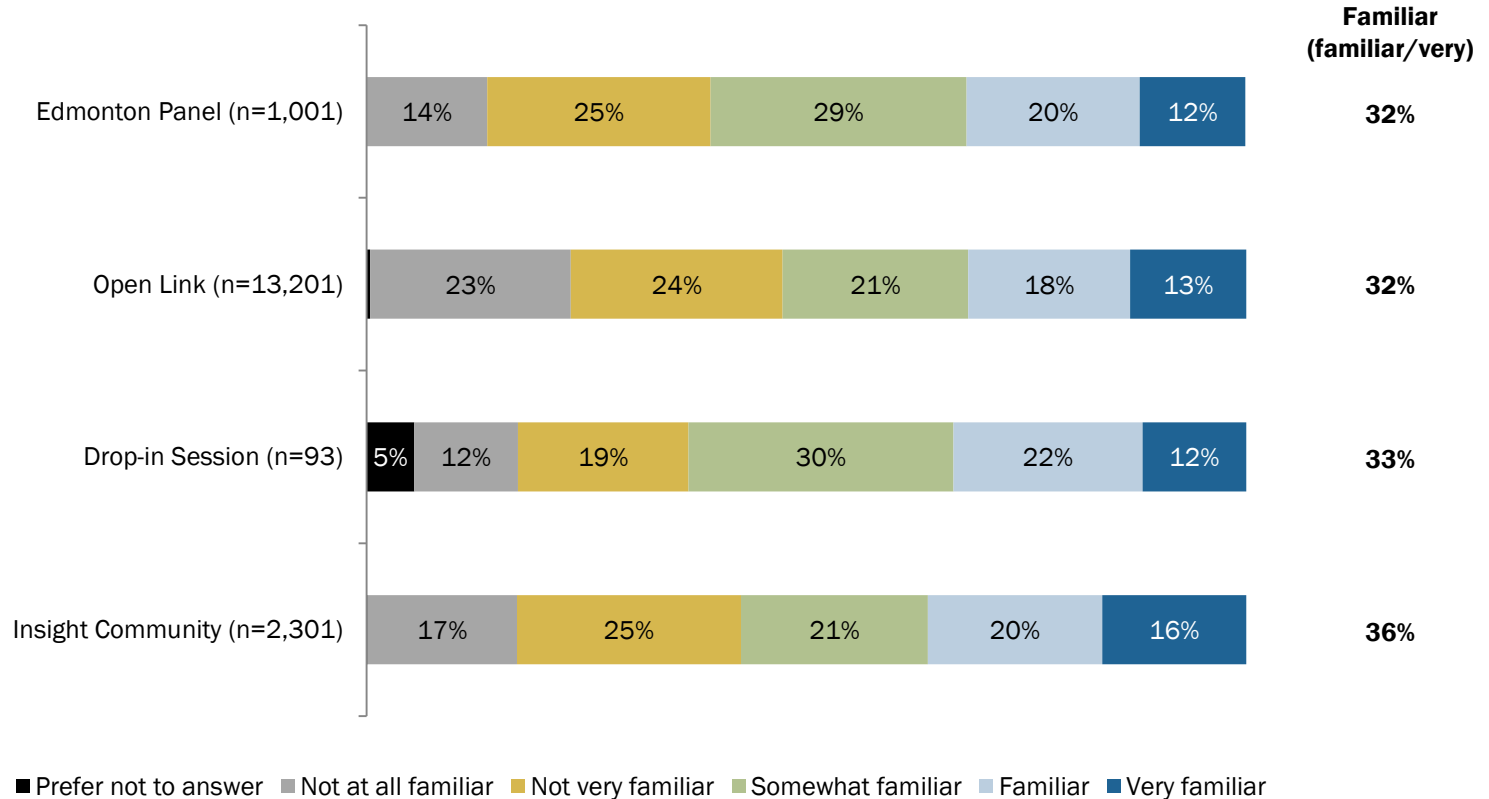
## Less than half of respondents are familiar with the REUSE CENTRE.



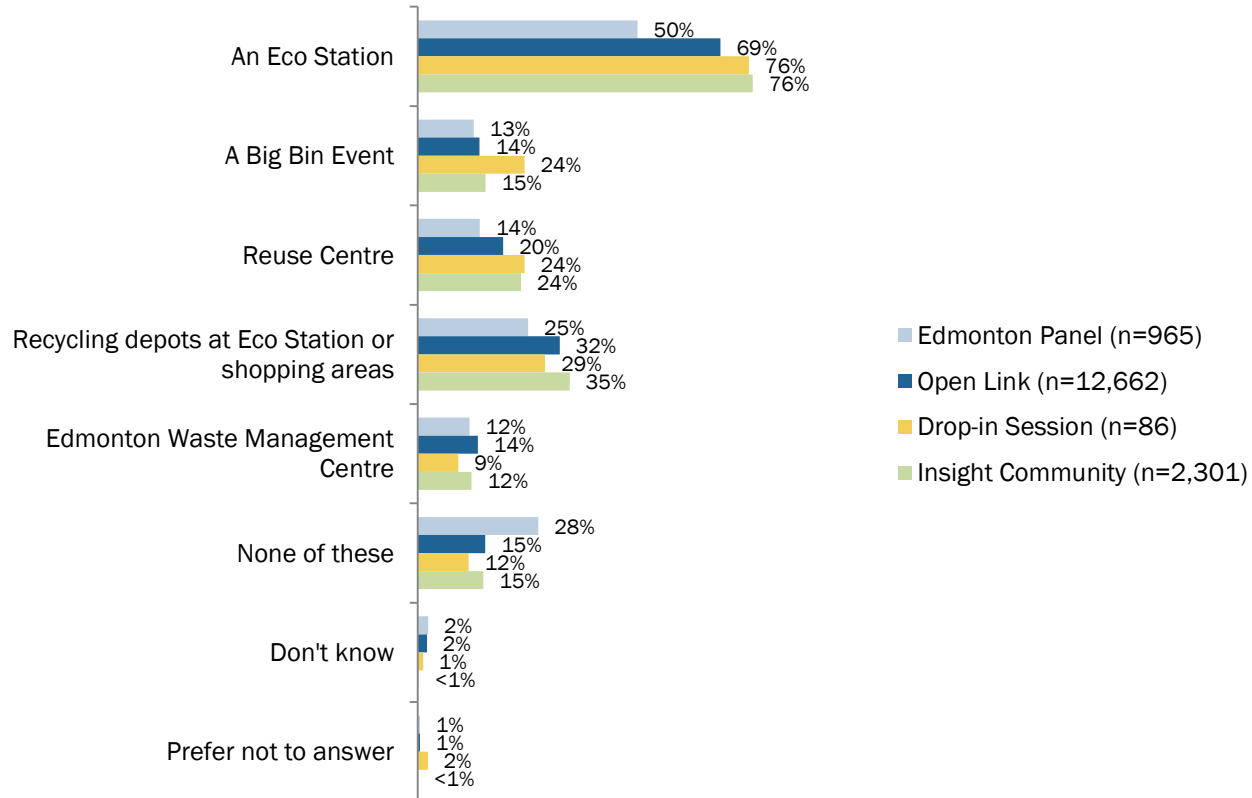
**Between 43%-58% of respondents are familiar with the COMMUNITY RECYCLING DEPOTS.**



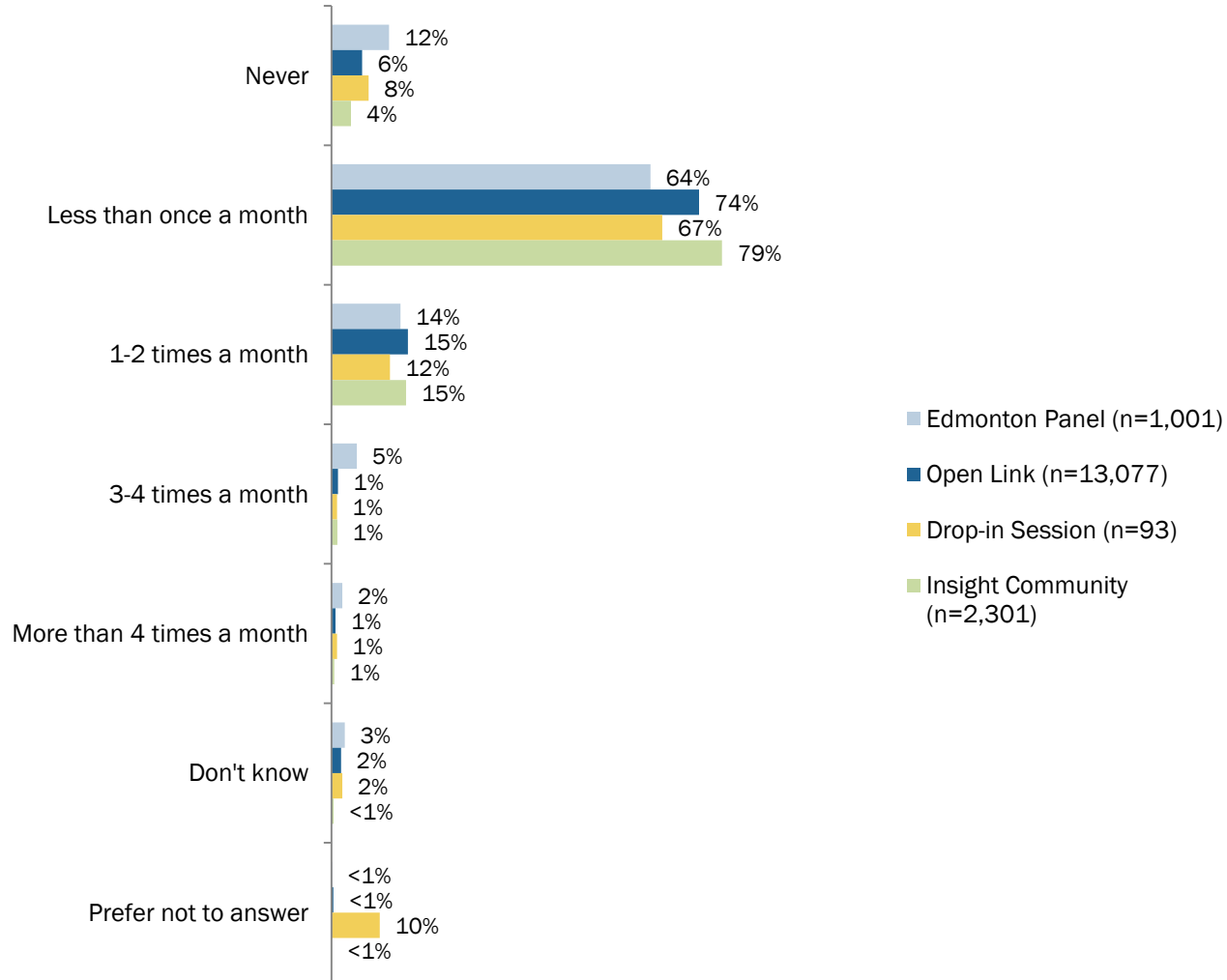
**Less than two-in-five respondents are familiar with the EDMONTON WASTE MANAGEMENT CENTRE.**



**Respondents who are familiar with the drop-off facilities most commonly drop items off at an Eco Station.**



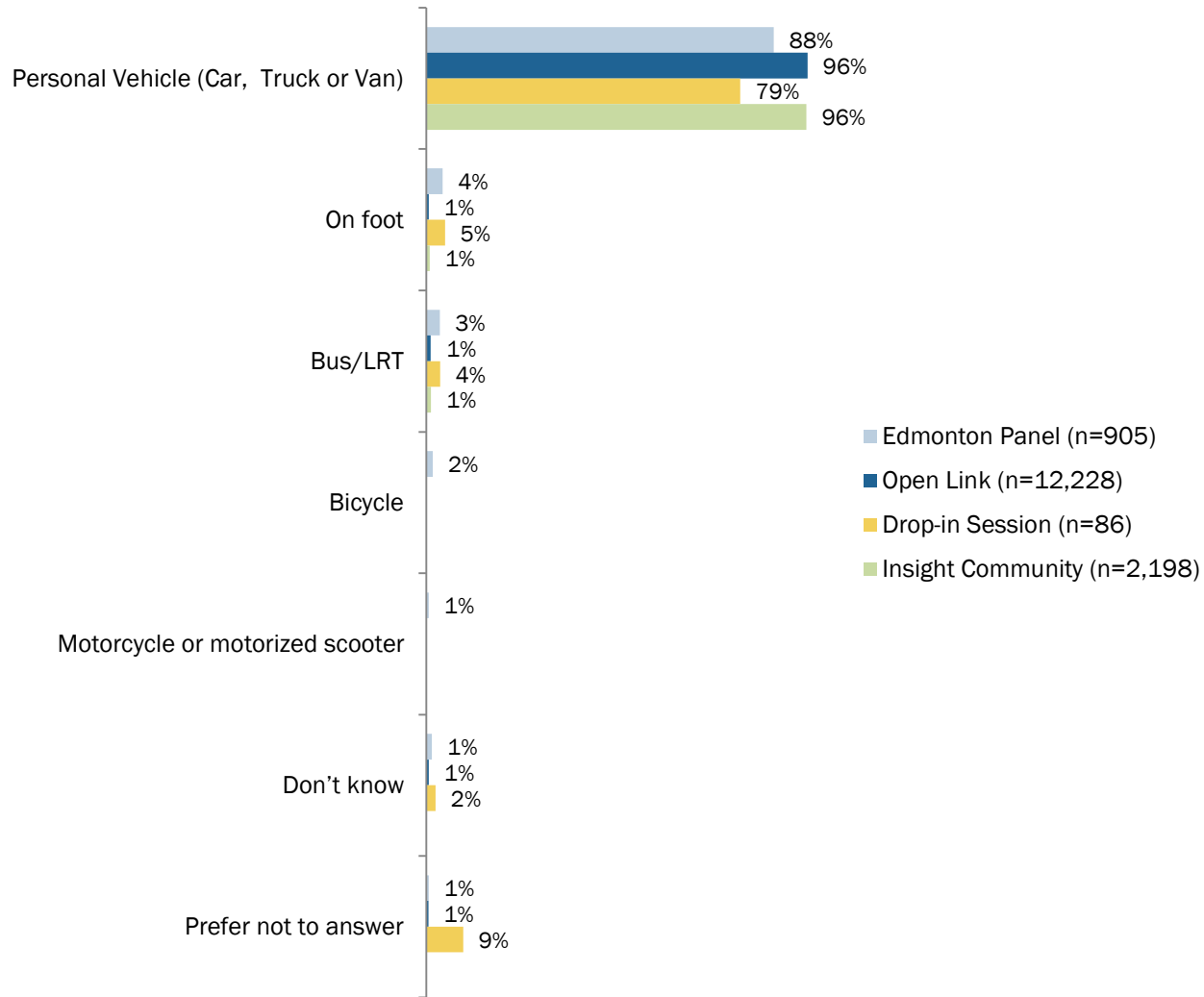
**The majority of respondents indicate they drop-off items at designated facilities less than once a month.**



Base: Survey respondents

Q14. How many times a month would you say you dispose of waste or unwanted items at some kind of drop off or donation facility? This could be one of the previously mentioned facilities, or a charitable organization. Items could include recyclables, household hazardous waste, electronics, renovation materials, or reusable donations, such as clothing.

**Among those who drop-off items at designated facilities at least once a month, they get to these facilities by personal vehicle.**



Base: Survey respondents who dispose of waste or unwanted items at some kind of drop off or donation facility at least 'less than once a month'

Mentions less than 1% not shown

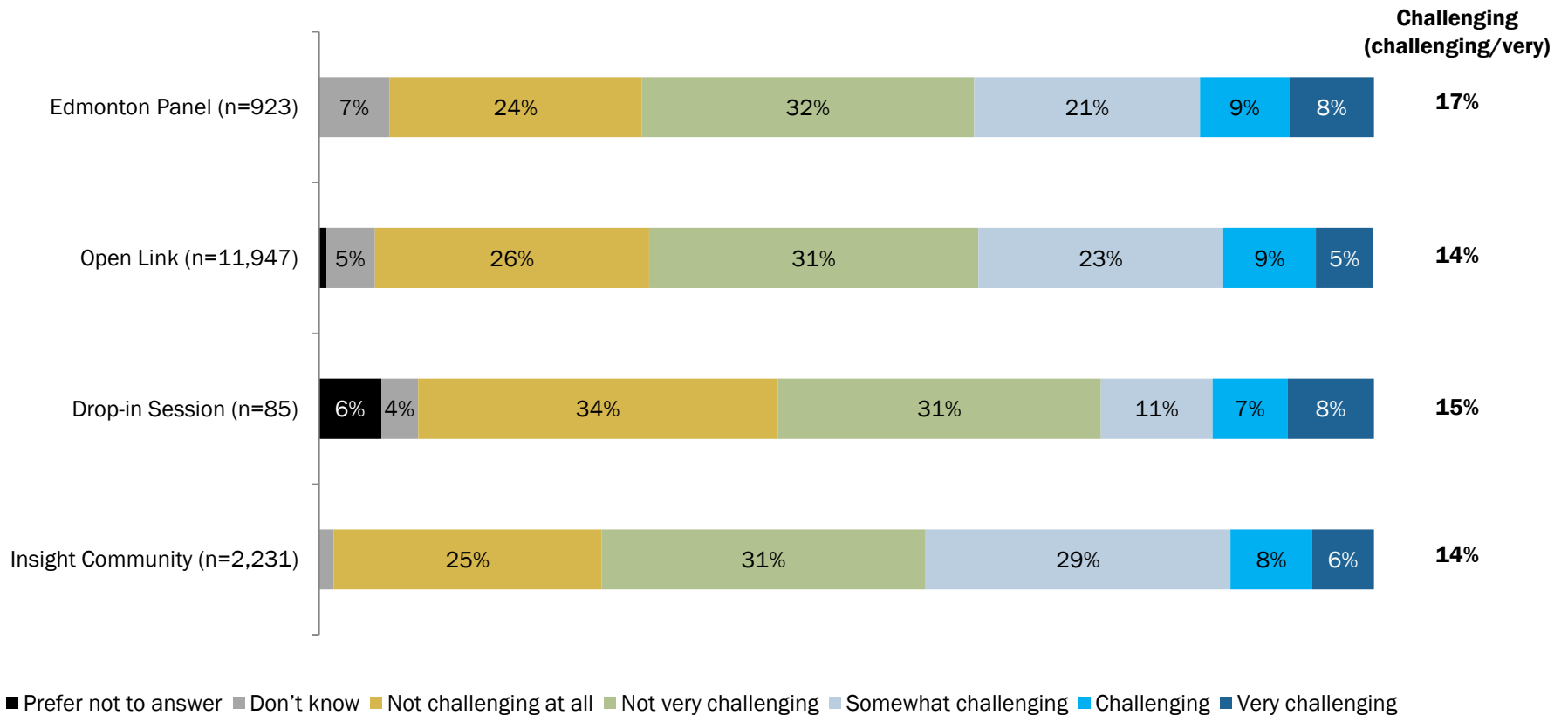
Q15. When you need to dispose of waste or unwanted items at a drop off or donation facility, what transportation method do you most often use to get to these locations?



**Big Bin Events are the most challenging places to drop off waste, while Community Recycling Depots are the least challenging.**

Challenging (challenging, very)	Edmonton Panel (n=828-923)	Open Link (n=10,061-11,947)	Drop-in Session (n=77-85)	Insight Community (n=1,908-2,231)
Eco Stations	17%	14%	15%	14%
Big Bin Events	24%	26%	31%	25%
Reuse Centre	16%	13%	21%	12%
Community Recycling Depots	14%	10%	14%	9%

**Between 14%-17% of respondents who are familiar with the drop-off facilities find ECO STATIONS challenging to drop-off waste.**

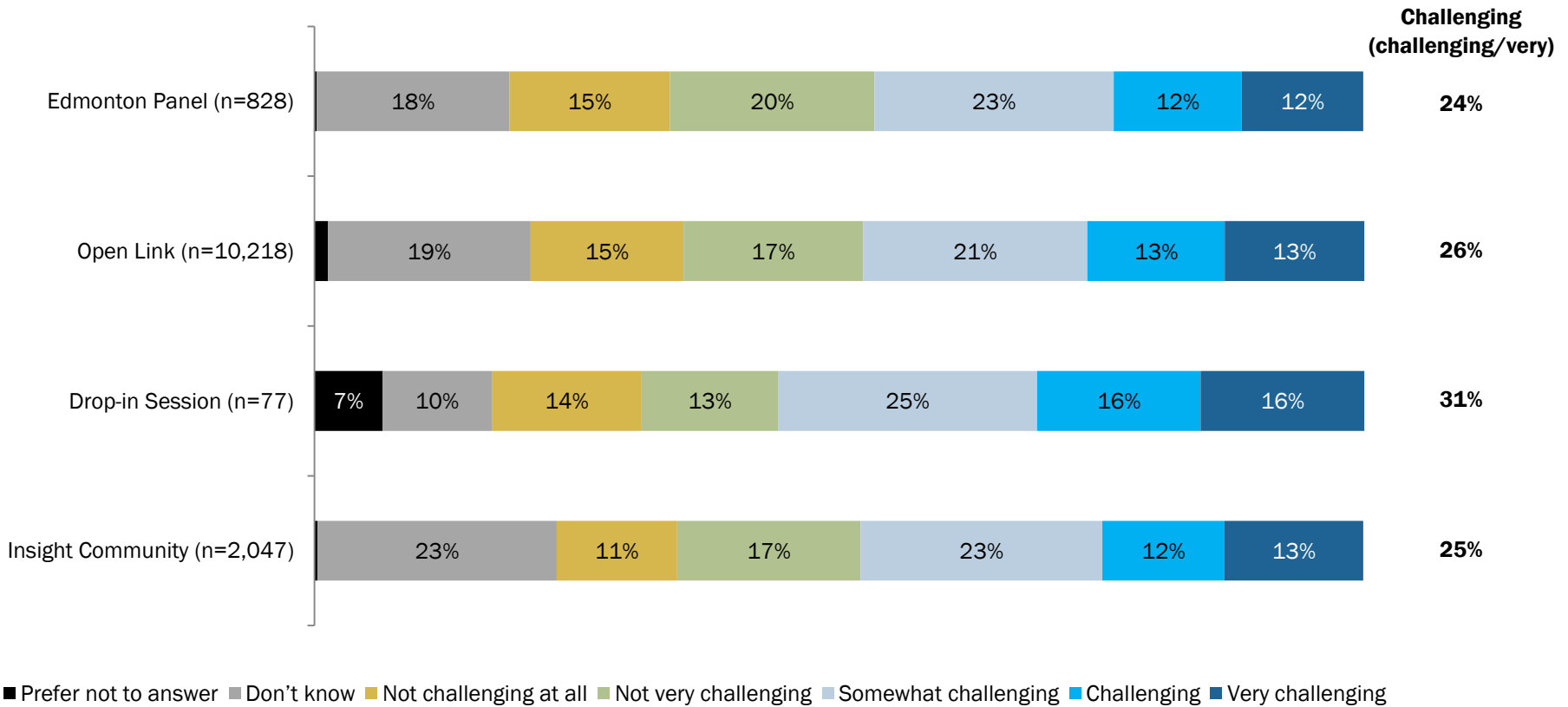


Base: Survey respondents who are at least 'not very familiar' with each Eco Stations

Labels less than 2% not shown

Q16. We would like to know which factors are the biggest challenges for you in being able to drop off your waste. How challenging is it for you to drop off waste at the following facilities?

**At least a quarter of respondents who are familiar with the drop-off facilities find BIG BIN EVENTS challenging to drop-off waste.**

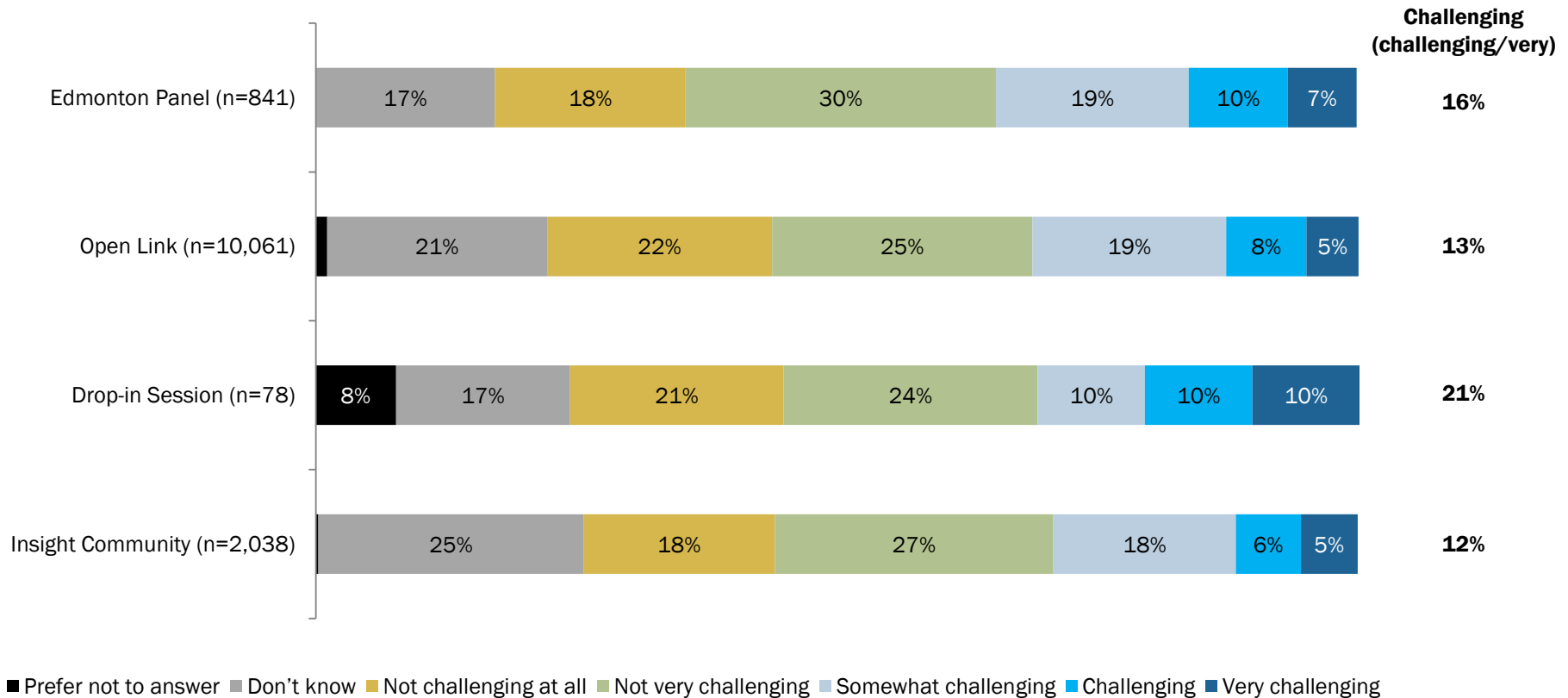


Base: Survey respondents who are at least 'not very familiar' with BIG BIN EVENTS

Labels less than 2% not shown

Q16. We would like to know which factors are the biggest challenges for you in being able to drop off your waste. How challenging is it for you to drop off waste at the following facilities?

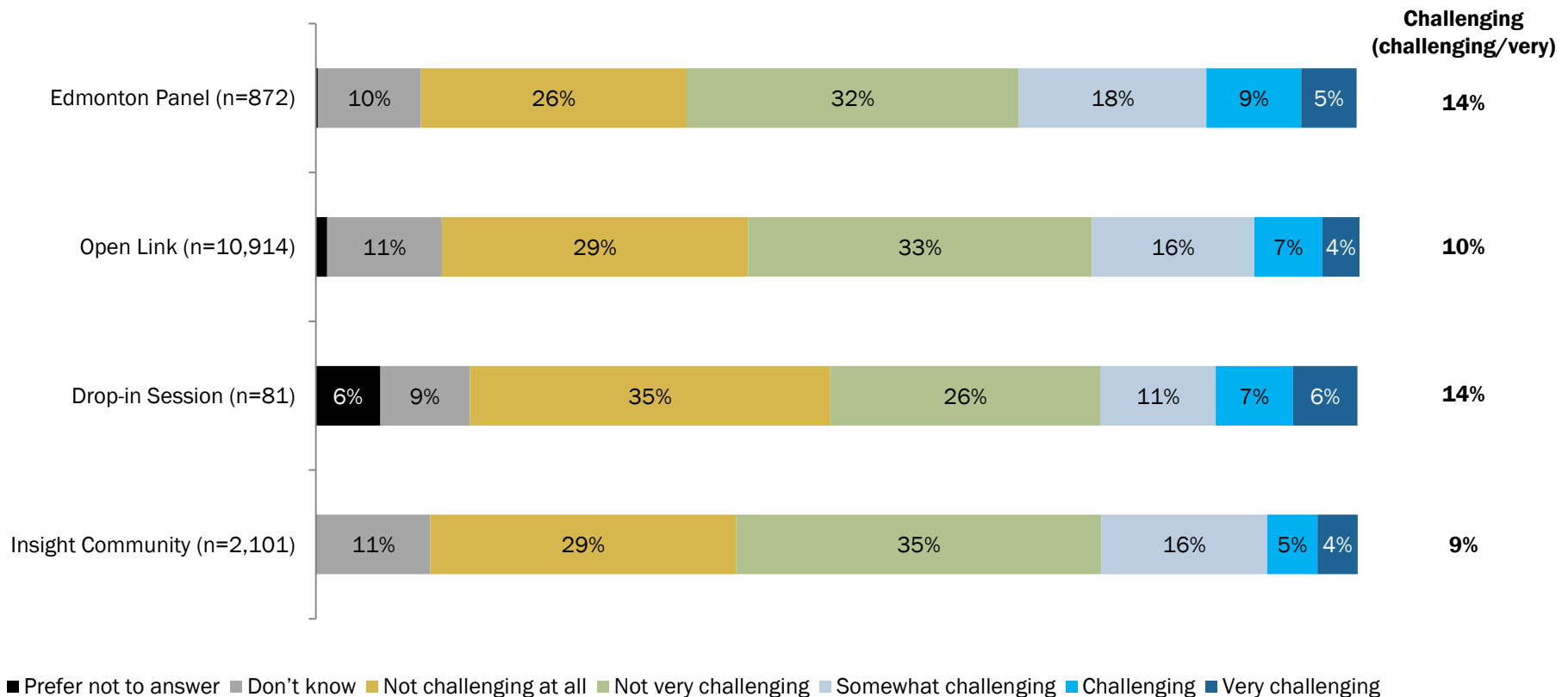
**Between 12%-21% of respondents who are familiar with the drop-off facilities find the REUSE CENTRE challenging to drop-off waste.**



Base: Survey respondents who are at least 'not very familiar' with REUSE CENTRE  
 Labels less than 2% not shown

Q16. We would like to know which factors are the biggest challenges for you in being able to drop off your waste. How challenging is it for you to drop off waste at the following facilities?

**Between 9%-14% of respondents who are familiar with the drop-off facilities find **COMMUNITY RECYCLING DEPOTS** challenging to drop-off waste.**



Base: Survey respondents who are at least 'not very familiar' with COMMUNITY RECYCLING DEPOTS

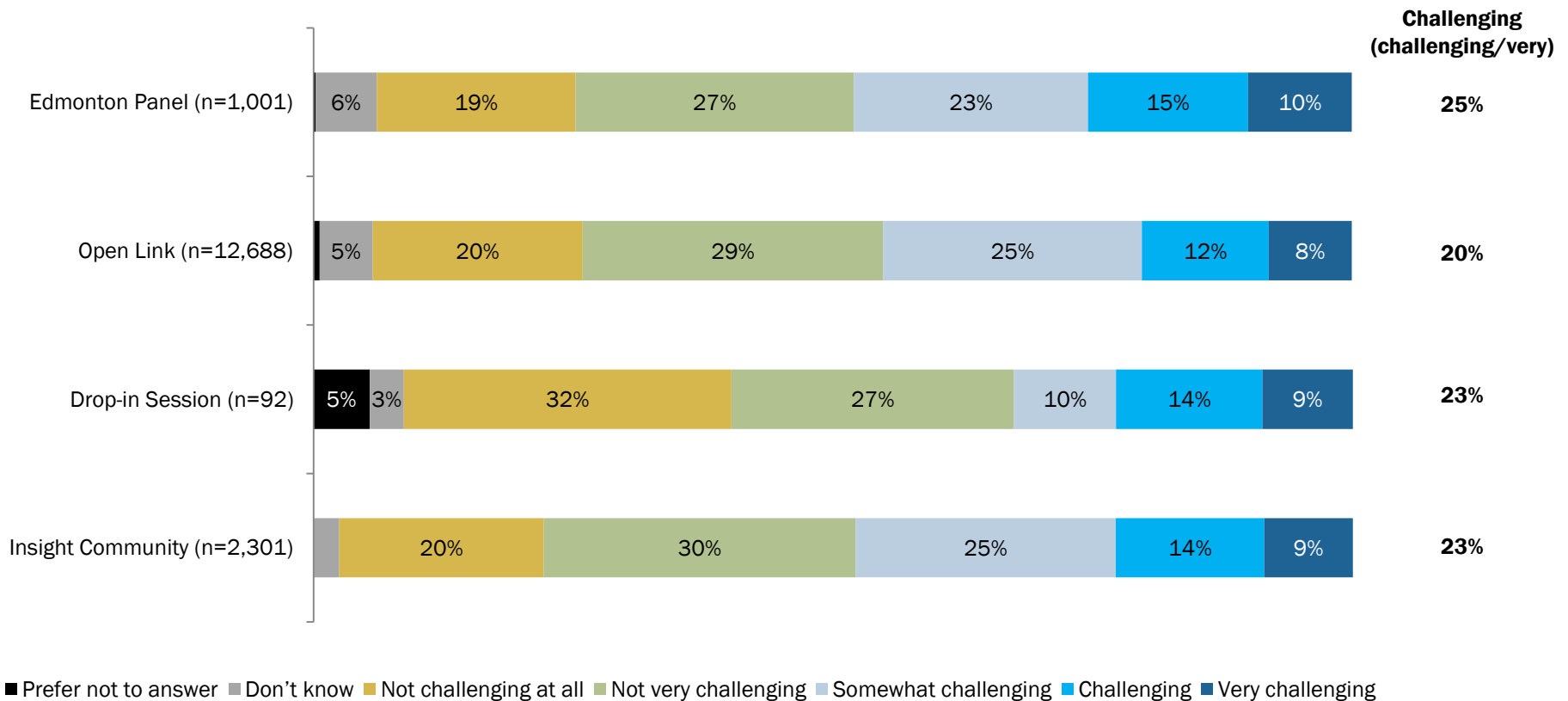
Labels 2% or less not shown

Q16. We would like to know which factors are the biggest challenges for you in being able to drop off your waste. How challenging is it for you to drop off waste at the following facilities?

**Not having a vehicle is the most challenging factor for respondents in regards to being able to access the various waste drop-off facilities around the city.**

Challenging (somewhat, challenging, very)	Edmonton Panel (n=1,001)	Open Link (n=12,687-12,690)	Drop-in Session (n=92)	Insight Community (n=2,301)
Location or distance from home	25%	20%	23%	23%
Transportation	23%	17%	20%	19%
Don't have a vehicle (bulky items)	41%	42%	44%	45%
Hours of operation	17%	19%	14%	20%
Wait times at facilities	20%	21%	11%	23%
Fees or cost for disposal	27%	23%	17%	21%

**One-in-five respondents find LOCATION OR DISTANCE FROM HOME a challenging factor in being able to access drop-off facilities.**

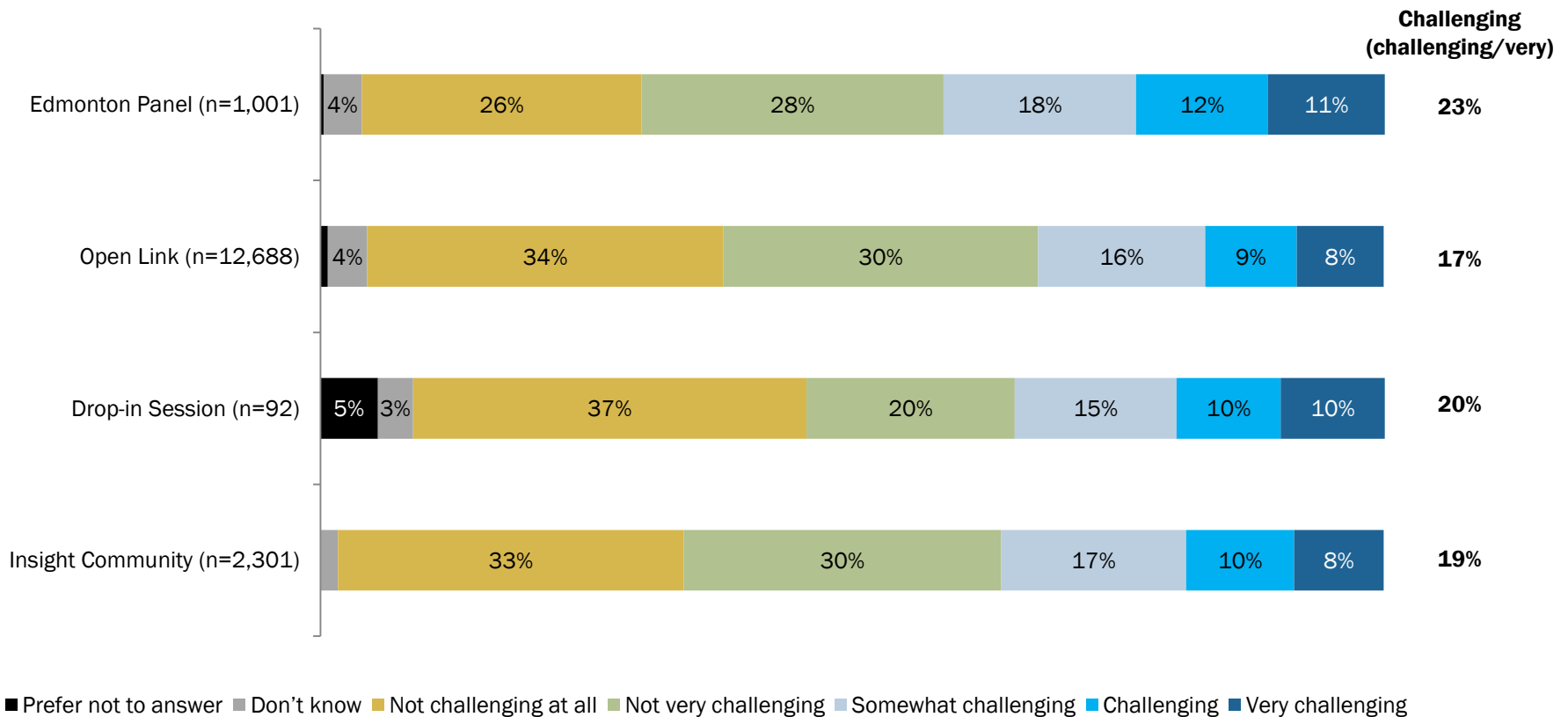


Base: Survey respondents

Labels 2% or less not shown

Q17. Still thinking about Eco Stations, Big Bin Events, the Reuse Centre, and recycling depots, to what extent are the following factors challenging for you in terms of being able to access these kinds of facilities?

**Between 17%-23% of respondents find TRANSPORTATION a challenging factor in being able to access drop-off facilities.**



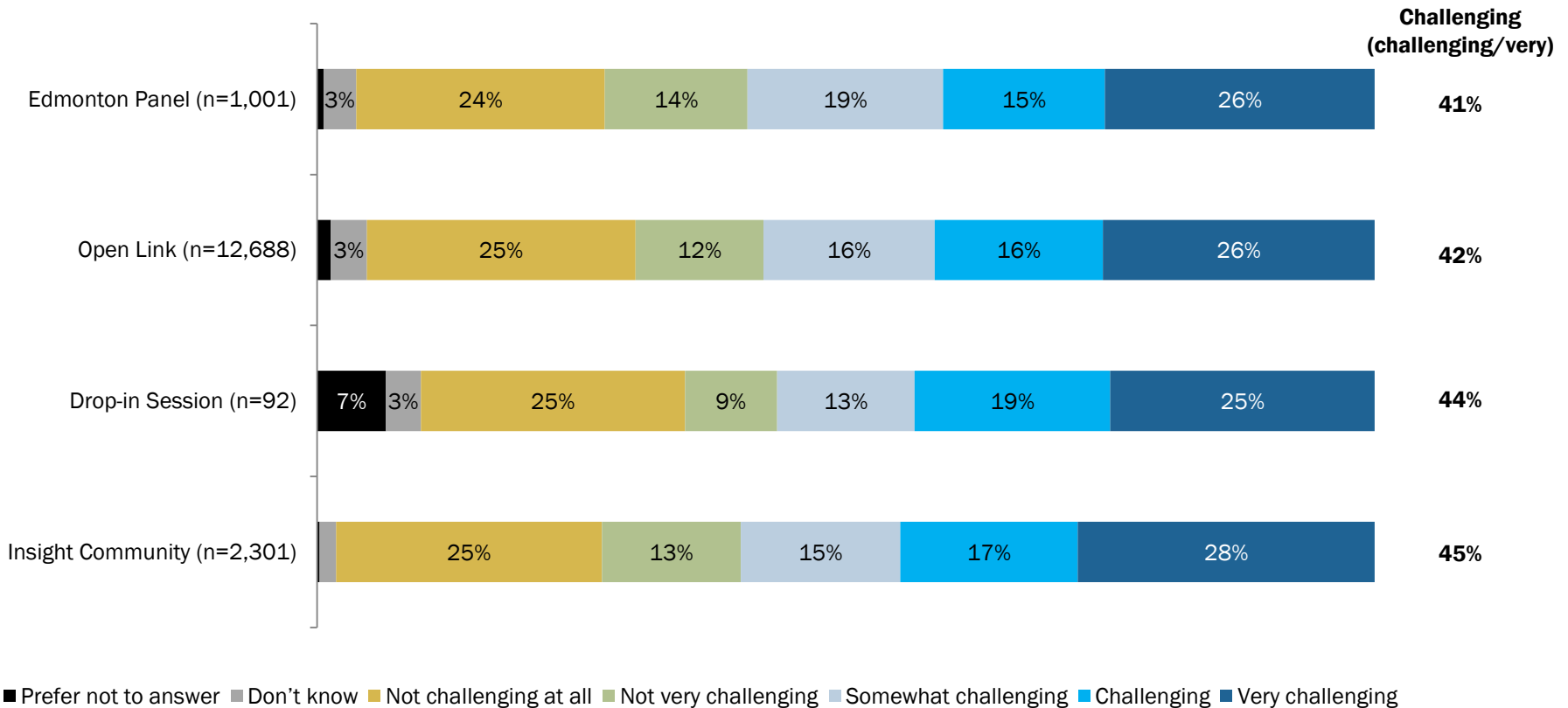
Base: Survey respondents

Labels 2% or less not shown

Q17. Still thinking about Eco Stations, Big Bin Events, the Reuse Centre, and recycling depots, to what extent are the following factors challenging for you in terms of being able to access these kinds of facilities?



**At least two-in-five respondents find DON'T HAVE A VEHICLE (BULKY ITEMS) a challenging factor in being able to access drop-off facilities.**

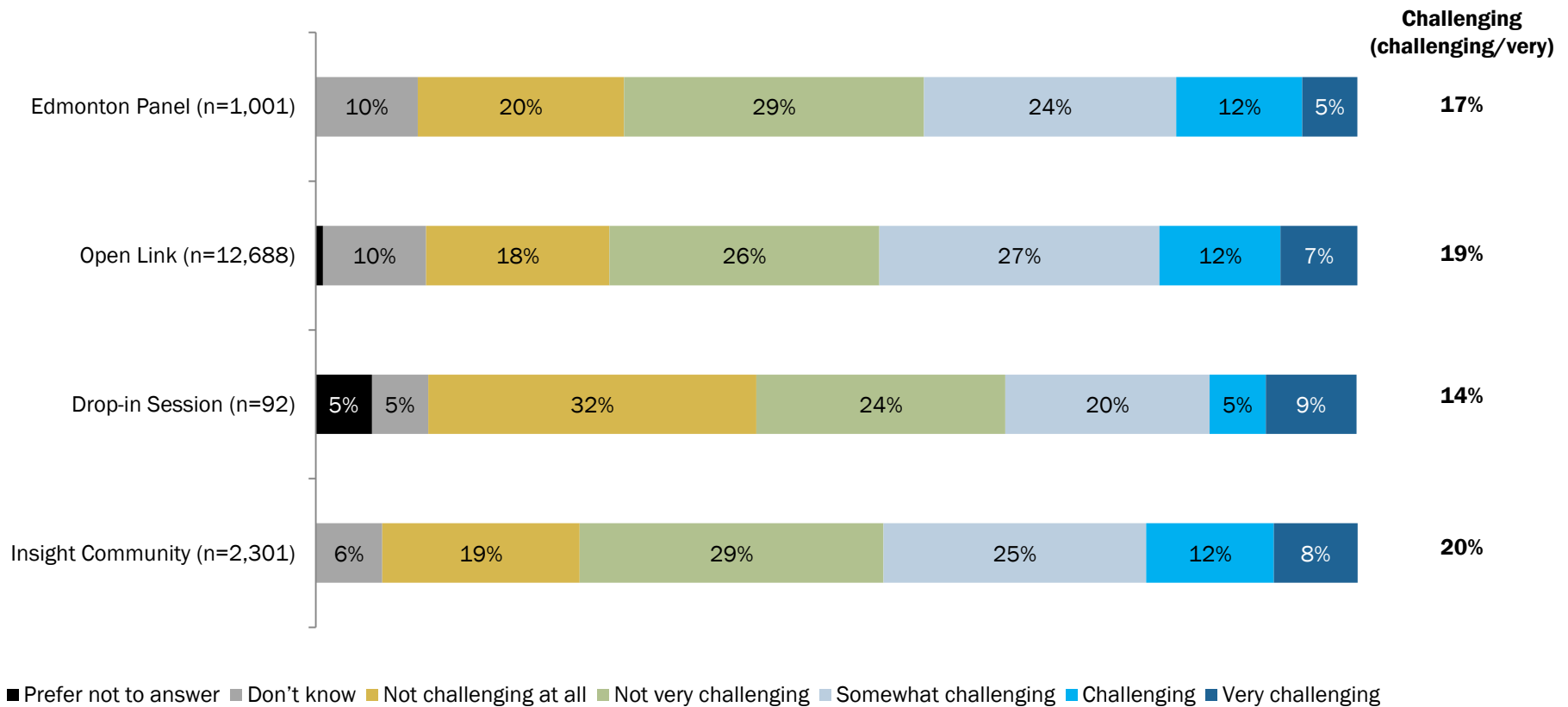


Base: Survey respondents

Labels 2% or less not labelled

Q17. Still thinking about Eco Stations, Big Bin Events, the Reuse Centre, and recycling depots, to what extent are the following factors challenging for you in terms of being able to access these kinds of facilities?

**Between 14%-20% of respondents find HOURS OF OPERATION a challenging factor in being able to access drop-off facilities.**

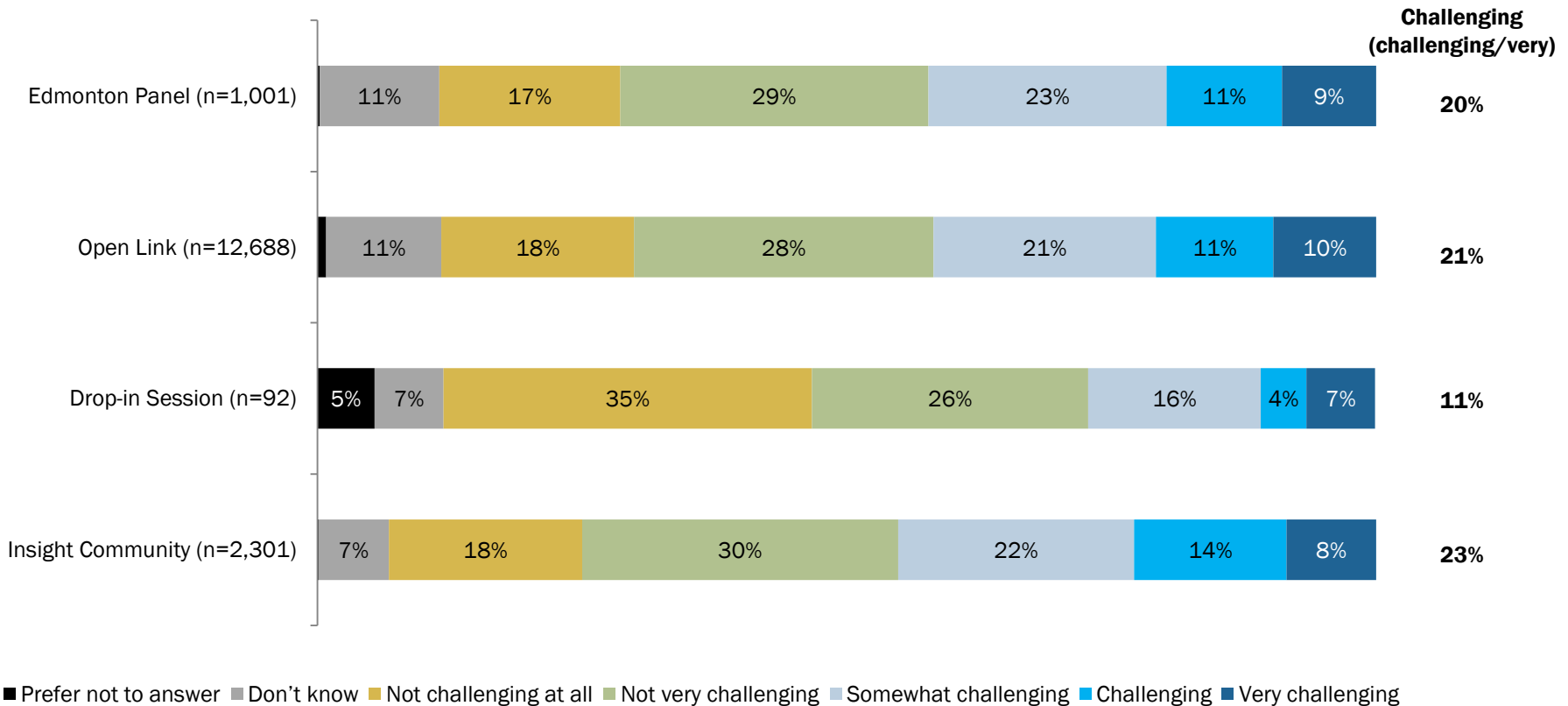


Base: Survey respondents

Labels 2% or less not shown

Q17. Still thinking about Eco Stations, Big Bin Events, the Reuse Centre, and recycling depots, to what extent are the following factors challenging for you in terms of being able to access these kinds of facilities?

**Between 11%-23% of respondents find WAIT TIMES AT FACILITIES a challenging factor in being able to access drop-off facilities.**

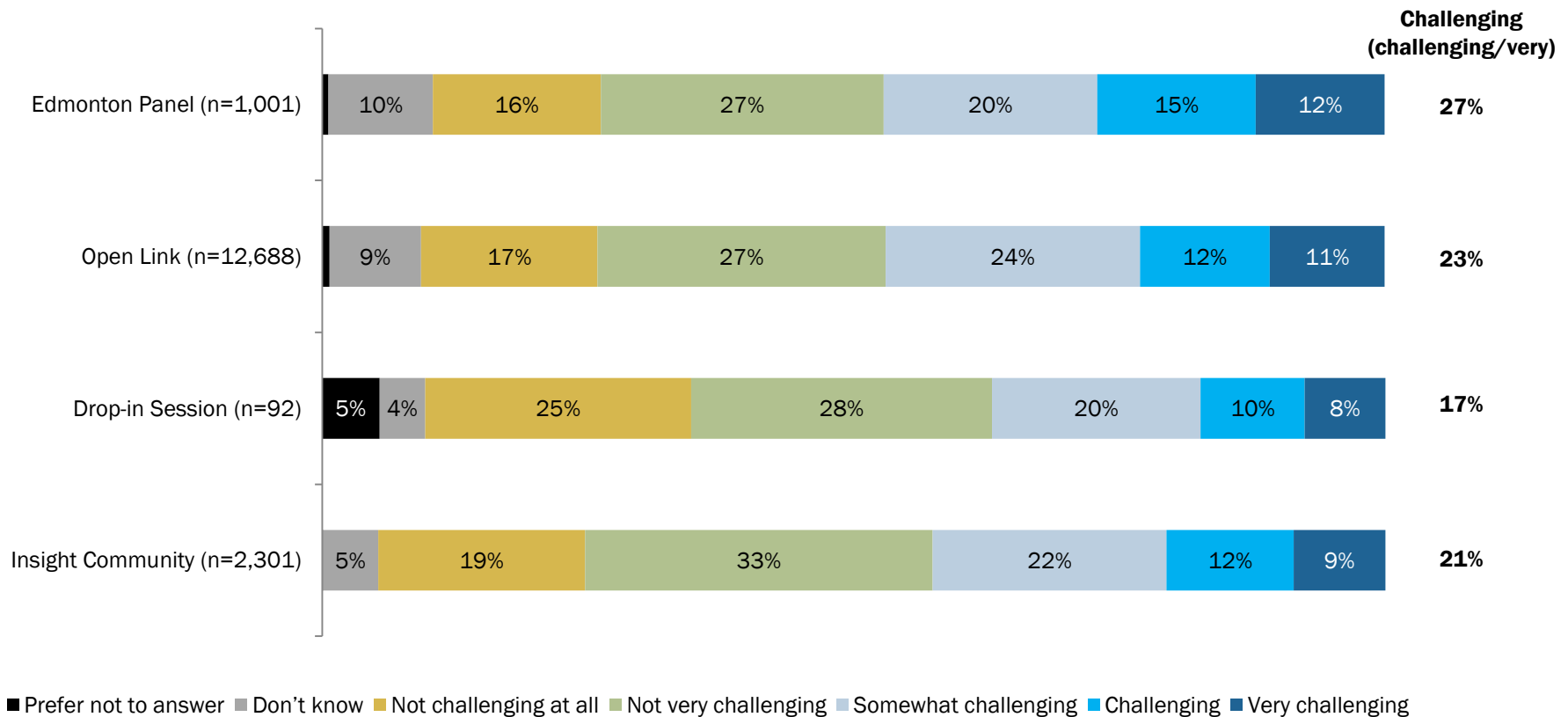


Base: Survey respondents

Labels 2% or less not labelled

Q17. Still thinking about Eco Stations, Big Bin Events, the Reuse Centre, and recycling depots, to what extent are the following factors challenging for you in terms of being able to access these kinds of facilities?

**Between 17%-23% of respondents find the FEES OR COST FOR DISPOSAL a challenging factor in being able to access drop-off facilities.**



Base: Survey respondents

Labels 2% or less not labelled

Q17. Still thinking about Eco Stations, Big Bin Events, the Reuse Centre, and recycling depots, to what extent are the following factors challenging for you in terms of being able to access these kinds of facilities?

**Other Comments About Challenges With Facilities (number of comments, grouped by topic):  
Some of the biggest challenges are related to costs and operating hours.**

Mention Counts	Edmonton Panel (n=905)	Open Link (n=16,520)	Drop-in Session (n=130)	Insight Community (n=4,869)
Challenges with Eco Centres / Stations in general	85	1830	8	567
Fees / costs challenges	46	907	2	180
Operating hours challenges	40	972	4	280
Challenges with 'Big bin' events in general	29	476	8	110
Line ups at facilities are challenging	27	336	-	109
Transport / transportation challenges	25	467	10	120
Wait times are challenging	25	437	2	86
Challenges with accessing facilities	15	234	1	81
Challenges in dealing with large items	15	251	4	79
Locations of facilities are challenging	11	236	4	62
Challenges with Reuse Centres in general	10	250	2	64
Convenience	-	-	-	35

# FUTURE OF WASTE IN EDMONTON

## Responses to Proposed Program and Service Changes



Over one-third of respondents would separate their food scraps if required.



At least three-in-five respondents are willing to drop off old or torn clothing, bedding and other items if a drop-off facility for textile recycling existed.



At least half of respondents are interested in a food waste prevention program and opportunities if they were available.

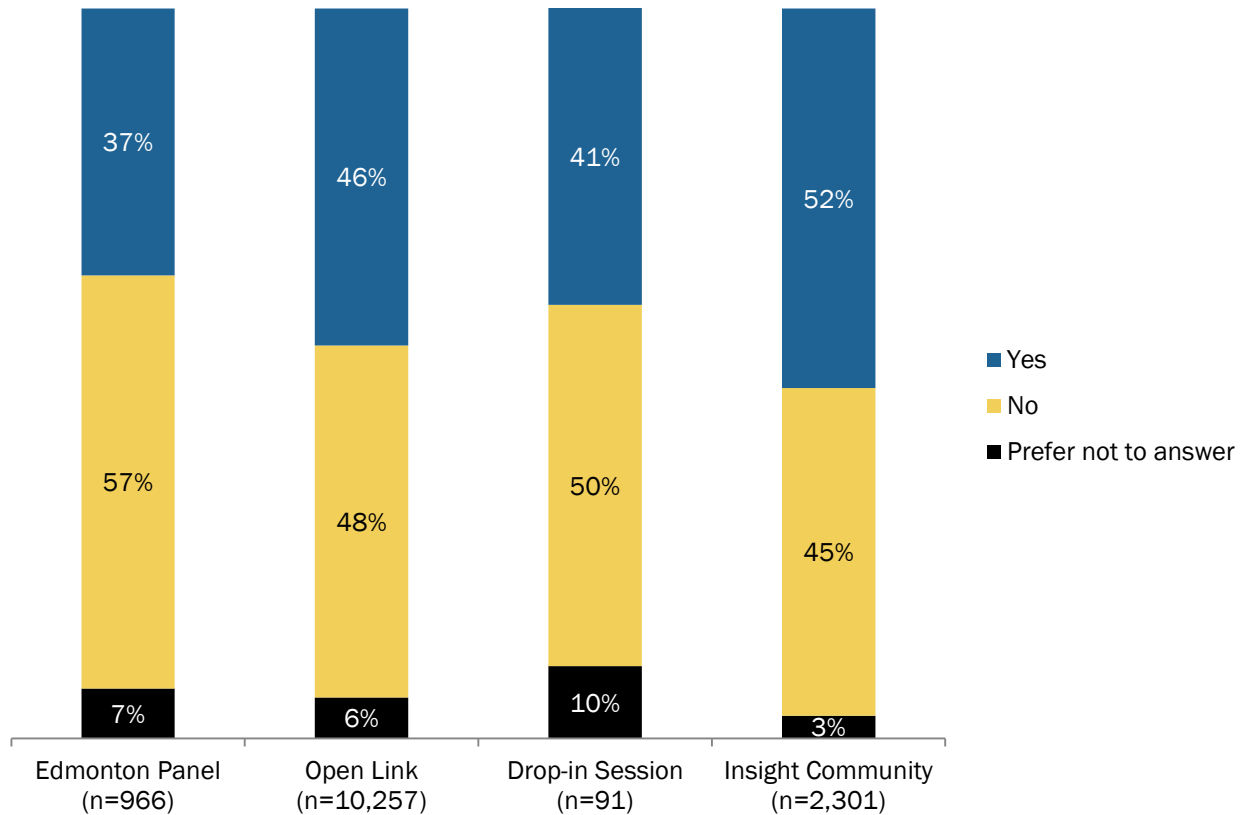


The majority of respondents support restrictions or elimination of single-use plastic items in Edmonton.



Generally, the greatest proportion of respondents agree that it is worth setting a zero waste goal, followed by agreement that we can do this together. Respondents are less inclined to agree that we could never reach zero waste, indicating many respondents overall feel that reducing waste is a worthwhile and attainable goal.

Over one-third of respondents indicate there is something that would make separating food scraps easier for their household.



**Comments Regarding Making Separating Food Scraps Easier (number of comments, grouped by topic): Some of the biggest categories are having clear guidelines and information about food scraps separation and green carts.**

Mention Counts	Edmonton Panel (n=191)	Open Link (n=3,279)	Drop-in Session (n=44)	Insight Community (n=770)
Food scraps (general mentions – separate bin, clear guidelines, more information, etc.)	29	685	1	195
Separate / dedicated bins	13	366	3	60
Green bins/cart (having it, having guidelines/cheat sheet, have information sessions)	25	478	1	76
Small bin/compost bin (to be kept inside for food scraps)	20	333	5	92
Larger bins	8	-	1	29
Compostable bags (provided, being able to use)	4	167	2	29
Regular pick up (weekly, more similar to current system)	4	165	1	32
Clear instructions / guidelines	3	154	4	42
More education / education campaign	3	41	2	8
Yard waste (being able to add to green bin, have city pick up, have a separate bin)	-	43	3	-

Base: Total mentions

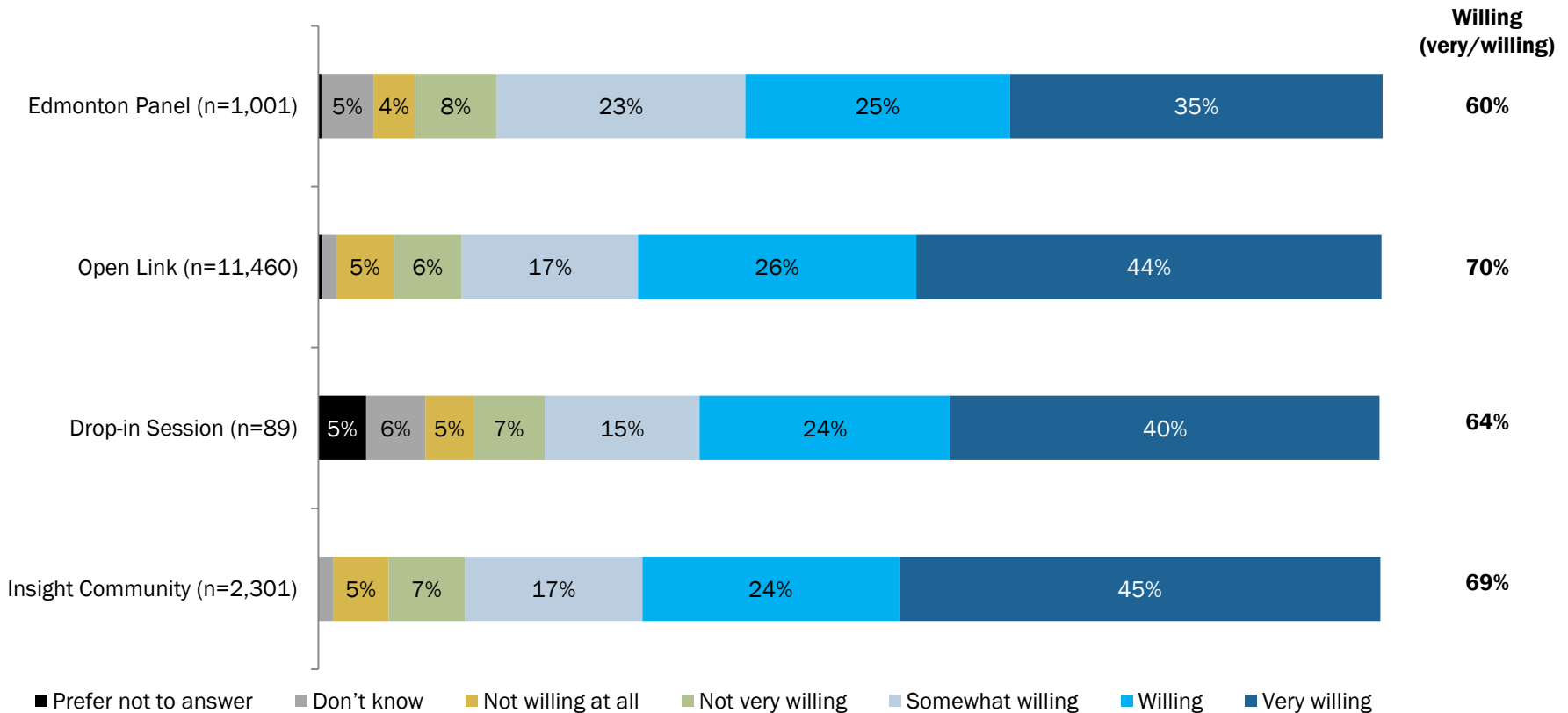
Q18. If separating food scraps was required, is there anything that would make it easier for your household to do this successfully?  
 than 2% not shown



**Main Challenges Households Would Face in Being Asked to Recycle More (number of comments, grouped by topic): The biggest challenge is storage/space.**

Mention Counts	Edmonton Panel (n=1,881)	Open Link (n=29,502)	Drop-in Session (n=150)	Insight Community (n=7,721)
Storage / space issue	129	2,053	7	532
Time issue / time consuming	71	750	3	155
Textile recycling / handling	40	806	6	167
Separating / sorting items	36	607	6	150
Handling separate bins / multiple bins	20	441	-	124
Transportation / transport issues	18	-	8	-
Knowledge / knowing how / what to separate	16	381	3	69
Instructions / guidelines	-	268	2	-
Education	-	242	1	-

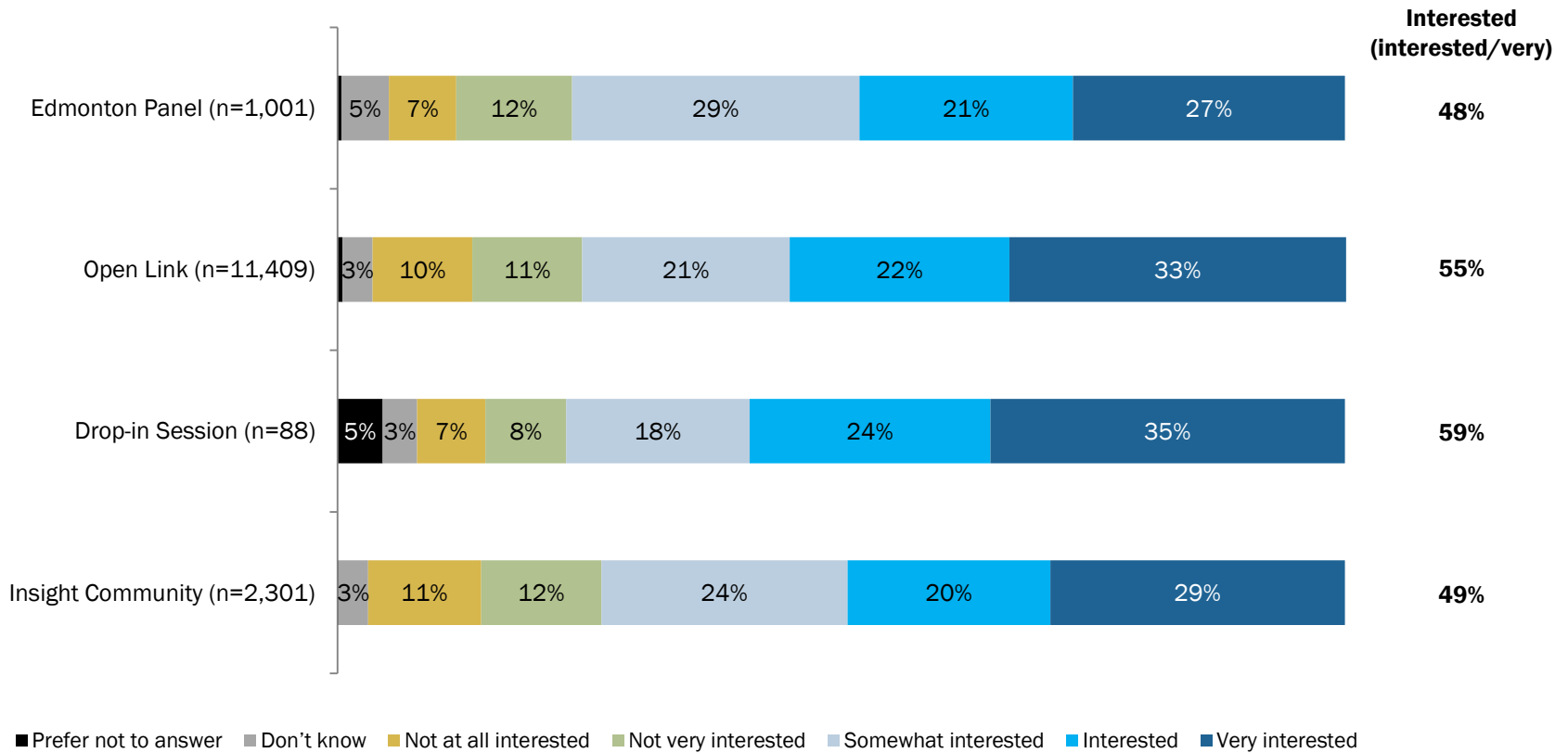
**At least three-in-five respondents are willing to drop off old or torn clothing, bedding and other items if a drop-off facility for textile recycling existed.**



Base: Survey respondents  
Labels 2% or less not shown

Q20. If a textile recycling program with drop-off facilities existed, how willing would you be to drop off old or torn clothing, bedding, and other items at one of these locations?

**At least half of respondents are interested in a food waste prevention program and opportunities if they were available.**



**Food Waste Prevention Program Ideas (number of comments, grouped by topic): The most common category of ideas was wanting more information and guidelines to help reduce food waste.**

Mention Counts	Edmonton Panel (n=1,005)	Open Link (n=13,620)	Drop-in Session (n=85)	Insight Community (n=3,678)
Containers / dedicated containers provided (for composting/food scraps)	24	294	-	46
More information / guidelines	20	510	4	108
Grocery stores involvement	17	296	-	77
More education / awareness	13	363	2	81
Compost / more composting (already do it, don't want to do it, further education needed, separate bins needed)	10	166	3	36
Restaurants involvement (need to be held to same standards as public)	10	119	3	-
Food donation program/system/option	-	241	4	56
Packaging / reduced food packaging	-	-	4	-
Food banks (access to, locations, etc.)	-	-	-	35

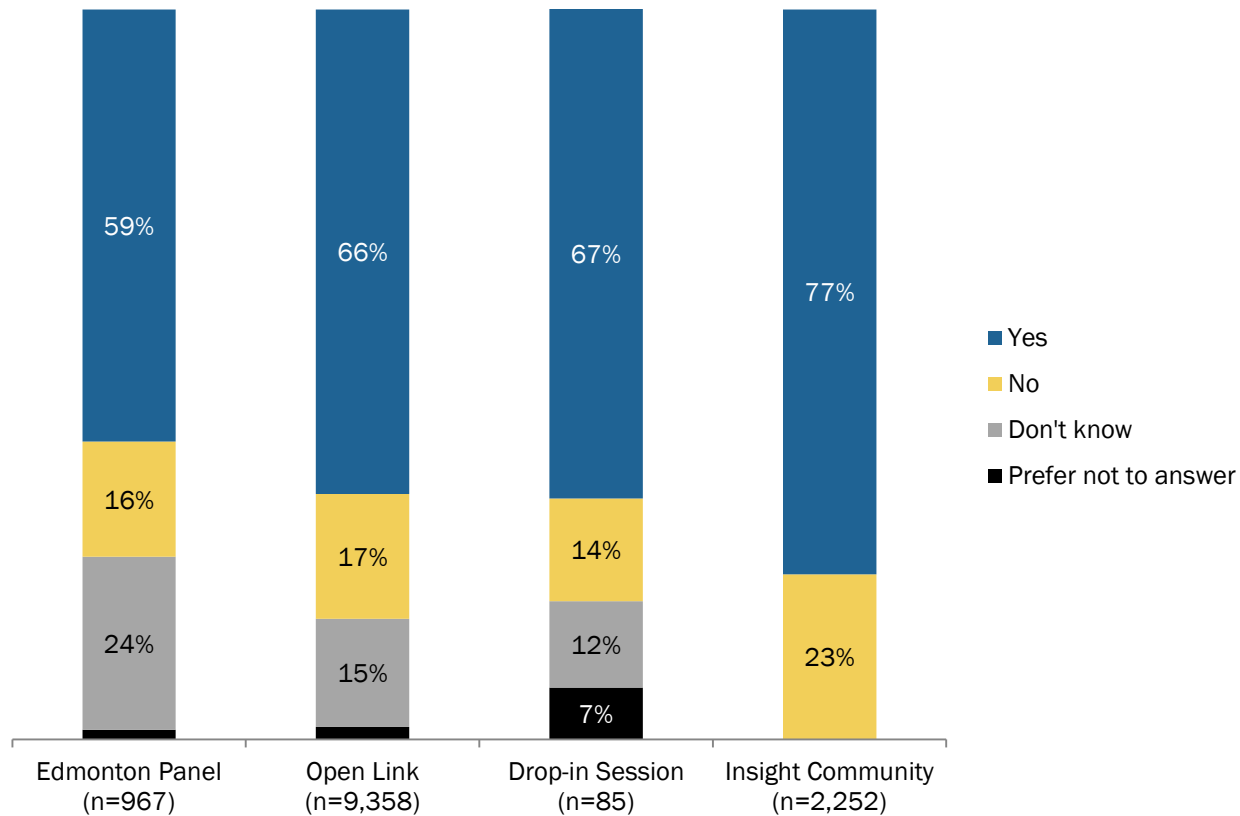
Base: Total mentions

Q22. If a food waste prevention program was introduced for residents and/or businesses, what would you like to see, to help you address any challenges you may have in trying to reduce wasted food within your household?

**Ideas For Reuse Programs And Opportunities In Edmonton (number of comments, grouped by topic): Ideas vary across the different surveys. Some notable mentions in different surveys include tool libraries, education, reuse centres, tool sharing and item exchange.**

Mention Counts	Edmonton Panel (n=130)	Open Link (n=1,758)	Drop-in Session (n=43)	Insight Community (n=503)
Item exchange / item exchange events	22	-	2	55
Tool sharing	11	-	1	58
Reuse centres	6	-	-	71
Community leagues involvement	5	34	2	18
Garage sales type events	4	43	-	10
Education programs / more education	3	67	1	17
Tool libraries	2	93	-	23
Sharing programs	-	42	-	11
More reuse centres / locations	-	33	-	8
Repurpose / refurbishing items	-	28	-	5
Clothing swaps / exchanges	-	24	-	-

**The majority of respondents support restrictions or elimination of single-use plastic items in Edmonton.**



**Reasons For Supporting Restrictions Or Elimination Of Single-use Plastic Items In Edmonton (number of comments, grouped by topic): Main reasons include unnecessary waste of plastic and environmental harm/impact.**

Mention Counts	Edmonton Panel (n=2,199)	Open Link (n=27,397)	Drop-in Session (n=220)	Insight Community (n=8,920)
Plastic (general mentions – wasteful, unnecessary waste, overabundance, everywhere, etc.)	340	1,100	25	1,001
Environment (general mentions – harmful, future impacts, etc.)	96	549	5	143
Single use plastic items (general mentions - need solutions, too much, how to control, etc.)	54	1,523	7	242
Eliminate/elimination/restrictions (general mentions)	44	680	12	156
Recycle (general mentions - alternative options, being able to, etc.)	27	303	3	145
Businesses/stores (general mentions – major contributor, how to manage, impact on costs/service, etc.)	26	523	2	144

**Role City Should Play In Supporting The Development of a Provincial Extended Producer Liability (EPR) Policy In The Future (number of comments, grouped by topic): Although there are few comments about the specifics, respondents think the City should have a major role in supporting the development of a provincial EPR policy.**

Mention Counts	Edmonton Panel (n=212)	Open Link (n=2,233)	Drop-in Session (n=39)	Insight Community (n=599)
Big role	46	461	3	86
Good / great idea	26	411	3	102
Major role	14	53	1	11
Huge role	6	84	1	9
Strong role	5	53	-	17
Active role	4	51	1	7
Leading role	3	57	1	18
Less / reduce packaging	2	58	-	9
Significant role	-	37	-	13

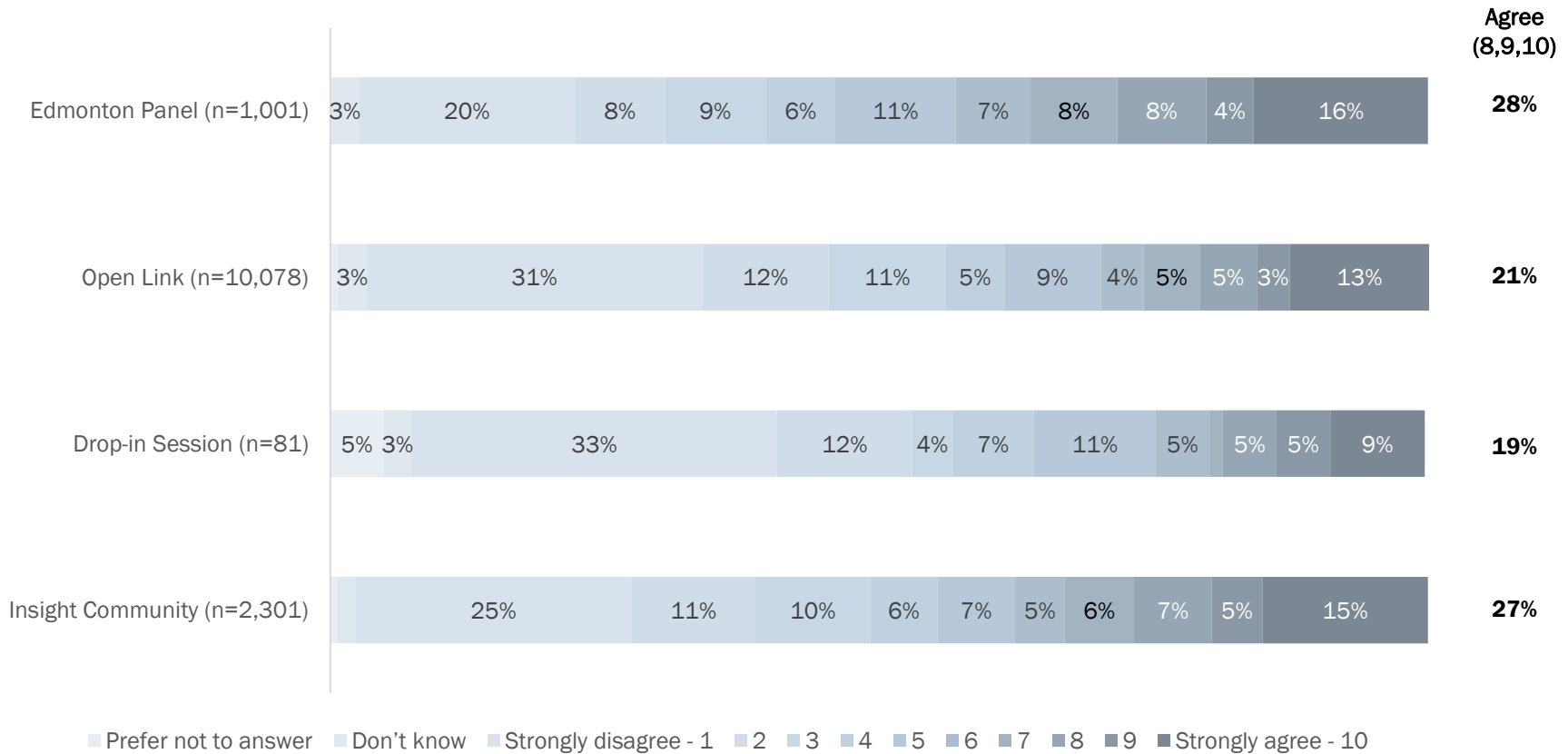


## Agreement With Statements Related To Setting Zero Waste Goal.

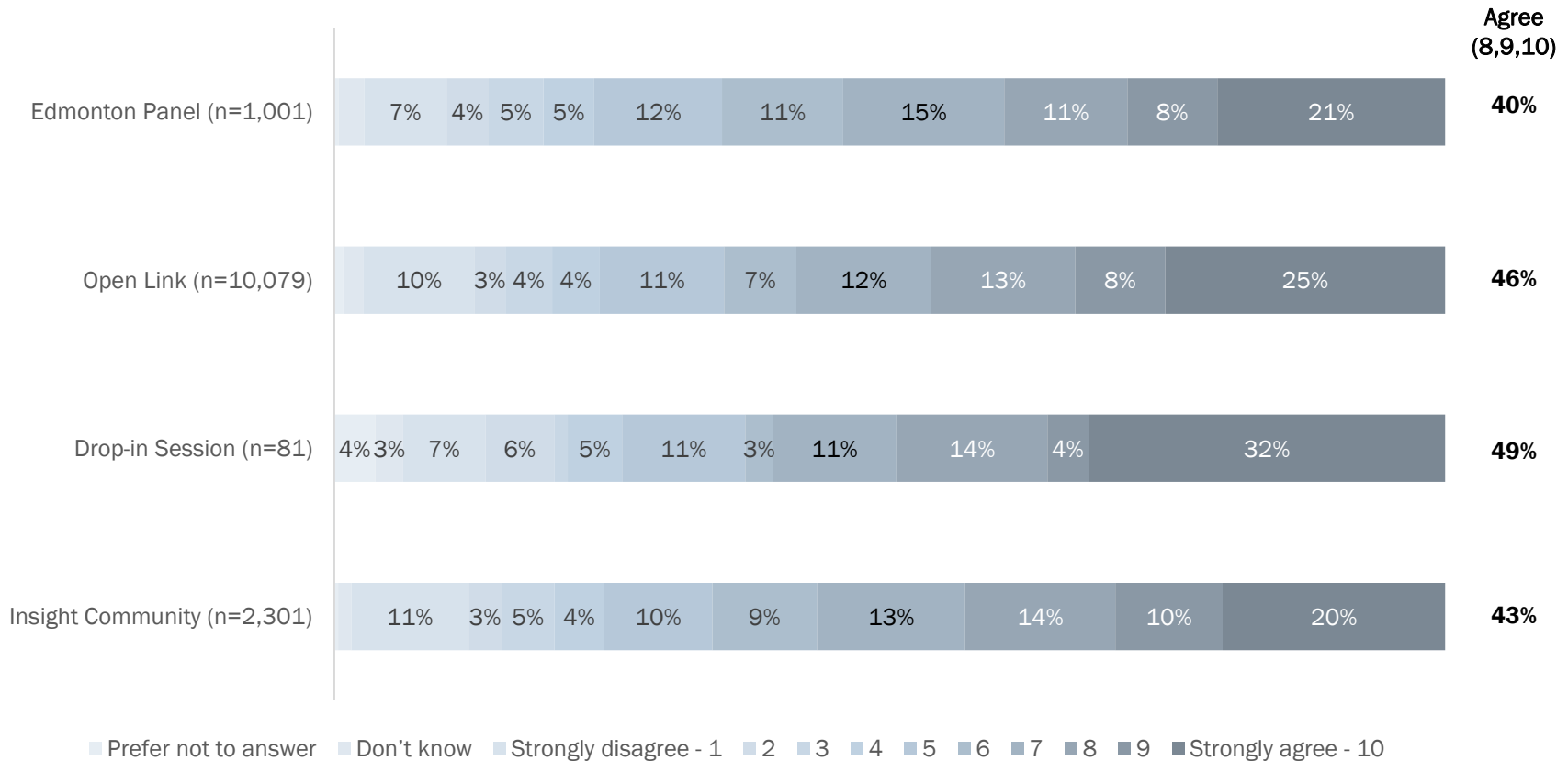
Agree (8,9,10 on a scale of 1-10)	Edmonton Panel (n=1,001)	Open Link (n=10,078-10,080)	Drop-in Session (n=81)	Insight Community (n=2,301)
It's pointless, we could never get to zero waste	28%	21%	19%	27%
I'm willing to do whatever it takes	40%	46%	49%	43%
It's worth setting a zero waste goal	48%	53%	53%	49%
We can do this together	46%	49%	59%	46%

**Generally, the greatest proportion of respondents agree that it is worth setting a zero waste goal, followed by agreement that we can do this together. Respondents are less inclined to agree that we could never reach zero waste, indicating many respondents overall feel that reducing waste is a worthwhile and attainable goal.**

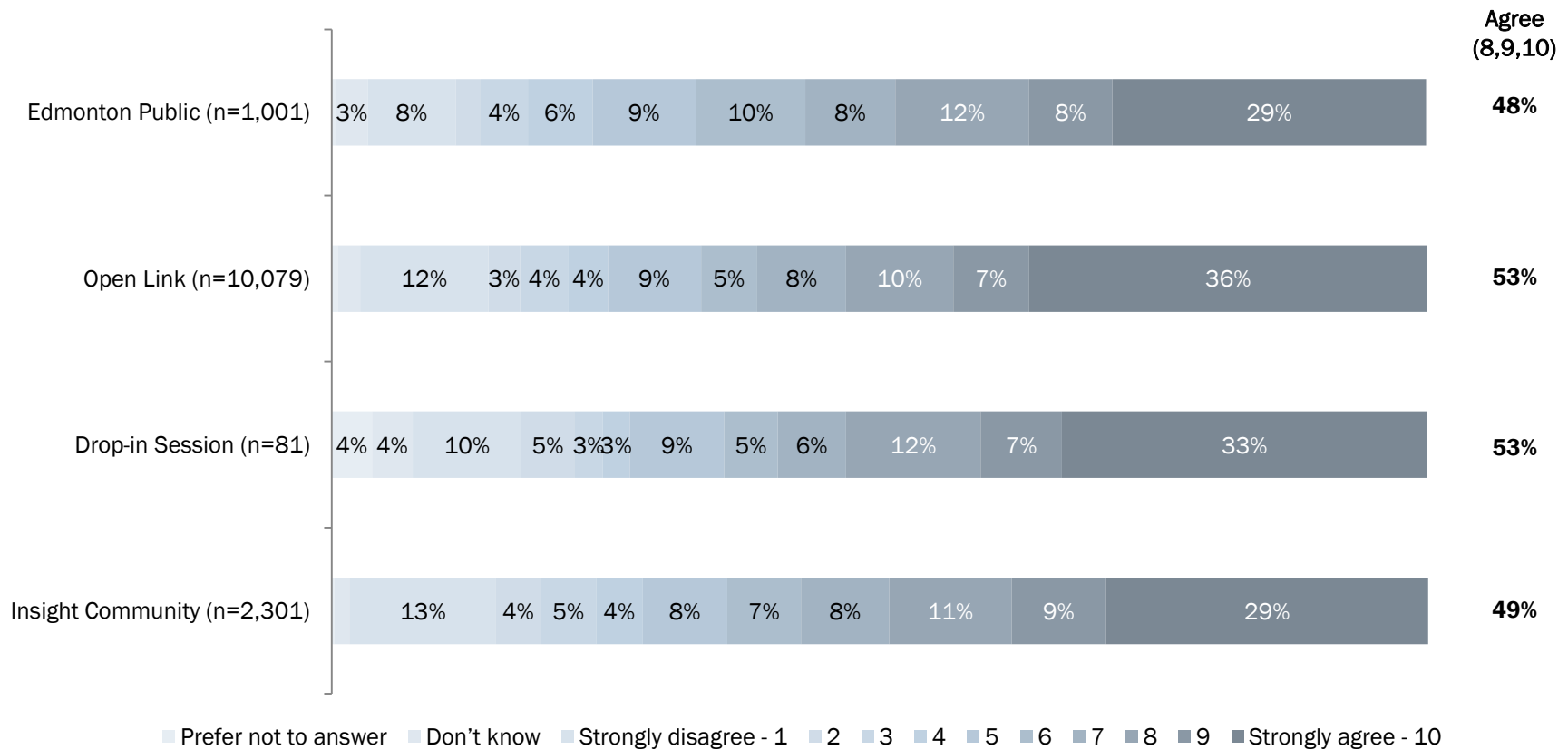
**Between 19%-28% of respondents agree that IT'S POINTLESS, WE COULD NEVER GET TO ZERO WASTE.**



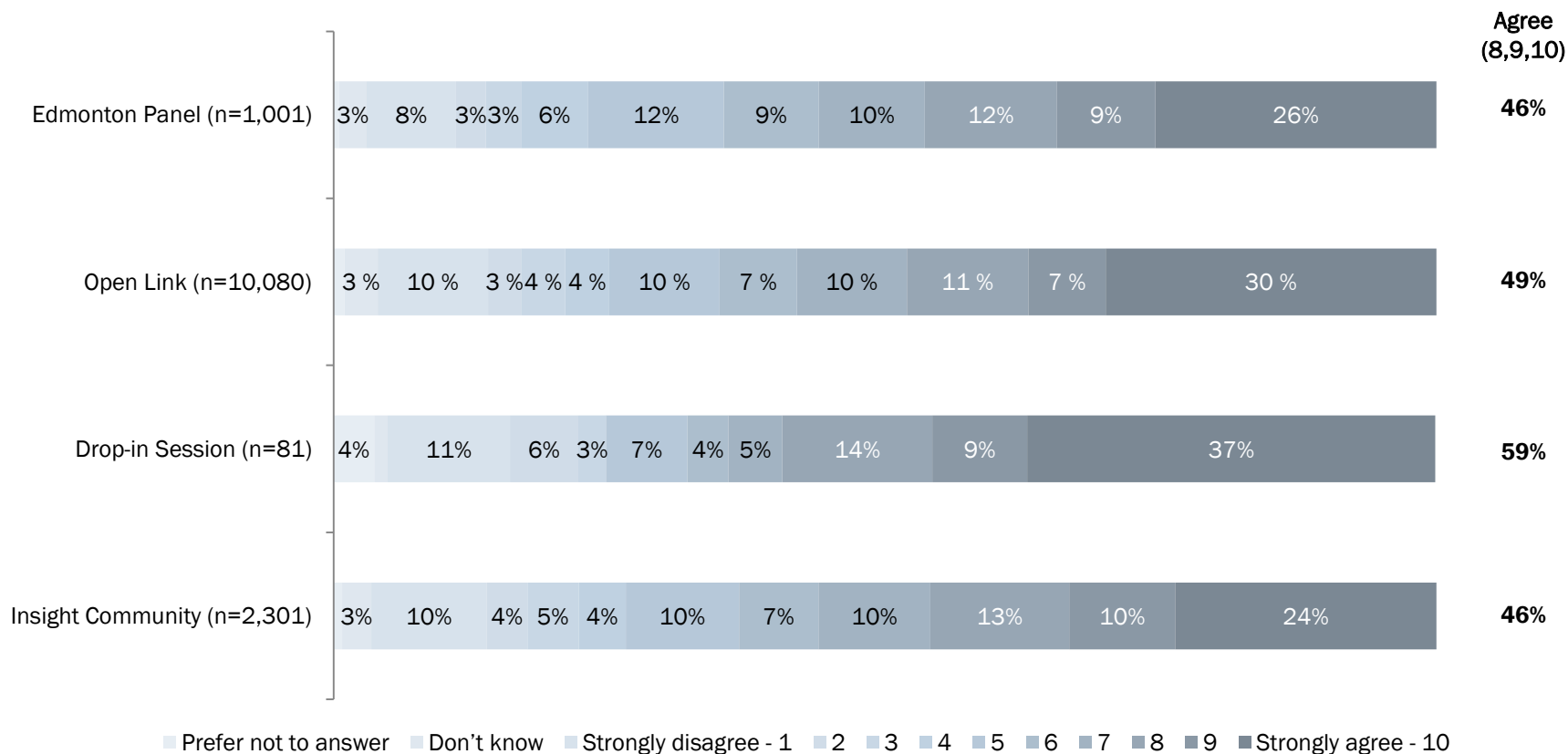
## At least two-in-five respondents agree that I'M WILLING TO DO WHATEVER IT TAKES.



## Half of respondents agree that IT'S WORTH SETTING A ZERO WASTE GOAL.



**Between 46%-59% of respondents agree that WE CAN DO THIS TOGETHER.**



**Things the City Can Do to Help Residents Reduce or Divert More Home Waste (number of comments, grouped by topic): Education/information, grass clippings and yard waste, and green cart/food waste were the biggest categories.**

Mention Counts	Edmonton Panel (n=159)	Open Link (n=2,392)	Drop-in Session (n=54)	Insight Community (n=568)
More education/information/awareness on waste reduction	14	228	6	54
Grass clippings / yard / pet waste mentions	13	349	2	100
Green bin / food waste (general mentions)	12	275	-	53
Eco Stations / reuse center / big bin events waste management centre / accessing/hours	10	140	1	22
Grocery stores / plastic bags / reducing packaging / single use plastics / use paper bags	10	242	-	36
Blue bags (general mentions)	5	56	-	16
More options/opportunities for recycling/reuse / clear guidelines (e.g. Textiles)	5	122	-	19
Provide recycling bins / clarity on recycling / business rules for recycling	5	81	-	21
Waste collection (general mentions)	5	56	-	18
Waste goal / less waste	4	43	-	8
Apartment buildings (general mentions)	3	45	1	9
Good job / great start/idea	3	116	1	22
Specific item mentions (i.e. Disposable diapers/construction waste/cat litter/unwanted items)	3	36	-	6
City mentions (including taxes)	2	43	-	19
Large items/bulk items (general mentions)	2	62	-	19
Reusable bags (general mentions)	2	21	-	4
Mentions regarding pick up time frame (two weeks)	2	13	-	-
Other cities (what they are doing, examples, what works and what doesn't)	-	64	-	15
Single use items (general mentions)	-	35	-	-
Composting bins positive / education needed	-	27	-	8
Reusable/own containers (general mentions)	-	25	-	6

Base: Total mentions

Q34. Given all of these proposed changes that you've heard or read about today, is there anything else that the City could do to help you to reduce or divert more of your waste at home?

**Things the City Can Do to Help Multi-unit Residents Reduce or Divert More Waste (number of comments, grouped by topic): Designated bins on-site for food scraps, recycling and general comments about garbage/waste were the most common topic areas.**

Mention Counts	Edmonton Panel (n=514)	Open Link (n=3,589)	Drop-in Session (n=55)	Insight Community (n=1,624)
Bins (general mentions – separate/designated, textiles, food, recycle, waste, etc.)	66	262	2	203
Recycling (general mentions – have separate bin/area, better educate, enforce for all, etc.)	50	264	1	142
Apartments/condos (general mentions – provide access, provide options, provide education, etc.)	29	150	1	66
Garbage/waste (general mentions – happy to separate, separate bin/chute/area, educate, burn, etc.)	27	183	1	82
People/residents (general mentions – enforcing, educating, etc.)	26	177	2	72
Compost (general mentions general mentions – have separate bin/area, better educate, enforce for all, etc.)	8	111	2	57
Recycling bins (provide, separate, educate, enforce)	-	75	-	-

Base: Total mentions

Q35. Apartments and condos with shared waste services have a unique set of needs as well as challenges when it comes to managing waste. What could the City do to help make it easier for your building to reduce or divert more of your waste?

## OPINIONS ON FUTURE WASTE COLLECTION OPTIONS



Generally, the majority of respondents who live in single-unit residences are most in favour of Option 2 (240L black cart).

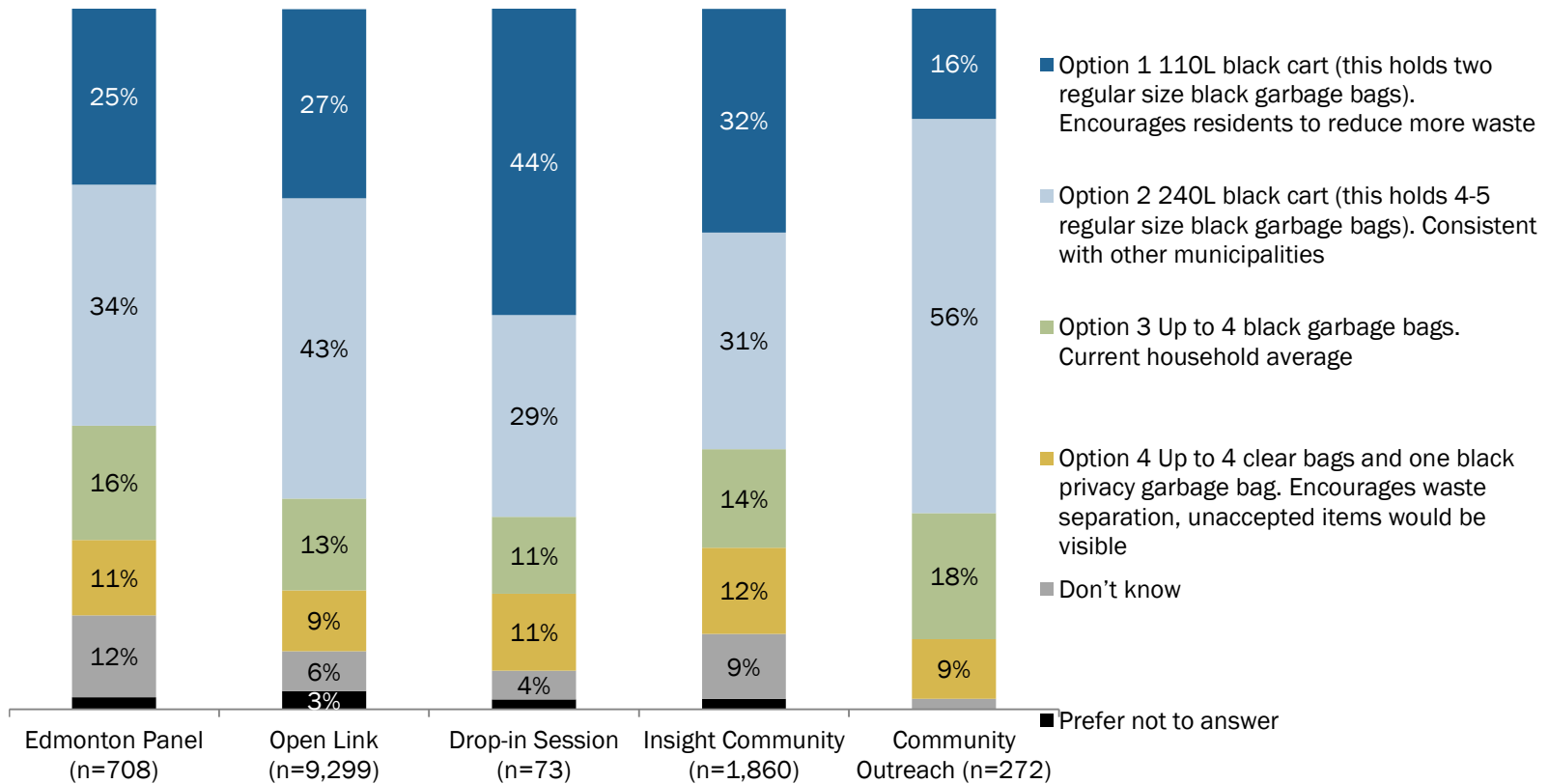
- The greatest proportion of respondents who live in single-unit residences are least in favour of Option 4 (up to 4 clear bags plus one privacy bag).



At least a third of respondents who live in single-unit residences are likely to use their green cart to dispose of grass clippings, if permitted.



**Generally, the majority of respondents who live in single-unit residences are most in favour of Option 2.**



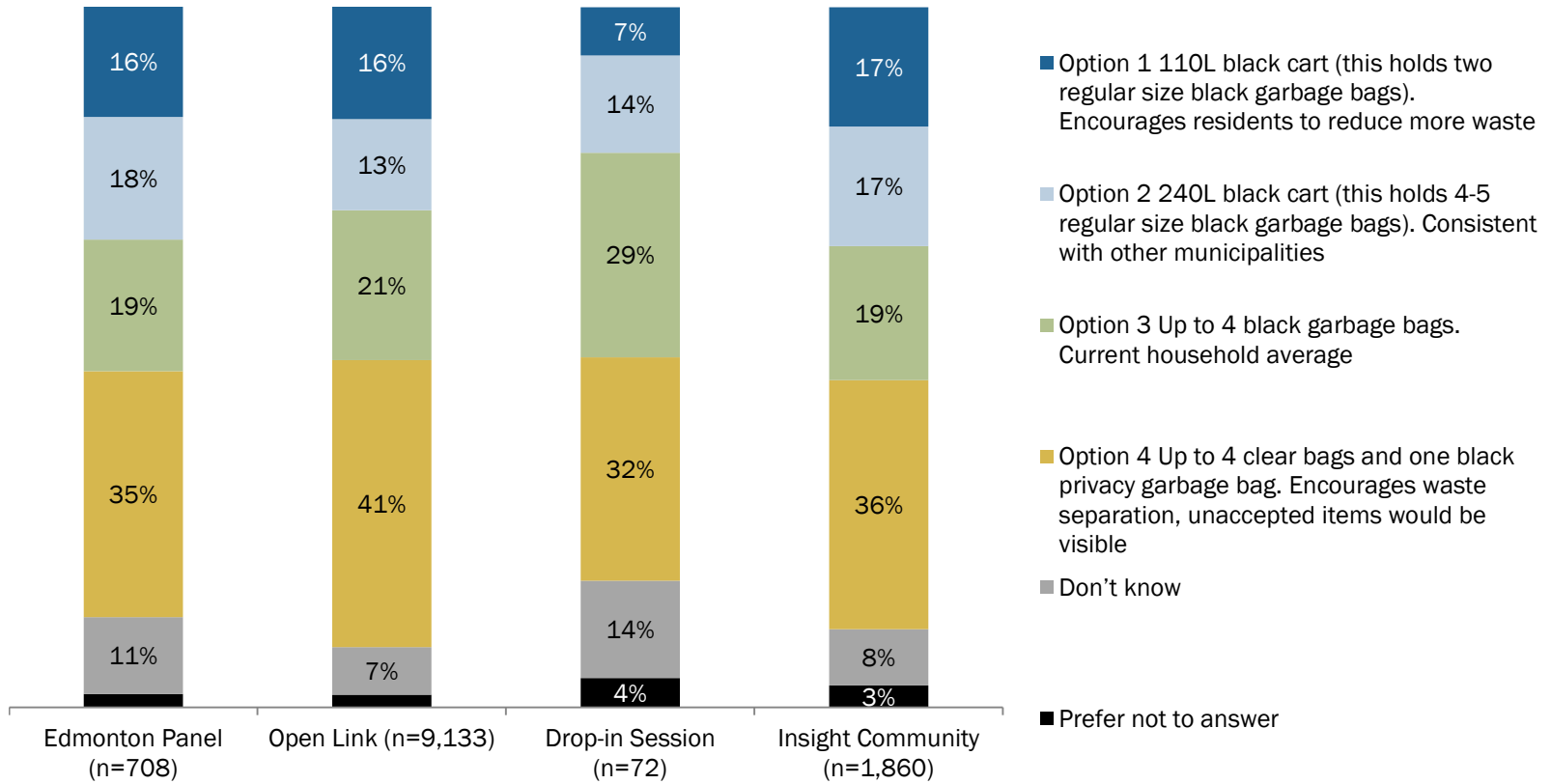
Base: Survey respondents who DO NOT place their garbage in a large, shared bin or use a garbage chute that you share with other residents in your building  
 Labels 2% or less not shown

Q26. Which of the following options for garbage collection would you most support? / Q9. (Community Outreach) If residents were asked to separate food scraps from other garbage, the City would give every household a 110 litre green cart for their food scraps. In addition, the City would continue to pick up recycling and garbage, but there may be some changes to garbage collection. The City is considering four possible options. Of these four options, please select the option you most prefer.

**The top mentions discussed by respondents for choosing their most preferred option, were in regards to being the easiest option/being easier to deal with, and/or having less waste or wanting to reduce waste.**

Mention Counts	Edmonton Panel (n=1,480)	Open Link (n=29,878)	Drop-in Session (n=155)	Insight Community (n=6,739)
Easiest option / easier to deal with	45	499	5	68
Less waste / waste reduction	40	902	8	200
Animal proof / prevents animals	35	670	1	61
Storage / room	35	650	-	121
Capacity / size	26	910	10	156
Collection / frequency	22	440	3	-
Increased limit / more garbage	19	328	-	54
Suits needs / consistent with needs	14	-	2	54
Yard waste / grass clippings	14	305	2	96
Less messy / cleaner	13	-	2	-
Best option / better than other options	12	-	-	-
Waste / bags limits / limitations	-	250	-	52
Food waste / food scraps	-	242	-	50

**The greatest proportion of respondents who live in single-unit residences are least in favour of Option 4.**



Base: Survey respondents who DO NOT place their garbage in a large, shared bin or use a garbage chute that you share with other residents in your building  
 Labels 2% or less not shown  
 Q28. Which is your least preferred option?

**The top mention discussed by respondents for choosing their least preferred option, were in regards clear bags (issues, privacy, etc.).**

Mention Counts	Edmonton Panel (n=1,088)	Open Link (n=18,521)	Drop-in Session (n=105)	Insight Community (n=3,920)
Clear bags / clear bags issues / privacy	48	915	2	133
Storage / room issues	20	308	-	79
Doesn't encourage waste reduction / recycling	19	393	-	97
Animal issues (bags easy for animals to get into)	17	356	6	55
More garbage produced than what option would be appropriate for	13	216	-	44
Weight issues (storing, moving, safety issue)	12	-	-	-
Limit / limitations (bag limit, don't like limitations)	8	193	-	68
Pick up frequency issues	8	250	-	32
Prefer other options	-	178	-	-

**Various challenges were discussed by respondents in regards to adopting one of the options, mainly with regards to garbage in general (amount, excess, weekly variation, sorting, reducing, etc.).**

Mention Counts	Edmonton Panel (n=927)	Open Link (n=15,703)	Drop-in Session (n=114)	Insight Community (n=4,063)
Garbage (general mentions – amount, excess, weekly variation, sorting, reducing, etc.)	119	1,334	4	507
Bins (general mentions – size, number, options, storage, cost, etc.)	45	755	10	238
Challenges (general mentions)	35	-	2	108
Storing/storage/space (not enough)	35	695	-	-
Pick up frequency	20	431	-	100
Option (general mentions)	18	-	-	71
Home mentions regarding household size and waste production, storage space, educating household, etc.	16	547	2	72
Leaves/yard waste (general mentions)	13	-	6	105
Sorting (general mentions)	10	-	-	64
Recycling (general mentions – having space, needs to have clear guidelines, storage place an issue, needs to be the bare minimum, don't want to have to sort, etc.)	9	278	-	69
City (general mentions – not managing current system, no concerns as long as city provides bins, no concerns as long as the city picks up yard waste, etc.)	-	689	-	68
Bags (general mentions – limited amount, cost, multiple types, etc.)	-	520	-	82
People (general mentions – all would have to follow, some not willing to change, amount of people in house hold (small and large), etc.)	-	439	-	79
Clear bags (general mentions – for yard waste, privacy issues, allow for pick up of yard waste, etc.)	-	262	2	-
Time it takes to sort	-	266	3	-

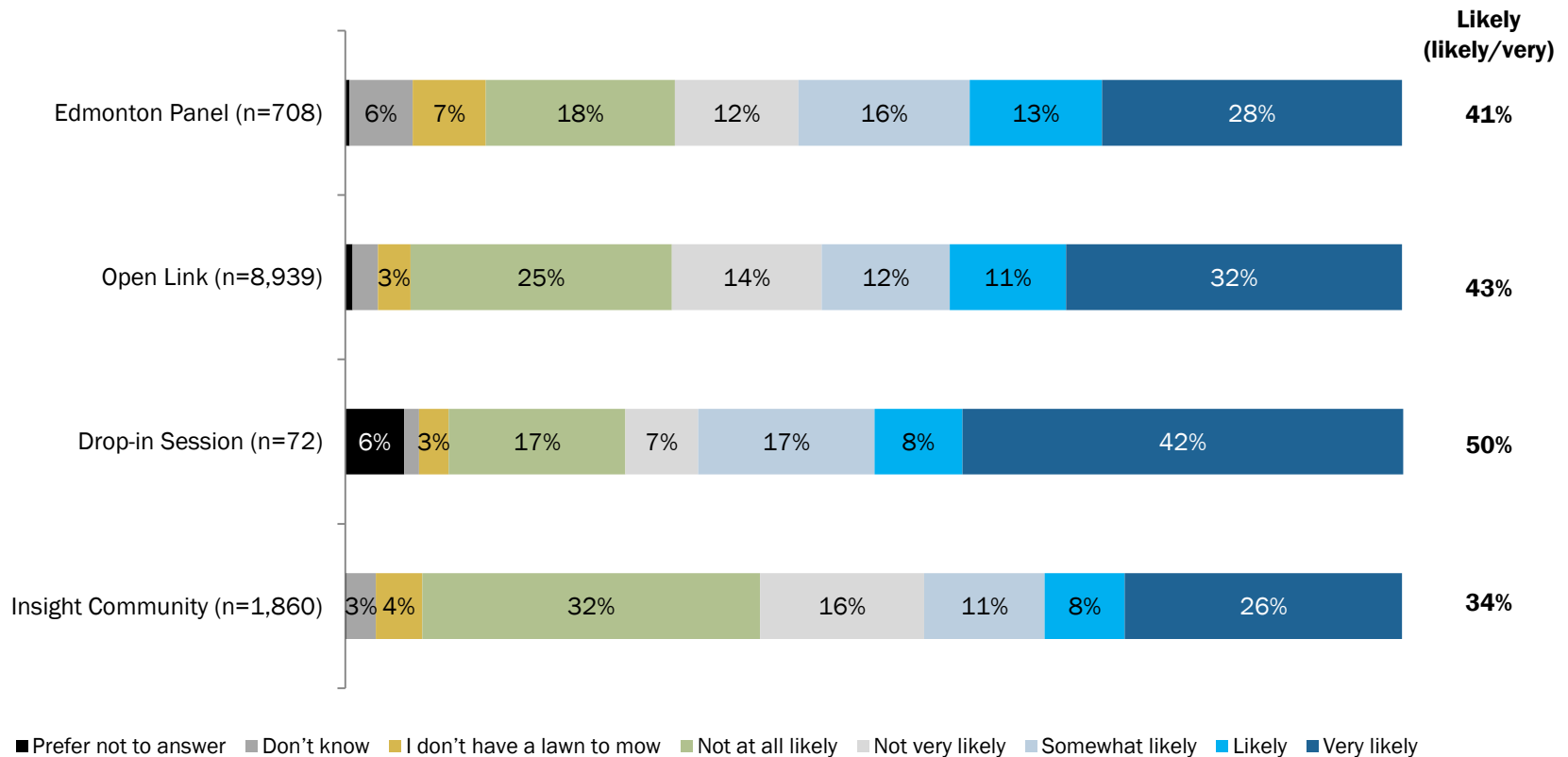
Base: Total mentions

Q30. What challenges would you face in adopting one of these options?

**Other ideas/options discussed by respondents that they would like to see include, bins (size, number, options, etc.), and things regarding recycling (requirements, separate bin provided/need, being unsure of how it fits in the current proposal, etc.).**

Mention Counts	Edmonton Panel (n=629)	Open Link (n=11,143)	Drop-in Session (n=111)	Insight Community (n=2,556)
Bins (general mentions – size, number, options, etc.)	38	844	3	135
Recycle / recycling (general mentions – required, separate bin provided/needed, unsure how it fits in current proposal, etc.)	31	613	2	97
Pick up / collection frequency (more frequent)	28	366	3	39
Yard waste / grass clippings (general mentions – need to be included, etc.)	27	629	12	153
Compost / composting options (green bin for compost)	19	353	4	84
City provided bins / containers	6	91	-	28
Separate bin for food scraps / food waste	-	97	-	28
Blue bin for recycling	-	82	-	-

**At least a third of respondents who live in single-unit residences are likely to use their green cart to dispose of grass clippings, if permitted.**



Base: Survey respondents who DO NOT place their garbage in a large, shared bin or use a garbage chute that you share with other residents in your building  
Labels 2% or less not shown

Q32. Beginning in 2019, residents will be asked to leave grass clippings on the lawn, instead of setting out bags of clippings at the curb. If residents are permitted to top up their green cart with grass clippings, how likely would you be to use your green cart to dispose of some grass clippings?

## OPINIONS ON MANAGING HOUSEHOLD WASTE



Respondents most strongly agree that moving towards diverting more waste from landfills is a good idea, followed by that it is important to keep as much waste as possible out of landfills, and that they generally try to make choices that are good for the environment. They are less inclined to agree that these changes to sorting my waste will be very inconvenient for them, and that they expect they will have to pay more for these changes.



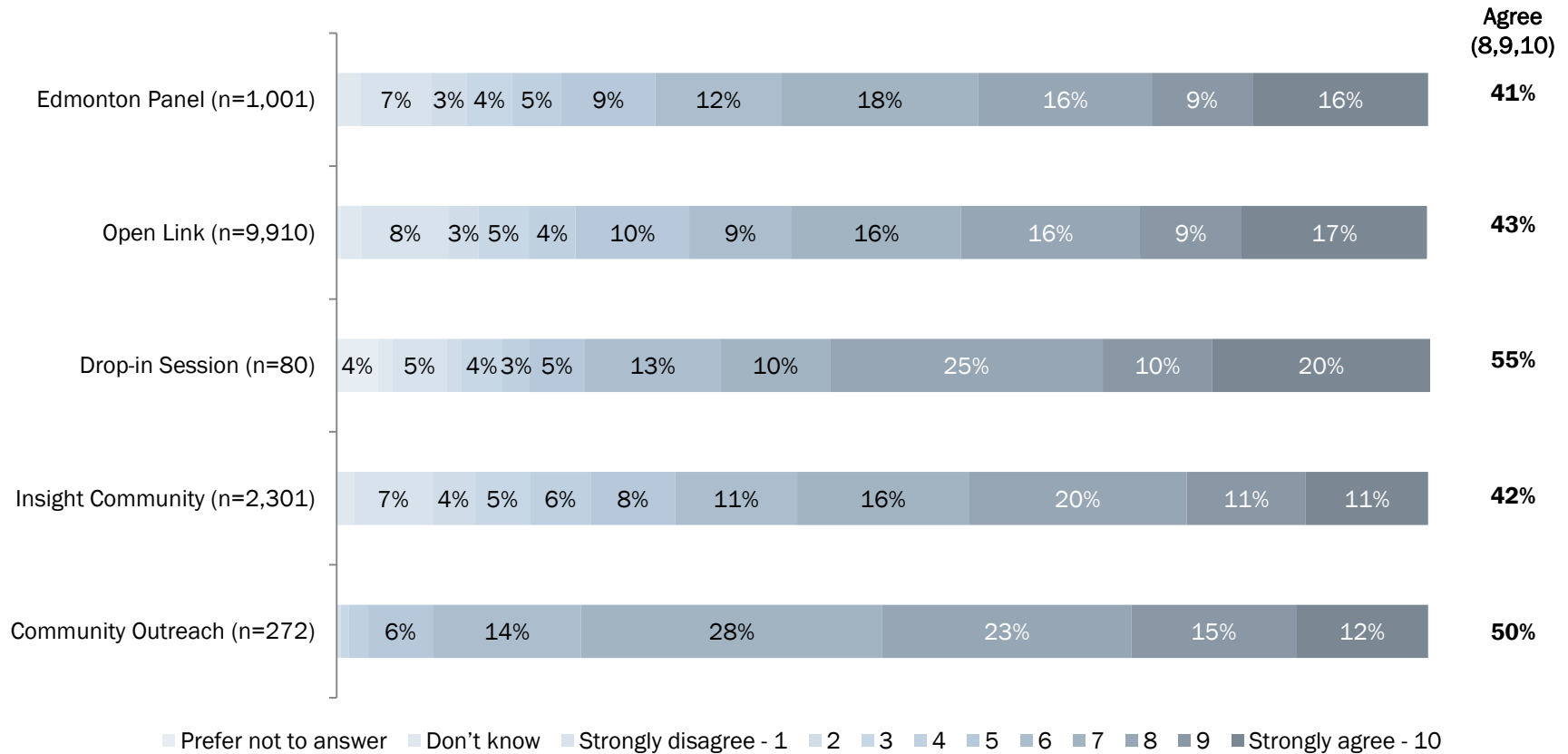
Making it easy and convenient for households and minimizing costs of operations are the most important factors for respondents in regards to accessing waste drop-off facilities. Being consistent with what other cities are doing is not a priority for respondents.



**Respondents most strongly agree that moving towards diverting more waste from landfills is a good idea, followed by it is important to keep as much waste as possible out of landfills, and that they generally try to make choices that are good for the environment. They are less inclined to agree that these changes to sorting my waste will be very inconvenient for them, and that they expect they will have to pay more for these changes.**

Agree (8,9,10 on a scale of 1-10)	Edmonton Panel (n=1,001)	Open Link (n=9,910)	Drop-in Session (n=80)	Insight Community (n=2,301)	Community Outreach (n=272)
Once people get used to changes with sorting their waste, they will follow the rules.	41%	43%	55%	42%	50%
It is important to keep as much waste as possible out of landfills.	67%	75%	79%	77%	62%
Personally, I will gladly take the necessary steps to adopt these changes for managing my household waste.	52%	62%	74%	62%	57%
I generally try to make choices that are good for the environment.	61%	71%	78%	76%	58%
Moving towards diverting more waste from landfills is a good idea.	68%	79%	81%	81%	64%
There has to be an incentive to get people to participate.	53%	46%	49%	48%	51%
I expect I will have to pay more for these changes.	43%	34%	26%	37%	42%
These changes to sorting my waste will be very inconvenient for me.	27%	17%	25%	18%	40%

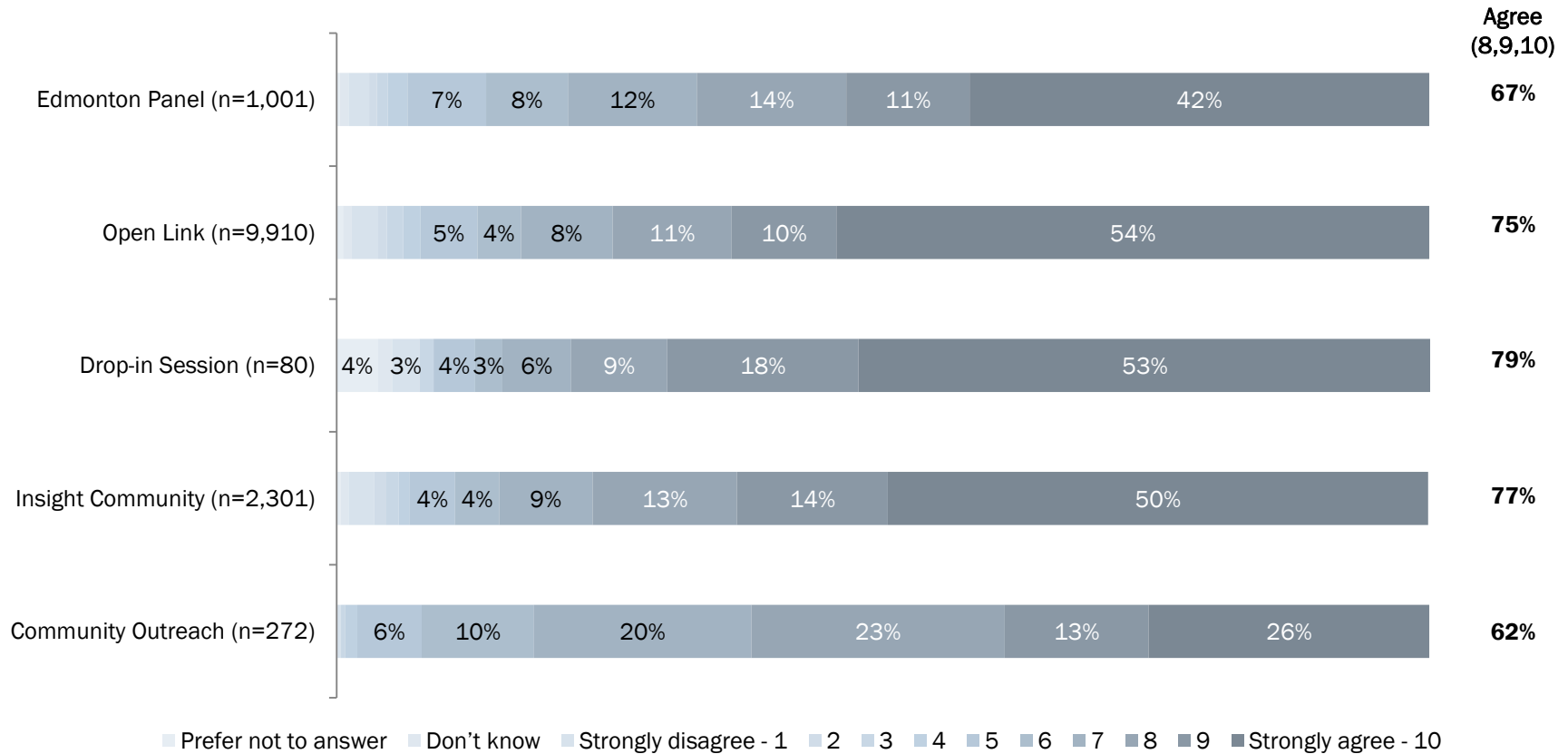
**At least two-in-five respondents agree that ONCE PEOPLE GET USED TO CHANGES WITH SORTING THEIR WASTE, THEY WILL FOLLOW THE RULES.**



Base: Survey respondents  
Labels 2% or less not shown

Q36. We'd like you to think about all the possible changes that may happen to waste programs and waste collection, and the City's increased focus on reducing and diverting as much waste as possible. Given these proposed changes, how much do you agree or disagree with the following statements about managing household waste and garbage?

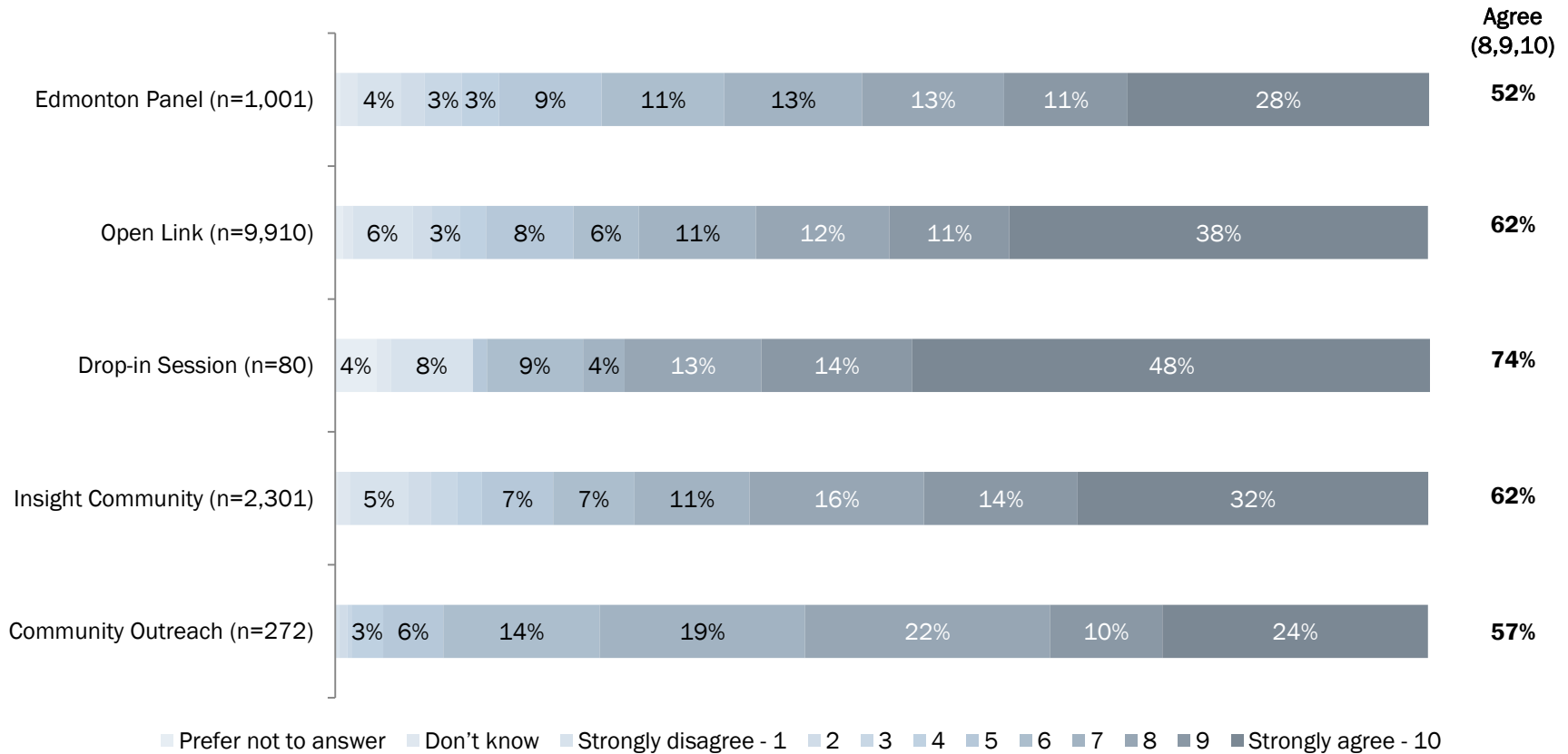
**At least three-in-five respondents agree that IT IS IMPORTANT TO KEEP AS MUCH WASTE AS POSSIBLE OUT OF LANDFILLS.**



Base: Survey respondents  
Labels 2% or less not shown

Q36. We'd like you to think about all the possible changes that may happen to waste programs and waste collection, and the City's increased focus on reducing and diverting as much waste as possible. Given these proposed changes, how much do you agree or disagree with the following statements about managing household waste and garbage?

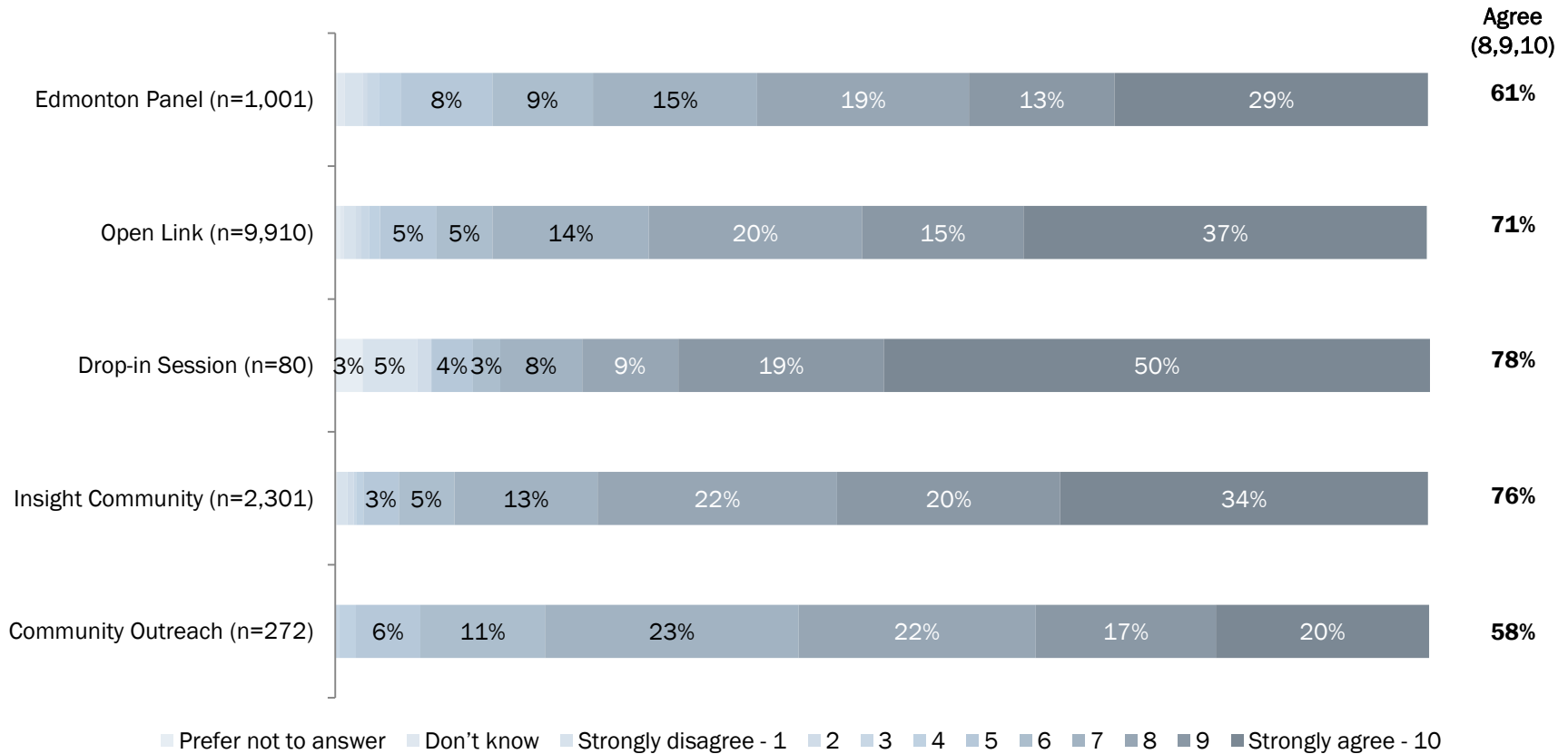
**At least half of respondents agree I WILL GLADLY TAKE THE NECESSARY STEPS TO ADOPT THESE CHANGES.**



Base: Survey respondents  
Labels 2% or less not shown

Q36. We'd like you to think about all the possible changes that may happen to waste programs and waste collection, and the City's increased focus on reducing and diverting as much waste as possible. Given these proposed changes, how much do you agree or disagree with the following statements about managing household waste and garbage?

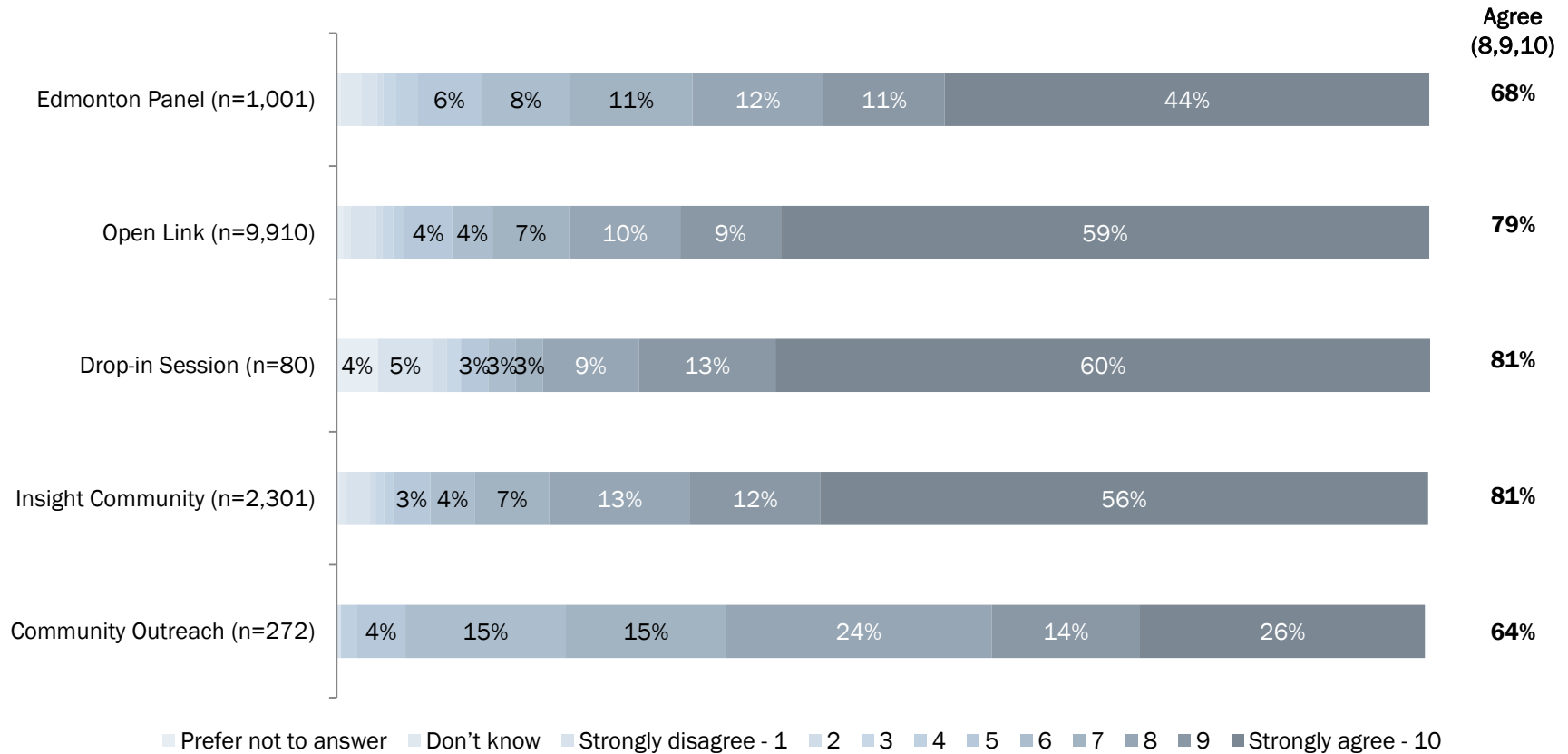
**The majority of respondents agree I GENERALLY TRY TO MAKE CHOICES THAT ARE GOOD FOR THE ENVIRONMENT.**



Base: Survey respondents  
Labels 2% or less not shown

Q36. We'd like you to think about all the possible changes that may happen to waste programs and waste collection, and the City's increased focus on reducing and diverting as much waste as possible. Given these proposed changes, how much do you agree or disagree with the following statements about managing household waste and garbage?

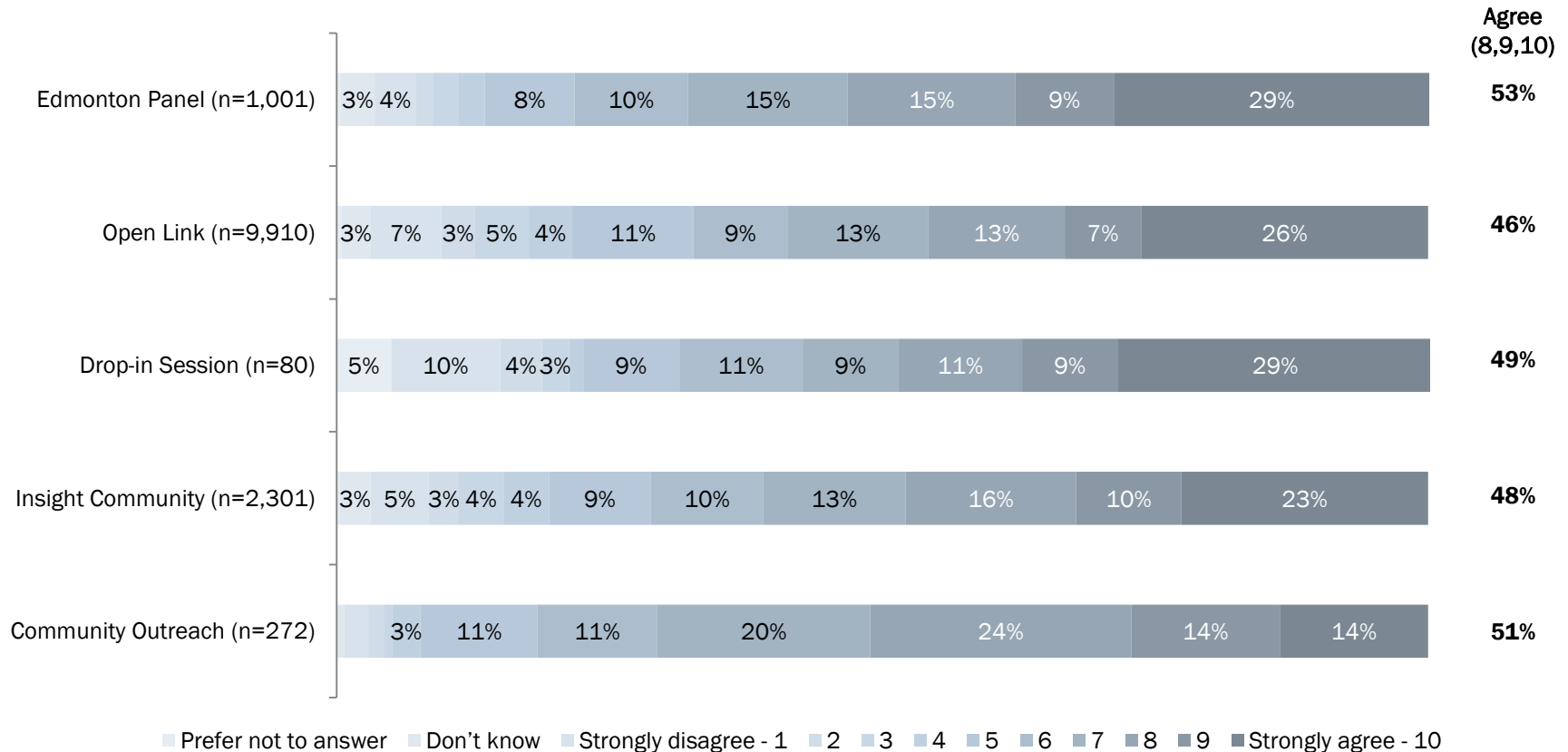
## At least three-in-five respondents agree MOVING TOWARDS DIVERTING MORE WASTE FROM LANDFILLS IS A GOOD IDEA



Base: Survey respondents  
Labels 2% or less not shown

Q36. We'd like you to think about all the possible changes that may happen to waste programs and waste collection, and the City's increased focus on reducing and diverting as much waste as possible. Given these proposed changes, how much do you agree or disagree with the following statements about managing household waste and garbage?

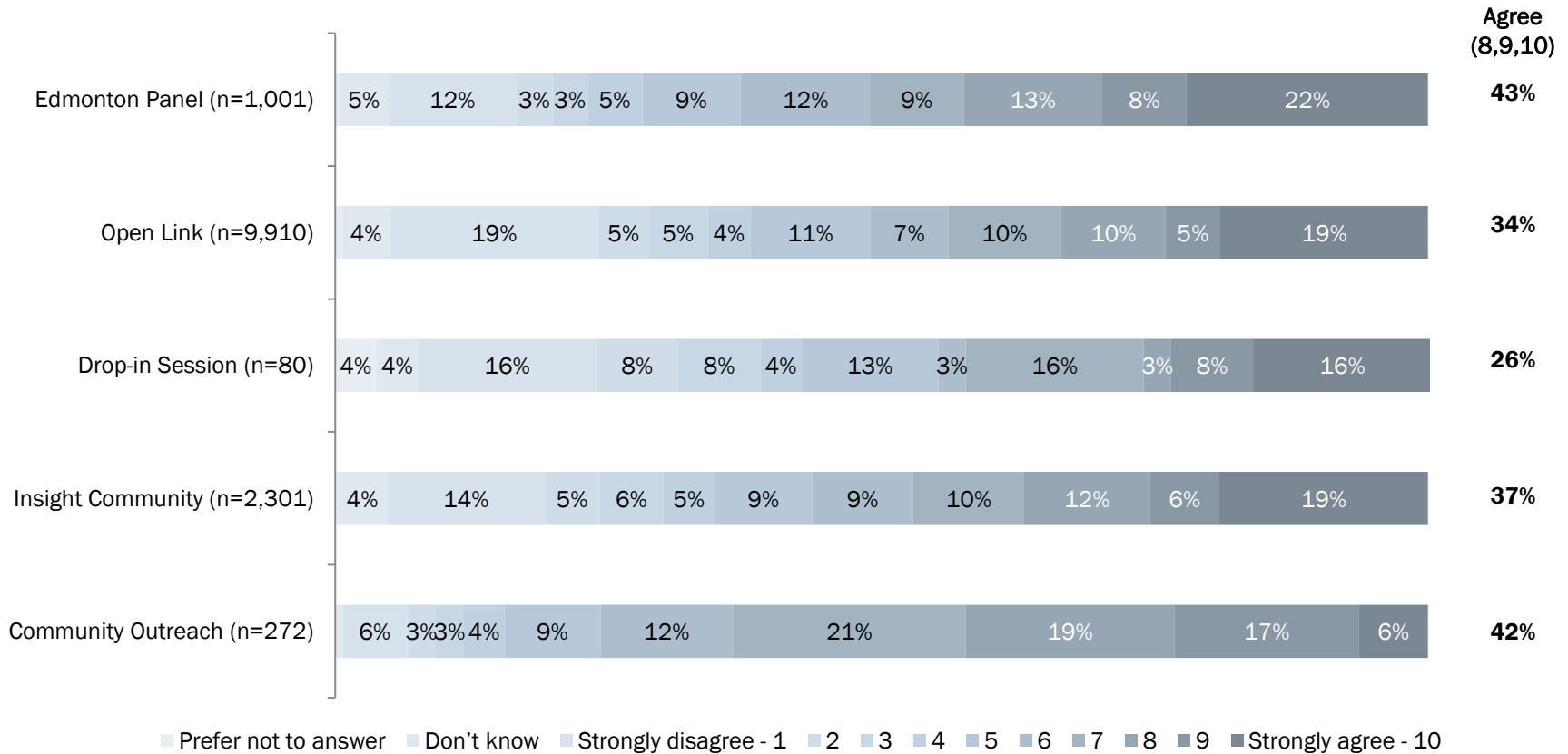
**Between 46%-53% of respondents agree THERE HAS TO BE AN INCENTIVE TO GET PEOPLE TO PARTICIPATE.**



Base: Survey respondents  
Labels 2% or less not shown

Q36. We'd like you to think about all the possible changes that may happen to waste programs and waste collection, and the City's increased focus on reducing and diverting as much waste as possible. Given these proposed changes, how much do you agree or disagree with the following statements about managing household waste and garbage?

**At least a quarter of respondents agree that I EXPECT I WILL HAVE TO PAY MORE FOR THESE CHANGES.**

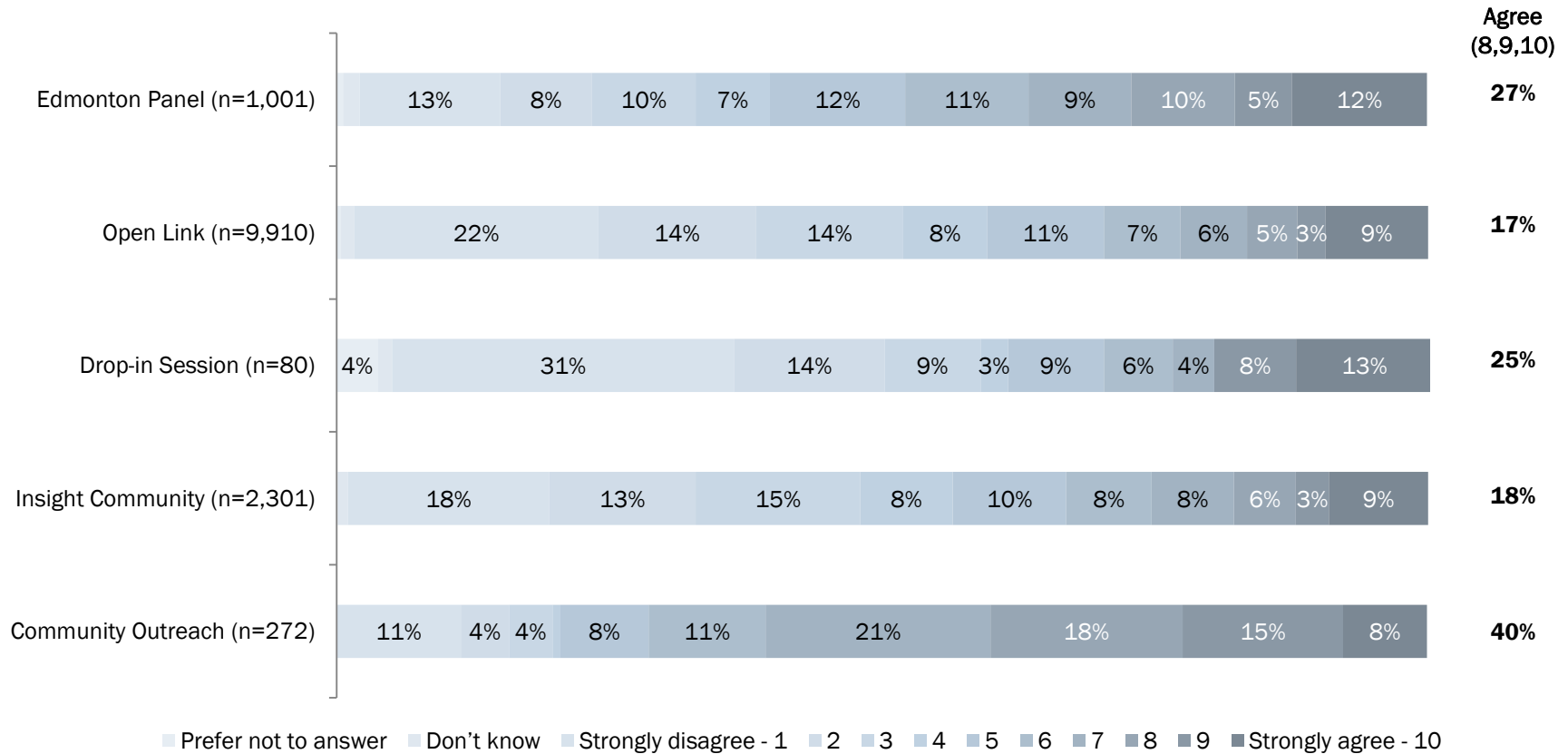


Base: Survey respondents  
Labels 2% or less not shown

Q36. We'd like you to think about all the possible changes that may happen to waste programs and waste collection, and the City's increased focus on reducing and diverting as much waste as possible. Given these proposed changes, how much do you agree or disagree with the following statements about managing household waste and garbage?



**Between 17%-40% of respondents agree THESE CHANGES TO SORTING MY WASTE WILL BE VERY INCONVENIENT FOR ME.**



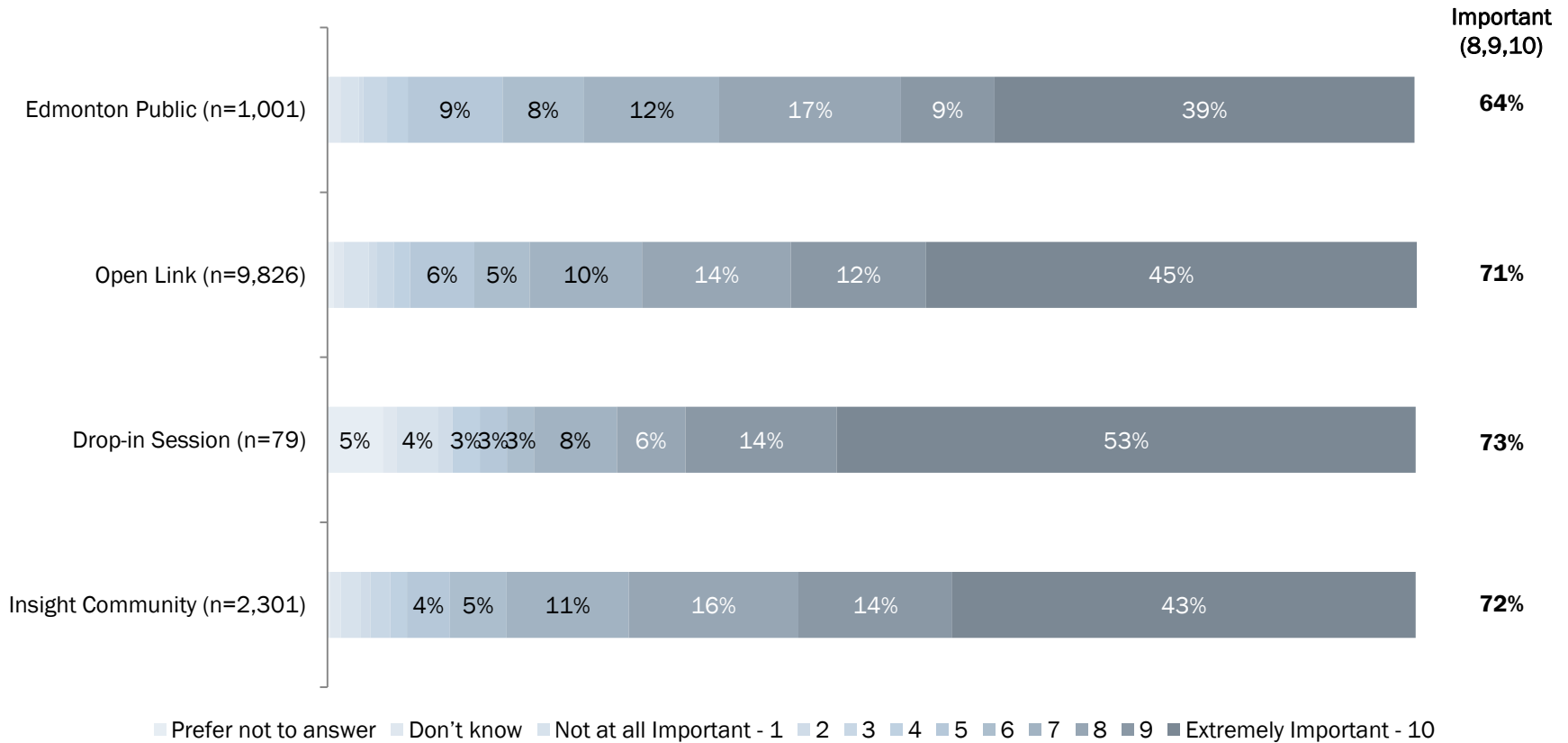
Base: Survey respondents  
Labels 2% or less not shown

Q36. We'd like you to think about all the possible changes that may happen to waste programs and waste collection, and the City's increased focus on reducing and diverting as much waste as possible. Given these proposed changes, how much do you agree or disagree with the following statements about managing household waste and garbage?

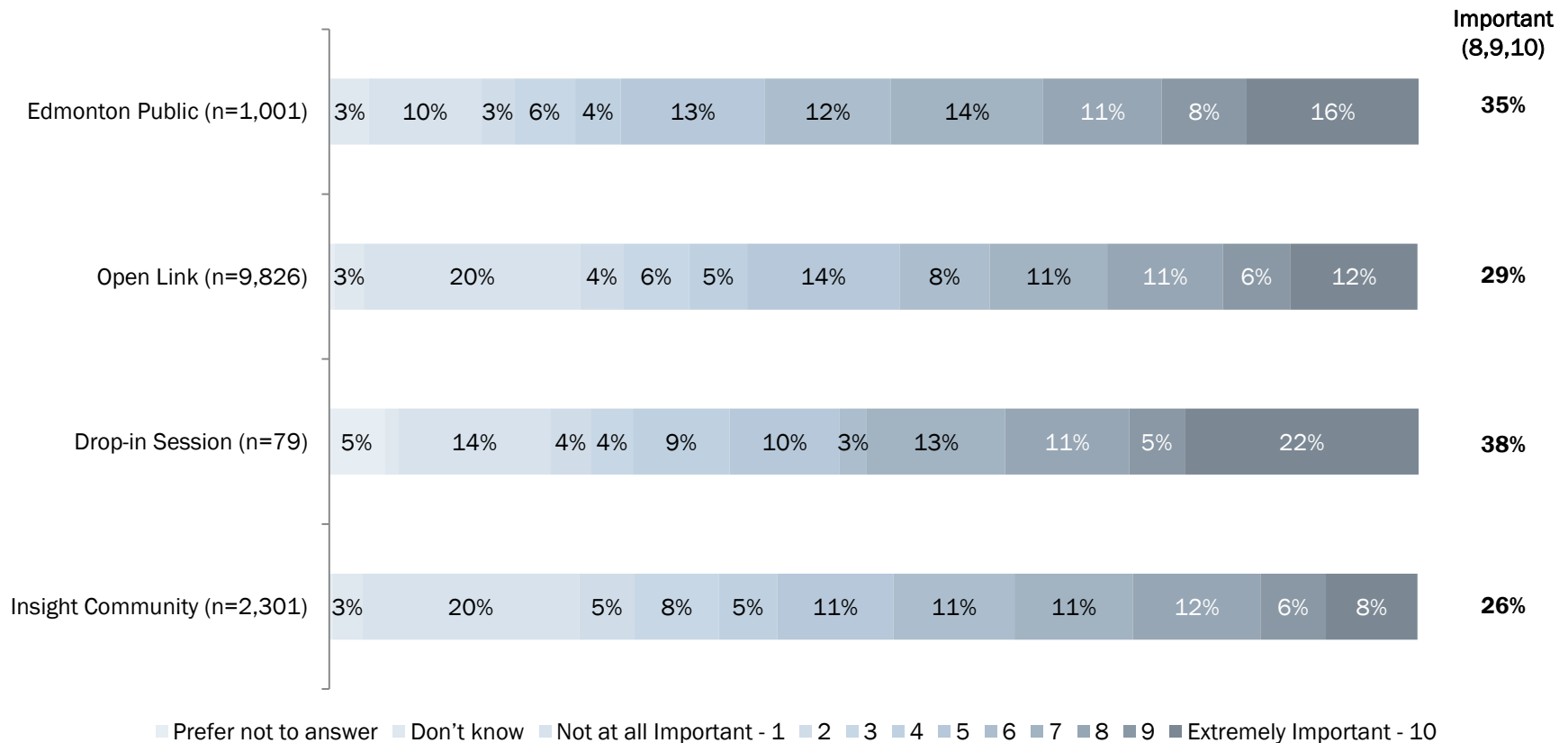
**Making it easy and convenient for households and minimizing costs of operations are the most important factors for respondents in regards to accessing waste drop-off facilities. Being consistent with what other cities are doing is not a priority for respondents.**

Important (8,9,10 on a scale of 1-10)	Edmonton Panel (n=1,001)	Open Link (n=9,826)	Drop-in Session (n=79)	Insight Community (n=2,301)
Diverting the most possible waste from the landfill	64%	71%	73%	72%
Being consistent with what other cities are doing	35%	29%	38%	26%
Being consistent with Edmonton's current bylaws	48%	37%	48%	40%
Encouraging proper sorting of different types of waste	62%	69%	70%	72%
Minimizing cost of operations	64%	56%	66%	60%
Minimizing costs to residents	74%	71%	65%	69%
Making it easy and convenient for households	74%	81%	61%	82%
Making waste collection easier/faster for the City	57%	52%	58%	54%

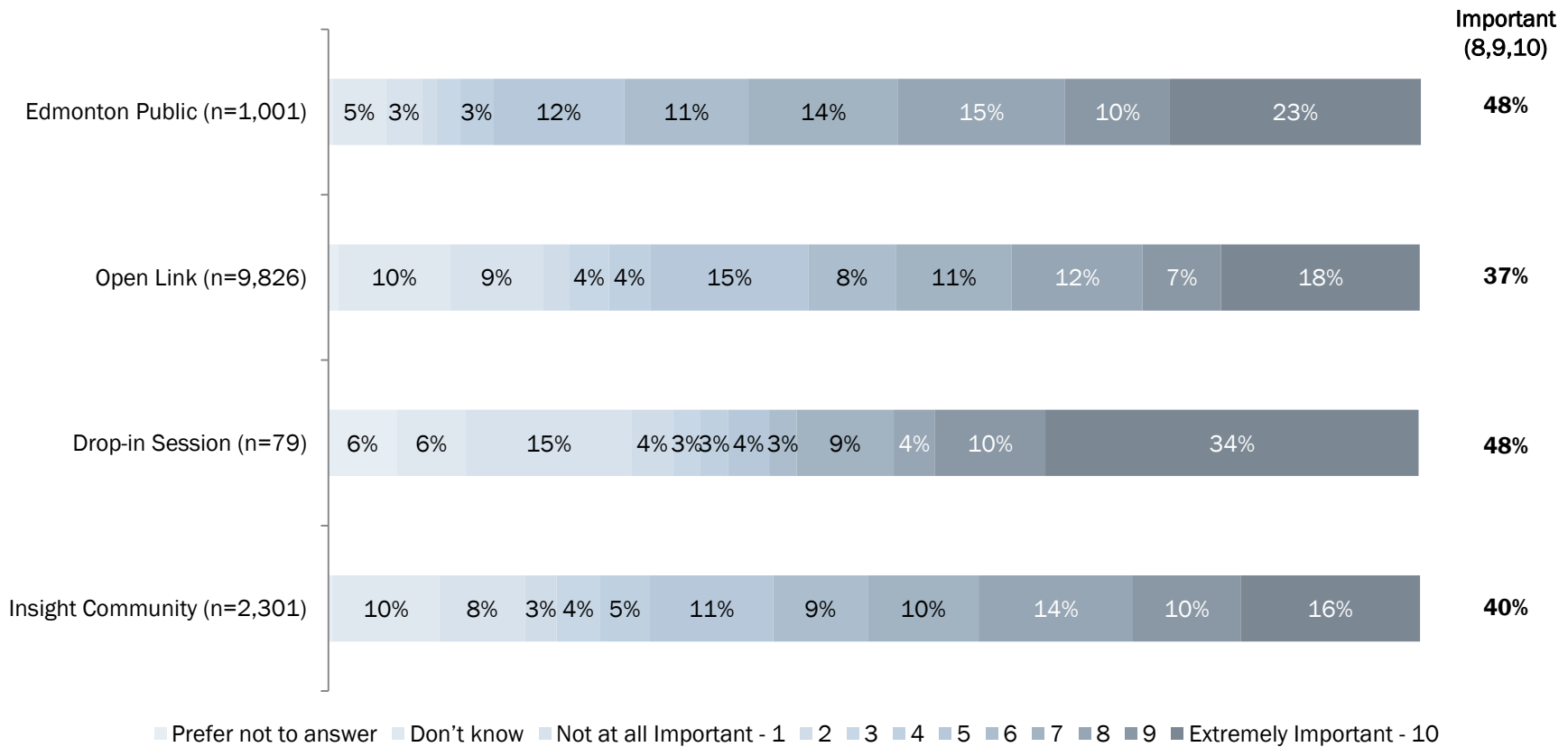
**Over three-in-five respondents agree DIVERTING THE MOST POSSIBLE WASTE FROM THE LANDFILL is important.**



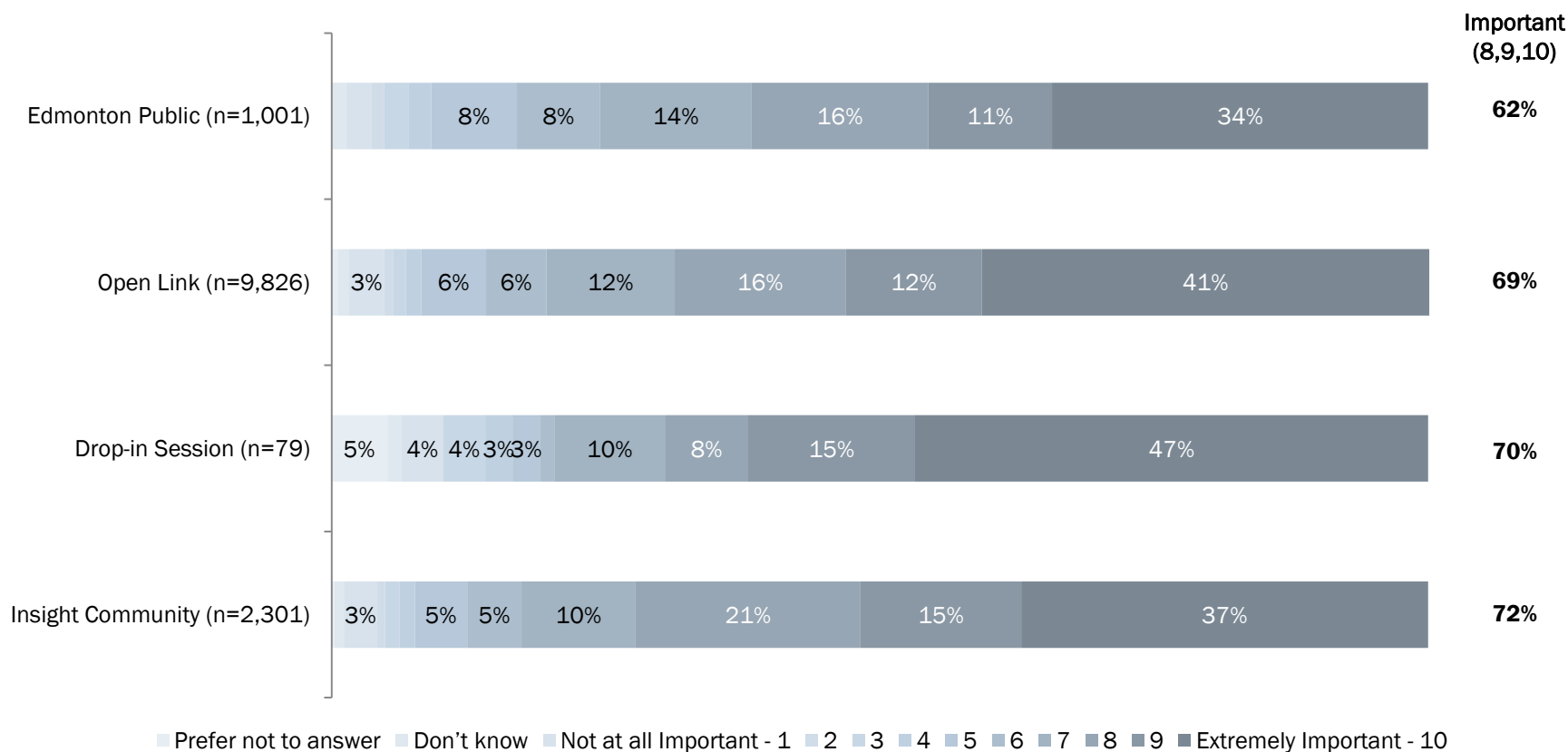
**Over a quarter of respondents agree BEING CONSISTENT WITH WHAT OTHER CITIES ARE DOING is important.**



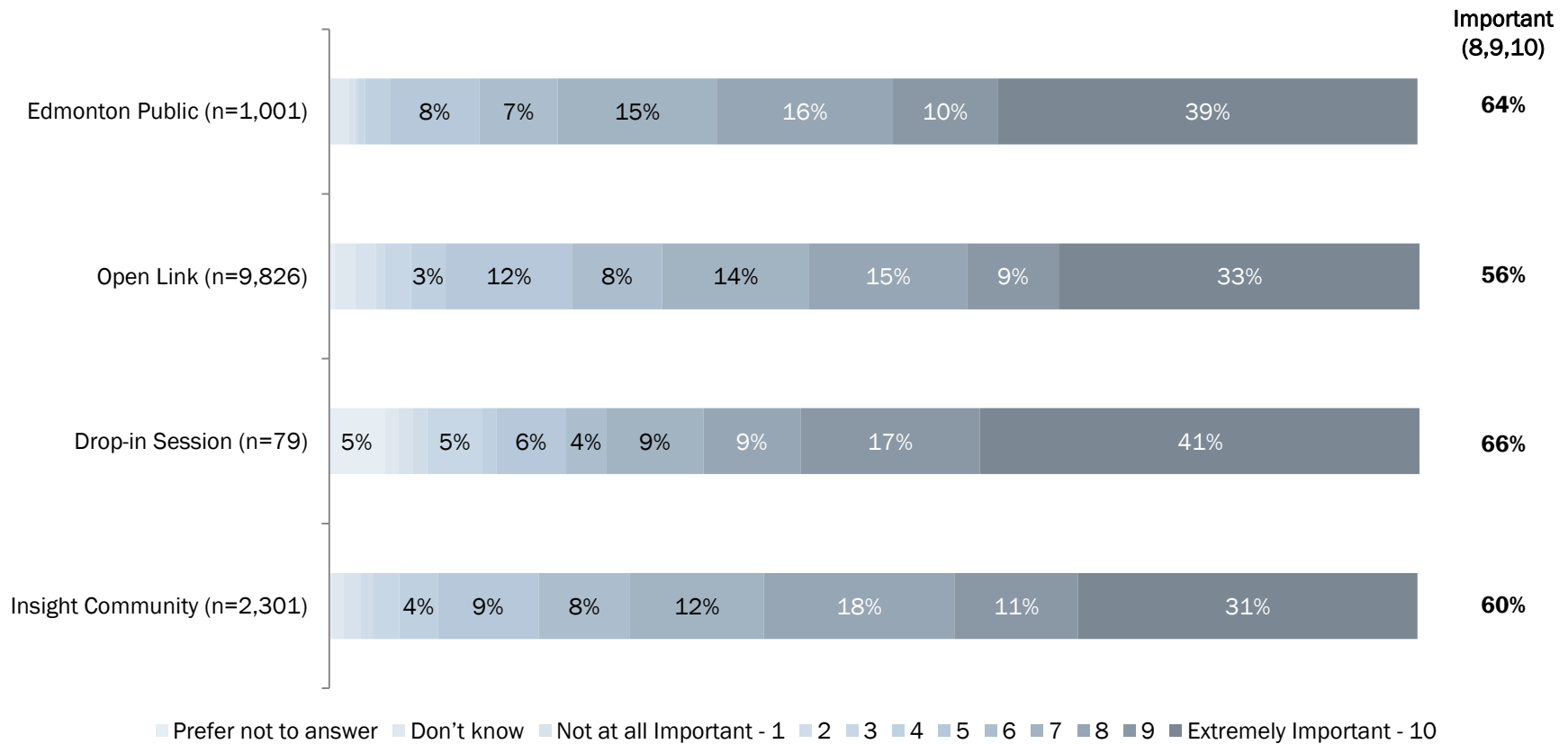
**Over a third of respondents agree that BEING CONSISTENT WITH EDMONTON'S CURRENT BYLAWS is important.**



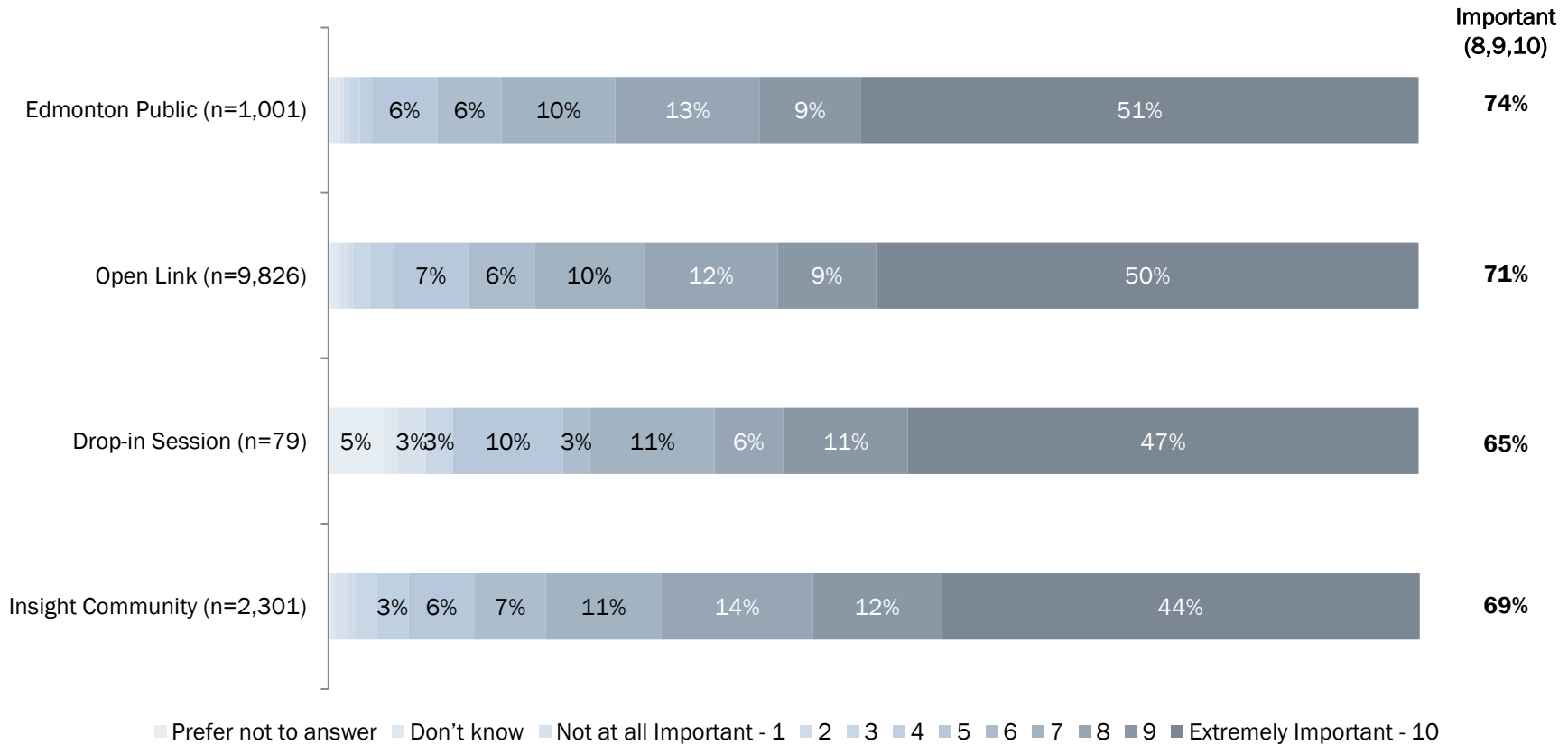
**At least two-in-five respondents agree that ENCOURAGING PROPER SORTING OF DIFFERENT TYPES OF WASTE is important.**



**Over half of respondents agree that MINIMIZING COST OF OPERATIONS is important.**

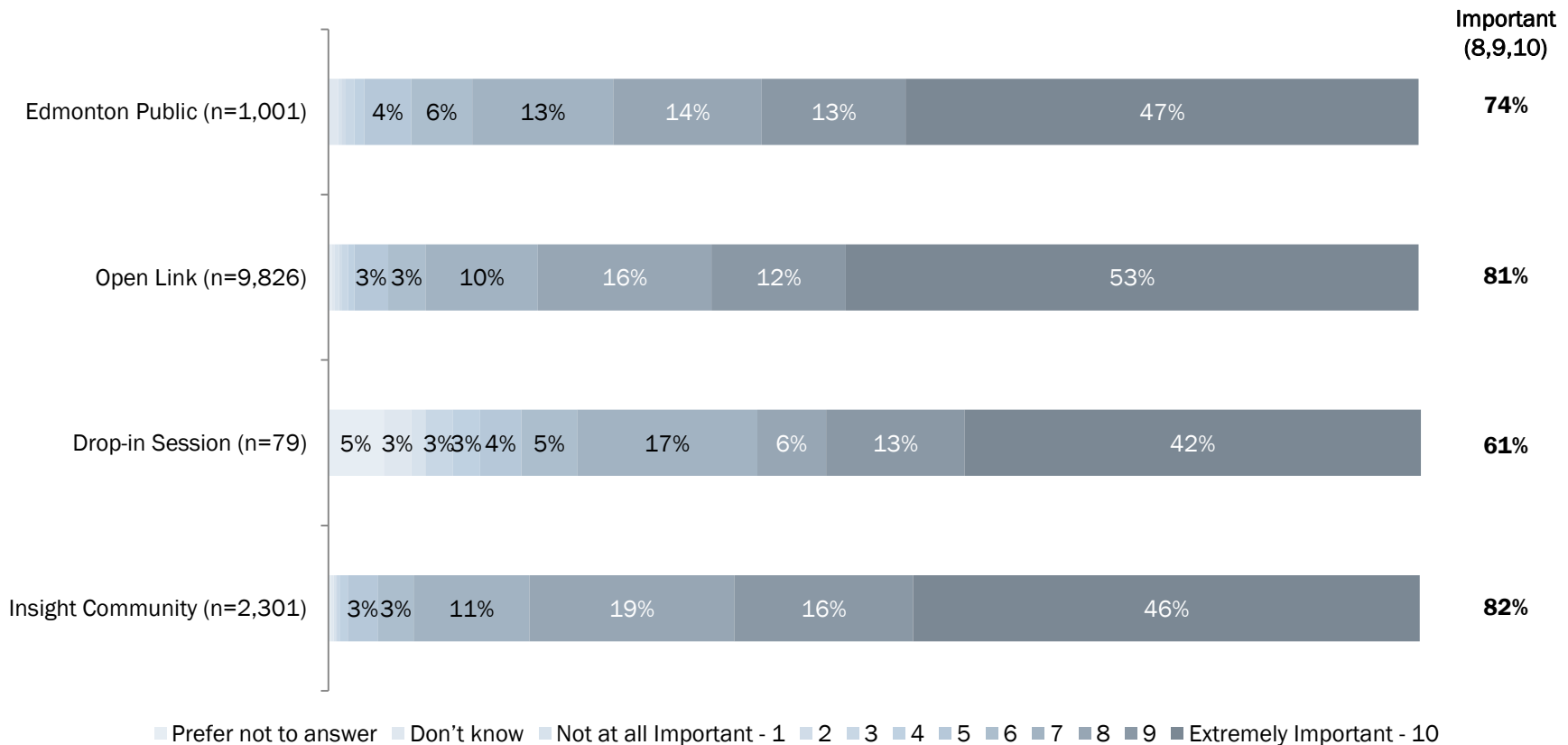


**At least two-thirds of respondents agree that MINIMIZING COSTS TO RESIDENTS is important.**

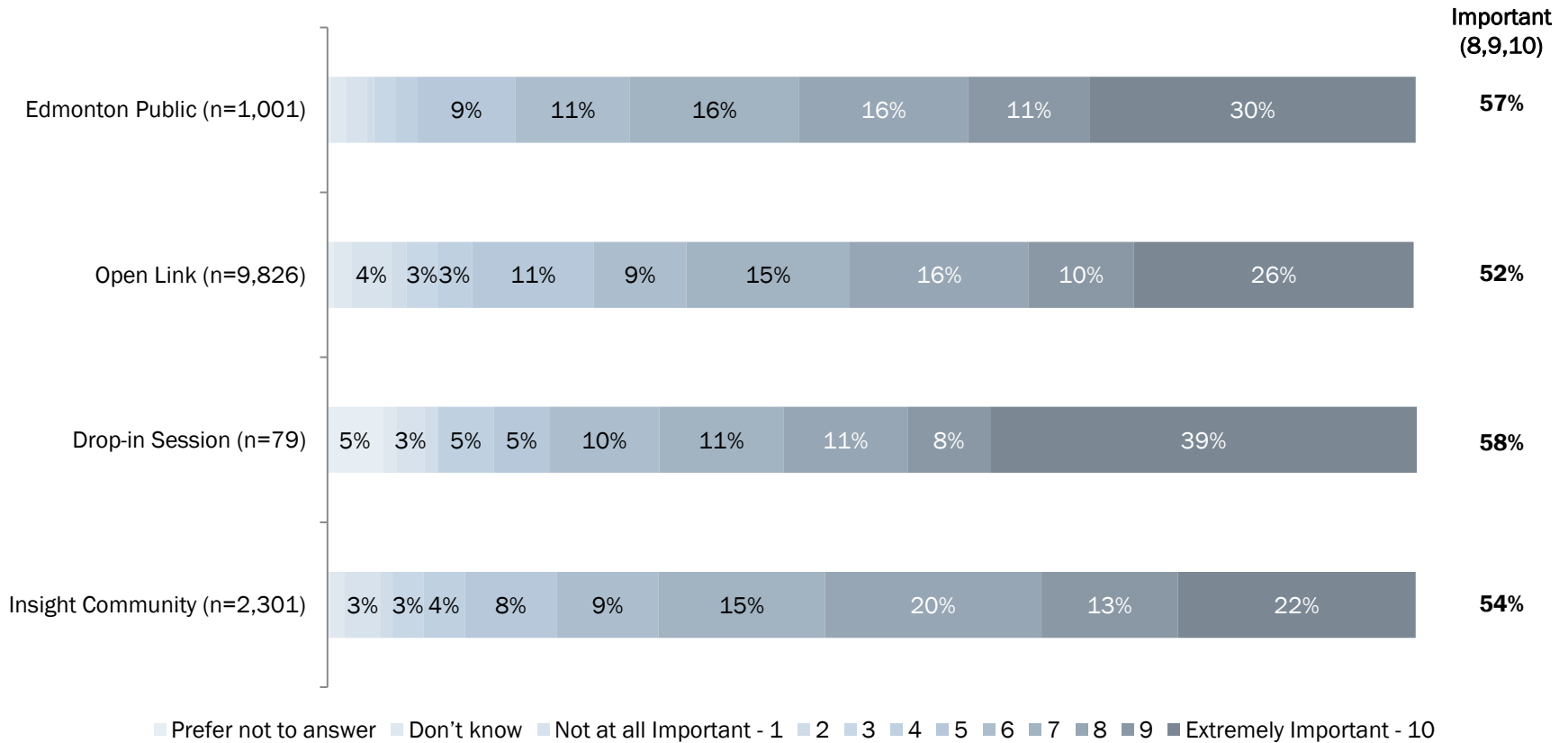





**Over three-in-five respondents agree that MAKING IT EASY AND CONVENIENT FOR HOUSEHOLDS is important.**




**Over half of respondents agree that MAKING WASTE COLLECTION EASIER/FASTER FOR THE CITY is important.**

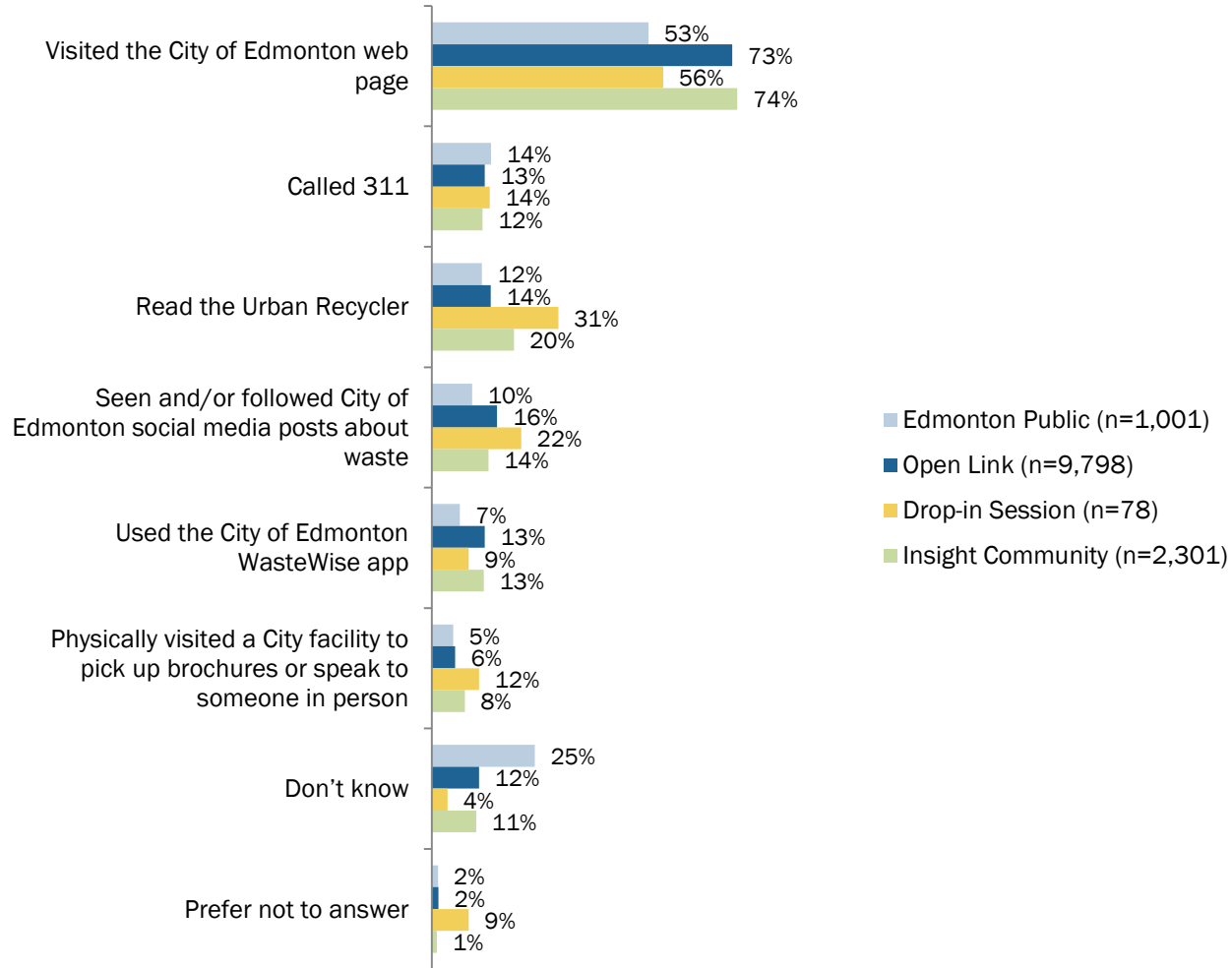


## COMMUNICATING WITH THE CITY

 The majority of respondents find their information about garbage and recycling from the City of Edmonton webpage.

 The most preferred source for receiving information about future changes to waste collection services are flyers/mailouts from the City, news/TV media, City of Edmonton website, and email or e-news from the City.

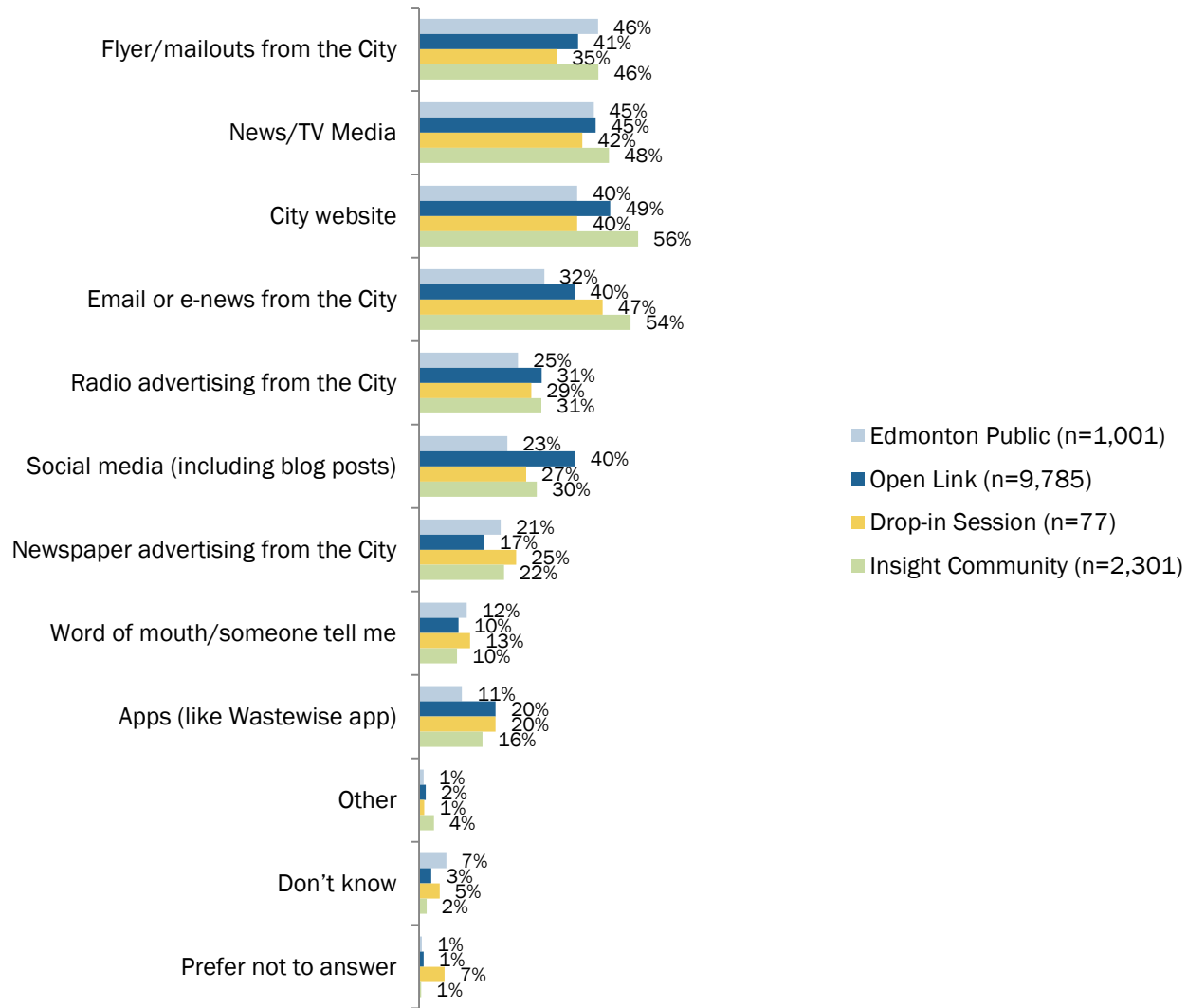
**The majority of respondents find their information about garbage and recycling from the City of Edmonton webpage.**



Base: Survey respondents

Q38. Now, we'd like to ask you about your experience with locating information about waste services in Edmonton. When you needed to find information about garbage and recycling, where have you previously found it?

**The most preferred source for receiving information about future changes to waste collection services are flyers/mailouts from the City, news/TV media, City of Edmonton website, and email or e-news from the City.**





# **RESPONDENT PROFILE**

Residential Respondents

# RESPONDENT PROFILE

	Edmonton Panel (n=1,001)	Open Link	Informed Public	Insight Community (n=2,301)	Community Outreach (n=272)
<b>Gender</b>		(n=13,559)	(n=94)	-	
Man	50%	31%	43%	-	47%
Woman	50%	66%	44%	-	53%
I identify as other	-	<1%	1%	-	-
Prefer not to answer	-	3%	13%	-	-
<b>Age</b>		(n=9,753)	(n=77)		
Under 18	-	<1%	3%	<1%	-
Between 18 and 24	12%	5%	4%	2% (19-24)	6%
Between 25 and 34	23%	26%	5%	16% (25-34)	18%
Between 35 and 44	18%	24%	7%	29% (35-49)	11%
Between 45 and 54	16%	15%	18%	33% (50-64)	14%
Between 55 and 64	15%	16%	26%	-	16%
65 or older	15%	11%	31%	18%	32%
I prefer not to answer	-	3%	7%	2%	3%
<b>Born in Canada</b>		(n=9,708)	(n=77)	-	
Yes	80%	85%	64%	-	29%
No	20%	12%	27%	-	70%
Not sure	<1%	<1%	1%	-	-
Prefer not to answer	1%	2%	8%	-	<1%
<b>Tenure in Canada</b>		(n=1,203)	(n=21)		
Less than 5 years	18%	7%	5%	<1%	9%
5 to 10 years	16%	14%	14%	1%	16%
10 to 20 years	24%	26%	14%	2%	28%
More than 20 years	41%	52%	62%	95%	38%
All my life	-	-	-	-	9%
Prefer not to answer	<1%	1%	5%	1%	<1%

# RESPONDENT PROFILE

	Edmonton Panel (n=1,001)	Open Link	Informed Public	Insight Community (n=2,301)	Community Outreach (n=272)
<b>Occupation</b>		(n=9,721)	(n=77)	-	
Employed full-time	47%	58%	40%	-	61%
Employed part-time	10%	9%	7%	-	11%
Homemaker	5%	5%	3%	-	6%
Post-secondary student	6%	4%	1%	-	7%
High school student	2%	<1%	<1%	-	1%
Unemployed	6%	2%	4%	-	3%
Permanently unable to work	3%	2%	1%	-	<1%
Retired	18%	14%	31%	-	9%
Other	2%	2%	<1%	-	1%
Prefer not to answer	1%	5%	13%	-	2%
<b>City of Edmonton Employee</b>		(n=9,716)	(n=77)	-	
Yes	5%	5%	10%	-	5%
No	95%	93%	81%	-	94%
Not sure	1%	<1%	3%	-	-
Prefer not to answer	<1%	2%	7%	-	1%
<b>Live within City of Edmonton limits</b>		(n=13,559)		-	-
Yes	100%	99%	-	-	-
No	-	1%	-	-	-
Don't know	-	<1%	-	-	-
<b>City Quadrant</b>		(n=13,559)	(n=94)	-	-
NW	36%	32%	31%	-	-
NE	17%	16%	39%	-	-
SW	23%	25%	9%	-	-
SE	23%	26%	20%	-	-
Don't know	-	<1%	1%	-	-
Prefer not to answer	-	1%	-	-	-



# RESPONDENT PROFILE

	Edmonton Panel (n=1,001)	Open Link	Informed Public	Insight Community (n=2,301)	Community Outreach (n=272)
<b>Regular Access to Vehicle</b>		(n=9,761)	(n=77)		
Car	53%	54%	57%	60%	-
SUV	32%	40%	25%	36%	-
Truck (pickup, etc.)	12%	22%	16%	20%	-
Van	6%	8%	3%	7%	-
Motorcycle	2%	3%	<1%	3%	-
Other (RV, etc.)	1%	1%	1%	2%	-
Don't have a vehicle	14%	5%	10%	6%	-
Prefer not to answer	1%	2%	8%	1%	-
<b>Household Size</b>		(n=9,744)	(n=94)		
1	20%	12%	16%	18%	9%
2	36%	36%	34%	44%	22%
3	18%	19%	10%	15%	19%
4	16%	19%	5%	20%	22%
5	4%	7%	5%	-	13%
6+	3%	4%	1%	-	12%
I prefer not to answer	4%	4%	29%	3%	3%
<i>Mean :</i>	2.5	2.8	2.3		3.4
<b>Household Age Distribution</b>			(n=52)		
Under 2 years old			<1%		7%
2 to 5 years old			<1%		10%
6 to 12 years old			10%		18%
13 to 17 years old			6%		20%
18 to 64 years old			75%		89%
65+ years old			48%		18%
I prefer not to answer			4%		4%
Don't know			-		13%

# RESPONDENT PROFILE

	Edmonton Panel (n=1,001)	Open Link	Informed Public	Insight Community (n=2,301)	Community Outreach (n=272)
<b>Event Location</b>	-	-	-	-	
Diwali Festival	-	-	-	-	37%
Lantern Festival	-	-	-	-	37%
Other	-	-	-	-	26%
<b>Dwelling Type</b>	-	-	-	-	
In a single-family detached or semi-detached home	-	-	-	-	39%
A townhouse, attached home or row house	-	-	-	-	27%
An apartment or condo building	-	-	-	-	34%
Prefer not to answer	-	-	-	-	<1%
<b>Aware that the City is considering making some changes to its waste system</b>	-	-	-	-	(n=201)
Yes	-	-	-	-	52%
No	-	-	-	-	31%
Don't know	-	-	-	-	17%
<b>Education</b>	-	-	-	-	
Elementary/grade school graduate	-	-	-	-	2%
High school graduate	-	-	-	-	9%
College/technical school graduate	-	-	-	-	22%
University undergraduate degree	-	-	-	-	52%
Post-graduate degree	-	-	-	-	10%
Professional school graduate	-	-	-	-	3%
I prefer not to answer	-	-	-	-	3%

# RESPONDENT PROFILE

	Edmonton Panel (n=1,001)	Open Link	Informed Public	Insight Community (n=2,301)	Community Outreach (n=272)
<b>Ethnic Background</b>	-	-	-	-	
Canadian/French Canadian	-	-	-	-	12%
Caucasian/White	-	-	-	-	9%
British (English/Scottish/Welsh/Irish)	-	-	-	-	6%
Western European (from Austria, Belgium, France, Germany, Netherlands, or other)	-	-	-	-	3%
Southern or Eastern European (from Greece, Italy, Portugal, Spain, Bosnia, Croatia, Serbia, Czech Republic, Hungary, Poland, Slovakia, Ukraine, former Soviet Republics, or other)	-	-	-	-	1%
South Asian (Punjabi, Indian, Tamil, Sri Lankan, Pakistani, Bangladeshi, Nepalese)	-	-	-	-	37%
East or Southeast Asian (from China, Hong Kong, Japan, North or South Korea, Indonesia, Malaysia, Philippines, Singapore, Thailand, Vietnam or other)	-	-	-	-	39%
West Asian or Middle Eastern (from Afghanistan, Iran, Iraq, Israel, Lebanon, Saudi Arabia, Syria, Turkey or other)	-	-	-	-	1%
African	-	-	-	-	1%
Central/South American or Caribbean (from Argentina, Brazil, Columbia, El Salvador, Guatemala, Mexico, Venezuela, Barbados, Jamaica, or other)	-	-	-	-	1%
Indigenous/Aboriginal/First Nations/Métis	-	-	-	-	1%
Other	-	-	-	-	<1%
Prefer not to answer	-	-	-	-	<1%
<b>Household Income</b>	-	-	-	-	
\$29,999 or less	-	-	-	-	10%
Between \$30,000 and \$49,999	-	-	-	-	21%
Between \$50,000 and \$69,999	-	-	-	-	27%
Between \$70,000 and \$99,999	-	-	-	-	21%
Between \$100,000 and \$124,999	-	-	-	-	10%
\$125,000 or more	-	-	-	-	6%
Prefer not to answer	-	-	-	-	6%



# DETAILED RESULTS

Multi-Unit Stakeholders

## CURRENT WASTE MANAGEMENT



The majority of multi-unit stakeholders separate paper and cardboard from the rest of the garbage at all of their properties.



Of those multi-unit stakeholders who separate recyclable materials from their garbage, three-in-five do so by using a blue bin or bags.

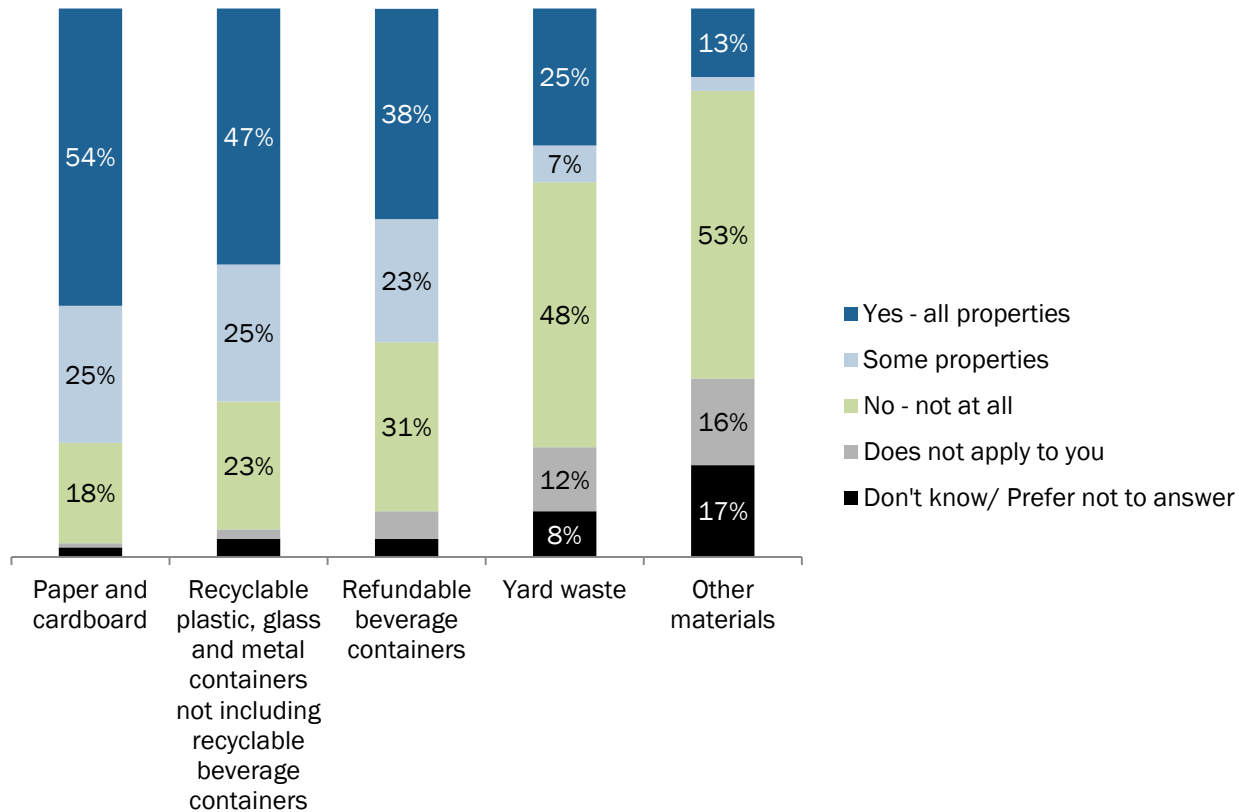


The greatest challenges faced sorting or separating items on properties are residents putting unaccepted items in the garbage and/or recycling bins, illegal dumping, and residents not sorting waste properly.



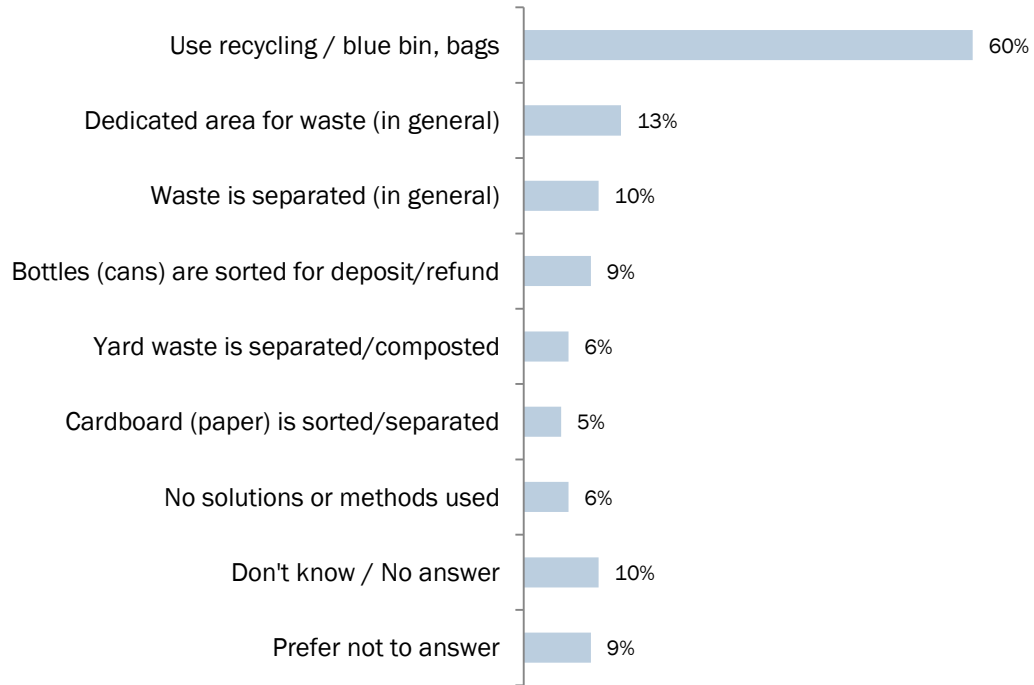
Illegal dumping and dumpster diving is experienced by over one-in-six multi-unit stakeholders who separate recyclable materials on their properties.

The majority of multi-unit stakeholders separate paper and cardboard from the rest of the garbage at all of their properties.



Base: Multi-unit stakeholders (n=120)  
 Labels 5% or less not shown  
 Q1. On your properties, are any of the following materials separated from the rest of the garbage?

**Of those multi-unit stakeholders who separate recyclable materials from their garbage, three-in-five do so by using a blue bin or bags.**

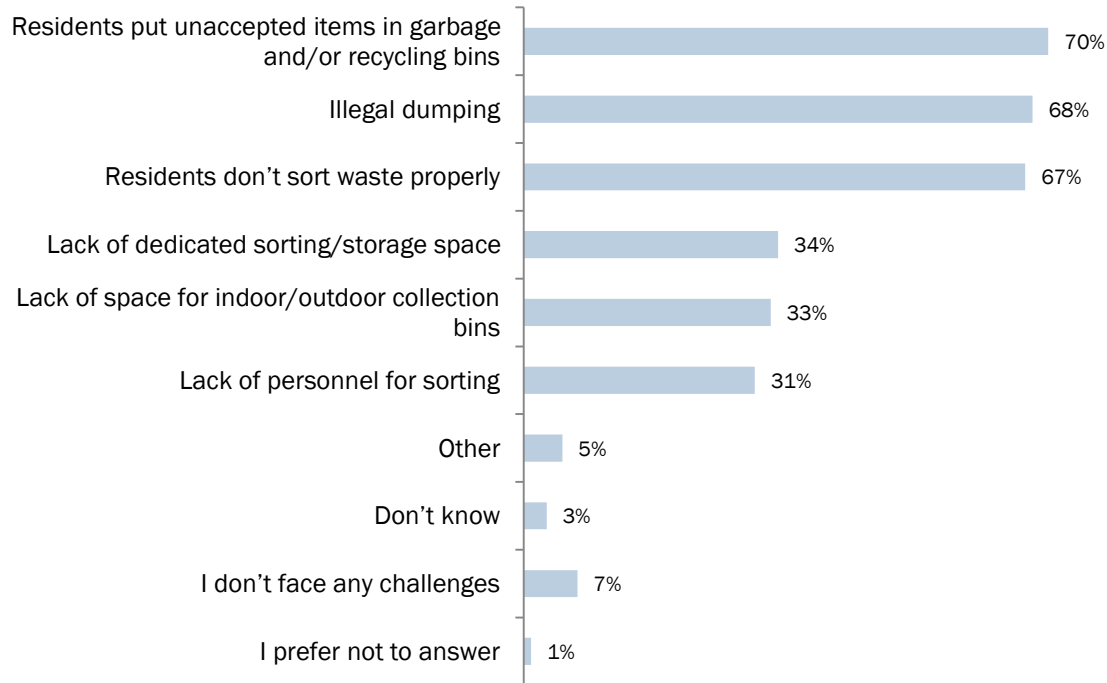


Base: Multi-unit stakeholders who separate recyclable materials from their garbage (n=100)

Mentions 2% or less not shown

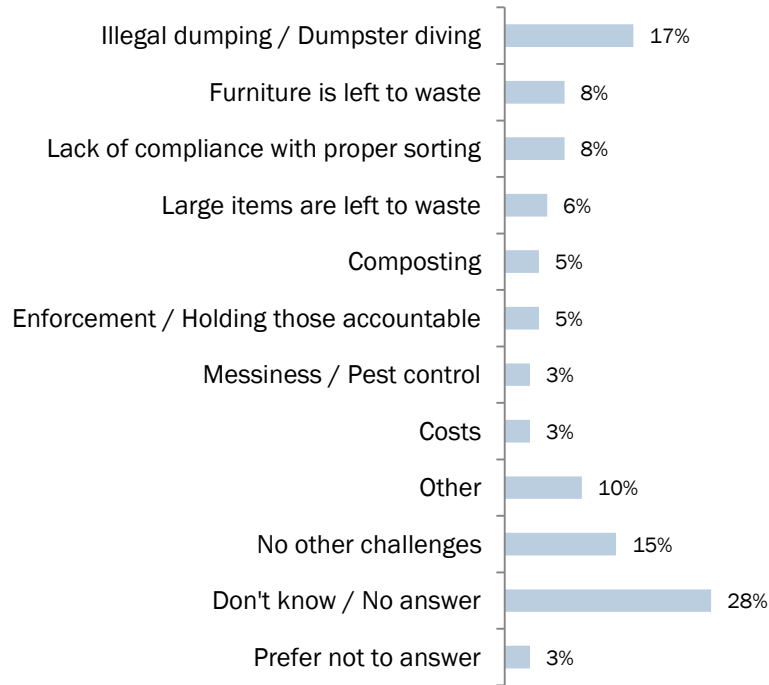
Q2. For any of the previous items you indicated that you sort or separate on your properties, what solutions or methods do you currently use to facilitate this?

**The greatest challenges faced sorting or separating items on properties are residents putting unaccepted items in the garbage and/or recycling bins, illegal dumping, and residents not sorting waste properly.**





**Illegal dumping and dumpster diving is experienced by over one-in-six multi-unit stakeholders who separate recyclable materials on their properties.**



## CURRENT WASTE REMOVAL



The majority of multi-unit stakeholder properties get their paper and cardboard, and recyclable plastic, glass and metal containers removal handled by the City. Yard waste is more frequently handled internally or by contractor, and refundable beverage containers are usually handled internally.

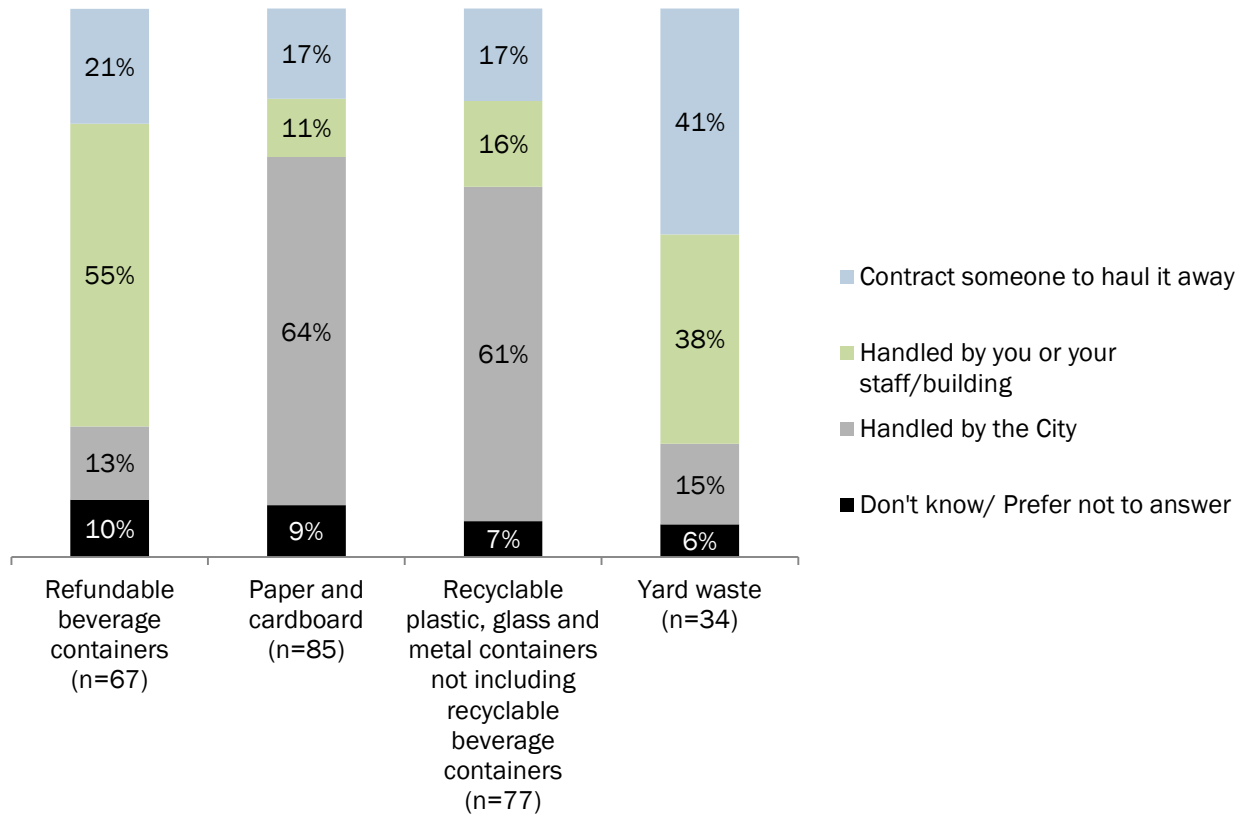


Furniture is typically another kind of waste that multi-unit stakeholders would typically need to hire or ask a contractor to haul away from their properties.

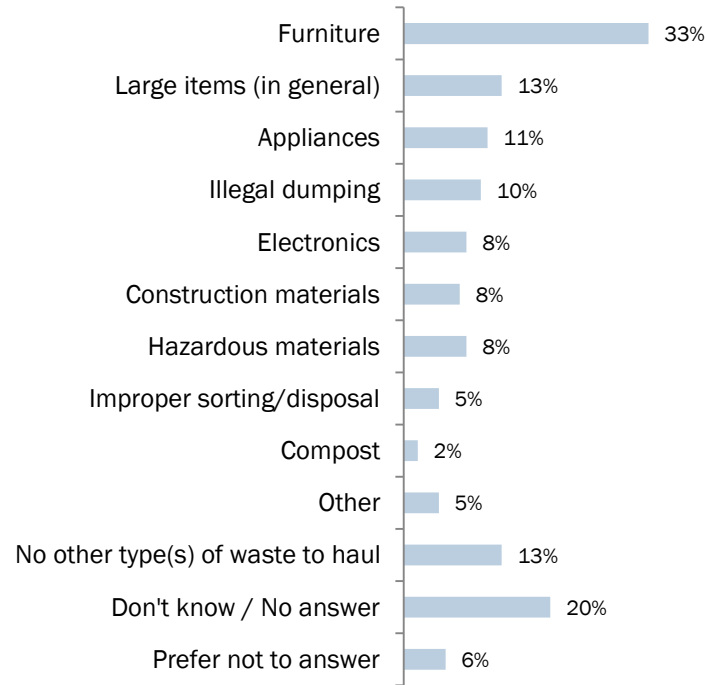


In addition to weekly garbage collection, one quarter of multi-unit stakeholders occasionally (less than once a month) must call to have extra garbage/recycling collection from their properties.

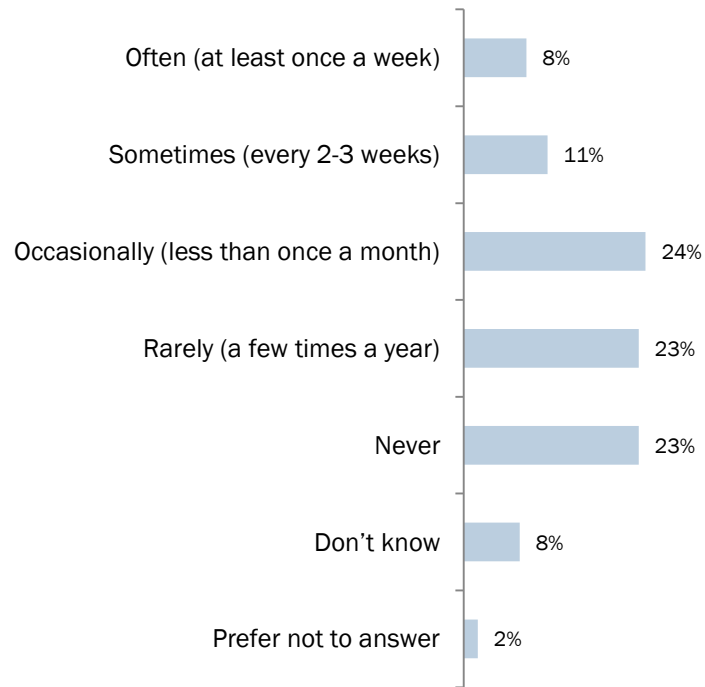
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**In addition to weekly garbage collection, one quarter of multi-unit stakeholders occasionally (less than once a month) must call to have extra garbage/recycling collection from their properties.**



Base: Multi-unit stakeholders (n=107)

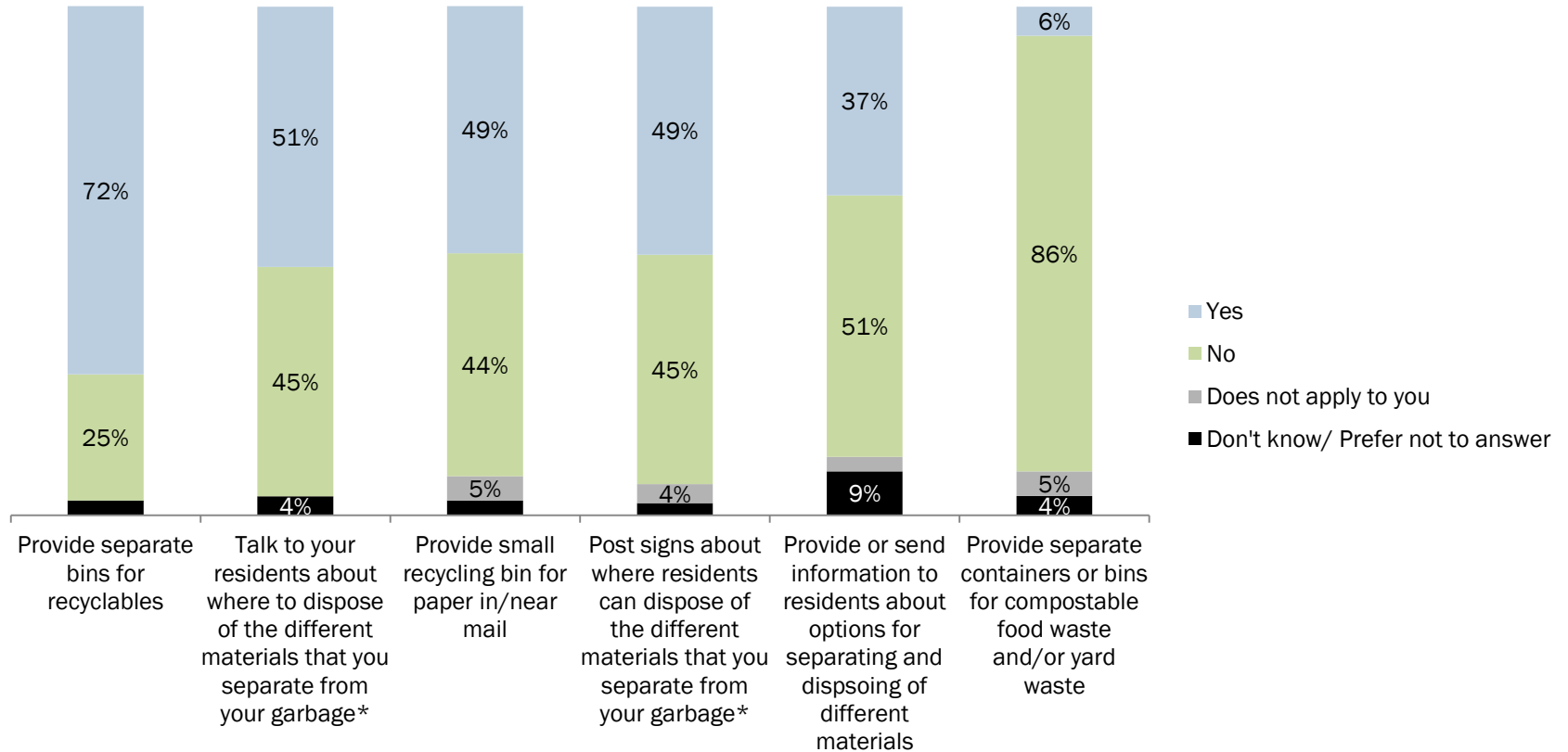
Q7. In addition to your weekly garbage collection (and recycling collection, if applicable), how frequently do you have to call to have extra garbage/recycling collected from your properties?

## CURRENT RECYCLING



Nearly three quarters of properties provide separate bins for recyclables.

**Nearly three quarters of properties provide separate bins for recyclables.**



Base: Multi-unit stakeholders (n=105)

\*Base: Multi-unit stakeholders who provide separate bins for recycling and/or small recycling bin for paper in/near mail area (n=82)

Labels 3% or less not shown

Q8. Does your property do any of the following to encourage your residents and visitors to recycle and/or compost on your premises...?

## SORTING NEEDS



Over two-in-five multi-unit stakeholders indicate there are items that they or the residents would like to be able to sort or separate from garbage on their properties, but cannot currently accommodate based on any of the challenges previously mentioned. Among these stakeholders the most commonly mentioned items they would like to be able to sort on their properties are compostable (organic items).



Of those multi-unit stakeholders who indicate they would like to be able to sort an item from that they currently cannot, nearly two-in-five have not taken any action.

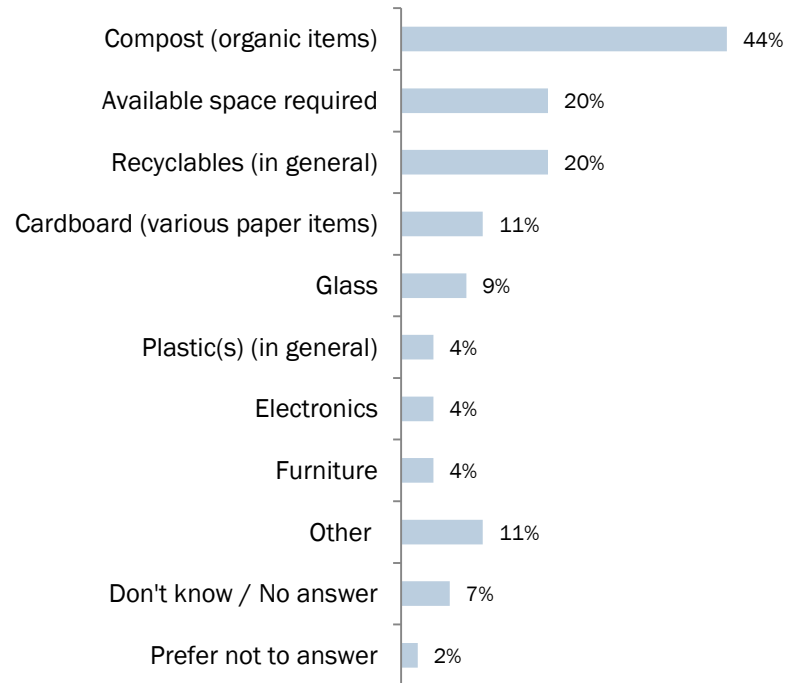


**Over two-in-five multi-unit stakeholders indicate there are items that they or the residents would like to be able to sort or separate from garbage on their properties, but cannot currently accommodate based on any of the challenges previously mentioned. Among these stakeholders the most commonly mentioned items they would like to be able to sort on their properties are compostable (organic items).**

**44%**

Indicate there are items that themselves or the residents would like to be able to sort or separate from garbage on their properties, but cannot currently accommodate based on any of the challenges previously mentioned.

Items Would Like to Be Able to Sort on Properties\*

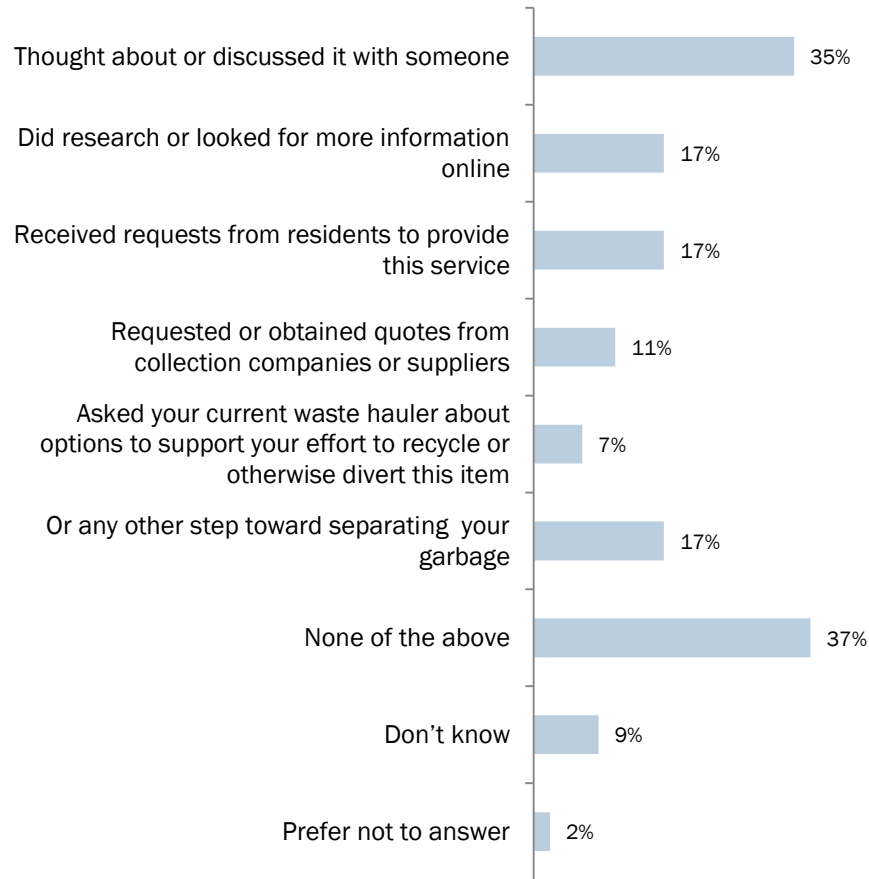


Base: Multi-unit stakeholders (n=104)

\*Base: Survey respondents who would like to be able to sort items from garbage but currently cannot (n=46)

Q9. Are there any items you or residents would like to be able to sort or separate from garbage on your properties, but cannot currently accommodate based on any of the challenges you previously mentioned?

**Of those multi-unit stakeholders who indicate they would like to be able to sort an item from that they currently cannot, nearly two-in-five have not taken any action.**



## INFORMING RESIDENTS



Of those multi-unit stakeholders who provide information to residents on where to dispose of different items from their garbage, three-in-five post information in the waste/garbage area and/or in hallways/bulletin boards/common areas.

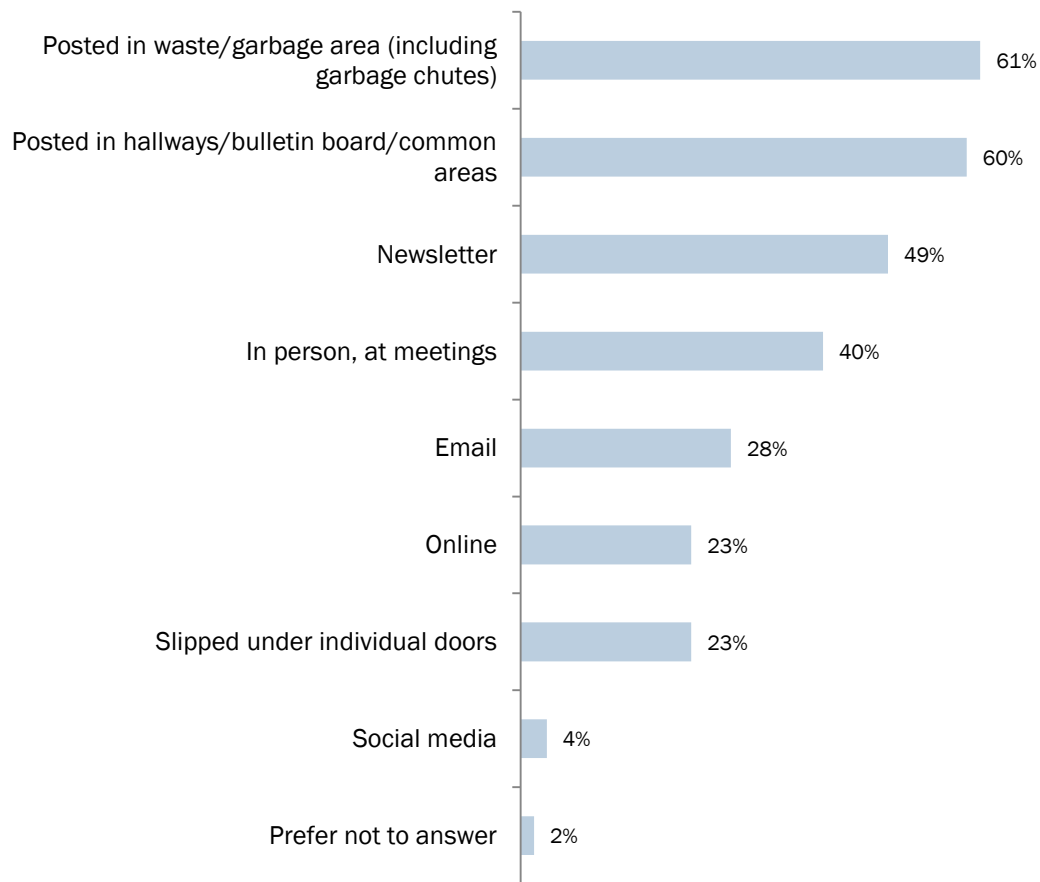


Of those multi-unit stakeholders who provide information to residents on where to dispose of different items from their garbage, over two thirds indicate that information is provided on an ongoing basis as reminders.

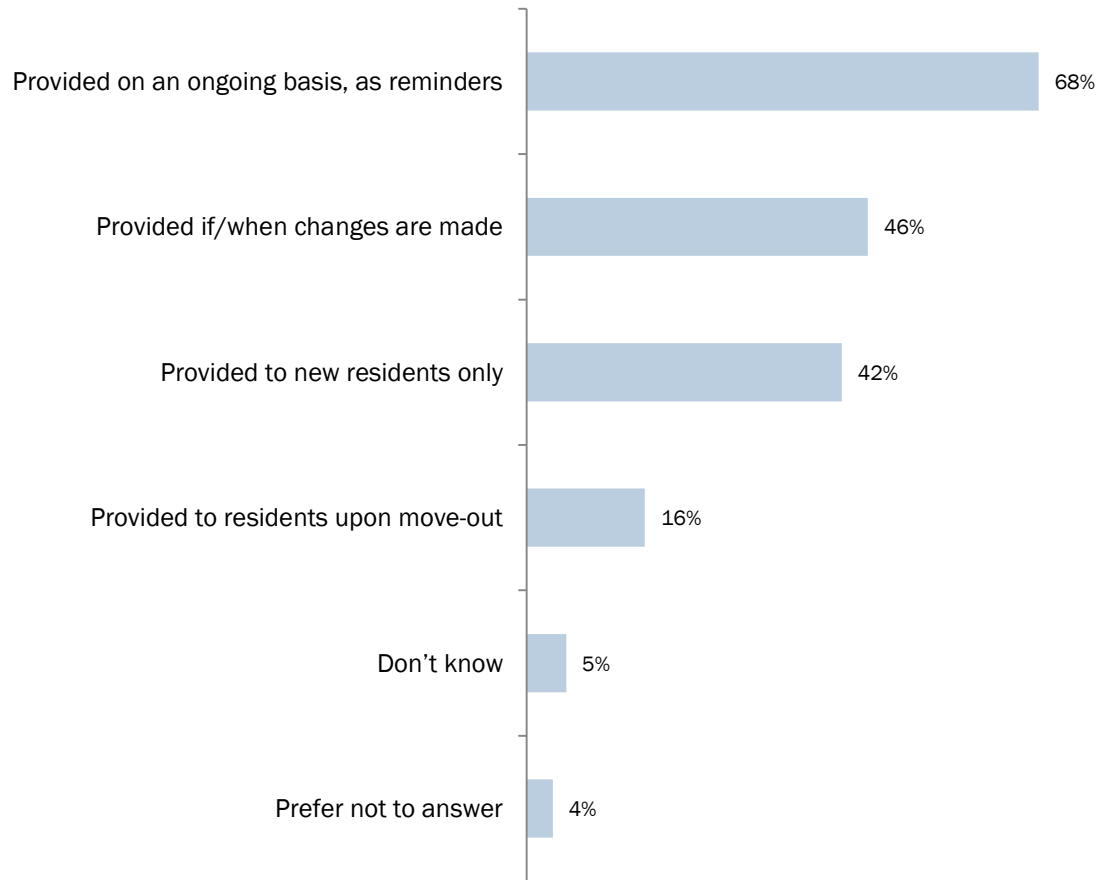


Of those multi-unit stakeholders who provide information to residents on where to dispose of different items from their garbage, over half indicate the landlord or property manager provides the information to the residents about how and where to sort waste on site.

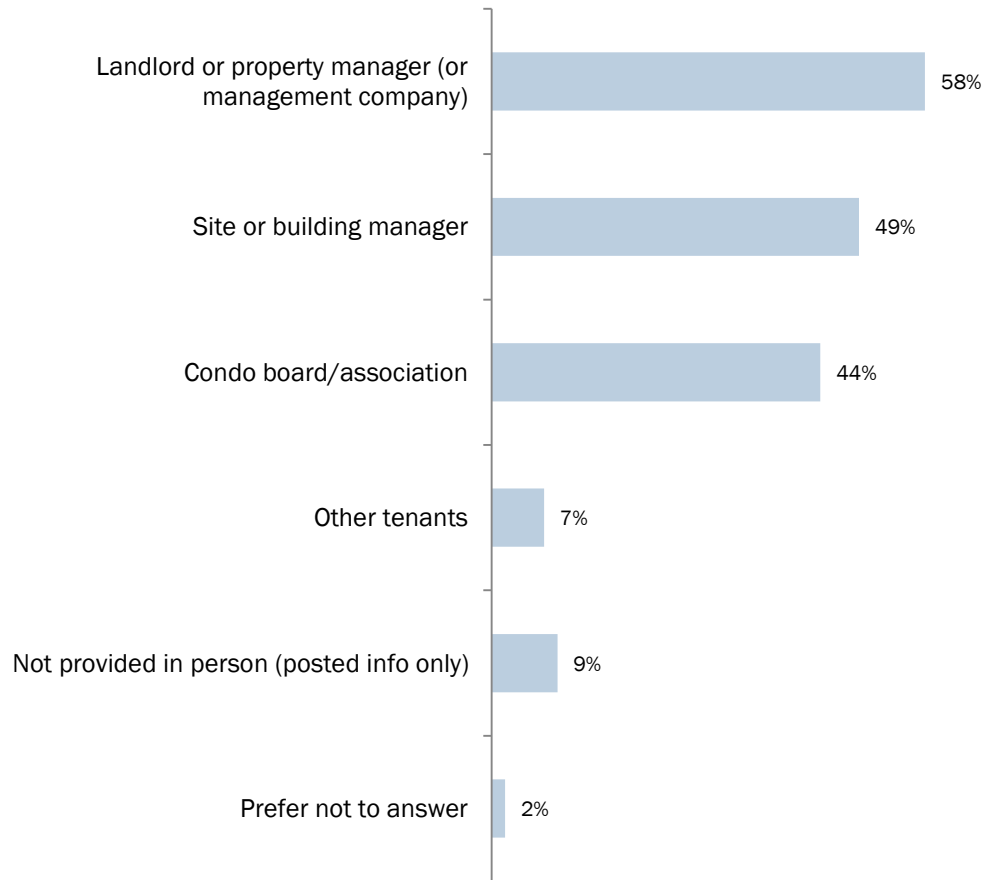
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**Of those multi-unit stakeholders who provide information to residents on where to dispose of different items from their garbage, over two thirds indicate that information is provided on an ongoing basis as reminders.**




**Of those multi-unit stakeholders who provide information to residents on where to dispose of different items from their garbage, over half indicate the landlord or property manager provides the information to the residents about how and where to sort waste on site.**




# FUTURE OF WASTE


## Responses to Proposed Program and Service Changes


- 


Half of multi-unit stakeholders strongly agree (8,9,10 ratings on a scale of 1-10) that the City should consider setting a Zero Waste goal for all of Edmonton.


  - Of those multi-unit stakeholders who provided a rating for their agreement with the City of Edmonton setting a Zero Waste goal for all of Edmonton, nearly one quarter gave they rating they did because they doubt success/think it will never reach zero waste/90% goal.
- 


Nearly half of multi-unit stakeholders are supportive (8,9,10 ratings) if the City were to consider asking all residential properties to separate their food scraps from the rest of their garbage.


  - Proper training/education is needed from the City in order to successfully implement food scrap separation as part of waste collection for apartments and condominiums.
- 


Half of multi-unit stakeholders are supportive (8,9,10 ratings) if the City were to require all residential properties to have on-site recycling collection, and to ensure that recyclables were sorted properly.
- 

Over one quarter of respondents indicate that the biggest challenge in regards to the possible changes for recycling in Edmonton for their properties would be assuring compliance by all.
- 

Those who responded indicated limited space to participate in the reuse programs and initiatives and/or their property already has a reuse program/initiative, as opportunities for reuse programs or initiatives on their properties.
- 

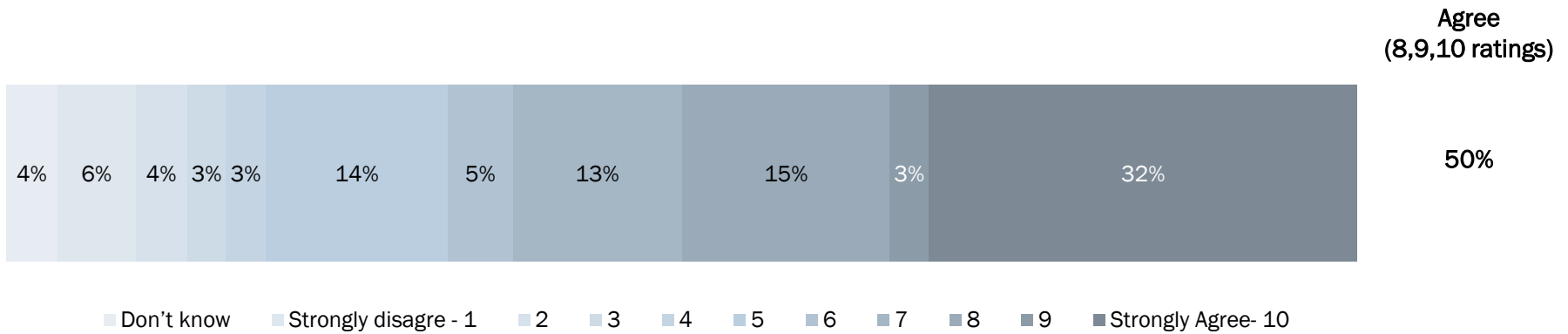
Those multi-unit stakeholders who responded like the idea of restrictions or the elimination of disposable plastic items.
- 

Assuring compliance by all is the most anticipated challenge presented by multi-unit stakeholders in regards to an increased focus on reducing, preventing and sorting more of Edmonton's waste.
- 

Nearly one in five multi-unit stakeholders indicate that the City could help make it easier for their properties to reduce and/or divert more of their waste by providing bins/bags/sorting materials and/or provide training/education of the waste process.
- 

The majority of multi-unit stakeholders could not identify any specific opportunities for their properties to reduce, reuse or recycle more.

**Half of multi-unit stakeholders strongly agree (8,9,10 ratings) that the City should consider setting a Zero Waste goal for all of Edmonton.**

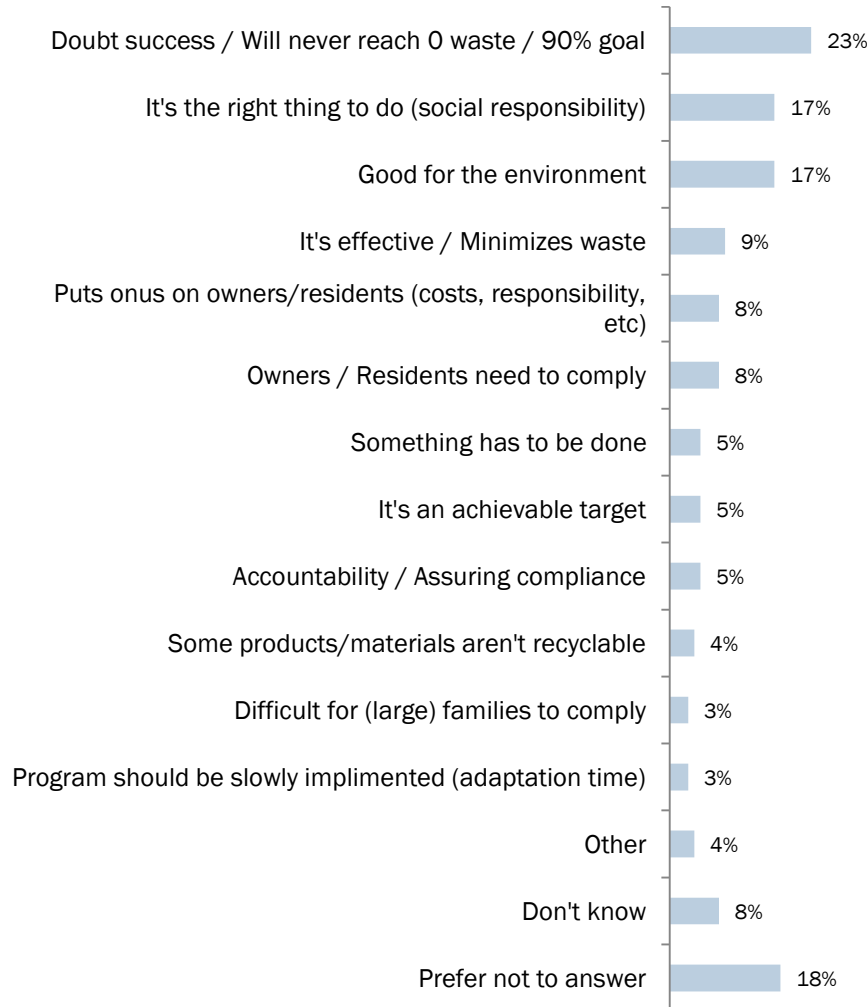


Base: Multi-unit stakeholders (n=104)

Q14. To what extent do you agree or disagree that the City should consider setting a Zero Waste goal for all of Edmonton? Use a scale from 1 to 10 where 1 means you strongly disagree and 10 means you strongly agree.

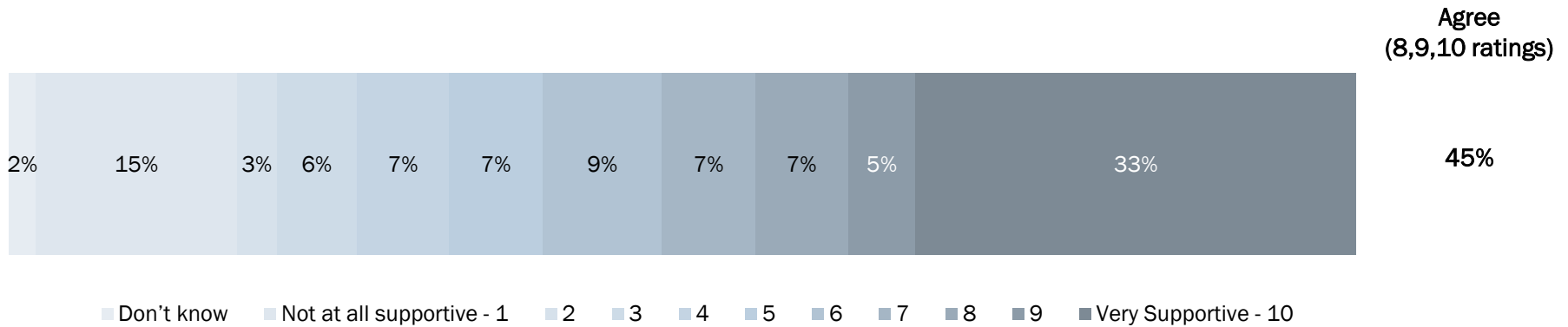


**Of those multi-unit stakeholders who provided a rating for their agreement with the City of Edmonton setting a Zero Waste goal for all of Edmonton, nearly one quarter gave they rating they did because they doubt success/think it will never reach zero waste/90% goal.**

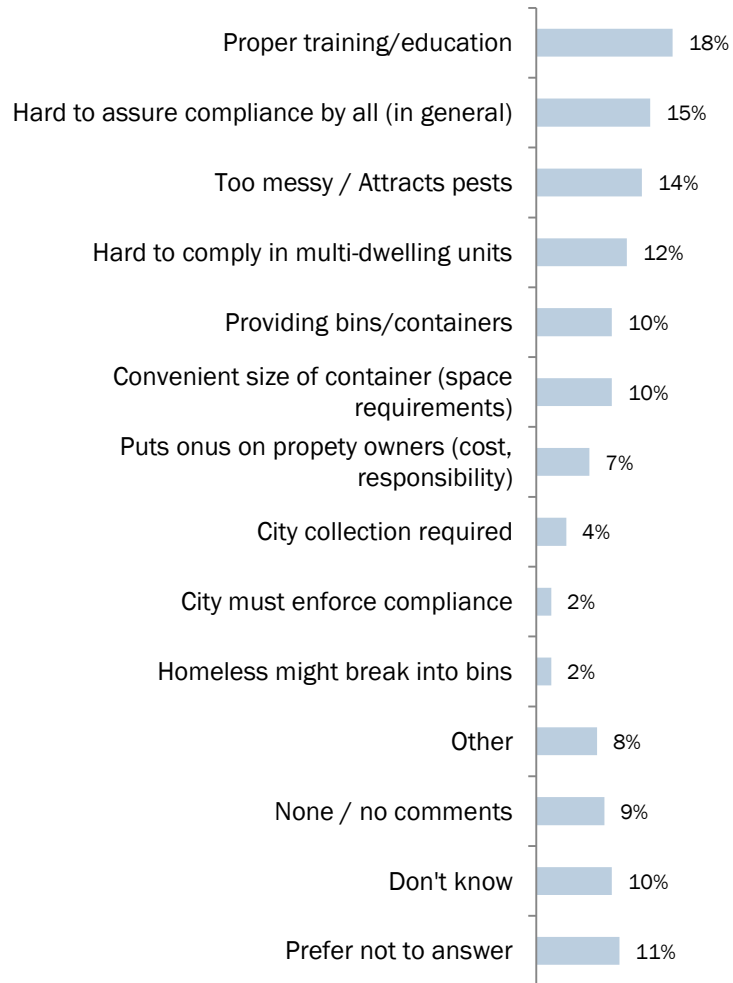


Base: Multi-unit stakeholders who provided a rating for their agreement with the City of Edmonton setting a Zero Waste goal for all of Edmonton (n=100)  
 Mentions 2% or less are not shown.  
 Q15. Why did you give that rating?

Nearly half of multi-unit stakeholders are supportive (8,9,10 ratings) if the City were to consider asking all residential properties to separate their food scraps from the rest of their garbage.



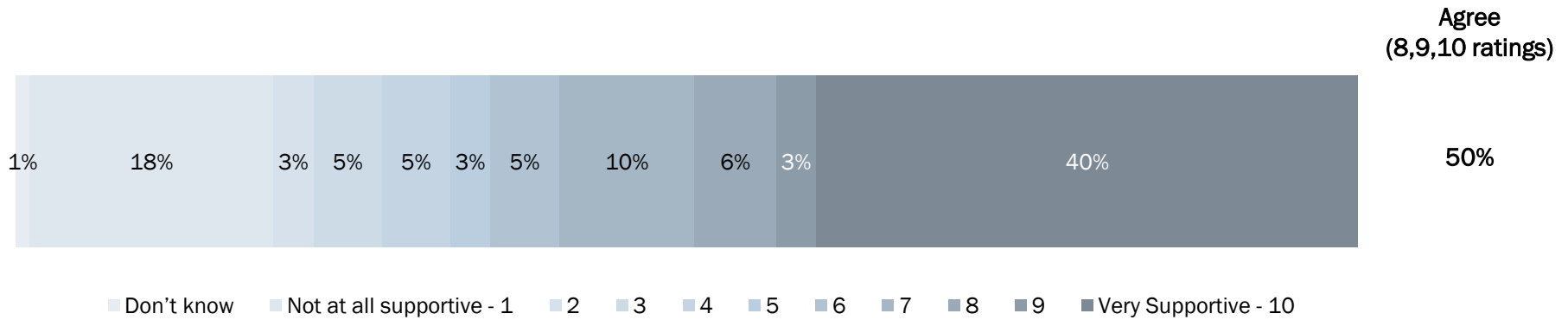
**Proper training/education is needed from the City in order to successfully implement food scrap separation as part of waste collection for apartments and condominiums.**



Base: Multi-unit stakeholders (n=99)

Q17. What support and considerations would you need from the City in order to successfully implement food scrap separation as part of waste collection for apartments and condominiums?

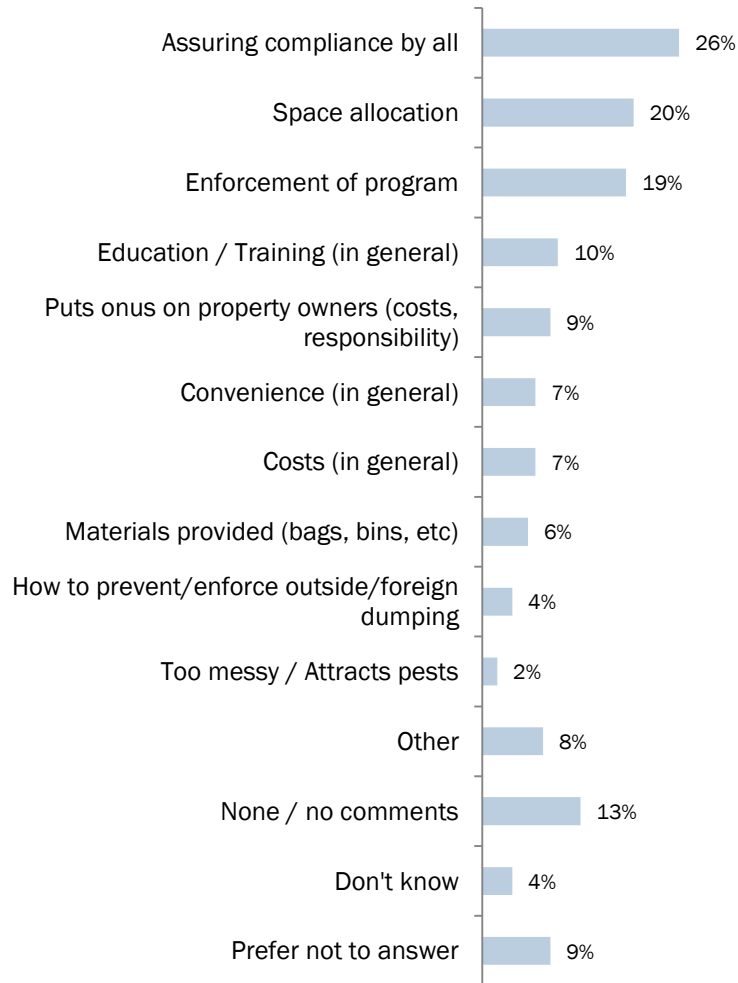
**Half of multi-unit stakeholders are supportive (8,9,10 ratings) if the City were to require all residential properties to have on-site recycling collection, and to ensure that recyclables were sorted properly.**



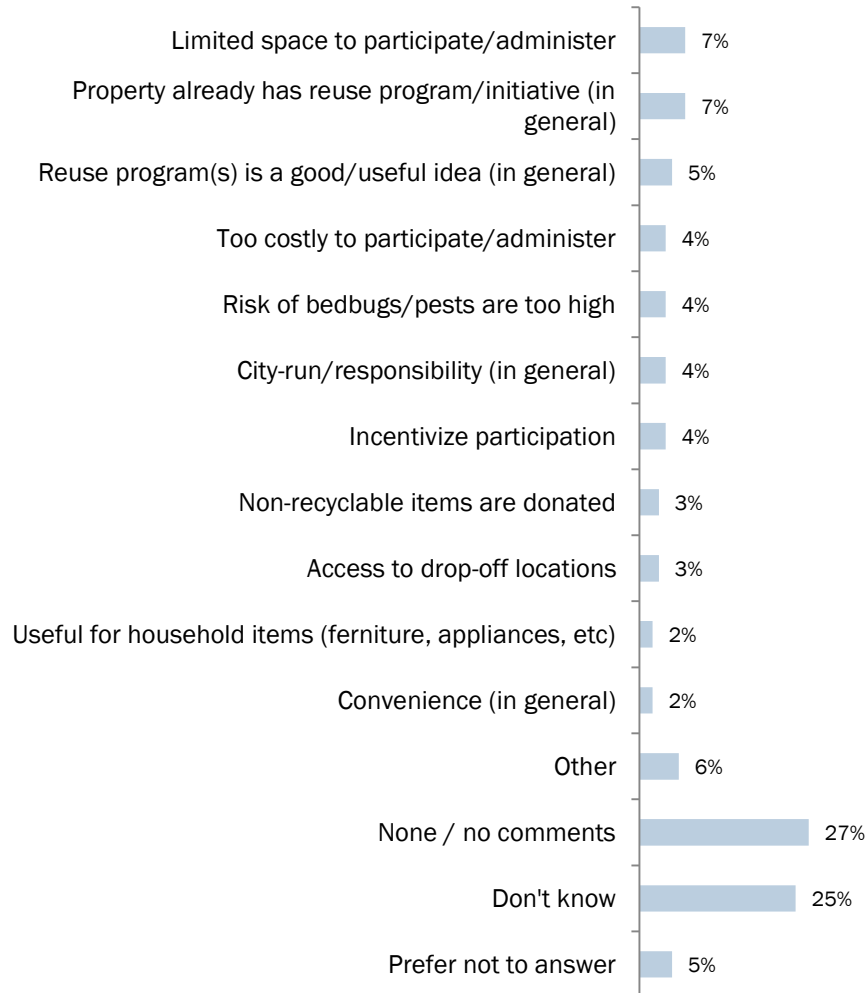
Base: Multi-unit stakeholders (n=99)

Q18. On a scale of 1 - 10, how supportive would you be if the City were to require all residential properties to have on-site recycling collection, and to ensure recyclables were sorted properly?

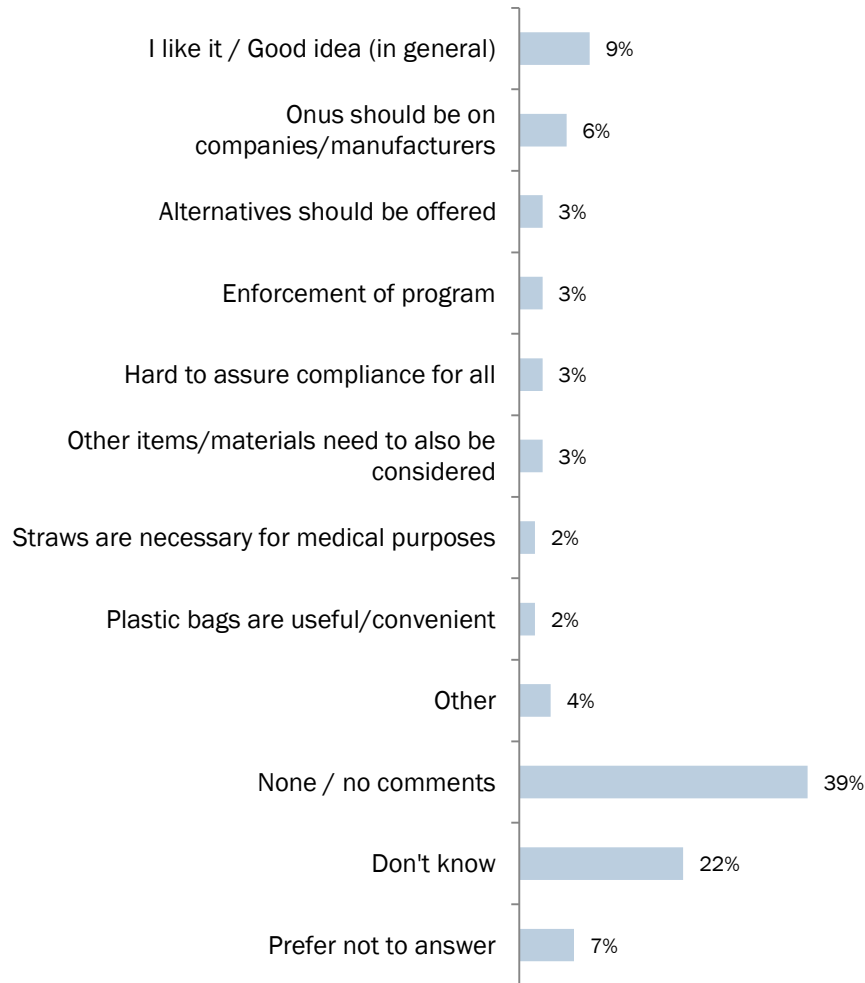
**Over one quarter of respondents indicate that the biggest challenge in regards to the possible changes for recycling in Edmonton for their properties would be assuring compliance by all.**



**Those who responded about possible opportunities for reuse programs or initiatives on their properties indicated limited space to participate in reuse programs and initiatives and/or their property already has a reuse program/initiative.**



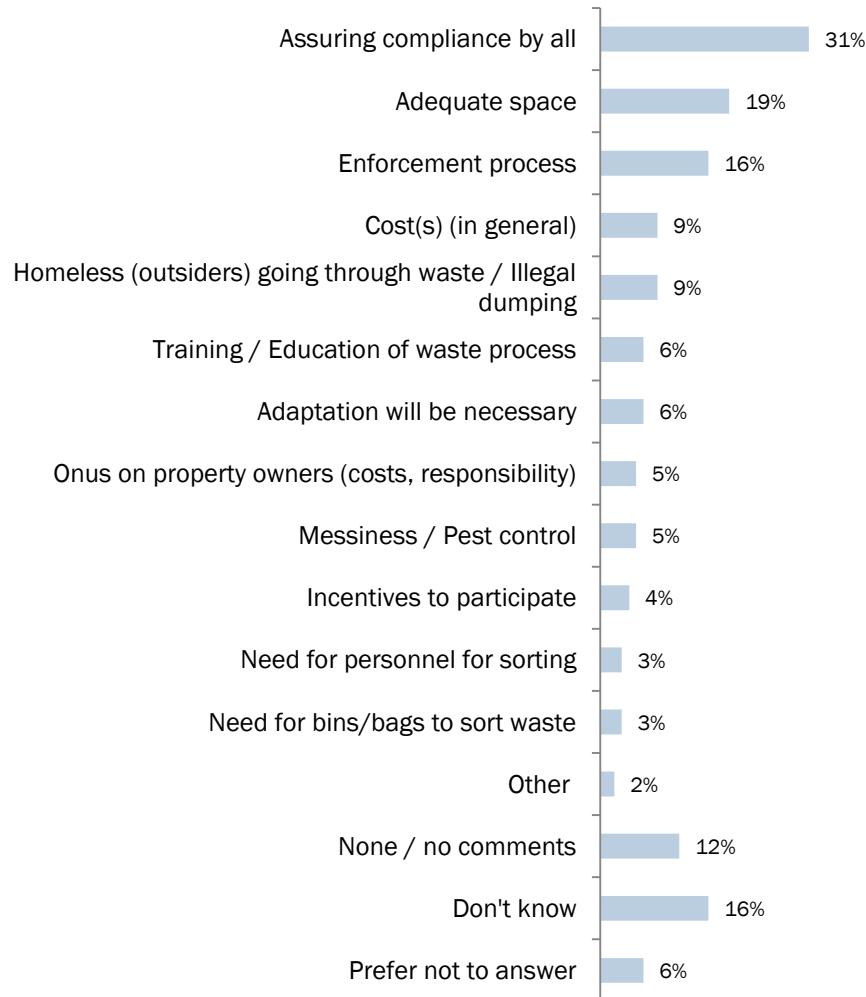
**Those multi-unit stakeholders who responded like the idea of restrictions or the elimination of disposable plastic items.**



Base: Multi-unit stakeholders (n=96)

Q21. Do you have any concerns for your property or organization if these disposable plastic items are restricted or eliminated for use? What are they? Which items (if any) do you think should be exempt?

**Assuring compliance by all is the most anticipated challenge presented by multi-unit stakeholders in regards to an increased focus on reducing, preventing and sorting more of Edmonton’s waste.**

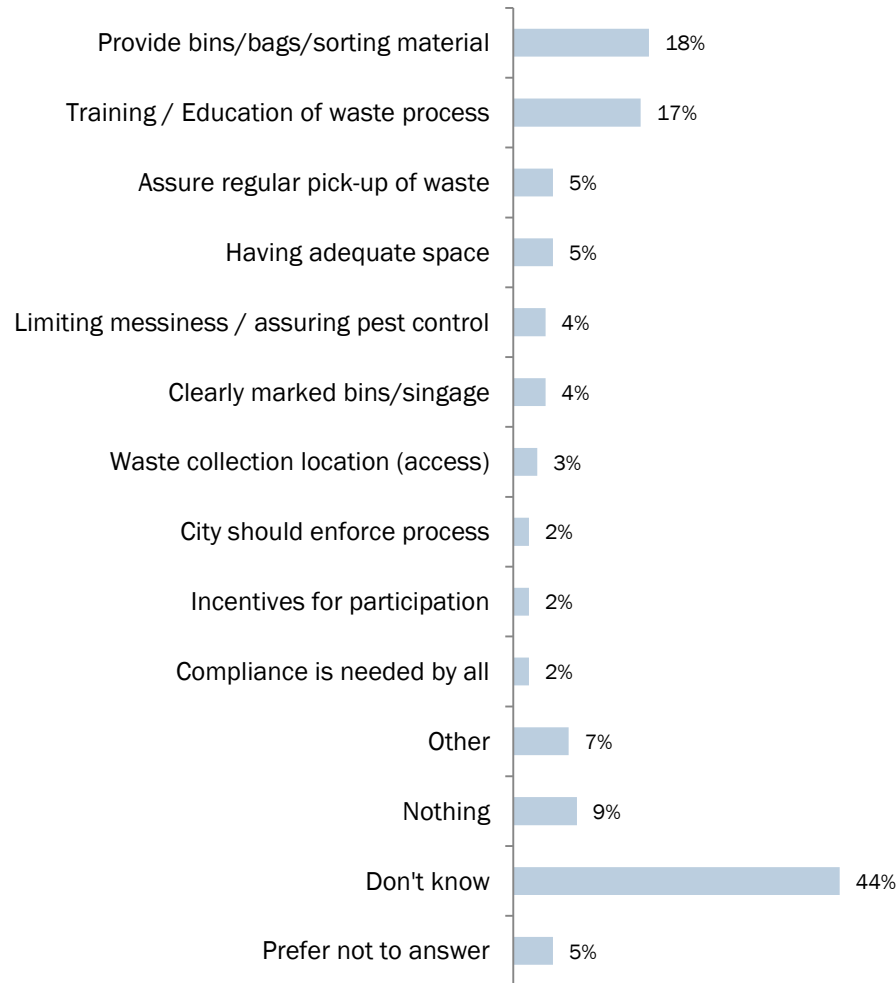


Base: Multi-unit stakeholders (n=94)

Q22. With an increased focus on reducing, preventing and sorting more of Edmonton’s waste, what challenges do you anticipate for your properties with these proposed changes?



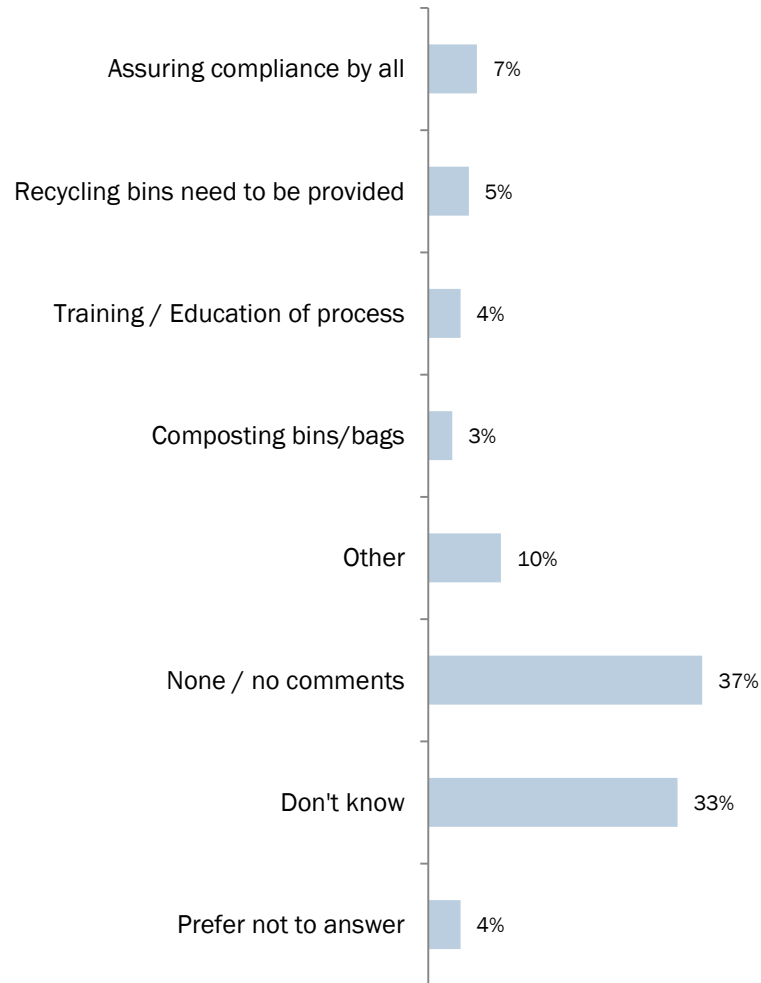
**Nearly one in five multi-unit stakeholders indicate that the City could help make it easier for their properties to reduce and/or divert more of their waste by providing bins/bags/sorting materials and/or provide training/education of the waste process.**



Base: Multi-unit stakeholders (n=94)

Q23. Apartments and condos with shared waste services have a unique set of needs as well as challenges when it comes to managing waste. What could the City do to help make it easier for your properties to reduce and/or divert more of your waste?

**The majority of multi-unit stakeholders could not identify any specific opportunities for their properties to reduce, reuse or recycle.**



## OPINIONS ON MANAGING HOUSEHOLD WASTE



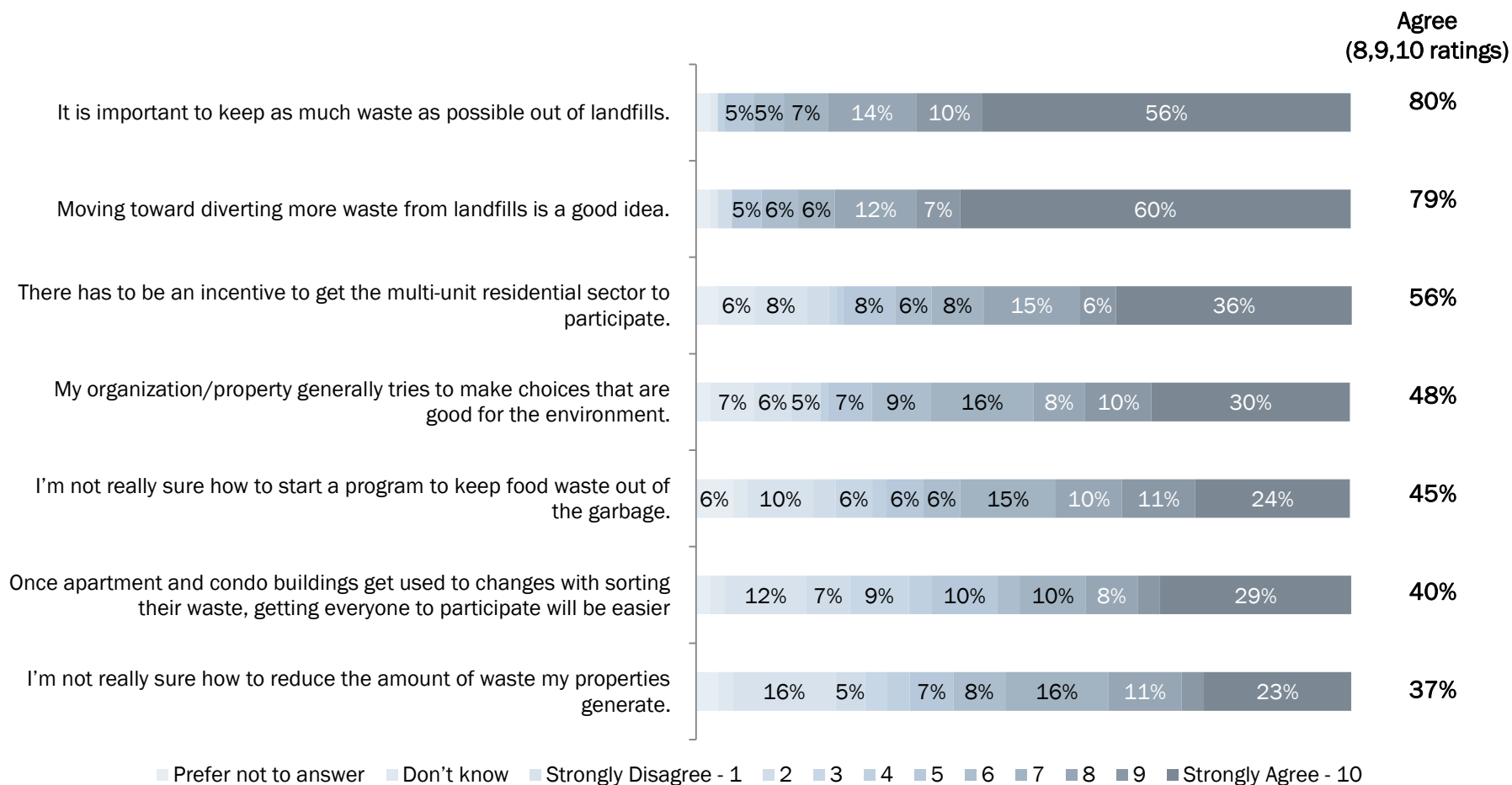
Four-in-five multi-unit stakeholders agree that it is important to keep as much waste as possible out of landfills and that moving toward diverting more waste from landfills is a good idea.

- multi-unit stakeholders are least likely to agree that they don't create enough waste to warrant having to sort and divert waste from the landfill.



Nearly four-in-five multi-unit stakeholders believe that the City of Edmonton should provide educational programming and opportunities for waste reduction and diversion for the multi-unit residential sector in the future.

**Four-in-five multi-unit stakeholders agree that it is important to keep as much waste as possible out of landfills and that moving toward diverting more waste from landfills is a good idea.**

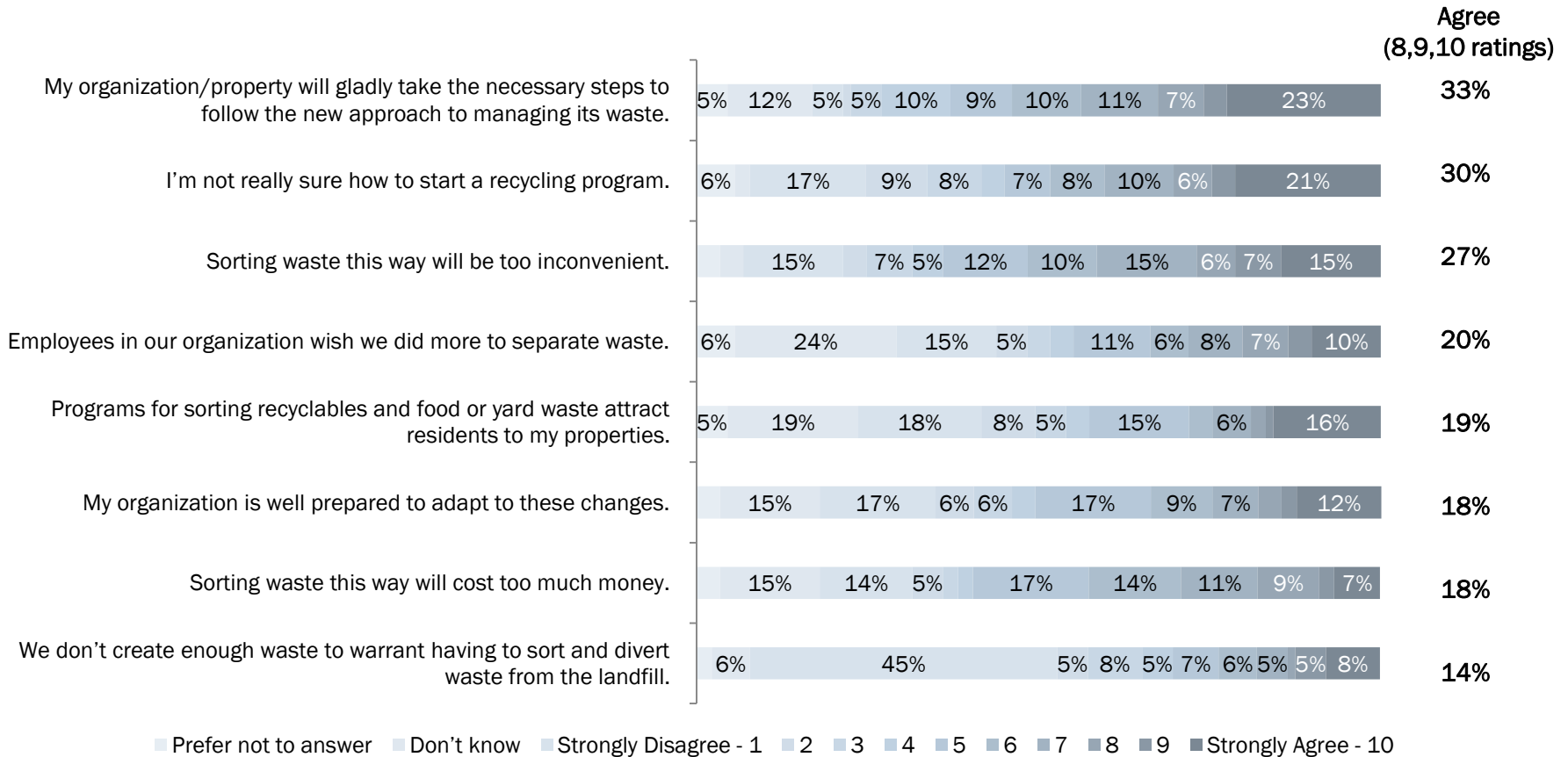


Base: Multi-unit stakeholders (n=89)

Mentions 4% or less are not labelled.

Q25. How much do you agree or disagree with the following statements about these proposed changes to managing waste?

**Multi-unit stakeholders are least likely to agree that they don't create enough waste to warrant having to sort and divert waste from the landfill.**

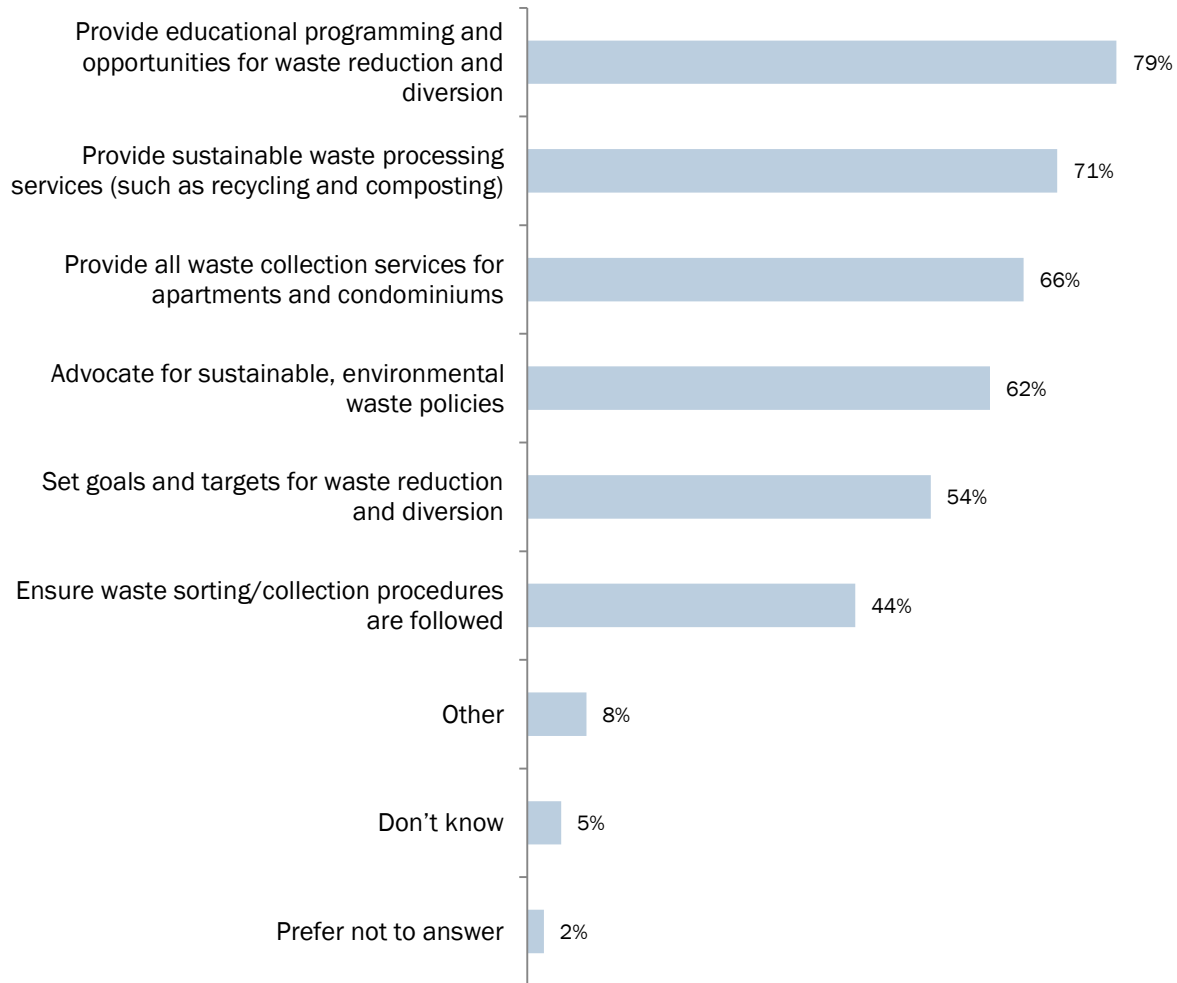


Base: Multi-unit stakeholders (n=89)

Mentions 4% or less are not labelled.

Q25. How much do you agree or disagree with the following statements about these proposed changes to managing waste?

**Nearly four-in-five multi-unit stakeholders believe that the City of Edmonton should provide educational programming and opportunities for waste reduction and diversion for the multi-unit residential sector in the future.**



Base: Multi-unit stakeholders (n=89)

Q26. What role should the City of Edmonton play in increasing waste sorting and diversion for the multi-unit residential sector in the future?

## COMMUNICATING WITH THE CITY

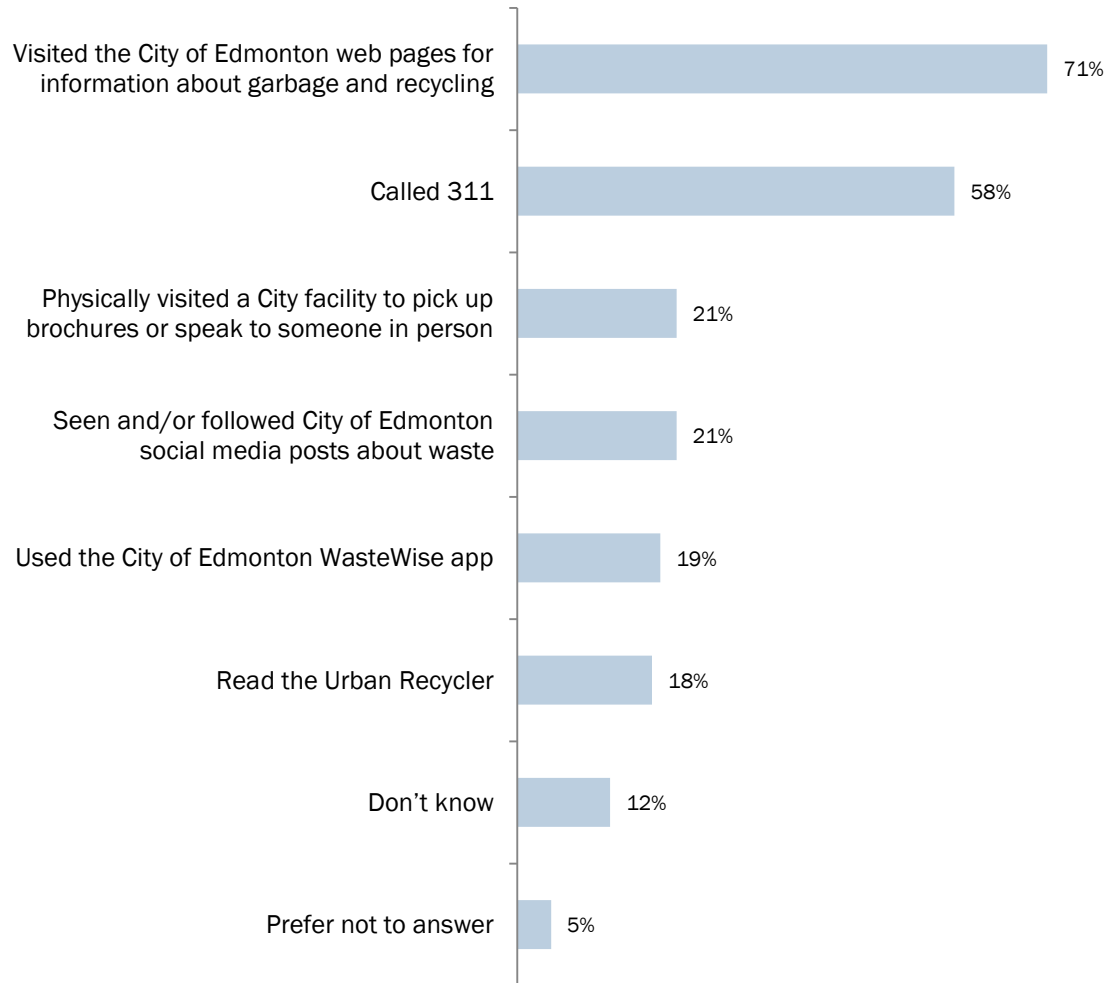


Nearly three quarters of multi-unit stakeholders have visited the City of Edmonton web pages for information about garbage and recycling.



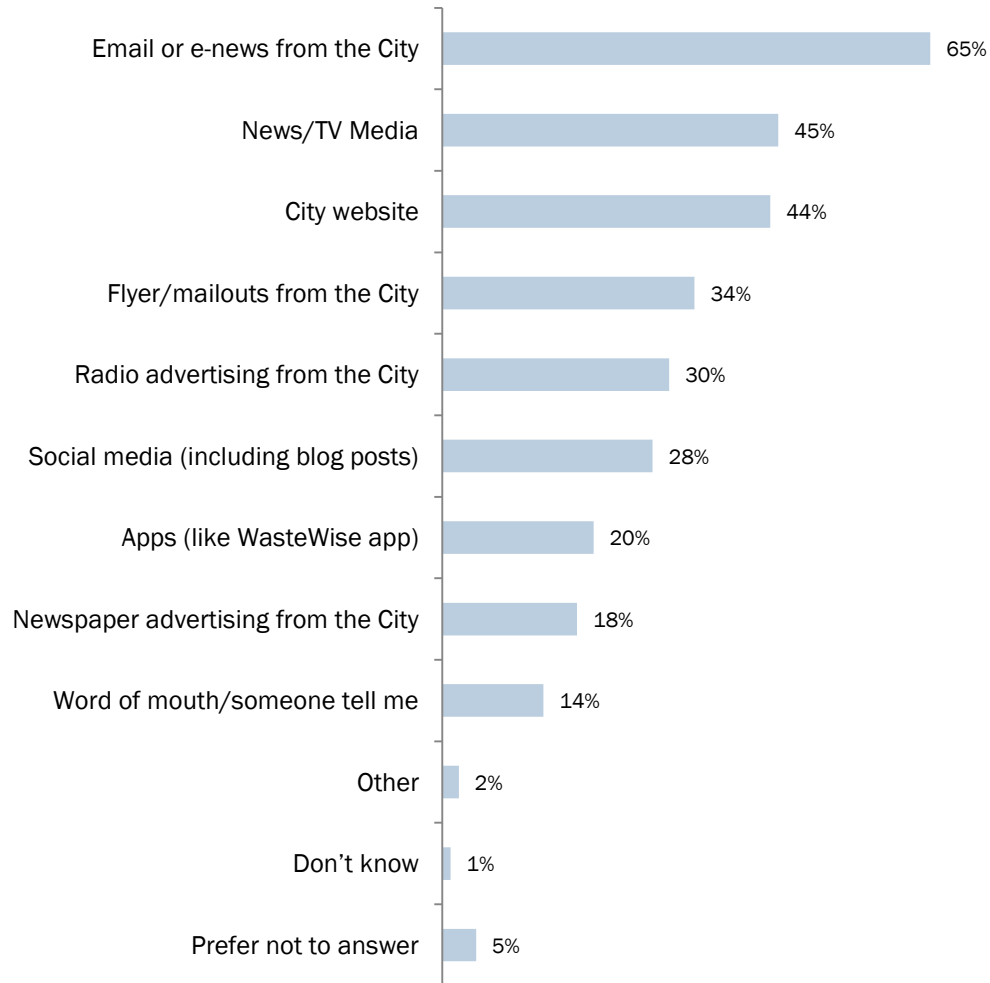
Two thirds of multi-unit stakeholders would prefer to receive information about future waste changes from the City by email or e-news from the City.

**Nearly three quarters of multi-unit stakeholders have visited the City of Edmonton web pages for information about garbage and recycling.**





**Two thirds of multi-unit stakeholders would prefer to receive information about future waste changes from the City by email or e-news from the City.**





# RESPONDENT PROFILE

	Multi-Unit stakeholders (n=120)
<b>Role</b>	
Property management	29%
Condominium board	33%
Building or site manager	19%
Property owner	5%
Apartment or tenant association	4%
Developer	3%
Site contractor	2%
Tenant	2%
Other	3%
I prefer not to answer	2%



# DETAILED RESULTS

Non-Residential Stakeholders

## CURRENT WASTE MANAGEMENT



The majority of non-residential stakeholders feel that the City should provide education programming and opportunities for waste reduction and diversion.

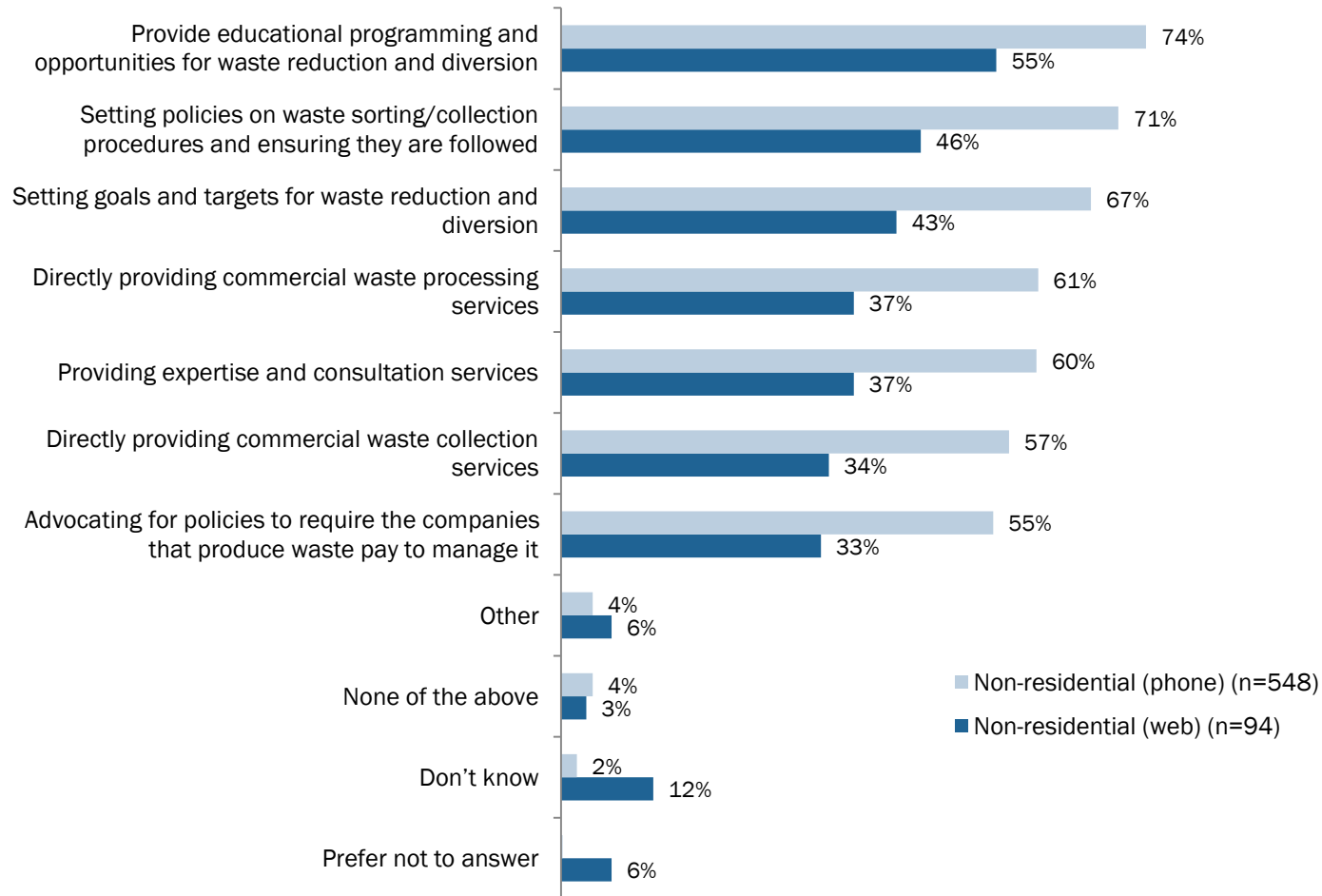


Other comments added by non-residential stakeholders regarding how the City deals with commercial waste management include: there should be no city involvement, reduce costs, ensure there is a role for private waste collection, and enforce all businesses to recycle paper/cardboard.



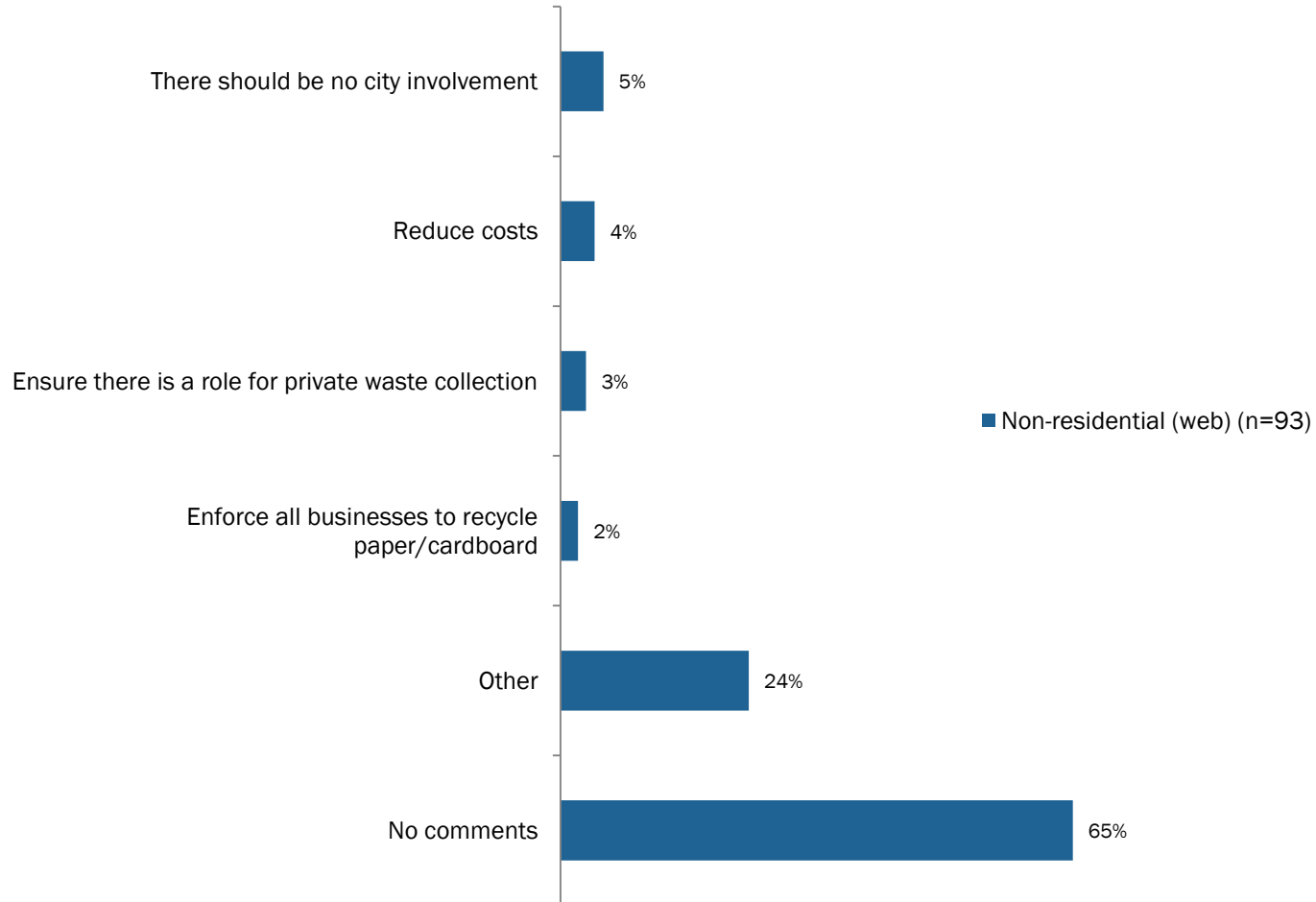
At least one-third of non-residential stakeholders business or organization have customers or visitors who dispose of waste on their premises.

**The majority of non-residential stakeholders feel that the City should provide education programming and opportunities for waste reduction and diversion.**

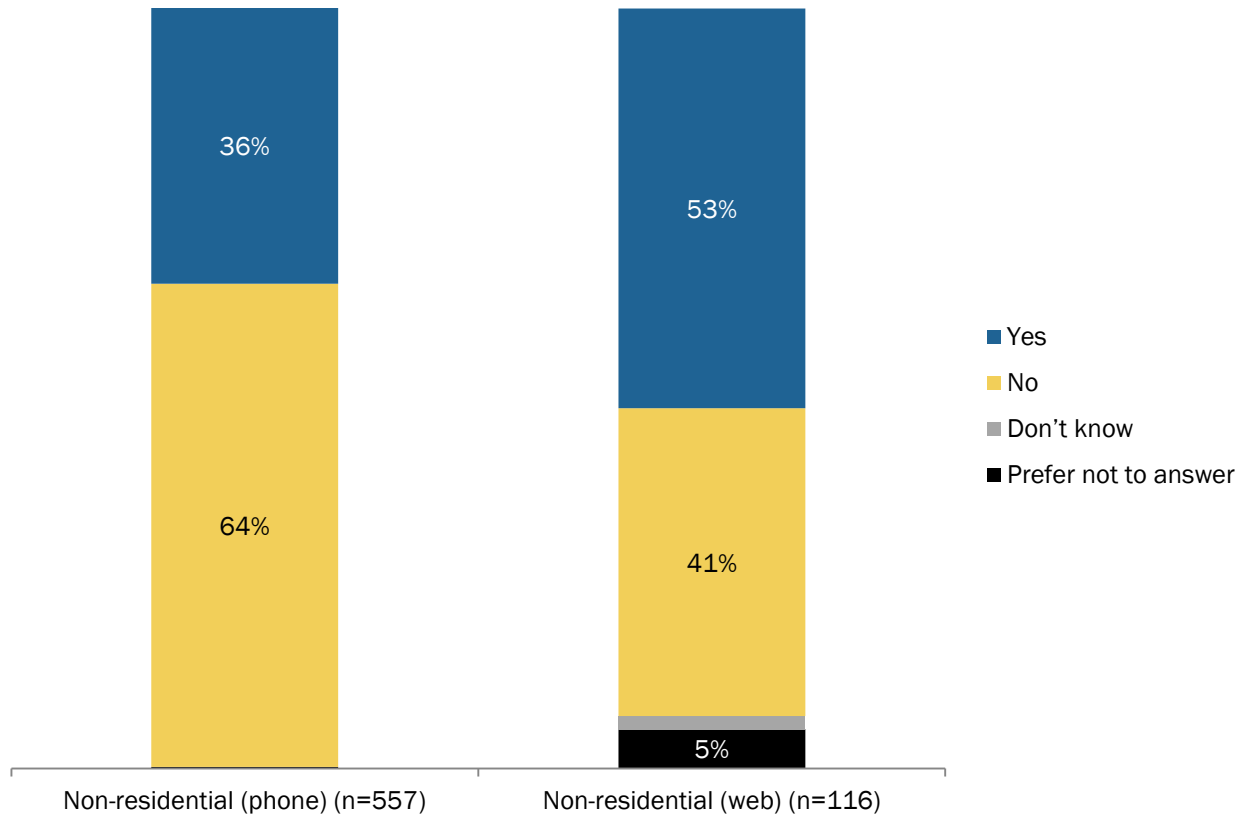


**Other comments added by non-residential stakeholders regarding how the City deals with commercial waste management include: there should be no city involvement, reduce costs, ensure there is a role for private waste collection, and enforce all businesses to recycle paper/cardboard.**

**ONLINE SURVEY ONLY**



**At least one-third of non-residential stakeholders' business or organization have customers or visitors who dispose of waste on their premises.**



Base: Non-residential stakeholders (Online only)

Labels 2% or less not shown

Q6 (Phone)/Q6 (Online). Does your business or organization have customers or visitors that would dispose of waste on your premises - for example, throwing out packaging and waste onsite?



# WASTE HAULING, COLLECTION AND SEPARATION



The majority of non-residential stakeholders currently contract someone to haul away their waste.



The majority of non-residential stakeholders currently separate recyclable containers, refundable containers, and paper and cardboard.



The majority of waste operators/haulers offer services to separate paper and cardboard from garbage for customers.



The greatest proportion of non-residential stakeholders who do not currently separate any items from their garbage indicate they have not taken any of the steps towards separating any items.



One-in-five non-residential stakeholders would like to sort or separate items from their waste but currently do not.



Two-in-five non-residential stakeholders indicate they have taken steps towards separating items they currently do not separate. The most commonly indicated steps being taken are requesting or obtaining quotes from collection companies and suppliers, and/or setting up a program with a collection company or having ordered supplies like bins or totes for separating materials.



Non-residential stakeholders most commonly contract someone to haul paper and cardboard, food waste, scrap metal, and wood items. They are more likely to haul recyclable and refundable containers themselves.



Non-residential stakeholders most commonly have their waste collected once a week.

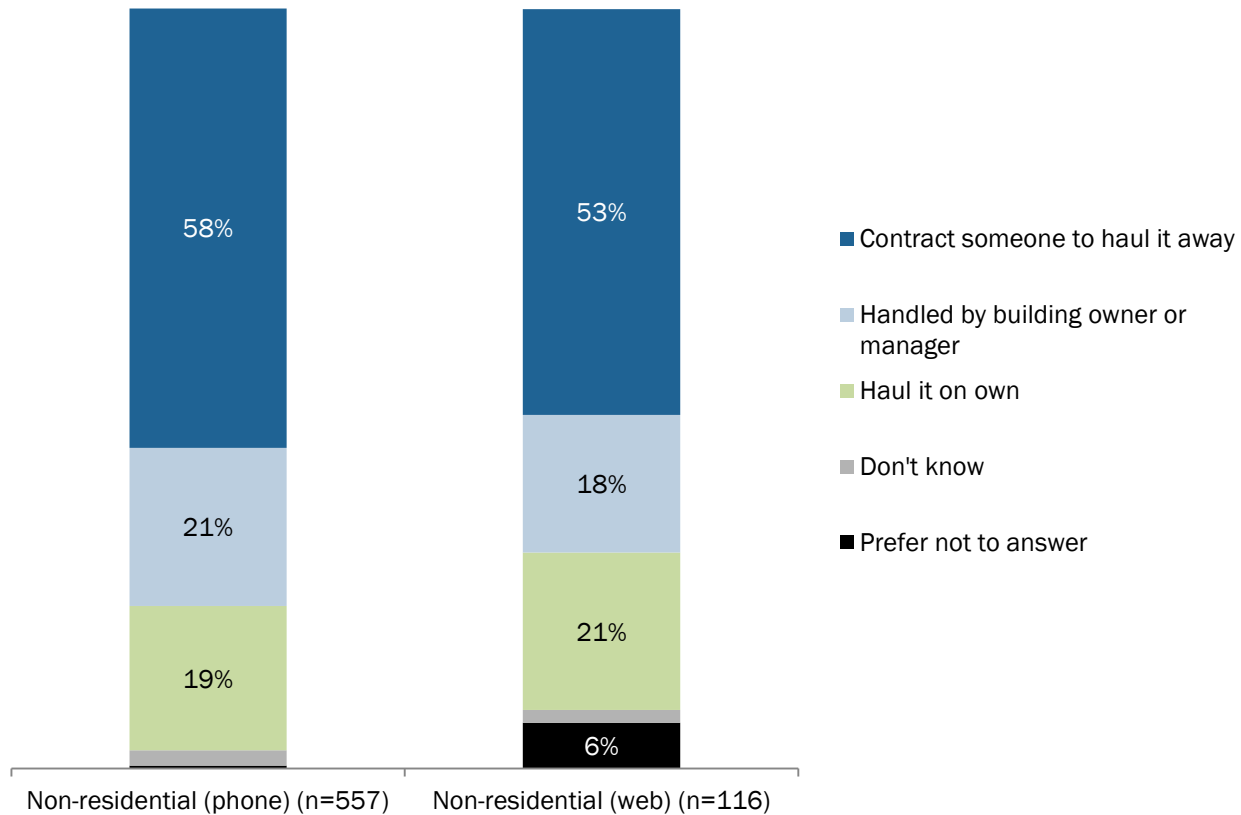


The primary factors that play a role in selecting their current waste collection provider are cost of service and existing relationships/contracts.



Over three-in-five non-residential stakeholders are satisfied (very/somewhat) with the current level of service provided by their waste collection provider.

**The majority of non-residential stakeholders currently contract someone to haul away their waste.**



Base: Non-residential stakeholders  
 Labels 2% or less not shown  
 Q7 (Phone/Online). To the best of your knowledge, how is waste removal handled by your business? Do you...

**The majority of non-residential stakeholders currently separate recyclable containers, refundable containers, and paper and cardboard.**

	Recyclable containers		Food waste		Yard waste		Scrap metal	
	Non-residential (Phone) (n=548)	Non-residential (Online) (n=116)	Non-residential (Phone) (n=557)	Non-residential (Online) (n=116)	Non-residential (Phone) (n=557)	Non-residential (Online) (n=116)	Non-residential (Phone) (n=557)	Non-residential (Online) (n=116)
<b>Yes</b>	82%	58%	24%	22%	17%	23%	45%	39%
<b>No</b>	16%	31%	65%	62%	48%	32%	30%	24%
<b>Does not apply to you</b>	2%	6%	11%	13%	34%	41%	25%	34%
<b>Don't know/Prefer not to answer</b>	<1%	5%	1%	3%	1%	4%	1%	3%

	Construction waste		Medical waste		Electronics/electrical materials		Chemicals	
	Non-residential (Phone) (n=557)	Non-residential (Online) (n=116)	Non-residential (Phone) (n=557)	Non-residential (Online) (n=557)	Non-residential (Phone) (n=548)	Non-residential (Online) (n=557)	Non-residential (Phone) (n=548)	Non-residential (Online) (n=1557/16)
<b>Yes</b>	24%	29%	9%	12%	45%	52%	46%	52%
<b>No</b>	39%	24%	35%	14%	30%	16%	28%	12%
<b>Does not apply to you</b>	36%	42%	54%	71%	24%	28%	26%	34%
<b>Don't know/Prefer not to answer</b>	1%	4%	1%	3%	<1%	4%	<1%	3%

	Paper and cardboard		Refundable containers (ONLINE SURVEY ONLY)	Wood items (ONLINE SURVEY ONLY)
	Non-residential (Phone) (n=557)	Non-residential (Online) (n=116)	Non-residential (Online) (n=116)	Non-residential (Online) (n=116)
<b>Yes</b>	84%	74%	77%	27%
<b>No</b>	15%	19%	12%	35%
<b>Does not apply to you</b>	1%	3%	7%	35%
<b>Don't know/Prefer not to answer</b>	-	4%	4%	4%

## Other items currently separated...

	Other	
	Non-residential (Phone) (n=557)	Non-residential (online) (n=116)
Yes	10%	11%
No	76%	11%
Does not apply to you	14%	50%
Don't know/Prefer not to answer	<1%	28%

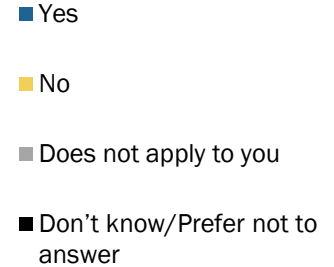
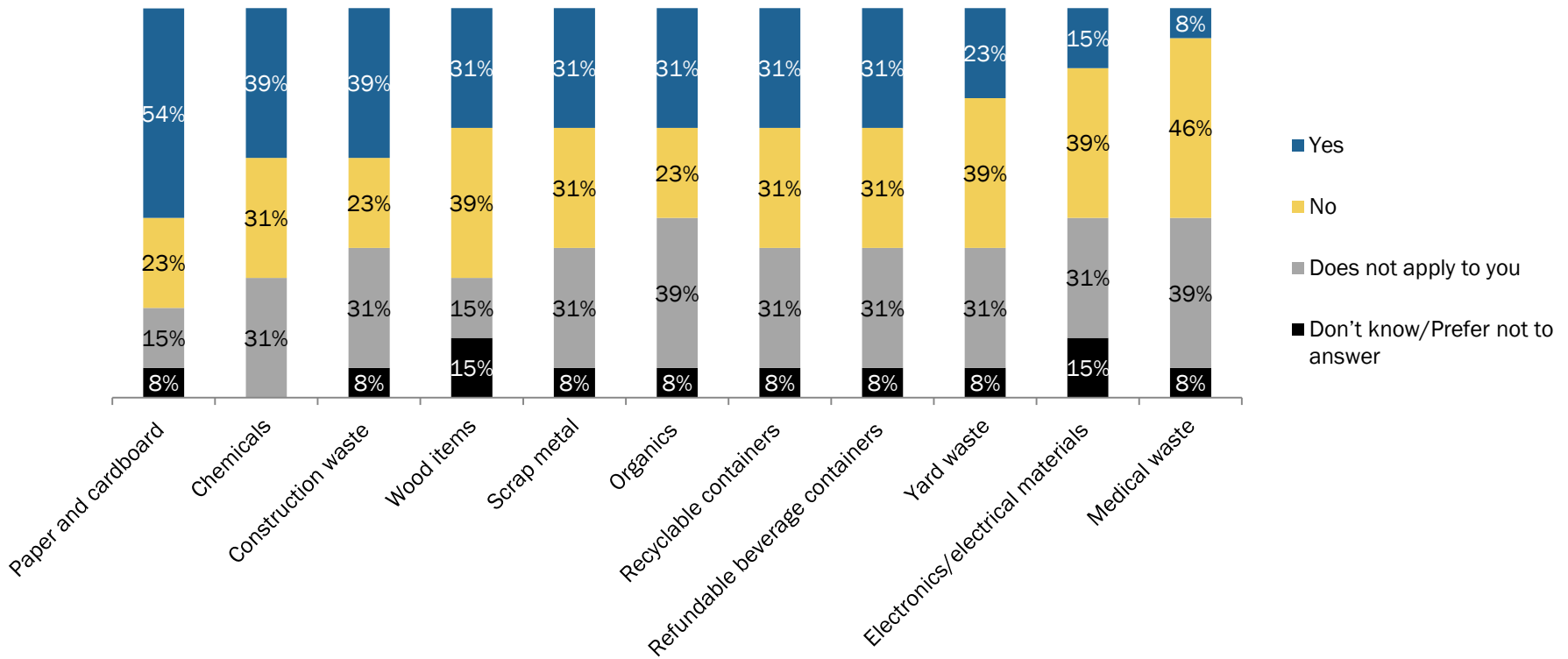


	Other Mentions	
	Non-residential (Phone) (n=57)	Non-residential (online) (n=10)*
Batteries	11%	-
Biohazard waste	11%	-
Plastic	11%	-
Metal	9%	-
Wood	9%	-
Oil	7%	-
Cement / Concrete	7%	-
Aluminium	7%	-
Clothing	5%	-
Cardboard	5%	-
Light bulbs	5%	-
Tires	5%	-
Paper	4%	-
Construction and renovation waste	-	50%
Recyclable containers	-	30%
Electronics and electrical materials	-	30%
Medical waste	-	10%
Chemicals	-	10%
Other	30%	-
Don't know	2%	-

Base: Non-residential stakeholders Q8 (Phone/Online). At your location, do you currently separate any of the following materials from your garbage...

\*Caution: small sample size

**The majority of waste operator/haulers offer services to separate paper and cardboard from garbage for customers.**



Base: Non-residential waste hauler stakeholders (n=13)\*

\*Caution to be used when interpreting results due to small sample size

Labels 2% or less not shown

Q9 (Online). As a waste collector/hauler, does your company offer services to separate any of the following materials from garbage for customers?

**The greatest proportion of non-residential stakeholders who do not currently separate any items from their garbage indicate they have not taken any steps towards separating any items.**

ONLINE SURVEY ONLY	<i>Has your company taken any of the following steps towards separating refundable beverage containers from your garbage to keep it out of landfill...</i>					
	Refundable containers (n=13)*	Paper and cardboard (n=22)*	Recyclable containers (n=37)	Food waste (n=65)	Yard waste (n=35)	Scrap metal (n=29)
Thought about or discussed it with someone at work	8%	9%	11%	20%	14%	17%
Did research or looked for more information online	-	-	5%	8%	6%	7%
Requested or obtained quotes from collection companies or suppliers	-	5%	-	3%	6%	-
Set up a program with a collection company or ordered supplies like bins or totes for separating materials	8%	5%	3%	2%	-	-
Asked your current waste hauler about options to support your effort to recycle or otherwise divert this item	8%	5%	8%	2%	6%	-
Or any other step toward separating refundable beverage containers from your garbage	-	14%	14%	3%	3%	10%
None of the above	46%	50%	46%	63%	60%	62%
Don't know	8%	-	8%	6%	11%	3%
Prefer not to answer	23%	14%	8%	5%	9%	10%

Base: Non-residential stakeholders who answered no/don't know for each item regarding separating item from garbage for customers (Q7) (excluding haulers)

\*Caution to be used when interpreting results due to small sample size

Q10 (Online). Has your company taken any of the following steps towards separating [ITEM] from your garbage to keep it out of landfill:

**The greatest proportion of non-residential stakeholders who do not currently separate any items from their garbage indicate they have not taken any steps towards separating any items.**

ONLINE SURVEY ONLY	<i>Has your company taken any of the following steps towards separating refundable beverage containers from your garbage to keep it out of landfill...</i>				
	Wood items (n=40)	Construction waste (n=27)*	Medical waste (n=16)*	Electronics/electrical materials (n=19)*	Chemicals (n=15)*
Thought about or discussed it with someone at work	15%	11%	-	-	13%
Did research or looked for more information online	8%	7%	-	5%	13%
Requested or obtained quotes from collection companies or suppliers	3%	4%	-	-	-
Set up a program with a collection company or ordered supplies like bins or totes for separating materials	5%	-	-	-	7%
Asked your current waste hauler about options to support your effort to recycle or otherwise divert this item	5%	-	-	-	-
Or any other step toward separating refundable beverage containers from your garbage	5%	4%	-	5%	-
None of the above	58%	59%	69%	63%	53%
Don't know	3%	4%	13%	11%	-
Prefer not to answer	10%	15%	19%	16%	20%

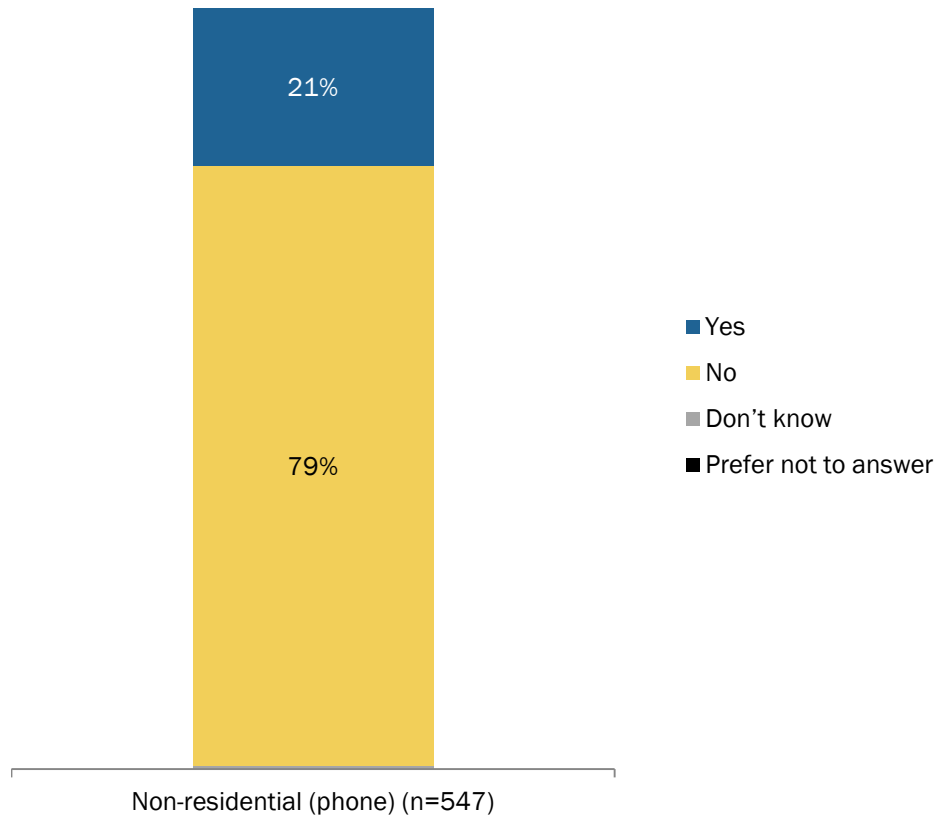
Base: Non-residential stakeholders who answered no/don't know for each item regarding separating item from garbage for customers (Q7) (excluding haulers)

\*Caution to be used when interpreting results due to small sample size

Q10 (Online). Has your company taken any of the following steps towards separating [ITEM] from your garbage to keep it out of landfill:

**One-in-five non-residential stakeholders would like to sort or separate items from their waste but currently do not.**

PHONE SURVEY ONLY



Base: Non-residential stakeholders

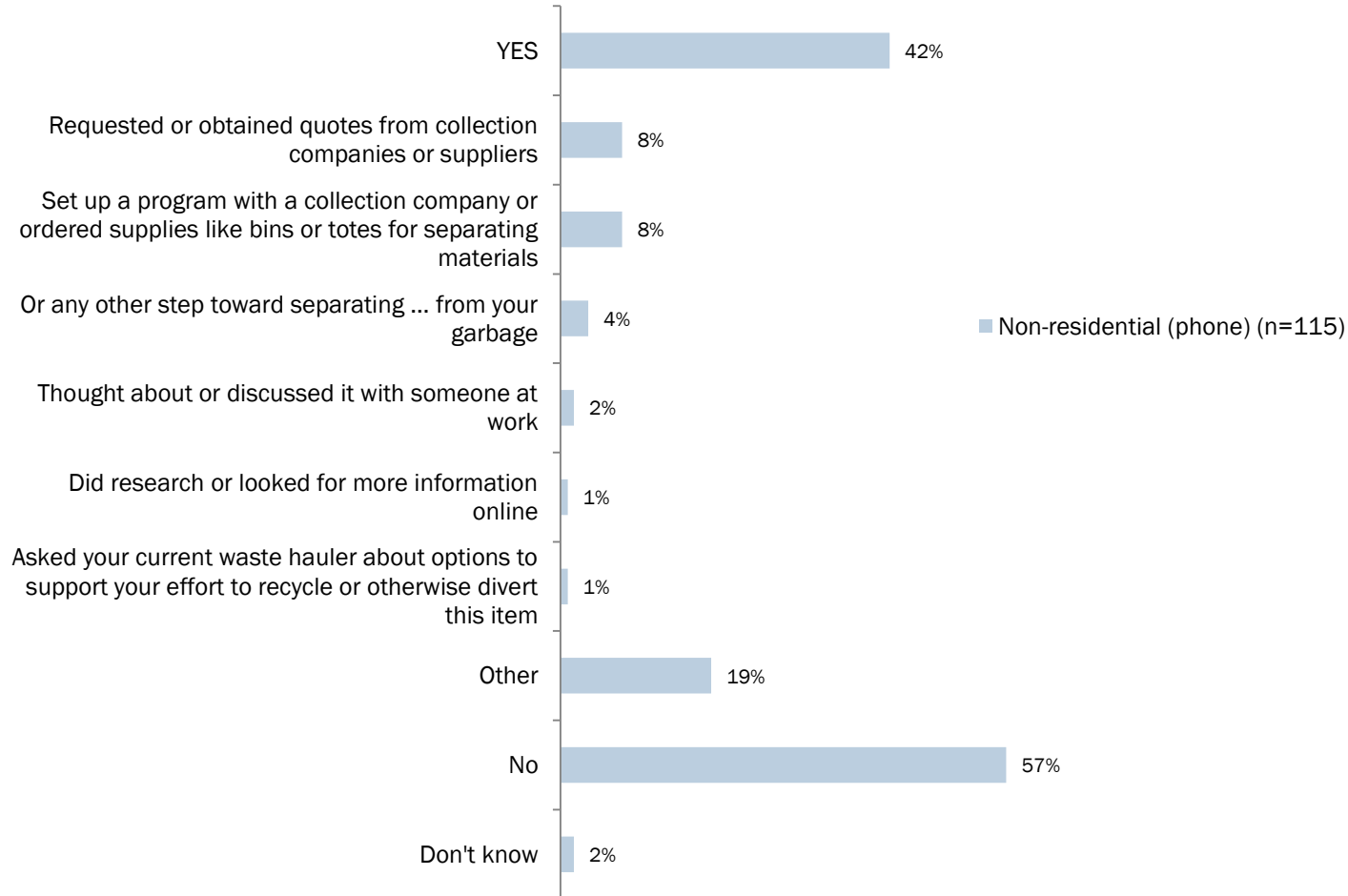
Labels 2% or less not shown

Q8. Are there any items your business would like to sort or separate, but currently do not?



**Two-in-five non-residential stakeholders indicate they have taken steps towards separating items they currently do not separate. The most commonly indicated steps being taken are requesting or obtaining quotes from collection companies and suppliers, and/or setting up a program with a collection company or having ordered supplies like bins or totes for separating materials.**

TELEPHONE SURVEY ONLY



Base: Non-residential stakeholders

Labels 2% or less not shown

Q9. Has your company taken any steps towards separating items you currently do not separate? Such as looking for a waste provider who offers a broader range of services?

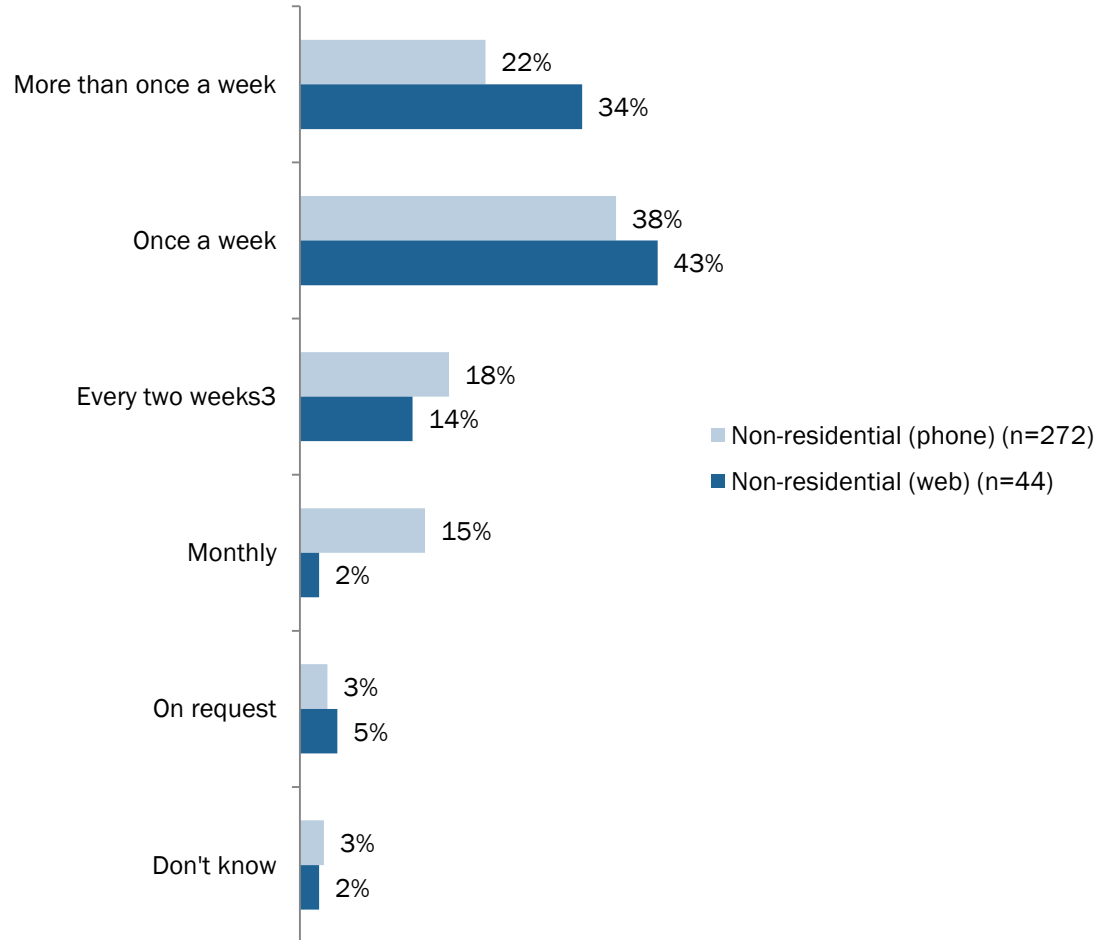
**Non-residential stakeholders most commonly contract someone to haul paper and cardboard, food waste, scrap metal, and wood items. They are more likely to haul recyclable and refundable containers themselves.**

	Paper and cardboard		Recyclable containers		Food waste	
	Non-residential (Phone) (n=465)	Non-residential (Phone) (n=69)	Non-residential (Phone) (n=446)	Non-residential (Phone) (n=52)	Non-residential (Phone) (n=131)	Non-residential (Phone) (n=18)*
<b>Contract someone to haul it away</b>	45%	44%	28%	27%	42%	44%
<b>Handled by your building</b>	18%	20%	9%	15%	19%	39%
<b>Haul it yourself</b>	36%	32%	62%	54%	35%	17%
<b>Don't know/Prefer not to answer</b>	1%	4%	1%	4%	4%	-

	Scrap metal		Refundable containers (ONLINE SURVEY ONLY)	Wood items (ONLINE SURVEY ONLY)	Yard waste (ONLINE SURVEY ONLY)
	Non-residential (Phone) (n=95)	Non-residential (Phone) (n=32)	Non-residential (Online) (n=76)	Non-residential (Online) (n=21)*	Non-residential (Online) (n=19)*
<b>Contract someone to haul it away</b>	42%	59%	21%	52%	26%
<b>Handled by your building</b>	10%	3%	11%	5%	26%
<b>Haul it yourself</b>	40%	38%	67%	38%	32%
<b>Don't know/Prefer not to answer</b>	8%	-	1%	5%	16%

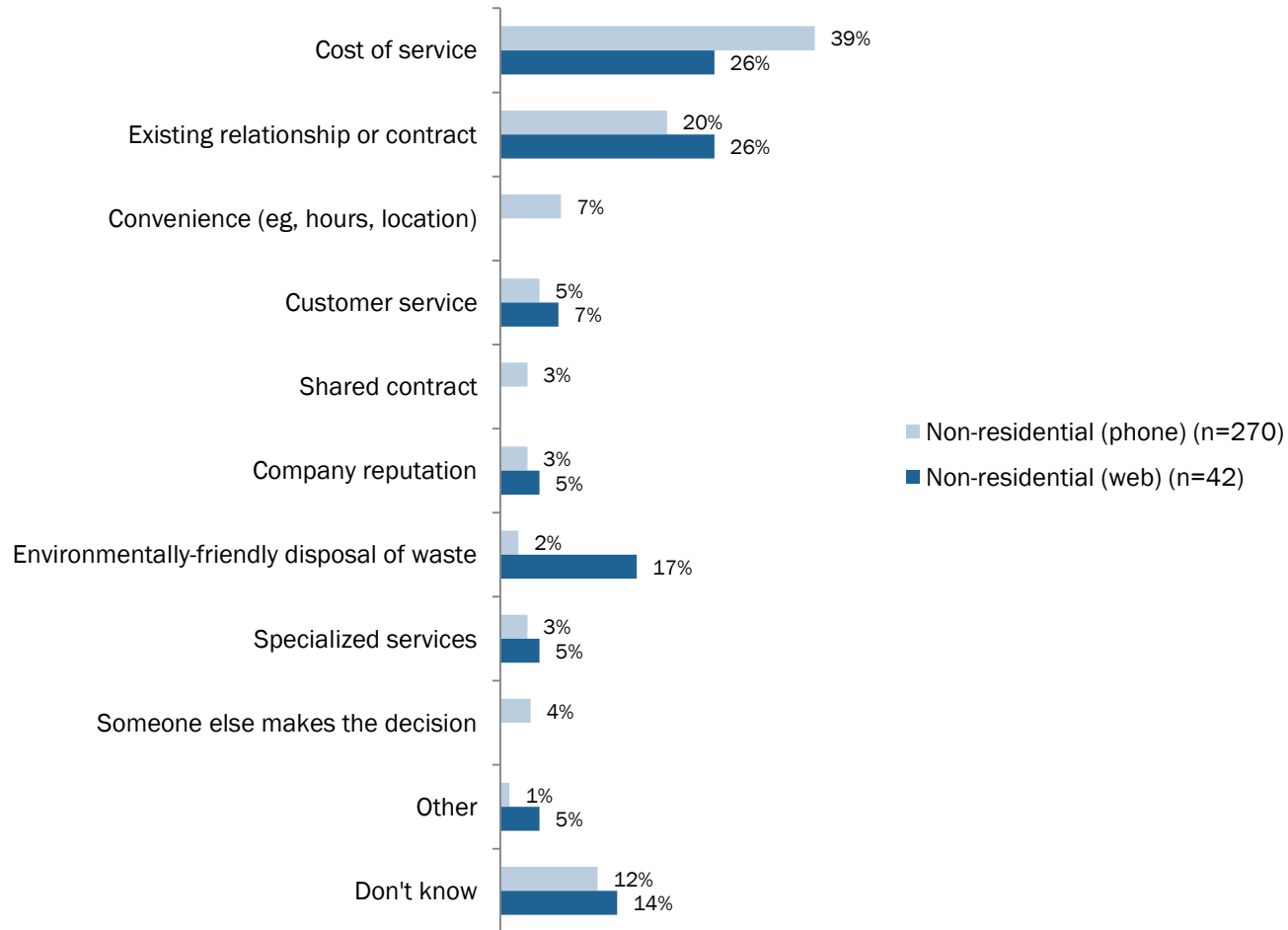
Base: Non-residential stakeholders who answered yes for each item regarding separating item from garbage for customers (Q7) (excluding haulers – Phone only)  
 \*Caution to be used when interpreting results due to small sample size  
 Q11 (Phone)/Q11 (Online). I will now read the list of items that you separate from your garbage, and ask how your organization handles the removal of each item.

**Non-residential stakeholders most commonly have their waste collected once a week.**



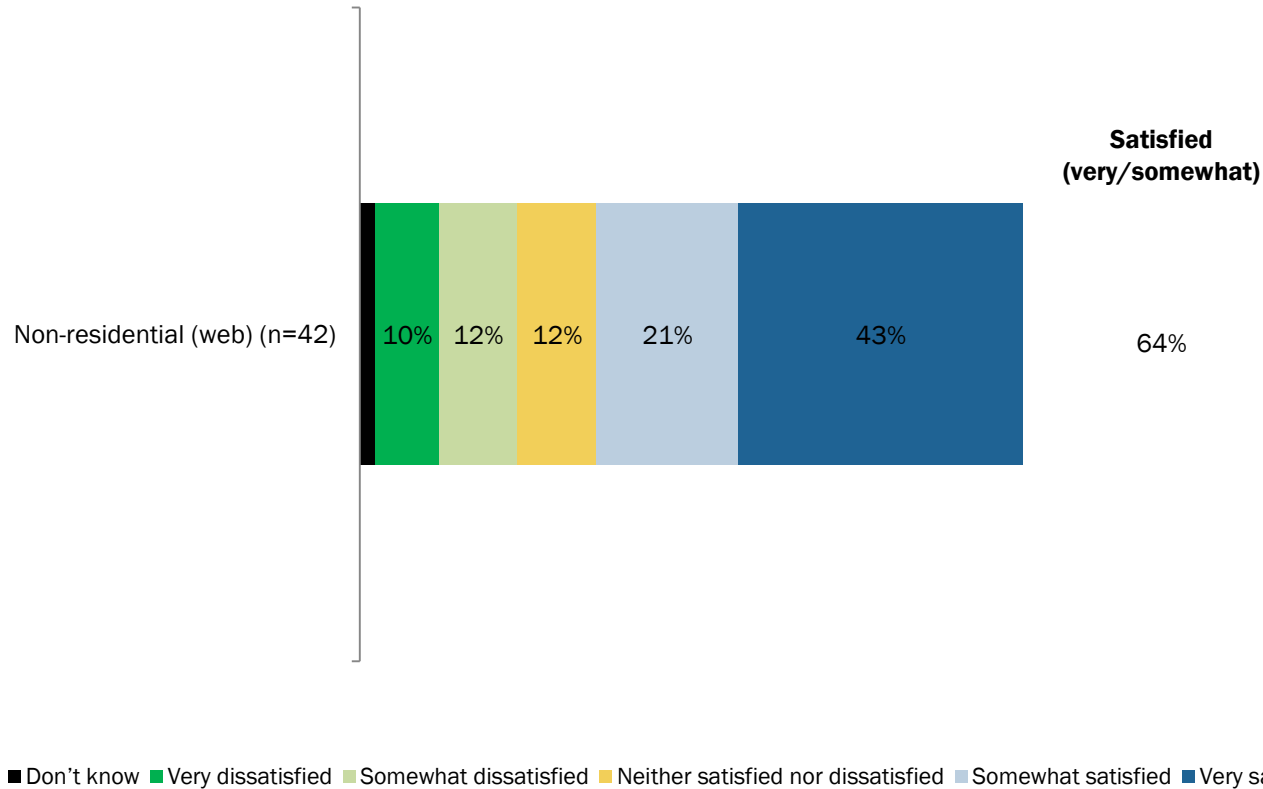
Base: Non-residential stakeholders who use a hauler for any waste item (excluding haulers – Online only)  
 Q12 (Phone)/Q12 (Online). How frequently is your waste (including recycling and other types of materials) collected:

**The primary factors that play a role in selecting their current waste collection provider are cost of service and existing relationships/contracts.**



**Over three-in-five non-residential stakeholders are satisfied (very/somewhat) with the current level of service provided by their waste collection provider.**

**ONLINE SURVEY ONLY**



Base: Non-residential stakeholders who use a hauler for any waste item (excluding haulers – Online only)

Labels 2% or less not shown

Q14 (Online). Overall, how satisfied are you with the current level of service provided by your waste collection provider?

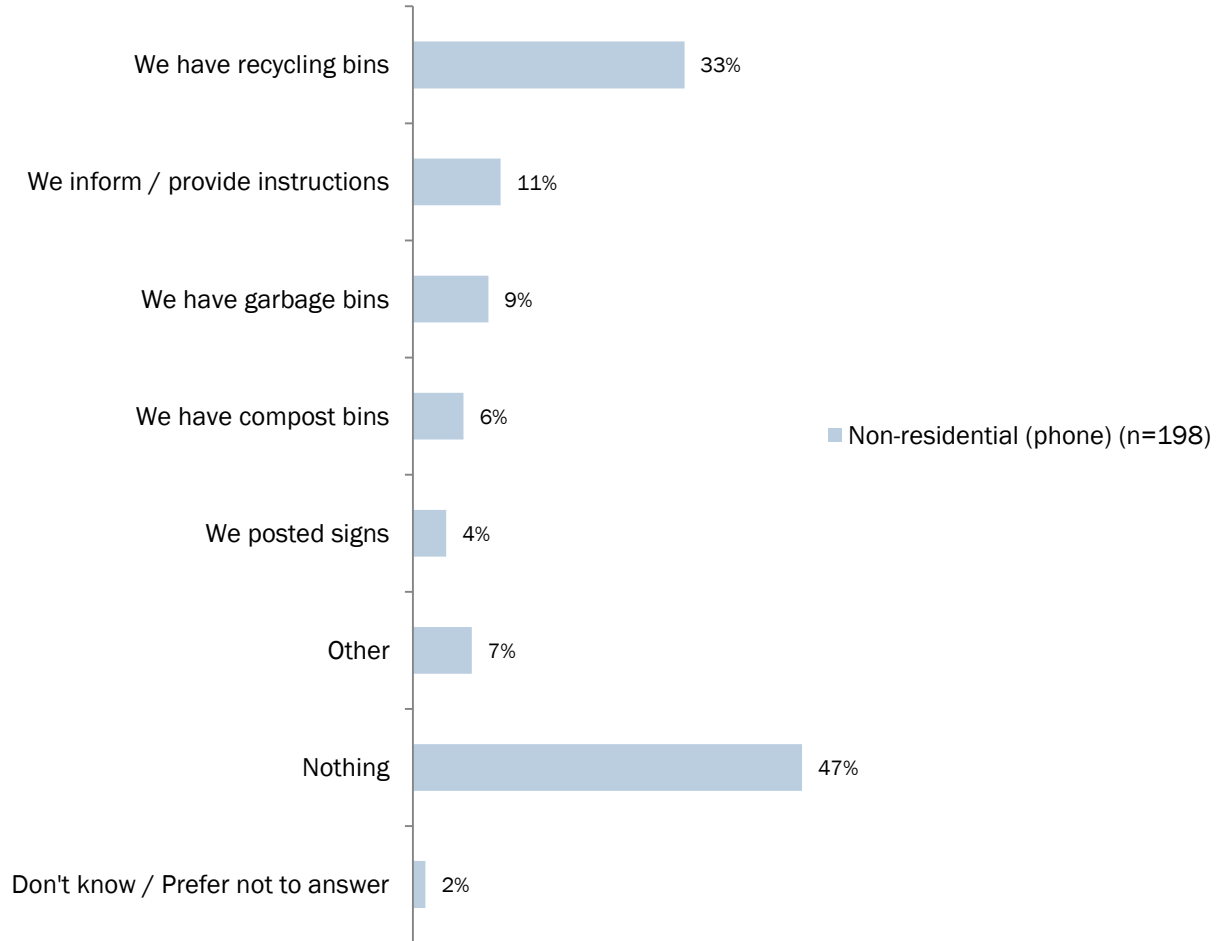
## SEPARATING WASTE (RECYCLABLES, FOOD SCRAPS, YARD WASTE)



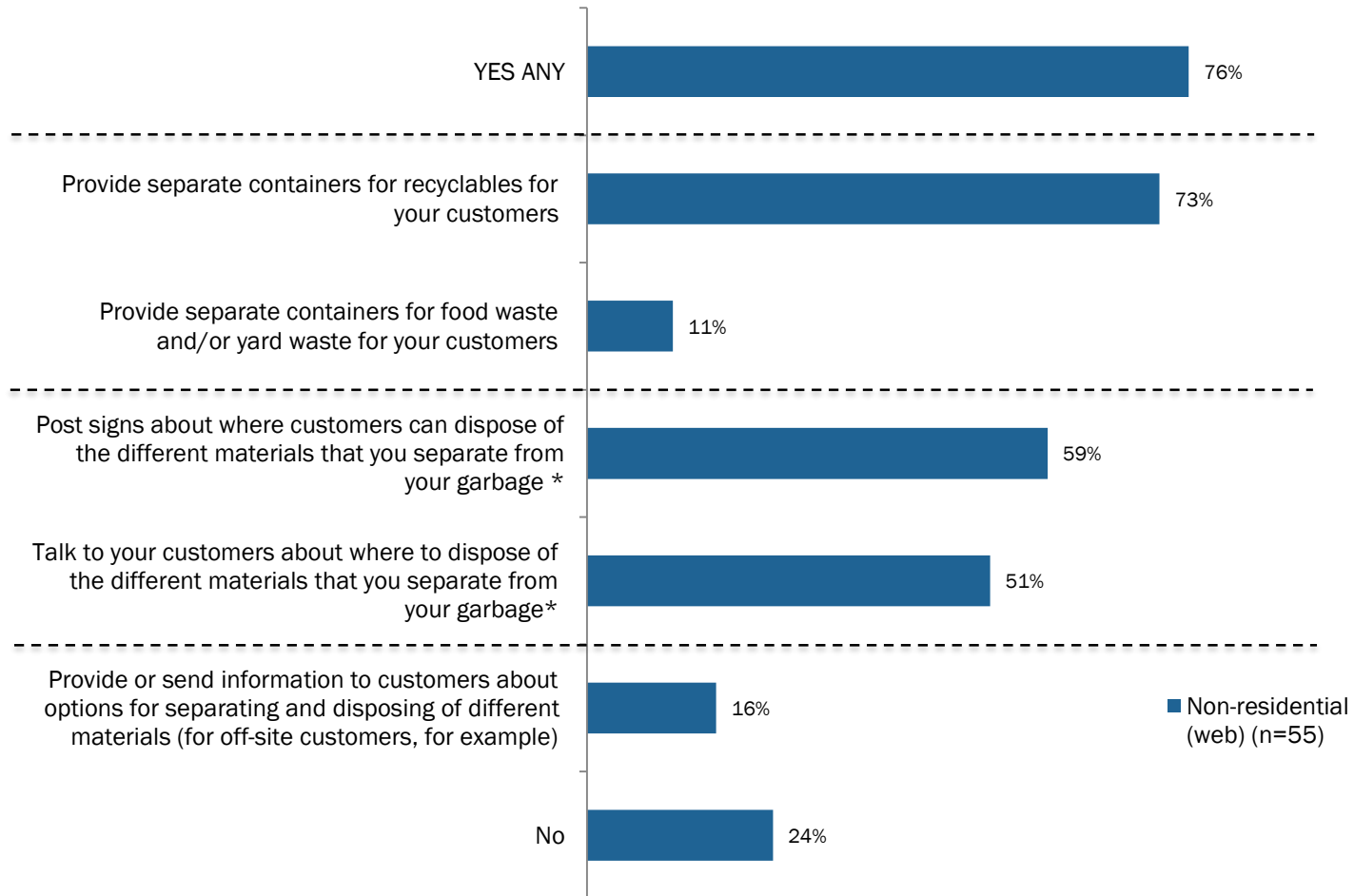
The greatest proportion of non-residential stakeholders who do encourage their customers and visitors to sort recyclables and food scraps provide recycling bins.

**The greatest proportion of non-residential stakeholders who do encourage their customers and visitors to sort recyclables and food scraps.**

**TELEPHONE RESPONSES**



**Current Recycling and Composting on Premises**  
**ONLINE RESPONSES**



Base: Non-residential stakeholders who have customers (Online only)

\*Base: Non-residential stakeholders who have customers and provide separate containers for recyclables and/or food waste (n=41)

No/Does Not Apply/Don't Know responses not shown

Q15 (Online). Does your organization do anything to encourage your customers or visitors to recycle and/or compost on your premises? If so, what do you do?



## REDUCING WASTE



The majority of non-residential stakeholders indicate that they always/often repair goods and equipment before buying new items.

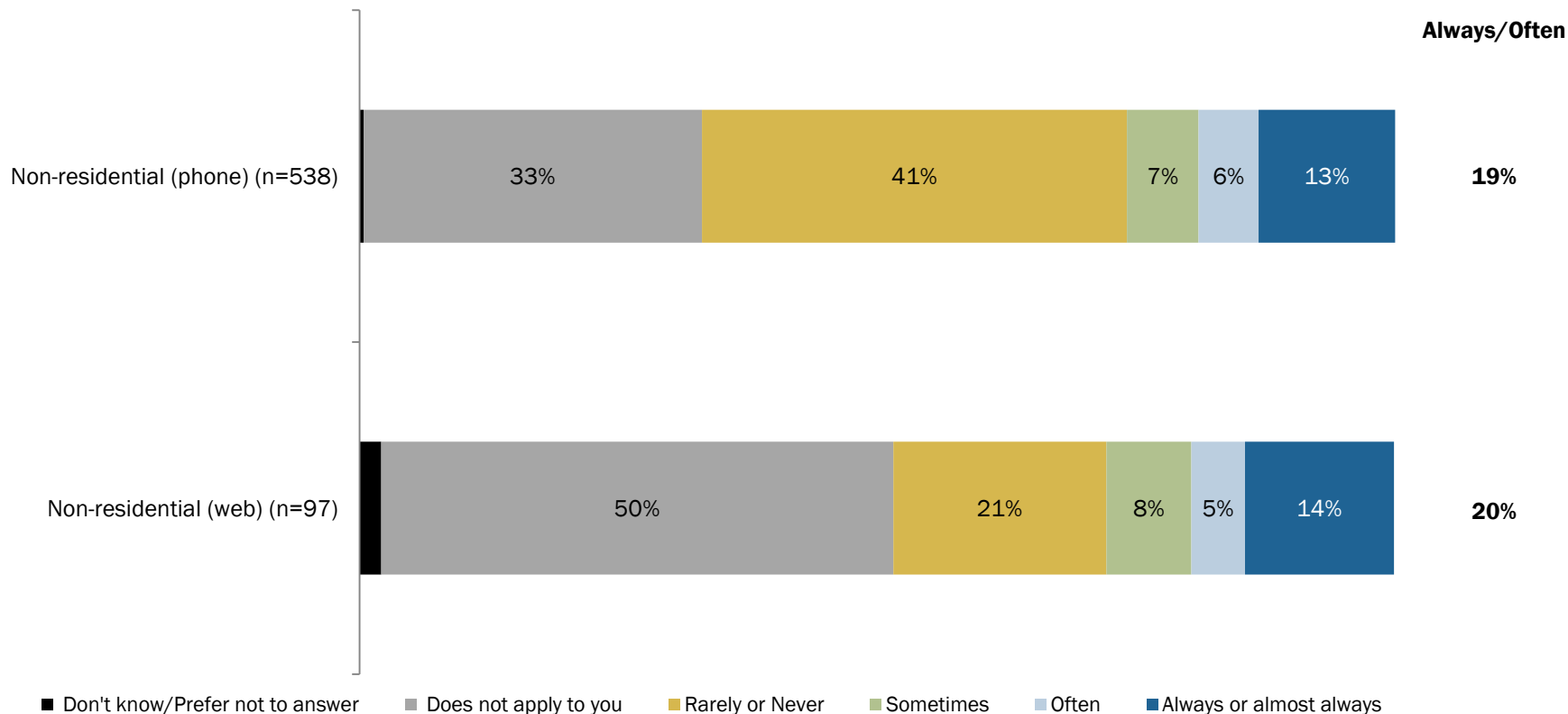


The major reason that non-residential stakeholders currently participate in sorting waste, or trying to reduce the amount of waste produced, is because it is the right thing to do and good for the environment.

**The majority of non-residential stakeholders indicate that they always/often repair goods and equipment before buying new items.**

Always/Often	Non-residential (Phone) (n=538)	Non-residential (Online) (n=97)
Donate or make use of leftover food that's still edible, instead of throwing it out	19%	20%
Sell or donate unwanted materials	43%	31%
Work with suppliers to reduce packaging materials and other waste	25%	8%
Use reusable goods instead of disposable items wherever possible	59%	36%
Repair goods and equipment before buying new items	73%	59%
Make purchase decisions based upon content of materials, for example, providing biodegradable bags, or no longer providing plastic straws, or only buying recycled paper	32%	27%

## DONATE OR MAKE USE OF LEFTOVER FOOD THAT'S STILL EDIBLE, INSTEAD OF THROWING IT OUT

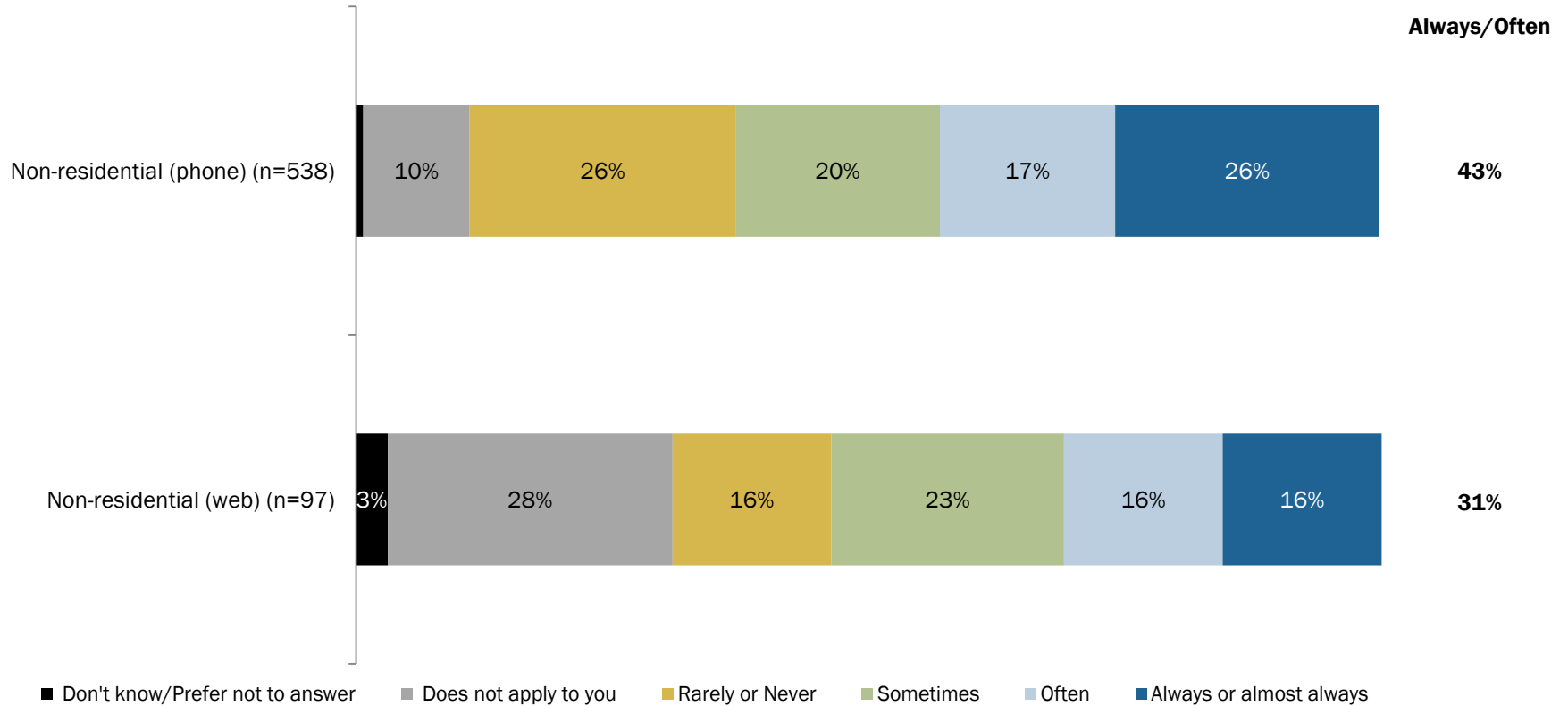


Base: Non-residential stakeholders

Labels 2% or less not shown

Q16 (Phone)/Q16 (Online). Now I'm going to read some measures to reduce waste. Again, your organization may or may not do any of these things and some may not apply to you. For each one, please tell me if your organization does this Always or almost always; Often; Sometimes; OR Rarely or Never...

**SELL OR DONATE UNWANTED MATERIALS**

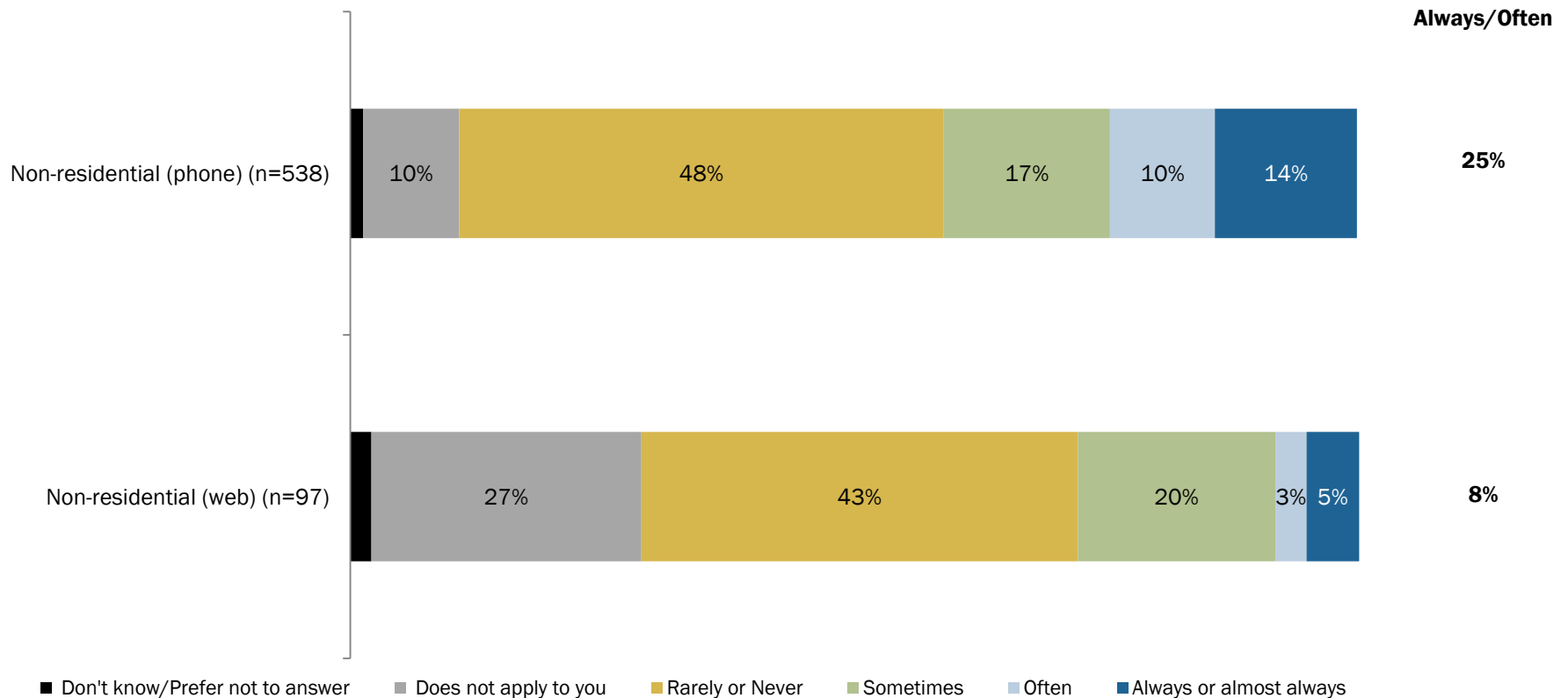


Base: Non-residential stakeholders

Labels 2% or less not shown

Q16 (Phone)/Q16 (Online). Now I'm going to read some measures to reduce waste. Again, your organization may or may not do any of these things and some may not apply to you. For each one, please tell me if your organization does this Always or almost always; Often; Sometimes; OR Rarely or Never...

## WORK WITH SUPPLIERS TO REDUCE PACKAGING MATERIALS AND OTHER WASTE

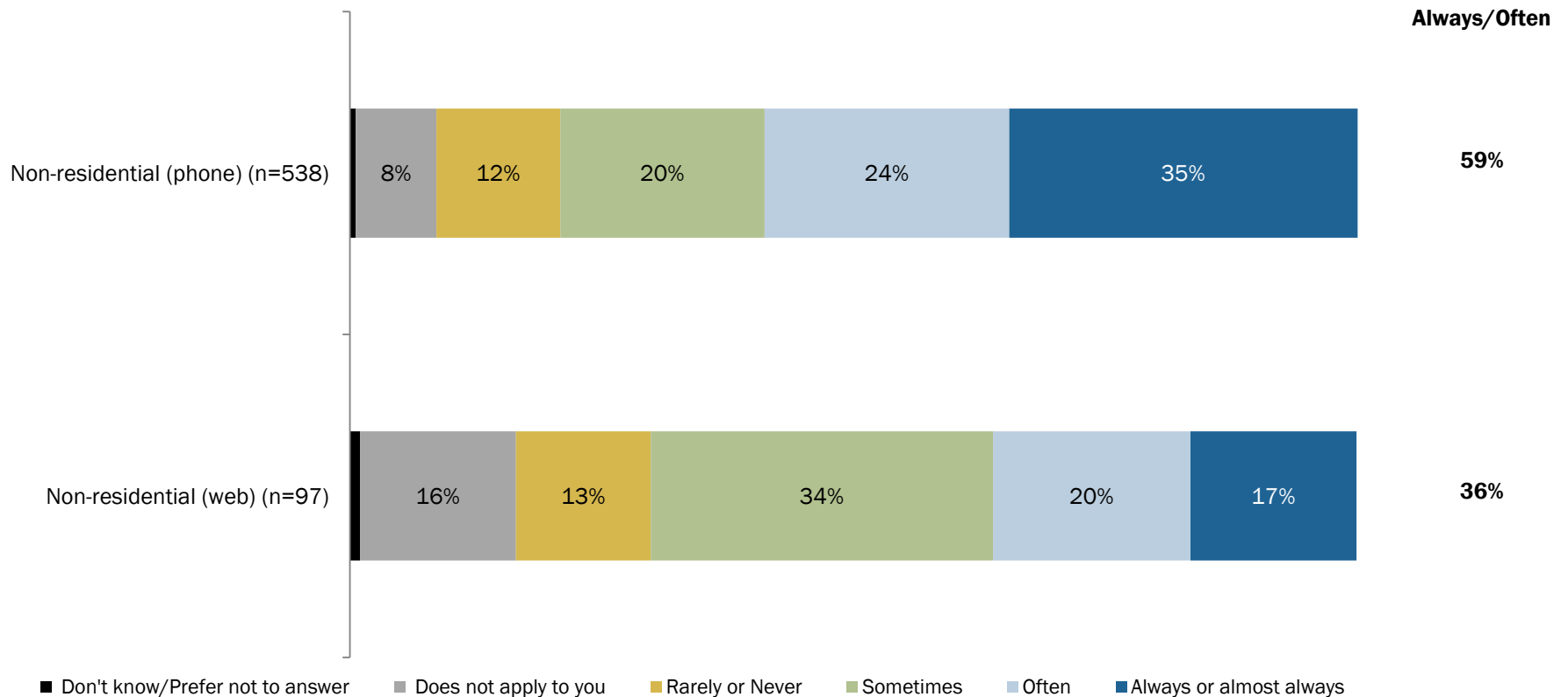


Base: Non-residential stakeholders

Labels 2% or less not shown

Q16 (Phone)/Q16 (Online). Now I'm going to read some measures to reduce waste. Again, your organization may or may not do any of these things and some may not apply to you. For each one, please tell me if your organization does this Always or almost always; Often; Sometimes; OR Rarely or Never...

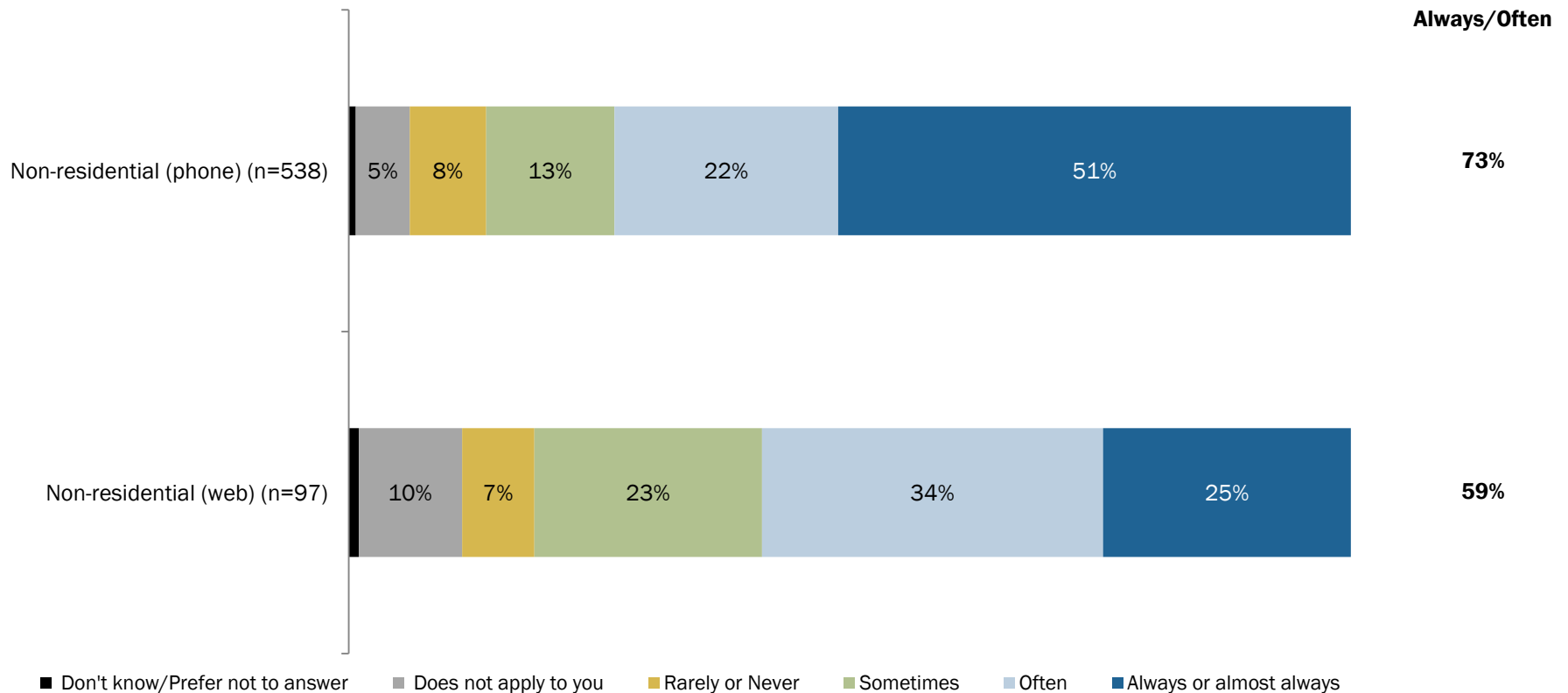
**USE REUSABLE GOODS INSTEAD OF DISPOSABLE ITEMS WHEREVER POSSIBLE**



Base: Non-residential stakeholders  
Labels 2% or less not shown

Q16 (Phone)/Q16 (Online). Now I'm going to read some measures to reduce waste. Again, your organization may or may not do any of these things and some may not apply to you. For each one, please tell me if your organization does this Always or almost always; Often; Sometimes; OR Rarely or Never...

## REPAIR GOODS AND EQUIPMENT BEFORE BUYING NEW ITEMS

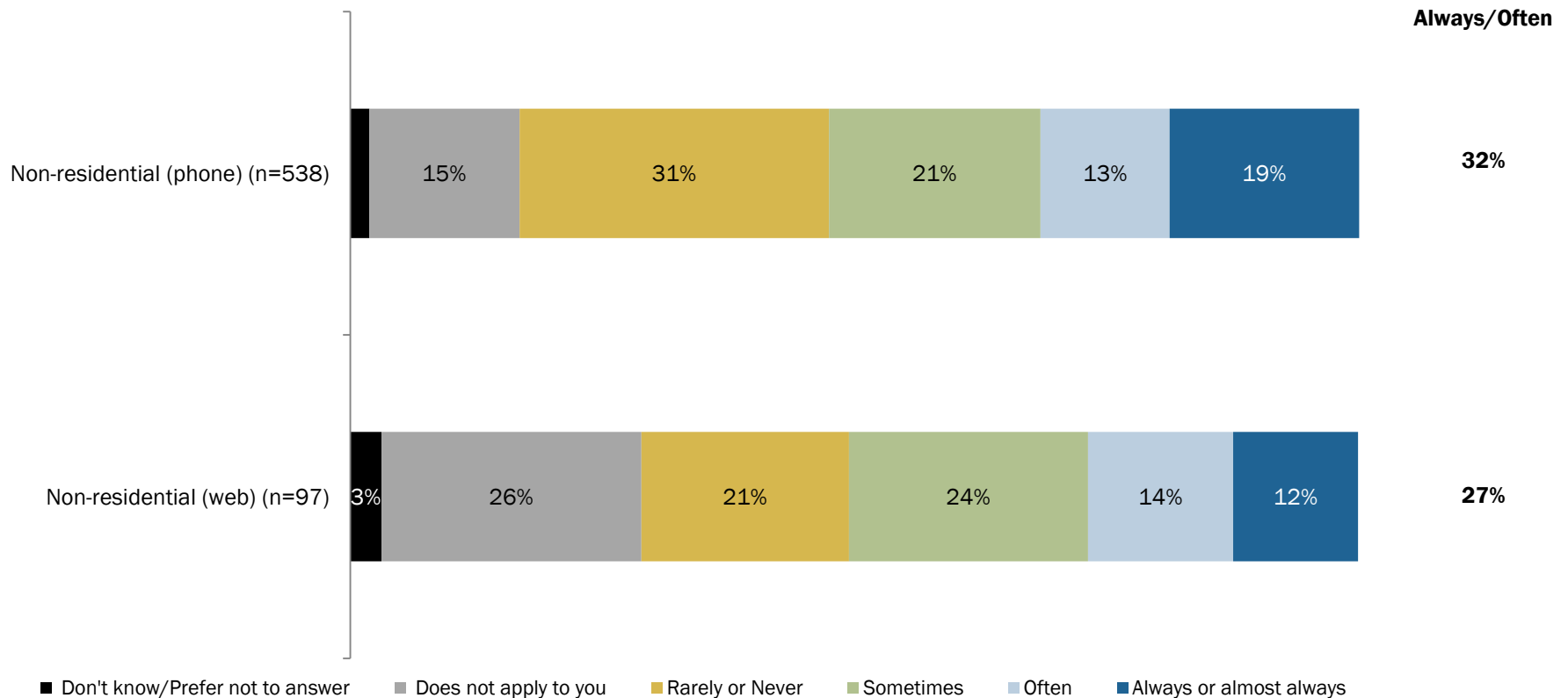


Base: Non-residential stakeholders

Labels 2% or less not shown

Q16 (Phone)/Q16 (Online). Now I'm going to read some measures to reduce waste. Again, your organization may or may not do any of these things and some may not apply to you. For each one, please tell me if your organization does this Always or almost always; Often; Sometimes; OR Rarely or Never...

**MAKE PURCHASE DECISIONS BASED UPON CONTENT OF MATERIALS, FOR EXAMPLE, PROVIDING BIODEGRADABLE BAGS, OR NO LONGER PROVIDING PLASTIC STRAWS, OR ONLY BUYING RECYCLED PAPER**

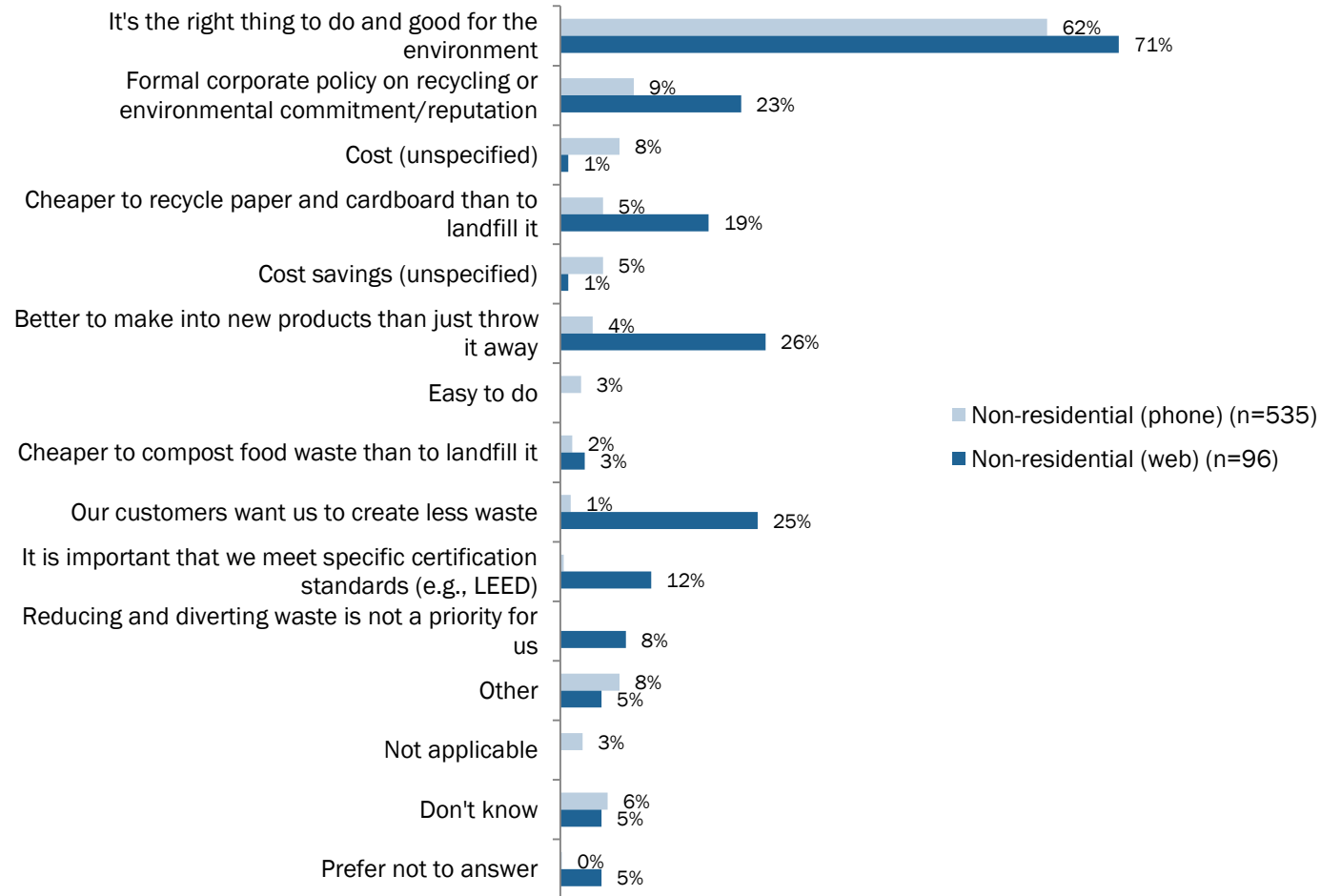


Base: Non-residential stakeholders  
Labels 2% or less not shown

Q16 (Phone)/Q16 (Online). Now I'm going to read some measures to reduce waste. Again, your organization may or may not do any of these things and some may not apply to you. For each one, please tell me if your organization does this Always or almost always; Often; Sometimes; OR Rarely or Never...



**The major reason that non-residential stakeholders currently participate in sorting waste, or trying to reduce the amount of waste produced, is because it is the right thing to do and good for the environment.**



## YARD WASTE

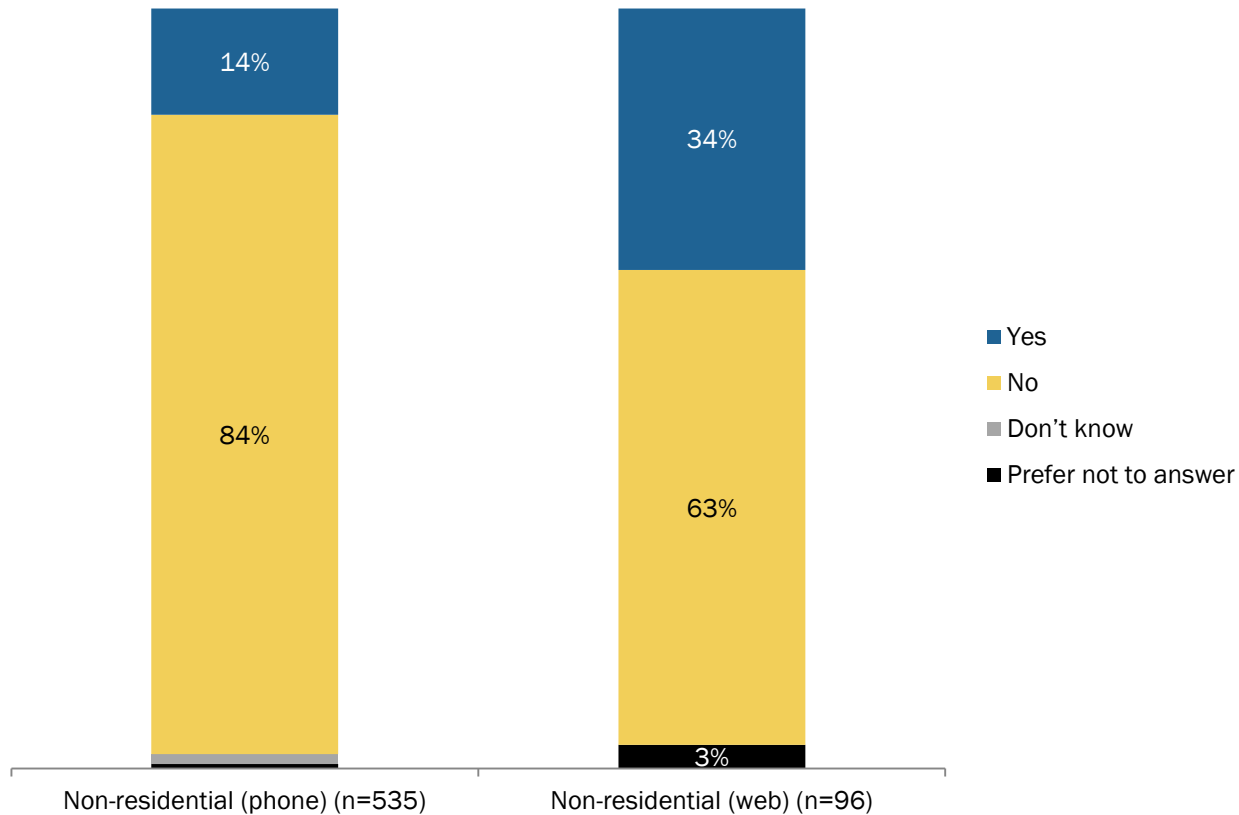


The majority of non-residential stakeholders indicate that their business does not generate or dispose of any grass, leaf, or yard waste.



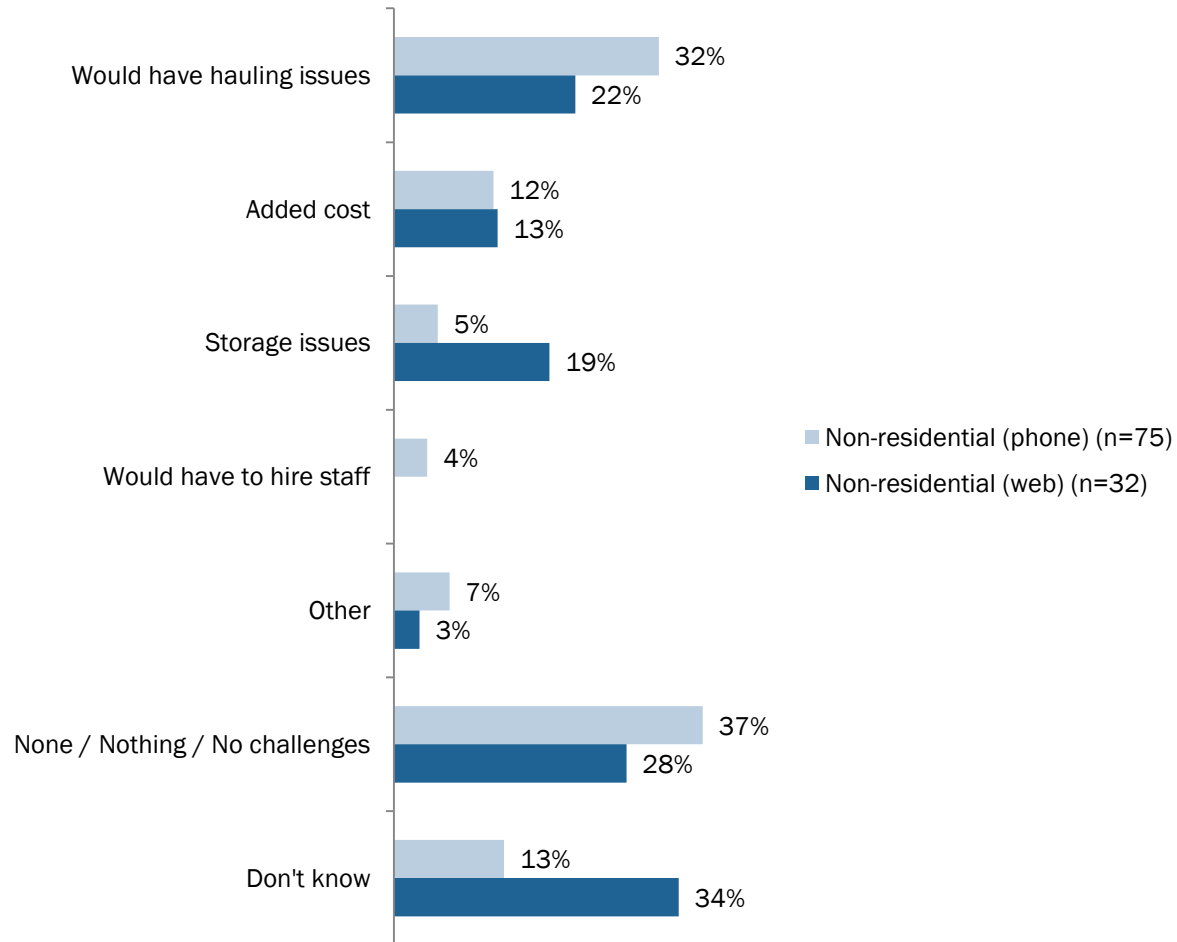
Among those non-residential stakeholders who do generate yard waste, the main challenge they feel their business would face, if the same changes were applied to yard waste collection, would be issues related to hauling.

The majority of non-residential stakeholders indicate that their business does not generate or dispose of any grass, leaf, or yard waste.



Base: Non-residential stakeholders  
 Labels 2% or less not shown  
 Q18 (Phone)/Q18 (Online). Does your business generate or dispose of any grass, leaf, or yard waste?

**Among those non-residential stakeholders who do generate yard waste, the main challenge they feel their business would face, if the same changes were applied to yard waste collection, would be issues related to hauling.**



## CITY OF EDMONTON AND COMMERCIAL WASTE SERVICES



Over half of non-residential stakeholders have never heard of the City of Edmonton's Waste Services.



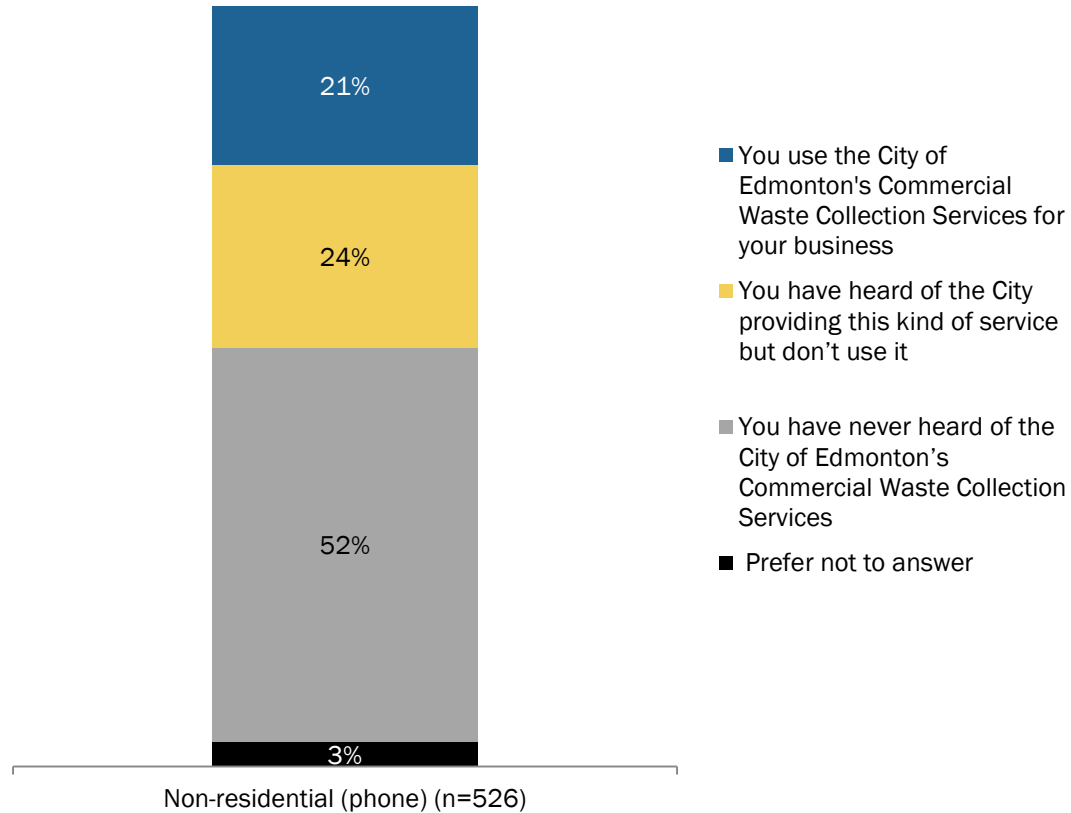
Over half of non-residential stakeholders indicate being aware that the City provides Commercial Waste Services for businesses.



Over one-third of non-residential stakeholders have ever used the City of Edmonton's Commercial Waste Services for their business.

**Over half of non-residential stakeholders have never heard of the City of Edmonton's Commercial Waste Services.**

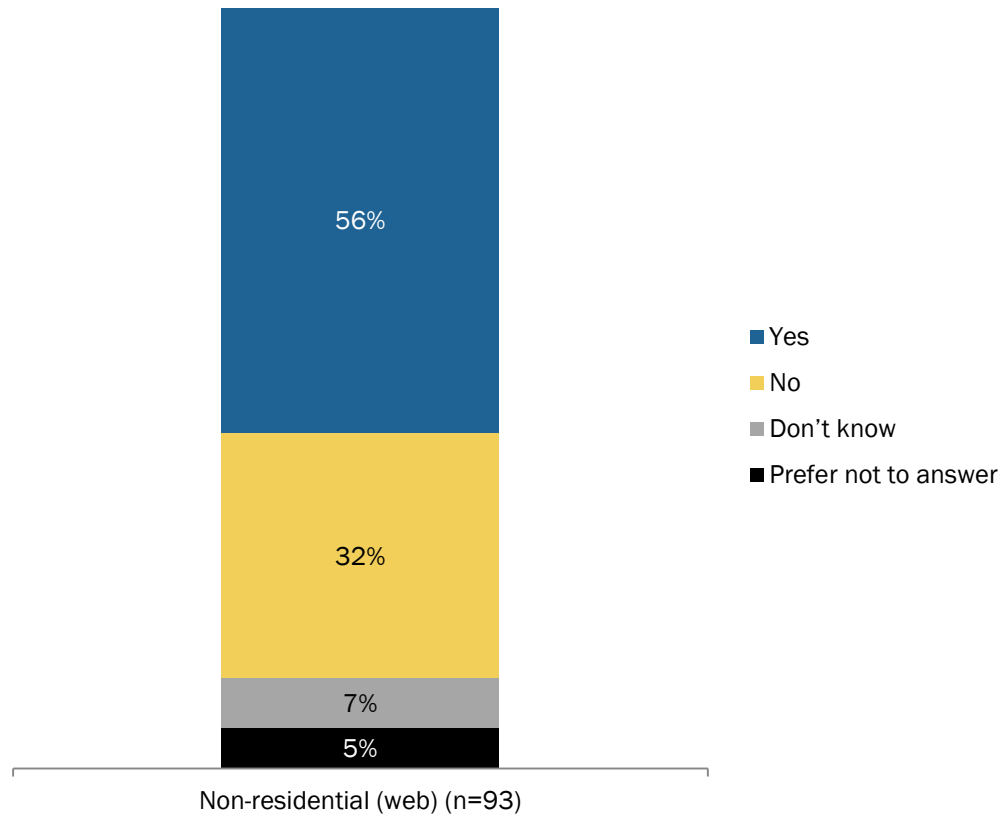
TELEPHONE SURVEY ONLY



Base: Non-residential stakeholders (Phone only)  
 Labels 2% or less not shown  
 Q18. Which of the following applies to you?

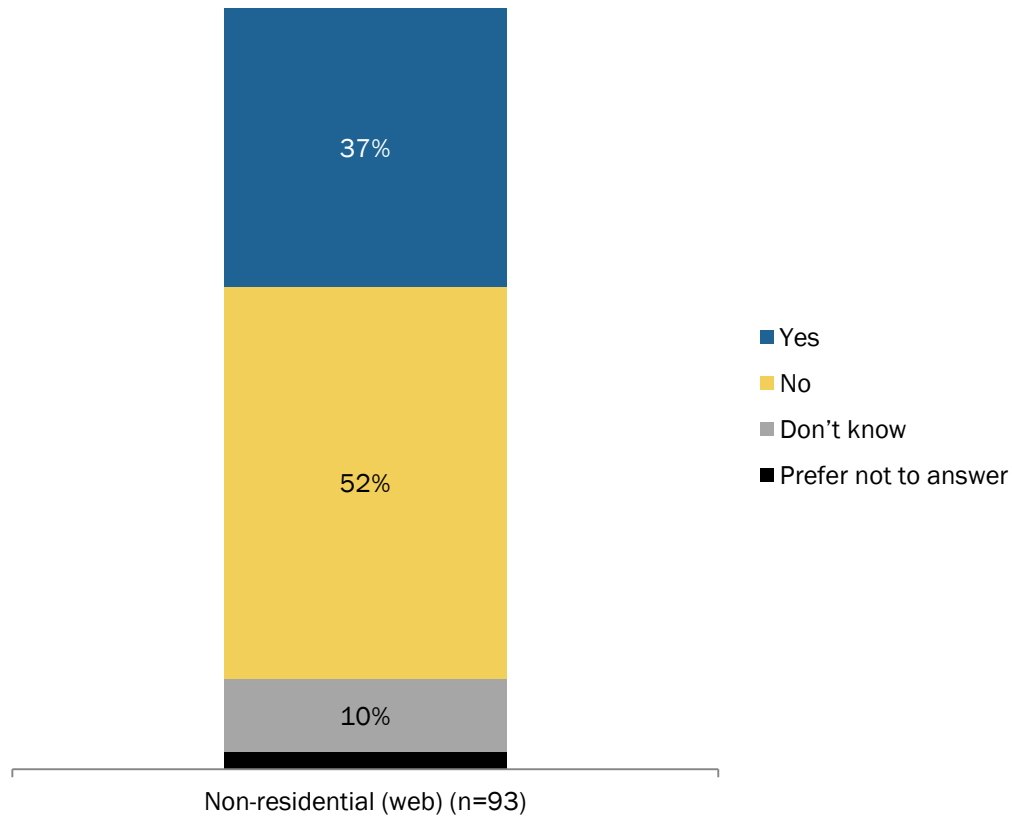
**Over half of non-residential stakeholders indicate being aware that the City provides Commercial Waste Services for businesses.**

**ONLINE SURVEY ONLY**



**Over one-third of non-residential stakeholders have ever used the City of Edmonton's Commercial Waste Services for their business.**

**ONLINE SURVEY ONLY**



Base: Non-residential stakeholders (Online only)

Labels 2% or less not shown

Q23. Have you ever used the City of Edmonton's Commercial Waste Collection Services for your business?



## OPINIONS ON THE FUTURE OF WASTE



Regarding the future of waste, the majority of non-residential stakeholders agree that it is important to keep as much waste as possible out of landfills, that their organization generally tries to make choices that are good for the environment, and that moving towards diverting more commercial waste from landfills is a good idea.



At least two-in-five non-residential stakeholders were aware that Waste Services was considering making changes to the way we sort and manage waste in Edmonton.

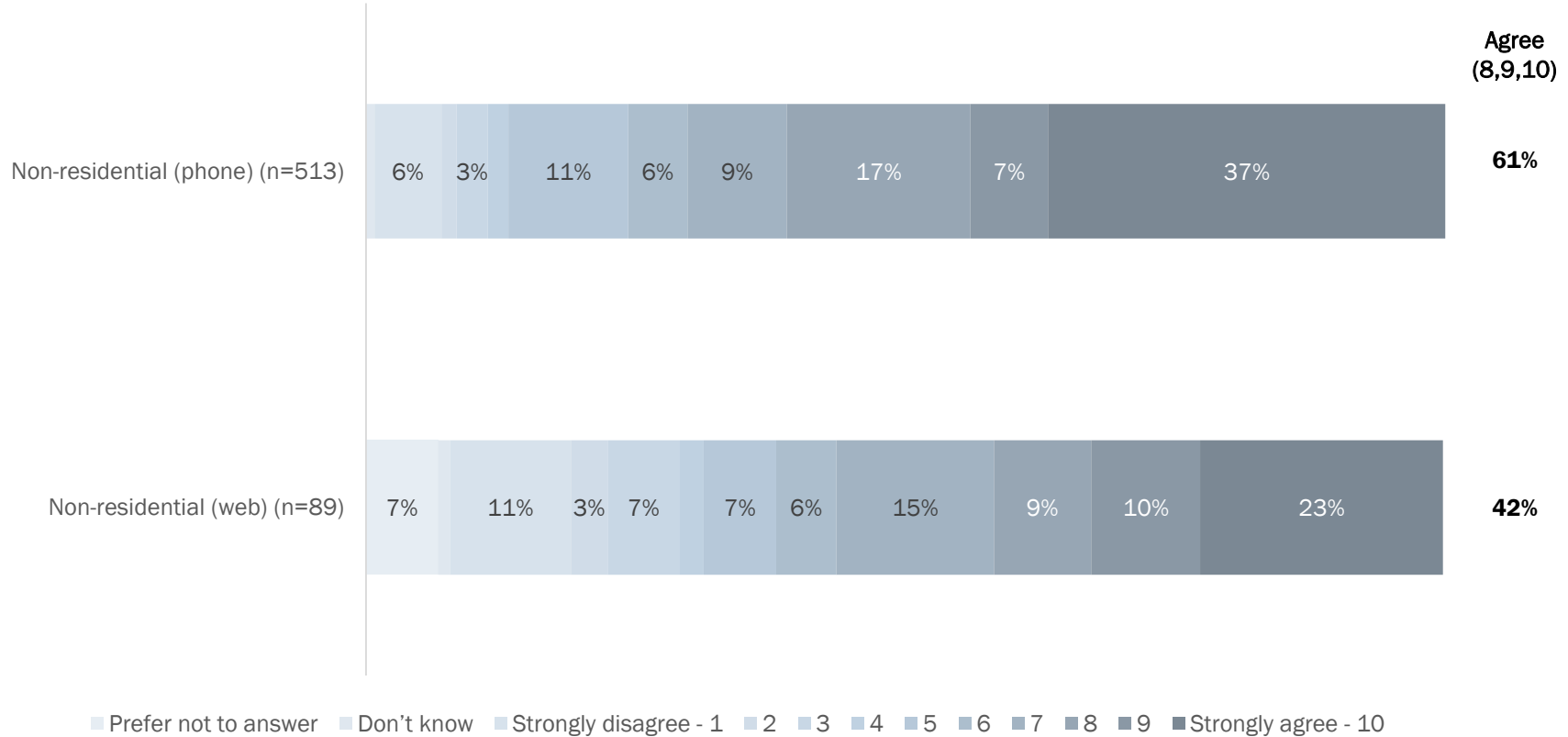


At least two-in-five non-residential stakeholders agree that businesses and other organizations operating in Edmonton should also be required to participate in sorting and reducing their waste.

## OPINIONS ON THE FUTURE OF WASTE

Agree (8,9,10)	Non-residential (Phone) (n=513-514)	Non-residential (Online) (n=89)
Commercial businesses should have to sort their waste and meet diversion targets, the same as residents.	61%	42%
It is important to keep as much waste as possible out of landfills.	82%	73%
My organization will gladly take the necessary steps to follow a new approach to managing its waste.	60%	42%
The City should prioritize diverting more waste from the commercial sector if private waste companies won't do it.	51%	34%
My organization generally tries to make choices that are good for the environment.	75%	64%
Employees in our organization wish we did more to separate waste.	27%	19%
My organization is well prepared to adapt to changes.	61%	37%
Moving towards diverting more commercial waste from landfills is a good idea.	79%	71%
There has to be an incentive to get organizations to participate.	40%	32%
Sorting waste will be too inconvenient for my organization.	11%	16%
Sorting waste will cost too much money.	14%	21%
Programs for waste sorting will attract customers to my organization.	16%	15%
Programs for waste sorting will attract employees to my organization	12%	14%
The City should not be competing with the commercial sector.	27%	29%
I'm not sure how our organization could do more to reduce waste or recycle more.	32%	16%
We don't create enough waste to warrant having to sort and divert waste from the landfill.	23%	17%
I'm not really sure how to start a program to keep food waste out of the garbage.	-	25%
I'm not really sure how to start a recycling program.	-	15%

**Commercial businesses should have to sort their waste and meet diversion targets, the same as residents.**

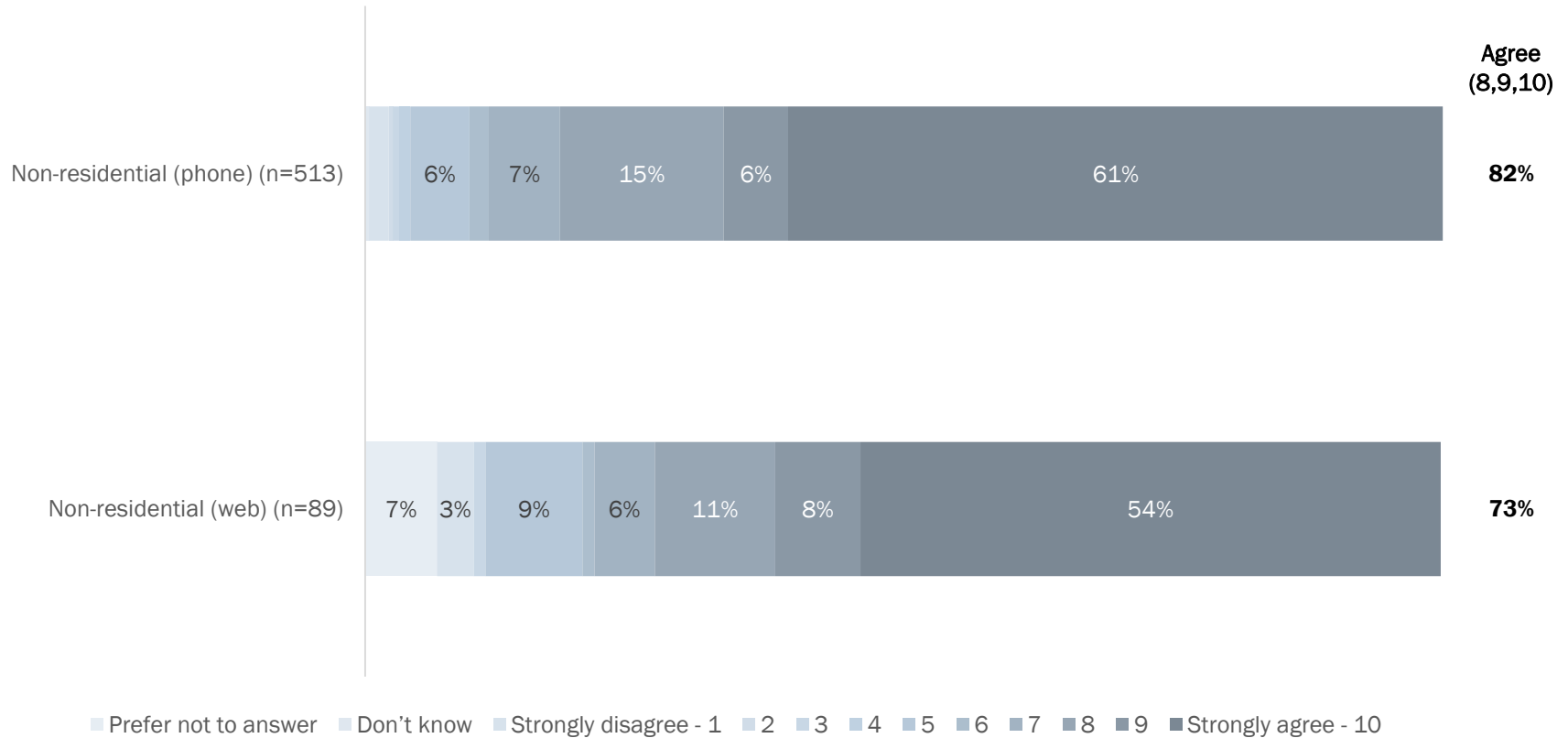


Base: Non-residential stakeholders

Labels 2% or less not shown

Q24 (Phone)/Q24 (Online). Thinking about your company or organization, how much do you agree or disagree with the following statements? Please use a scale from 1 to 10 where 1 means you strongly disagree and 10 means you strongly agree with each statement.

## It is important to keep as much waste as possible out of landfills.

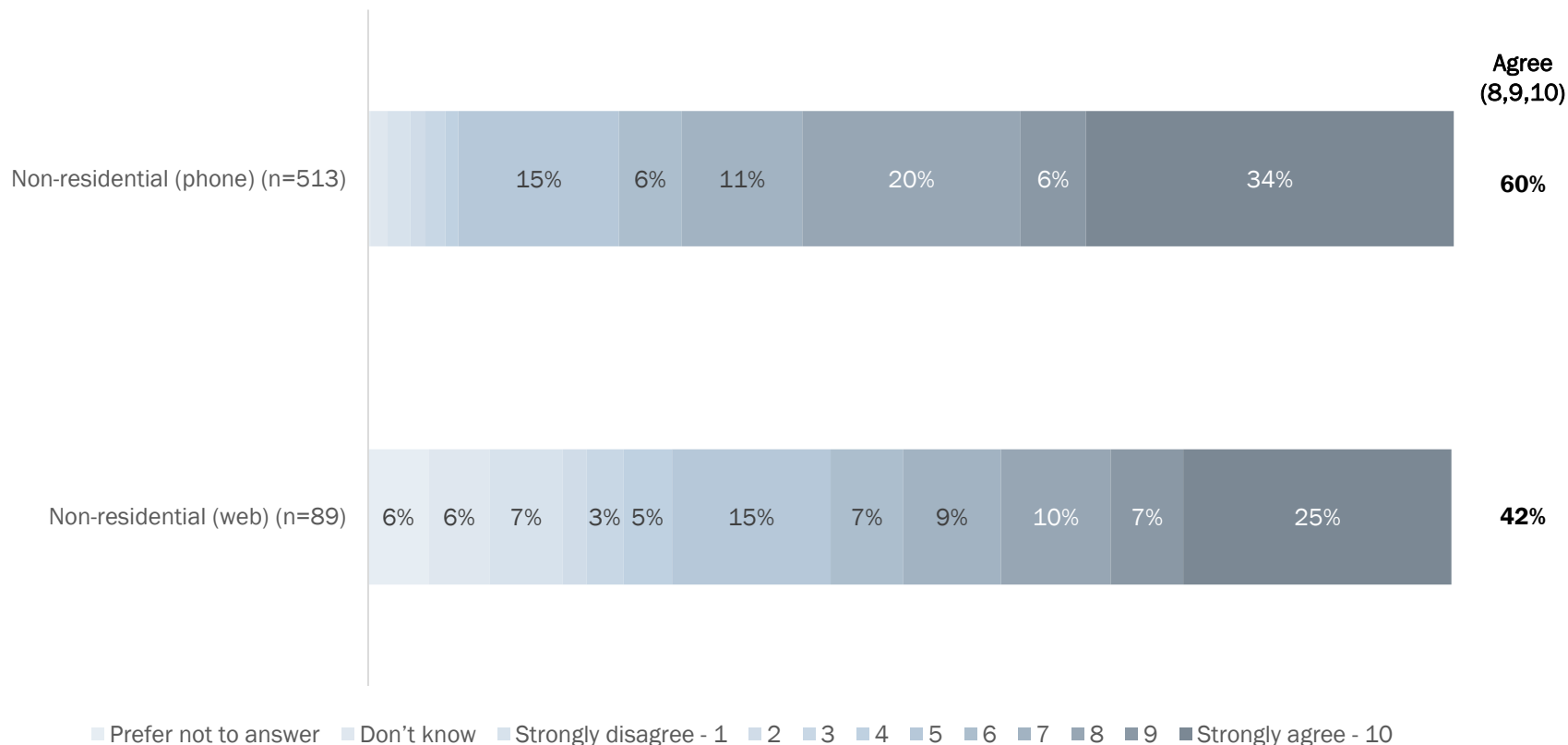


Base: Non-residential stakeholders

Labels 2% or less not shown

Q24 (Phone)/Q24 (Online). Thinking about your company or organization, how much do you agree or disagree with the following statements? Please use a scale from 1 to 10 where 1 means you strongly disagree and 10 means you strongly agree with each statement.

**My organization will gladly take the necessary steps to follow a new approach to managing its waste.**

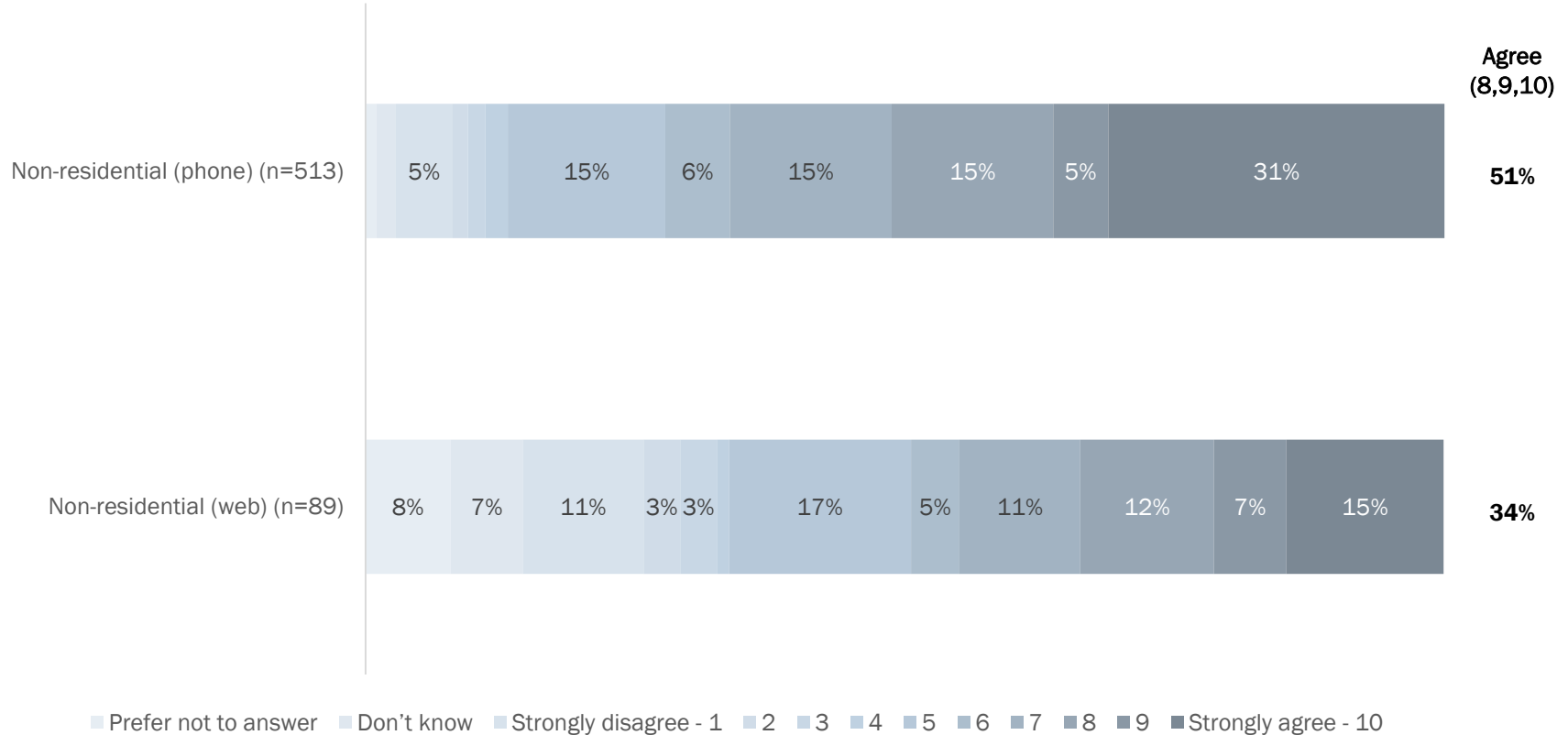


Base: Non-residential stakeholders

Labels 2% or less not shown

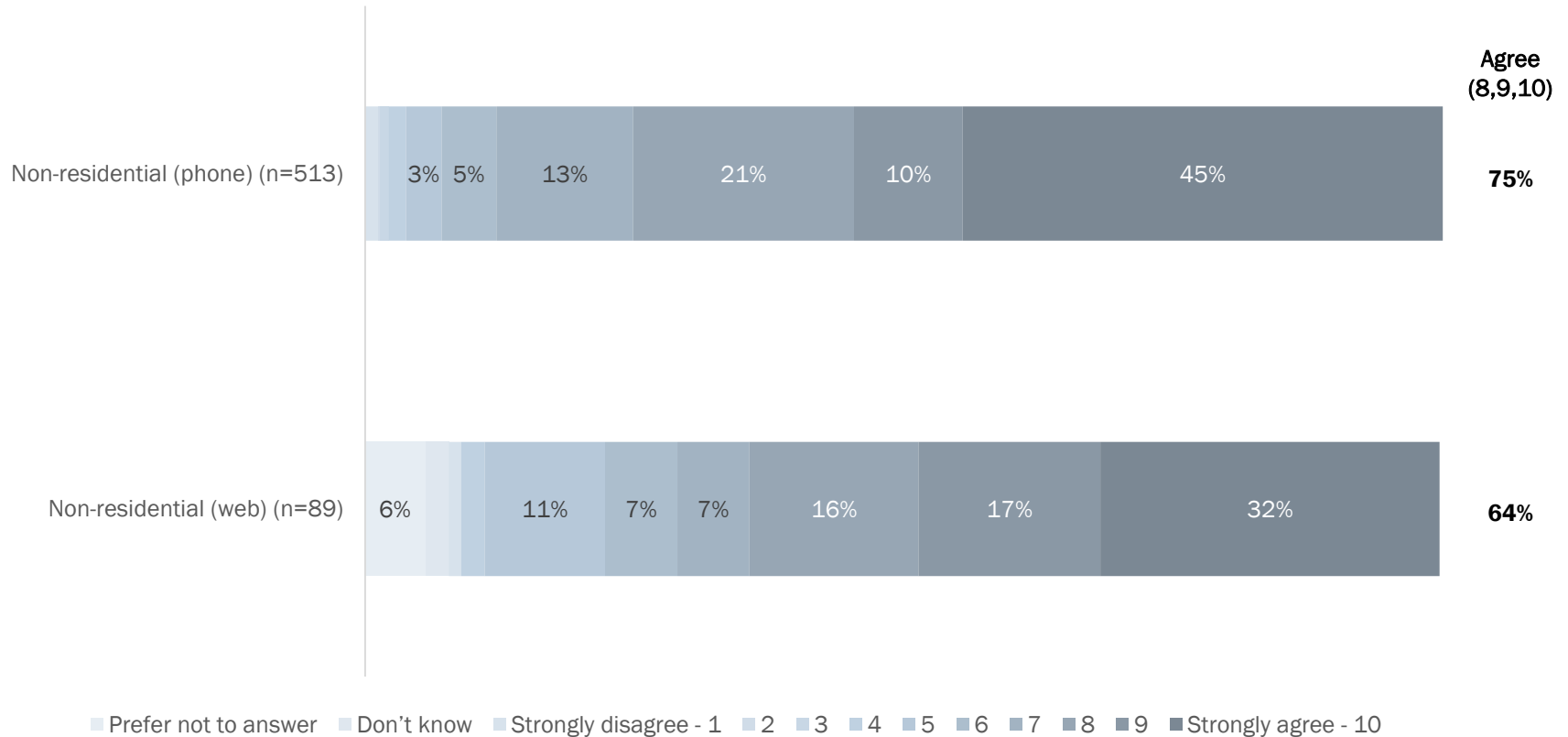
Q24 (Phone)/Q24 (Online). Thinking about your company or organization, how much do you agree or disagree with the following statements? Please use a scale from 1 to 10 where 1 means you strongly disagree and 10 means you strongly agree with each statement.

**The City should prioritize diverting more waste from the commercial sector if private waste companies won't do it.**



Base: Non-residential stakeholders  
 Labels 2% or less not shown  
 Q24 (Phone)/Q24 (Online). Thinking about your company or organization, how much do you agree or disagree with the following statements? Please use a scale from 1 to 10 where 1 means you strongly disagree and 10 means you strongly agree with each statement.

**My organization generally tries to make choices that are good for the environment.**

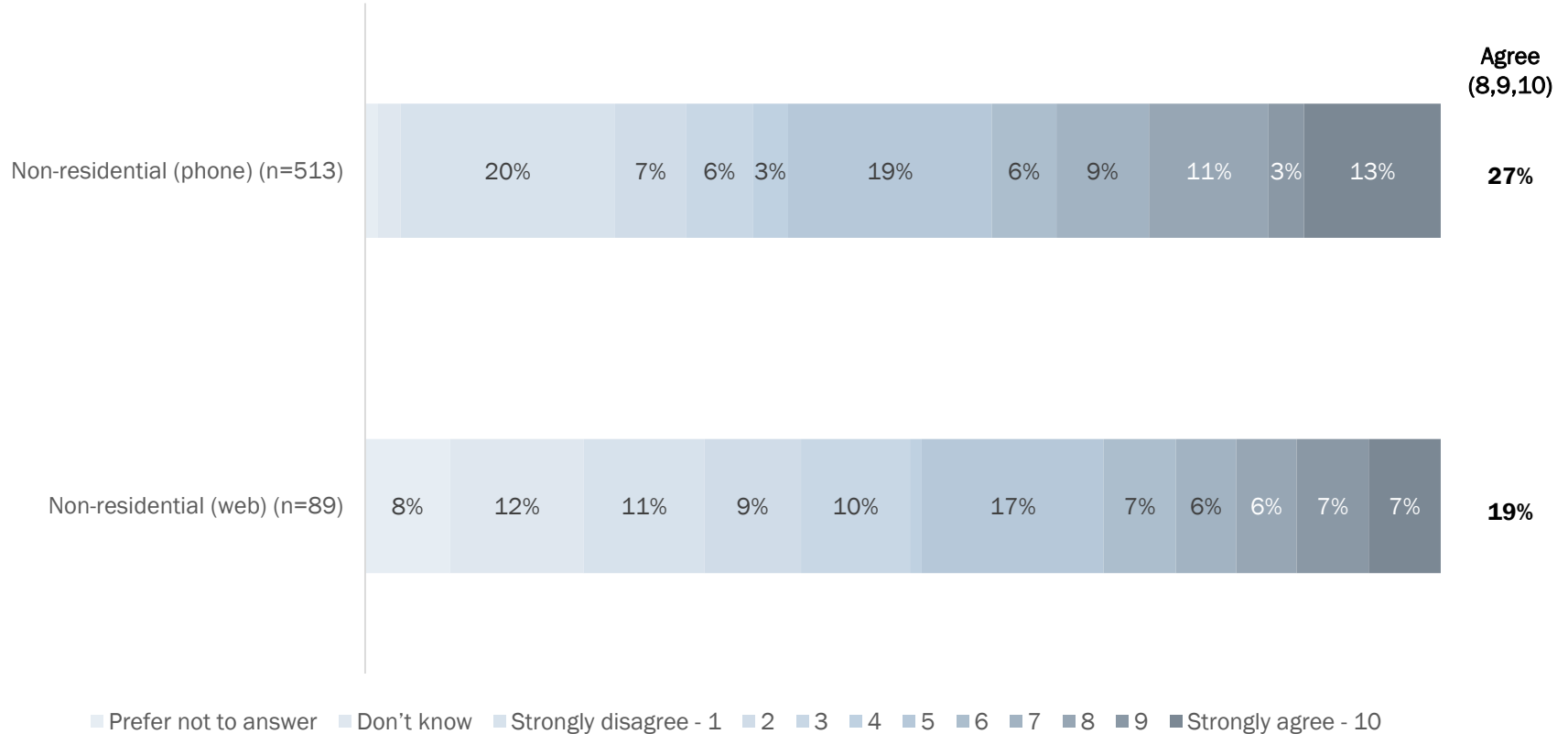


Base: Non-residential stakeholders

Labels 2% or less not shown

Q24 (Phone)/Q24 (Online). Thinking about your company or organization, how much do you agree or disagree with the following statements? Please use a scale from 1 to 10 where 1 means you strongly disagree and 10 means you strongly agree with each statement.

## Employees in our organization wish we did more to separate waste.



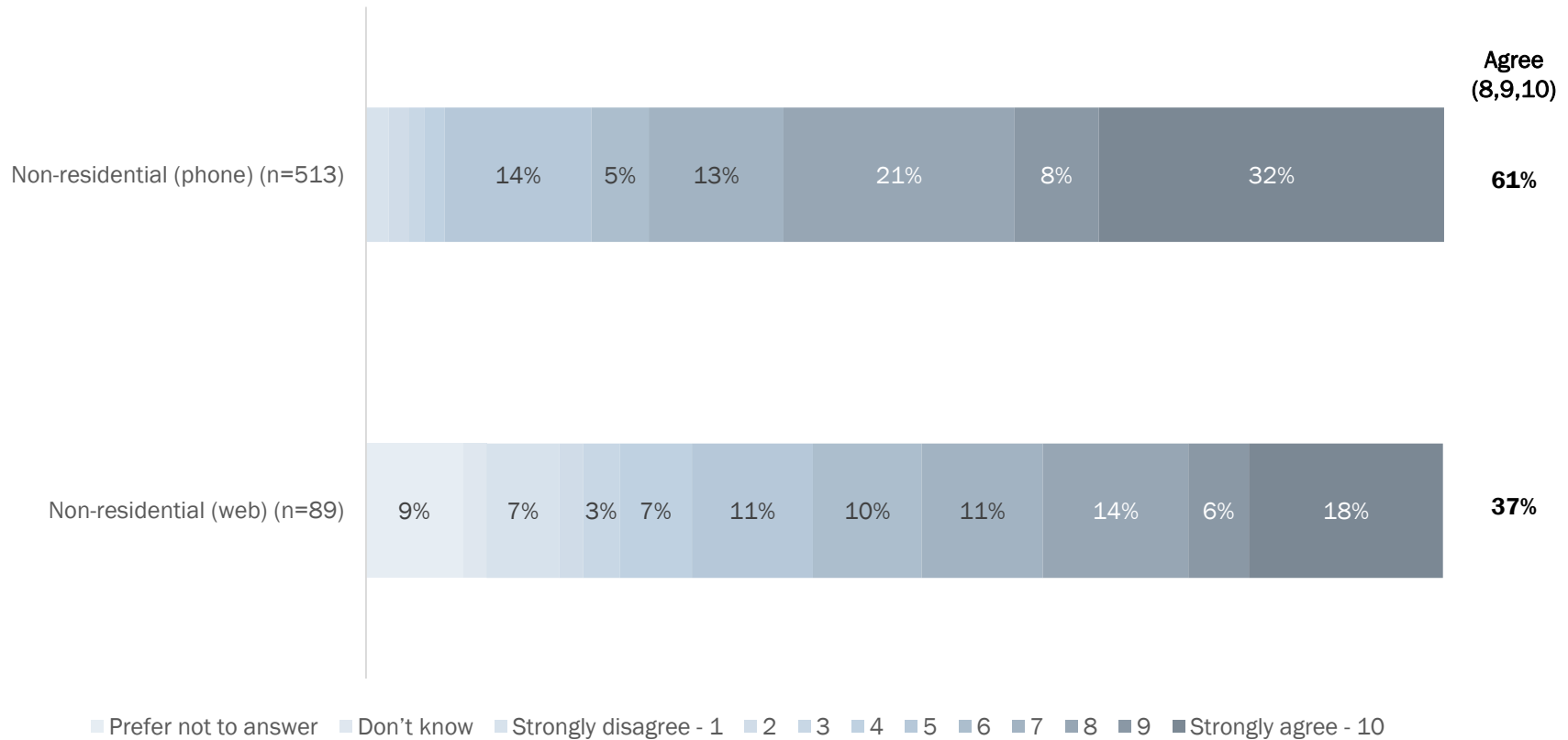
Base: Non-residential stakeholders

Labels 2% or less not shown

Q24 (Phone)/Q24 (Online). Thinking about your company or organization, how much do you agree or disagree with the following statements? Please use a scale from 1 to 10 where 1 means you strongly disagree and 10 means you strongly agree with each statement.

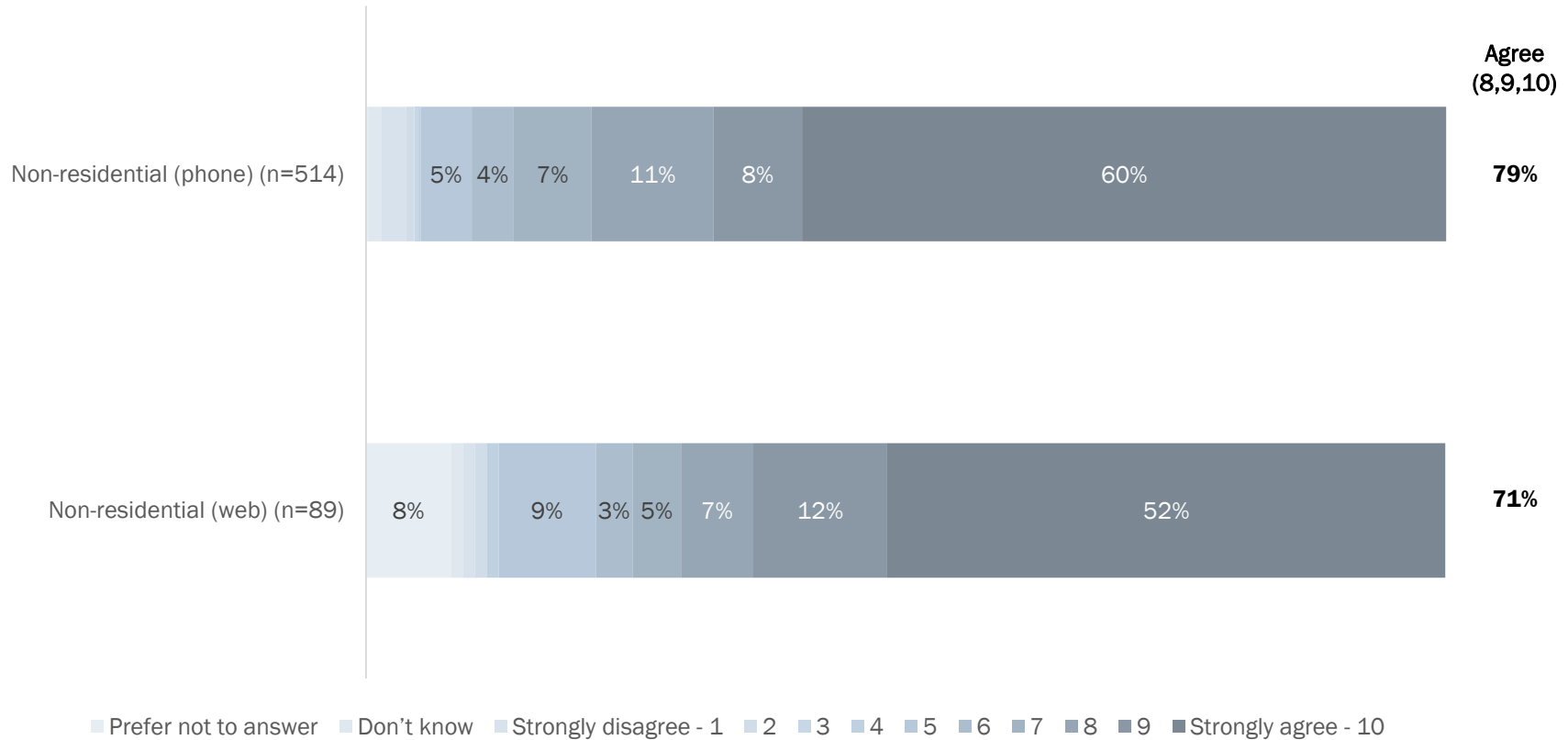


**My organization is well prepared to adapt to changes.**



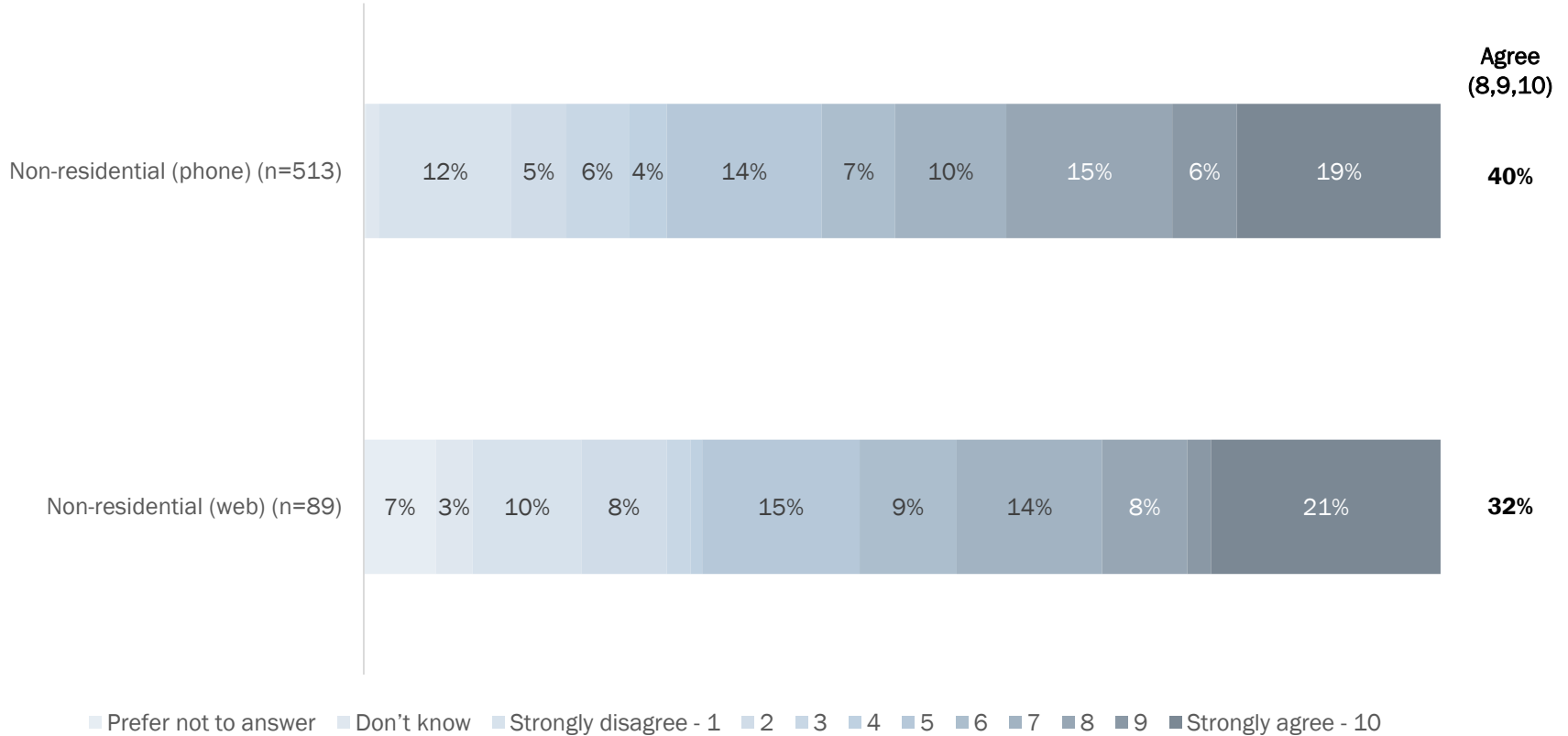
Base: Non-residential stakeholders  
 Labels 2% or less not shown  
 Q24 (Phone)/Q24 (Online). Thinking about your company or organization, how much do you agree or disagree with the following statements? Please use a scale from 1 to 10 where 1 means you strongly disagree and 10 means you strongly agree with each statement.

**Moving towards diverting more commercial waste from landfills is a good idea.**



Base: Non-residential stakeholders  
 Labels 2% or less not shown  
 Q24 (Phone)/Q24 (Online). Thinking about your company or organization, how much do you agree or disagree with the following statements? Please use a scale from 1 to 10 where 1 means you strongly disagree and 10 means you strongly agree with each statement.

**There has to be an incentive to get organizations to participate.**

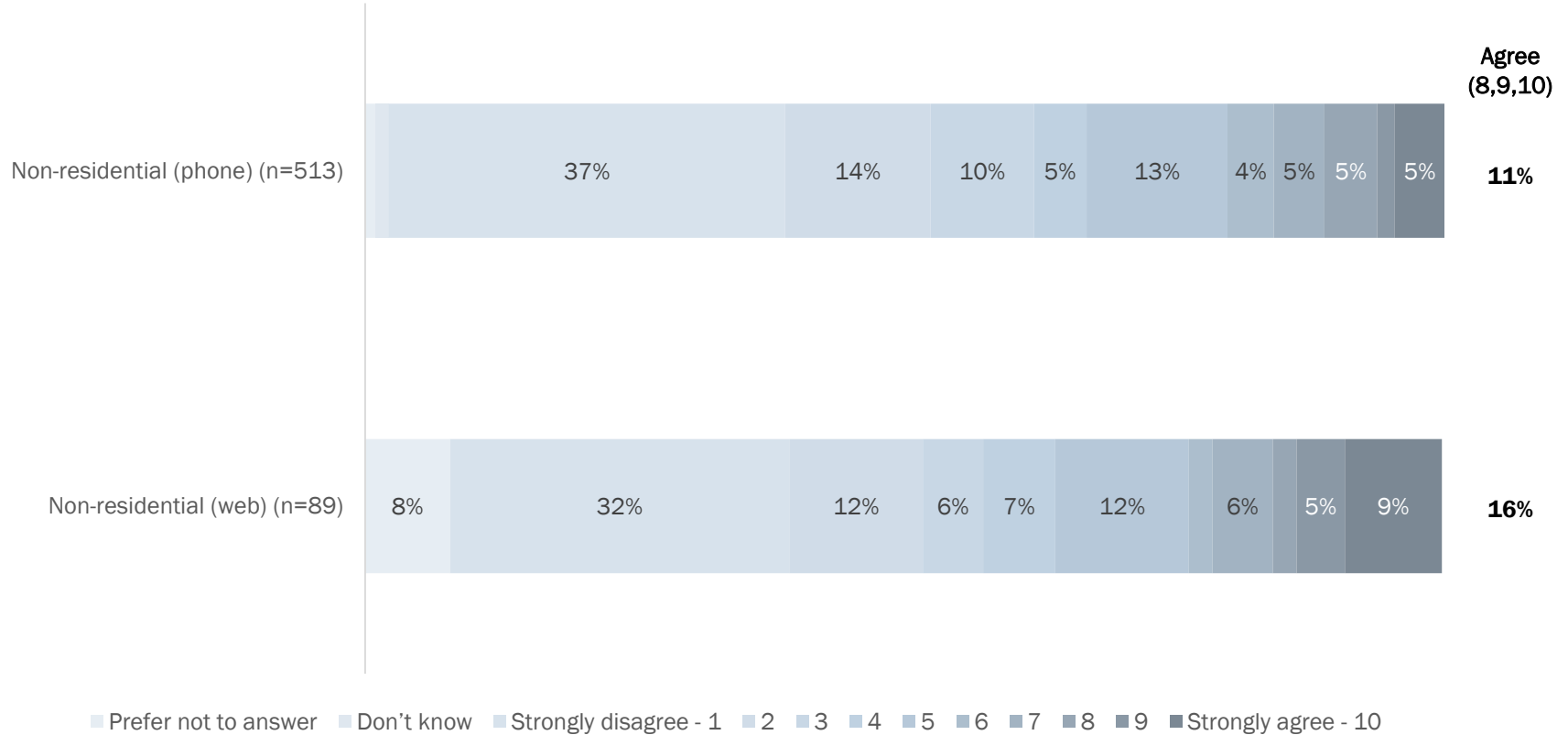


Base: Non-residential stakeholders

Labels 2% or less not shown

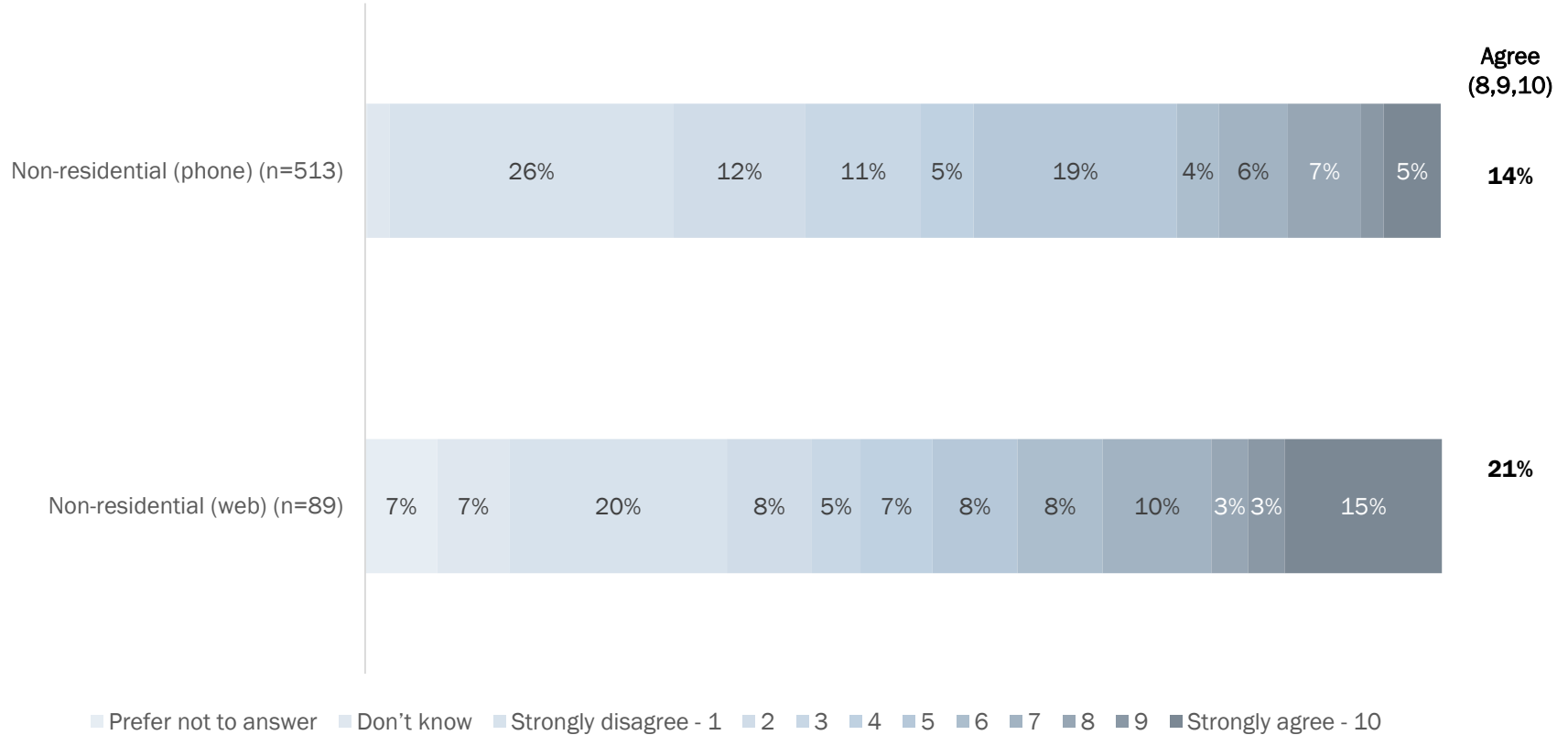
Q24 (Phone)/Q24 (Online). Thinking about your company or organization, how much do you agree or disagree with the following statements? Please use a scale from 1 to 10 where 1 means you strongly disagree and 10 means you strongly agree with each statement.

**Sorting waste will be too inconvenient for my organization.**



Base: Non-residential stakeholders  
 Labels 2% or less not shown  
 Q24 (Phone)/Q24 (Online). Thinking about your company or organization, how much do you agree or disagree with the following statements? Please use a scale from 1 to 10 where 1 means you strongly disagree and 10 means you strongly agree with each statement.

## Sorting waste will cost too much money.

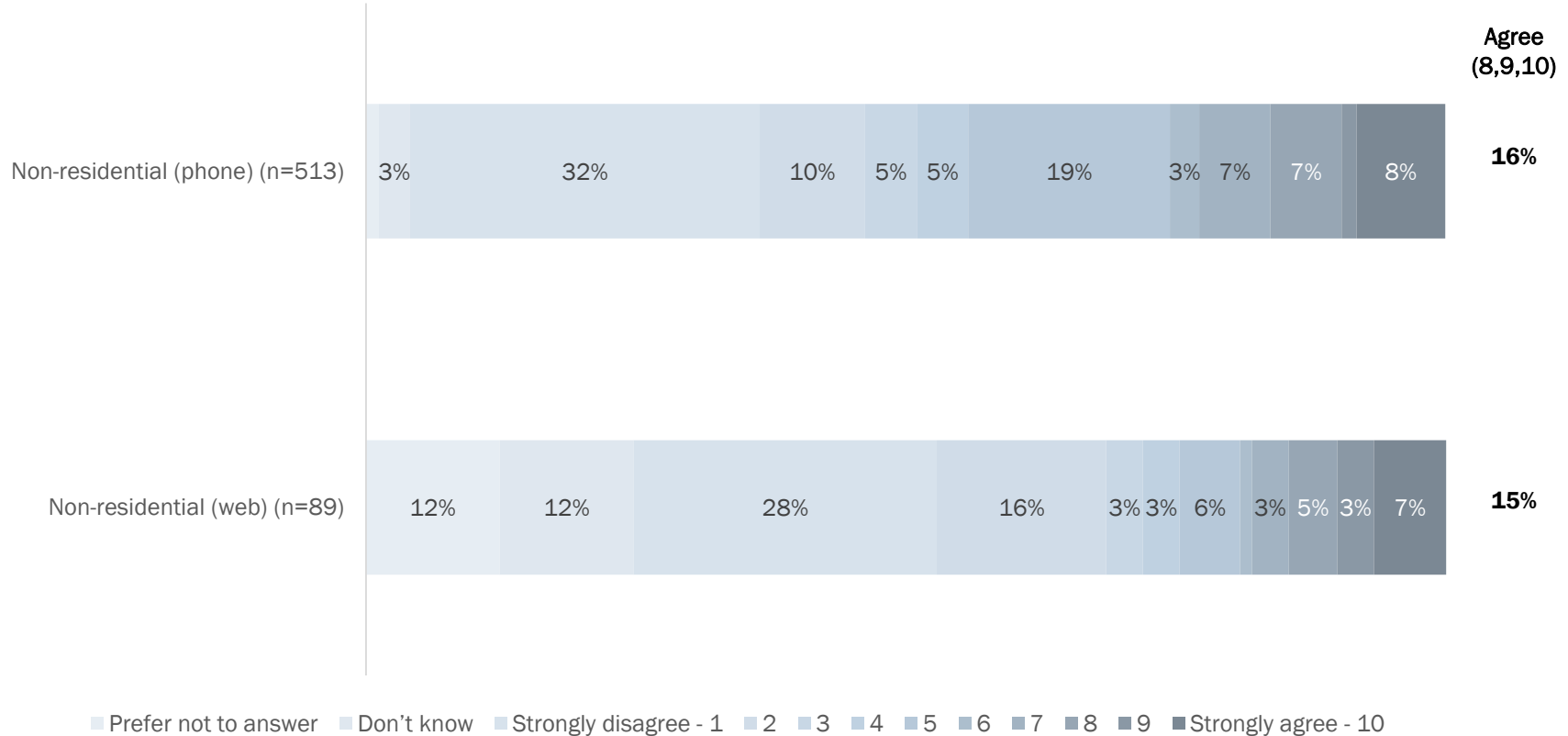


Base: Non-residential stakeholders

Labels 2% or less not shown

Q24 (Phone)/Q24 (Online). Thinking about your company or organization, how much do you agree or disagree with the following statements? Please use a scale from 1 to 10 where 1 means you strongly disagree and 10 means you strongly agree with each statement.

## Programs for waste sorting will attract customers to my organization.

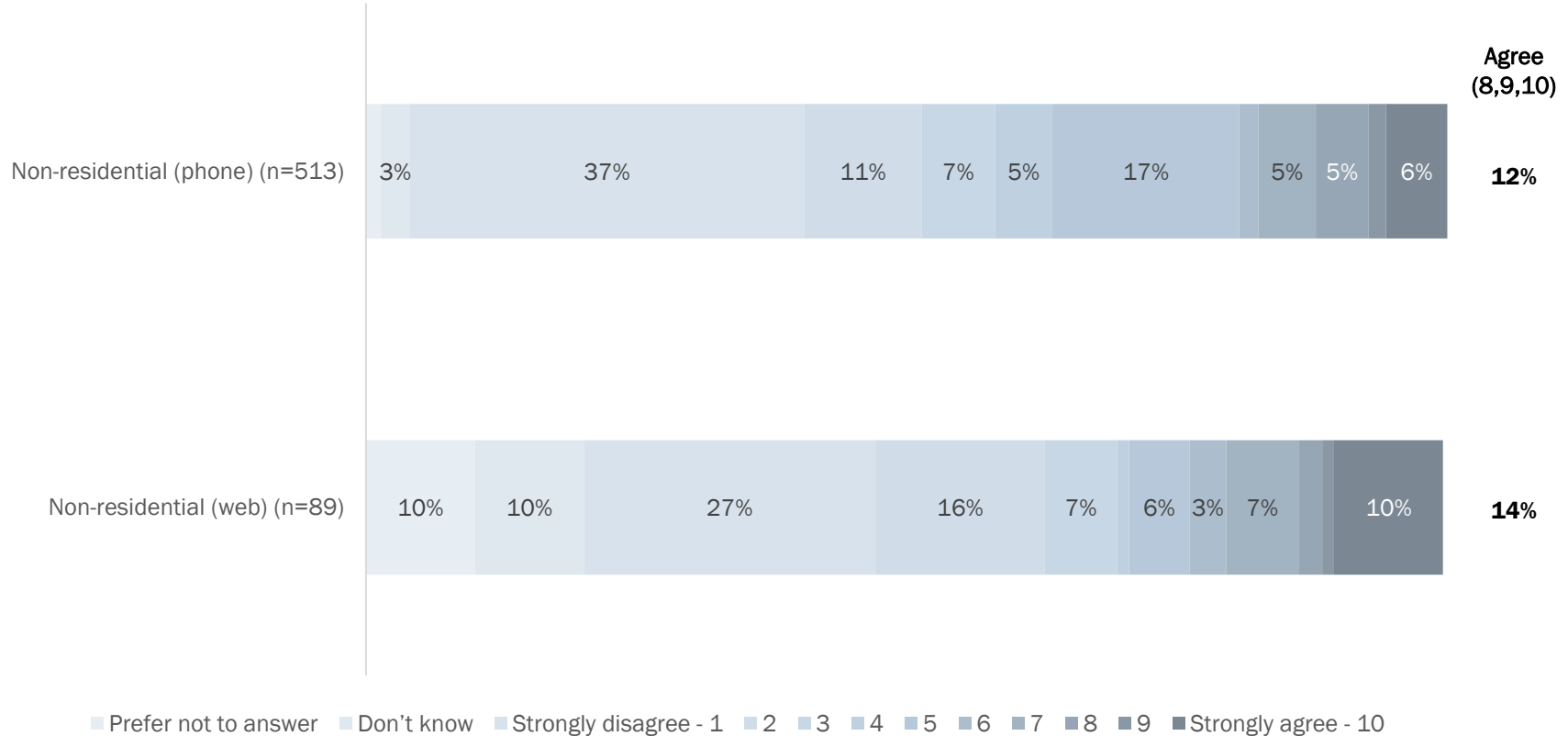


Base: Non-residential stakeholders

Labels 2% or less not shown

Q24 (Phone)/Q24 (Online). Thinking about your company or organization, how much do you agree or disagree with the following statements? Please use a scale from 1 to 10 where 1 means you strongly disagree and 10 means you strongly agree with each statement.

## Programs for waste sorting will attract employees to my organization

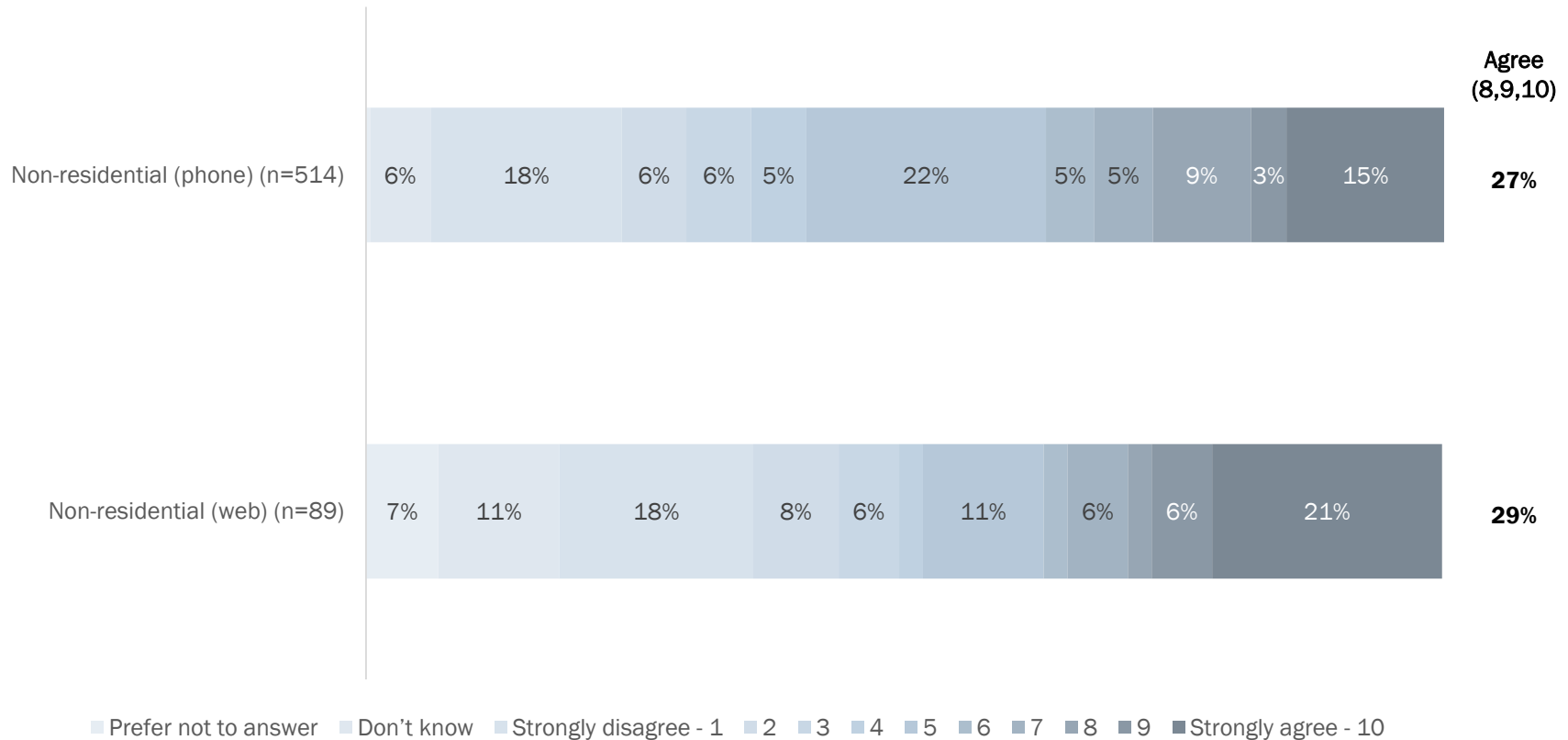


Base: Non-residential stakeholders

Labels 2% or less not shown

Q24 (Phone)/Q24 (Online). Thinking about your company or organization, how much do you agree or disagree with the following statements? Please use a scale from 1 to 10 where 1 means you strongly disagree and 10 means you strongly agree with each statement.

**The City should not be competing with the commercial sector.**

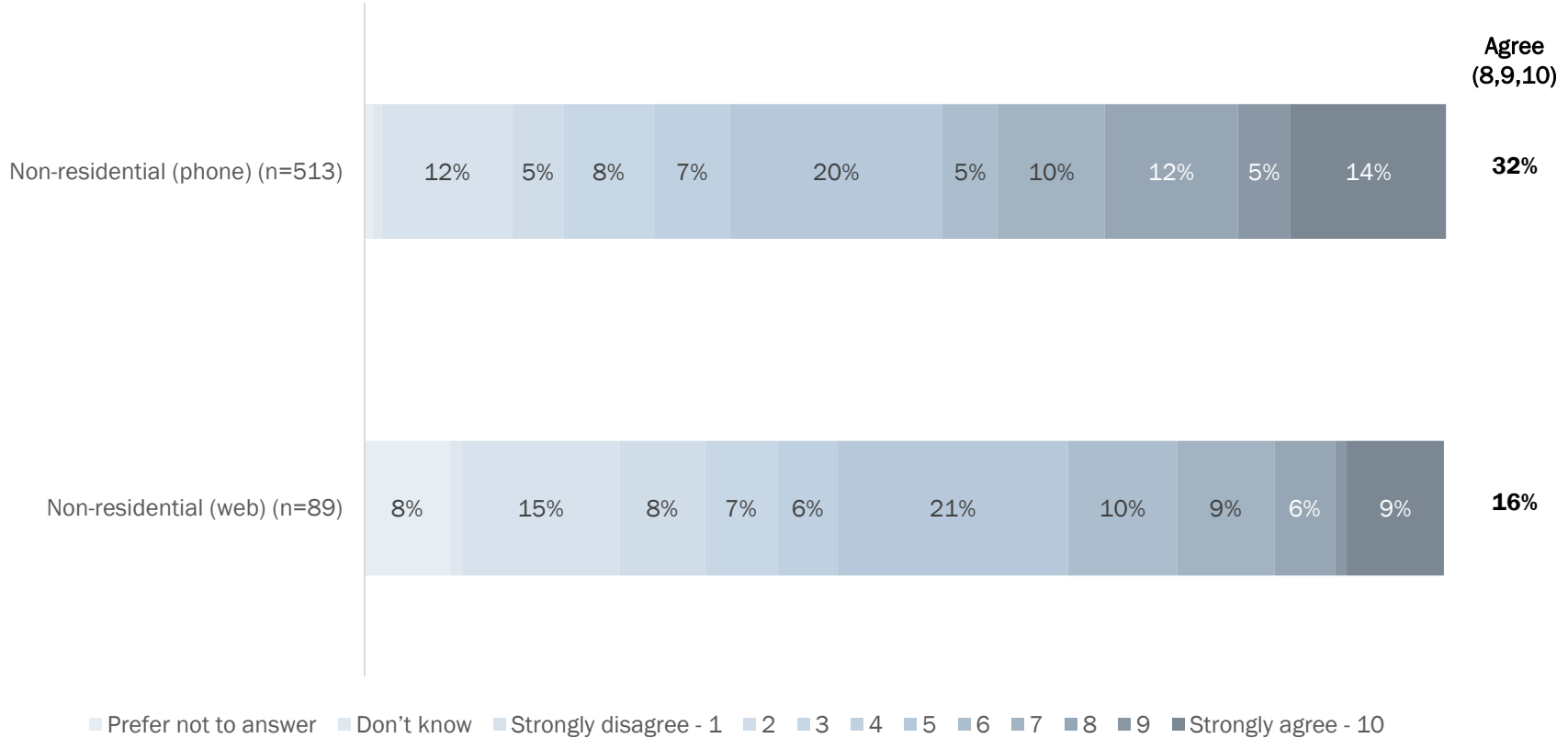


Base: Non-residential stakeholders  
 Labels 2% or less not shown

Q24 (Phone)/Q24 (Online). Thinking about your company or organization, how much do you agree or disagree with the following statements? Please use a scale from 1 to 10 where 1 means you strongly disagree and 10 means you strongly agree with each statement.



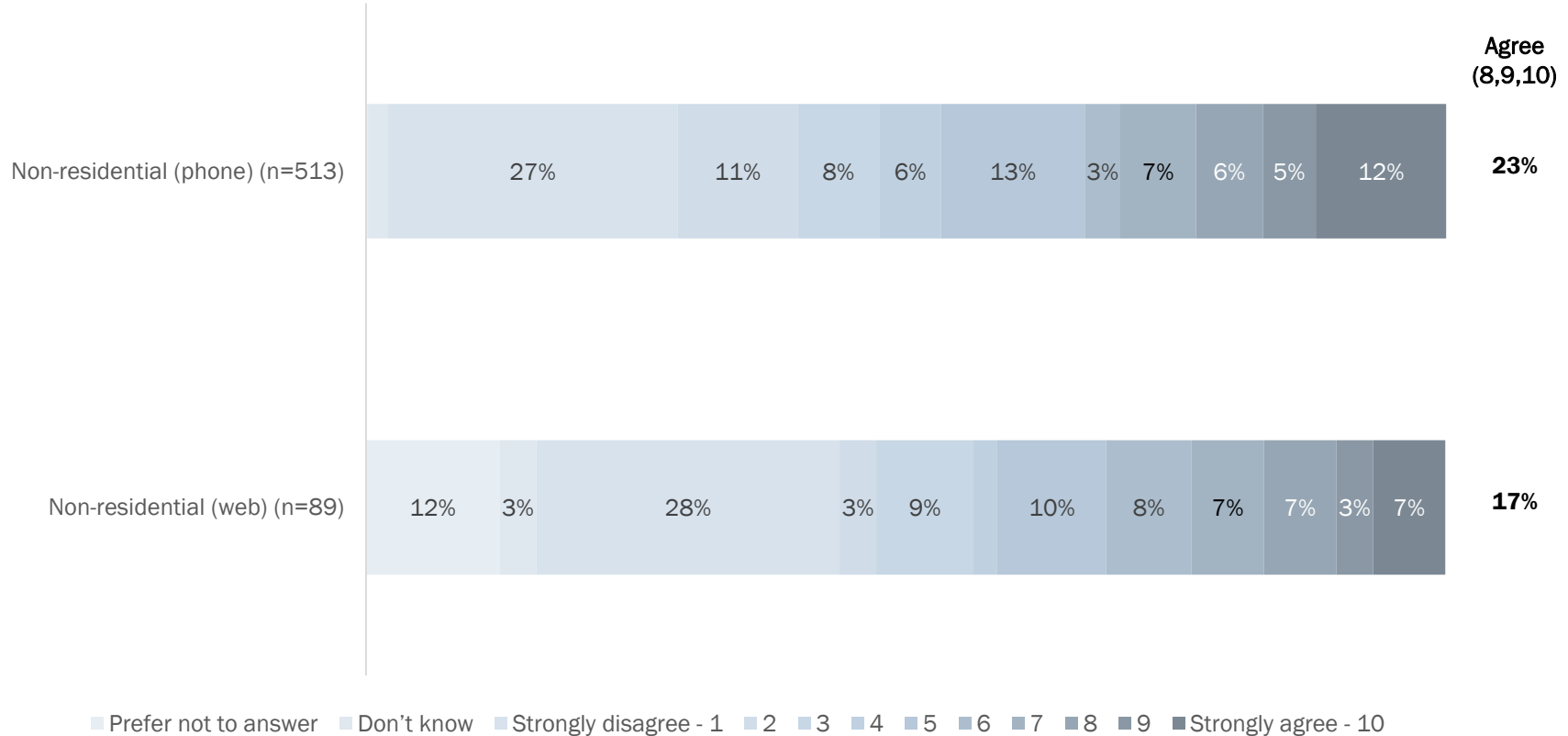
**I'm not sure how our organization could do more to reduce waste or recycle more.**



Base: Non-residential stakeholders  
Labels 2% or less not shown

Q24 (Phone)/Q24 (Online). Thinking about your company or organization, how much do you agree or disagree with the following statements? Please use a scale from 1 to 10 where 1 means you strongly disagree and 10 means you strongly agree with each statement.

## We don't create enough waste to warrant having to sort and divert waste from the landfill.

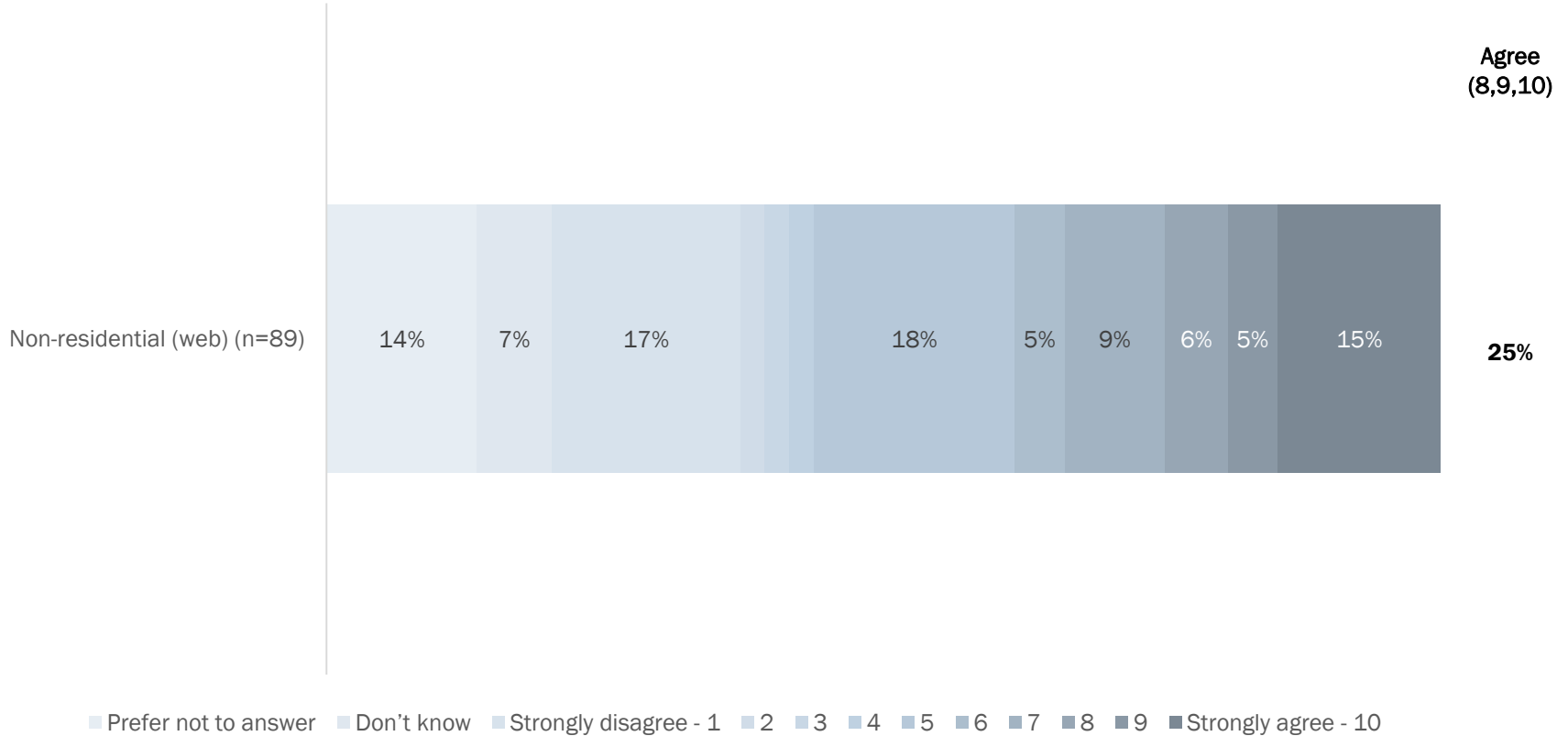


Base: Non-residential stakeholders

Labels 2% or less not shown

Q24 (Phone)/Q24 (Online). Thinking about your company or organization, how much do you agree or disagree with the following statements? Please use a scale from 1 to 10 where 1 means you strongly disagree and 10 means you strongly agree with each statement.

**I'm not really sure how to start a program to keep food waste out of the garbage.**

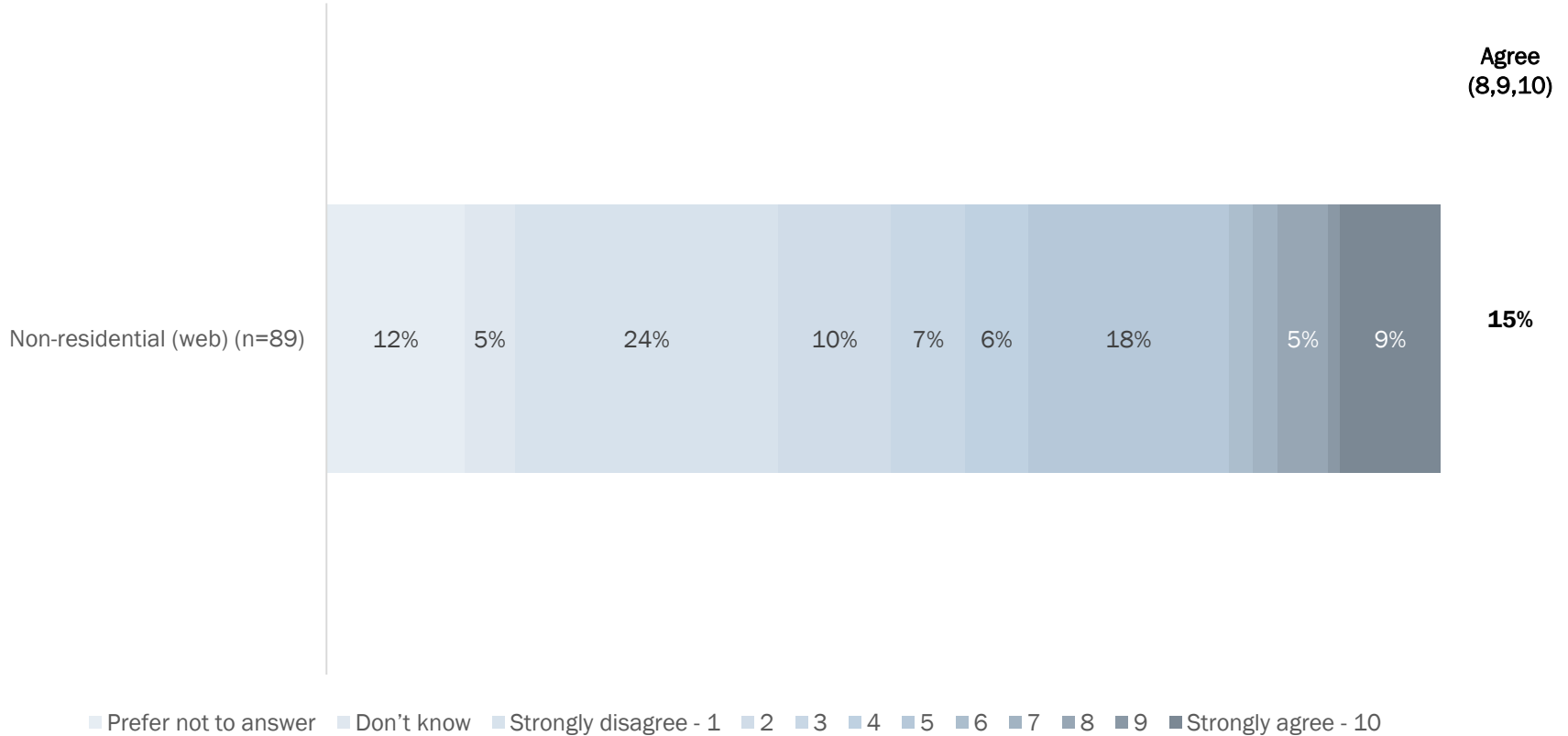


Base: Non-residential stakeholders (Online only)

Labels 2% or less not shown

Q24. Thinking about your company or organization, how much do you agree or disagree with the following statements? Please use a scale from 1 to 10 where 1 means you strongly disagree and 10 means you strongly agree with each statement.

**I'm not really sure how to start a recycling program.**

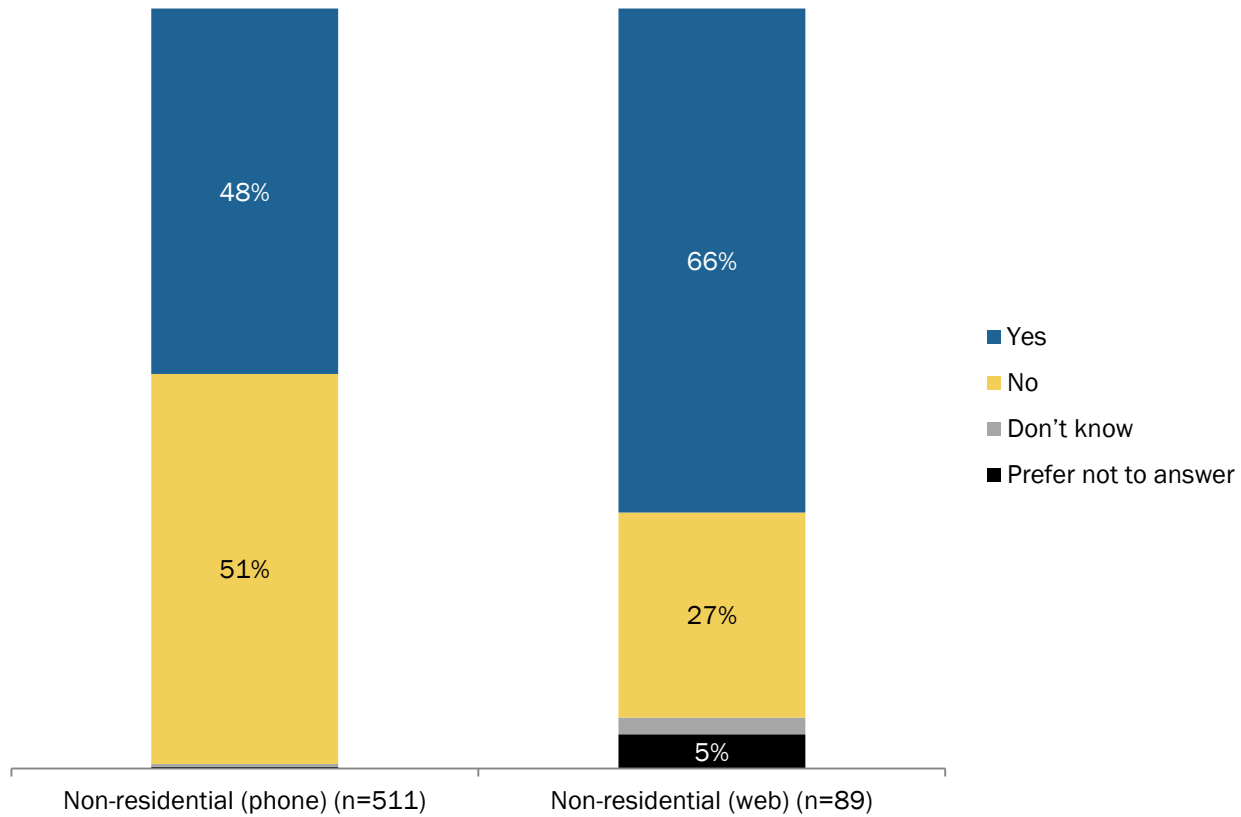


Base: Non-residential stakeholders (Online only)

Labels 2% or less not shown

Q24. Thinking about your company or organization, how much do you agree or disagree with the following statements? Please use a scale from 1 to 10 where 1 means you strongly disagree and 10 means you strongly agree with each statement.

**At least two-in-five non-residential stakeholders were aware that Waste Services was considering making changes to the way we sort and manage waste in Edmonton.**

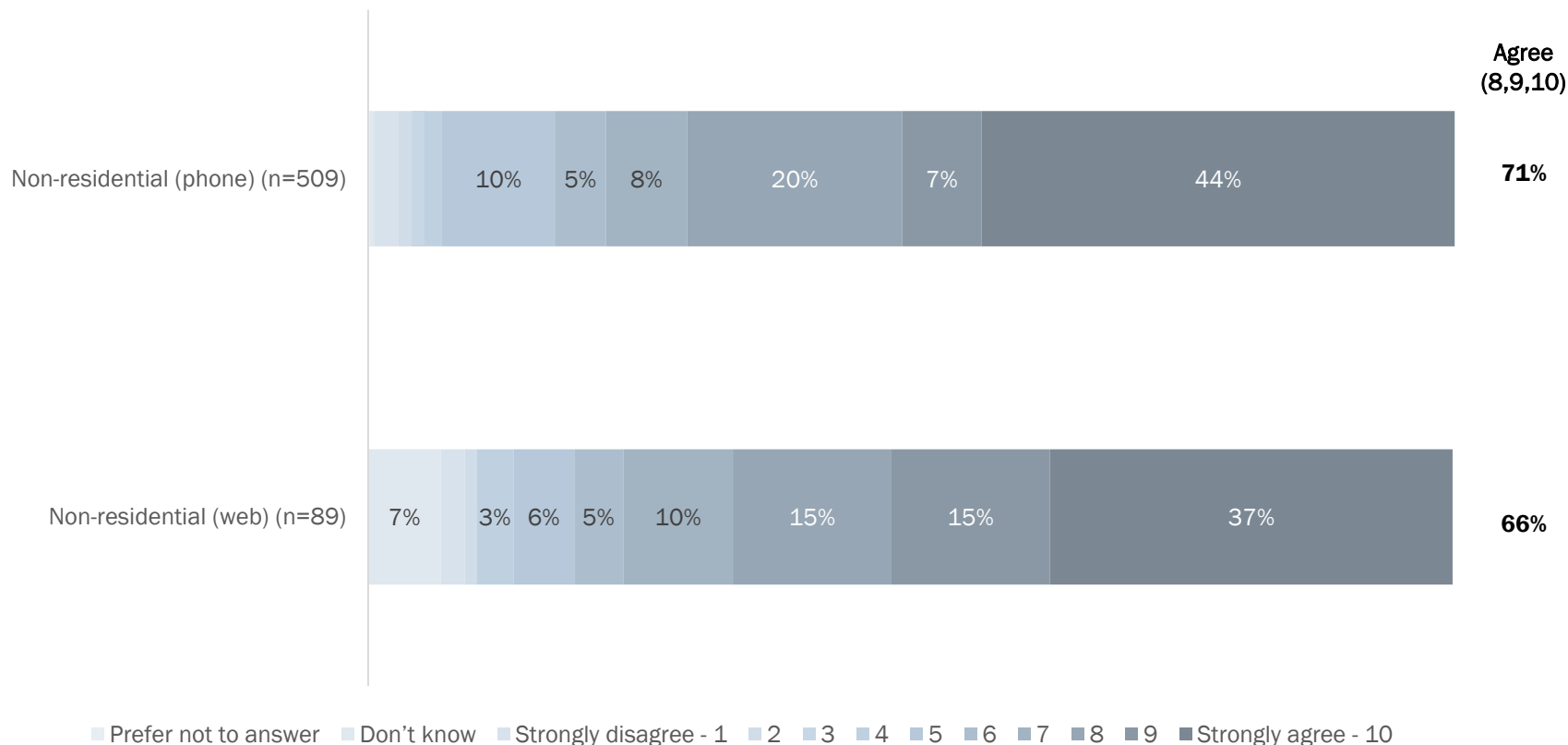


Base: Non-residential stakeholders

Labels 2% or less not shown

Q25 (Phone)/Q25 (Online). Prior to this survey, were you aware that Waste Services was considering making changes to the way we sort and manage waste?

**At least two-in-five non-residential stakeholders agree that businesses and other organizations operating in Edmonton should also be required to participate in sorting and reducing their waste.**



Base: Non-residential stakeholders  
Labels 2% or less not shown

Q26 (Phone/Online). To what extent do you agree or disagree businesses and other organizations operating in Edmonton should also be required to participate in sorting and reducing their waste? Please use the 1 to 10 scale where 1 means you strongly disagree and 10 means you strongly agree.

## FUTURE OF WASTE PROPOSED CHANGES



The majority of non-residential stakeholders are supportive of all proposed changes explained.



The greatest proportion of non-residential stakeholders have no concerns regarding the proposed changes. Among those who provided a concern, added cost topped the list.



The majority of non-residential stakeholders indicate they would face no challenges if asked to do more sorting, recycling, or waste reduction. Among those who provided a challenge, added cost topped the list.



The vast majority of non-residential stakeholders have no concerns with introducing these changes and how they would impact their business.



Among those non-residential stakeholders who provided a response regarding things the City could do to make keeping waste out of landfills easier, the top mentions were regarding education.

**The majority of non-residential stakeholders are supportive of all proposed changes explained.**

Support (8,9,10)	Non-residential (Phone) (n=501-506)	Non-residential (Online) (n=87)
Adopting a Zero Waste Goal. By this, we mean keeping the maximum possible amount of waste from landfill, by using a mix of innovative sorting, recycling, processing, composting and other options. Eventually, no waste would end up in landfill.	57%	62%
Changes to use of single-use disposable plastic items, such as straws, plastic bags, and takeout food containers.	63%	67%
Advocating for Extended Producer Responsibility (EPR), meaning companies would be held responsible, physically and financially, for the production and disposal or recycling of waste from the products they make and sell. This could help make manufacturers responsible for disposal of waste for things that you buy.	51%	61%
Expanding reuse programs and initiatives in Edmonton.	71%	71%
Developing food waste prevention and recovery programs.	65%	69%
Separating food scraps from the rest of your garbage for separate collection and processing or composting.	61%	66%
Increased sorting of recycling, and recycling requirements.	65%	70%

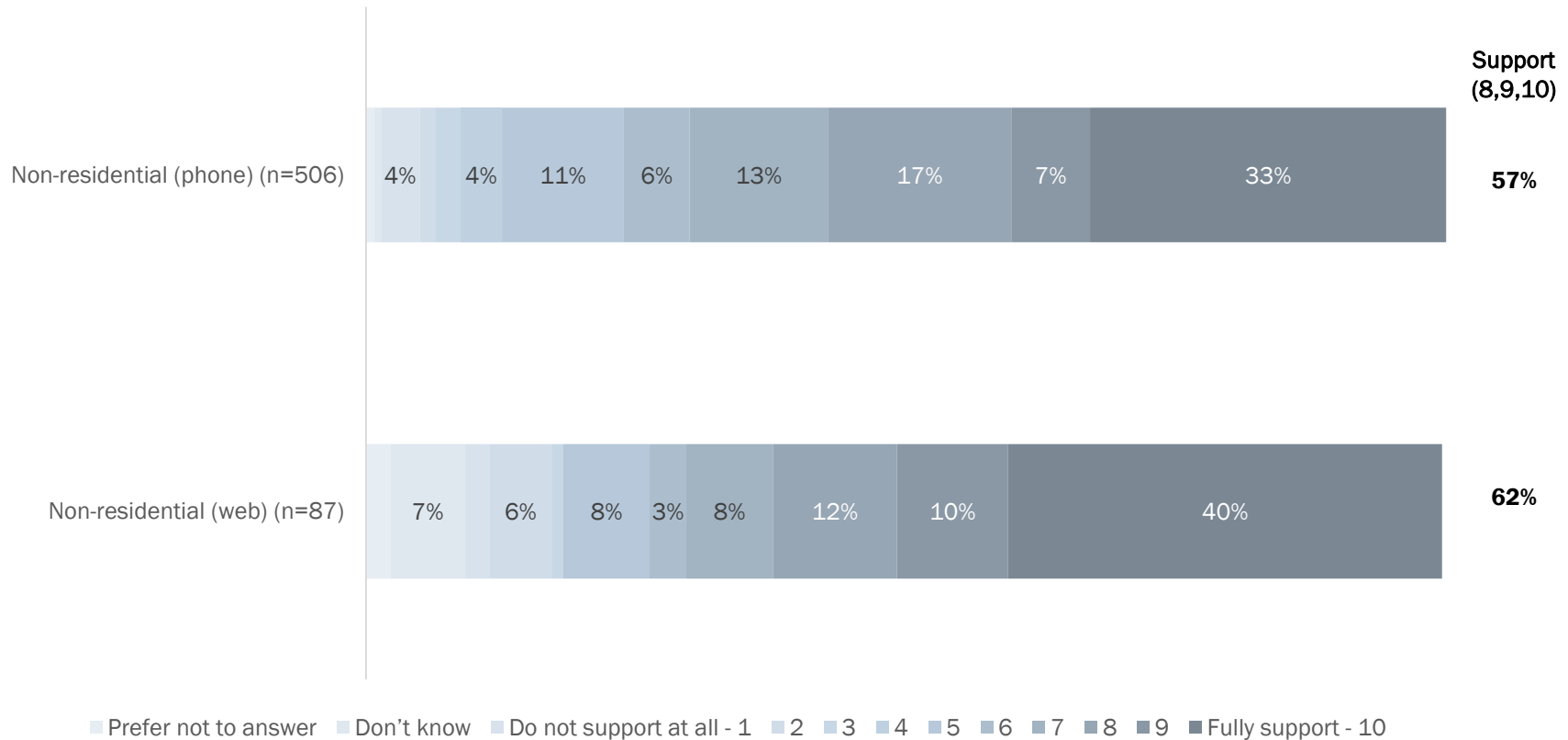
Base: Non-residential stakeholders

Labels 2% or less not shown

Q27 (Phone/Online). I'm going to read a list of these proposed changes with a short explanation of each. For each of these proposed changes, could you please indicate to what extent your business would be willing to support the following changes (1 means you do not support at all, and 10 means you fully support).



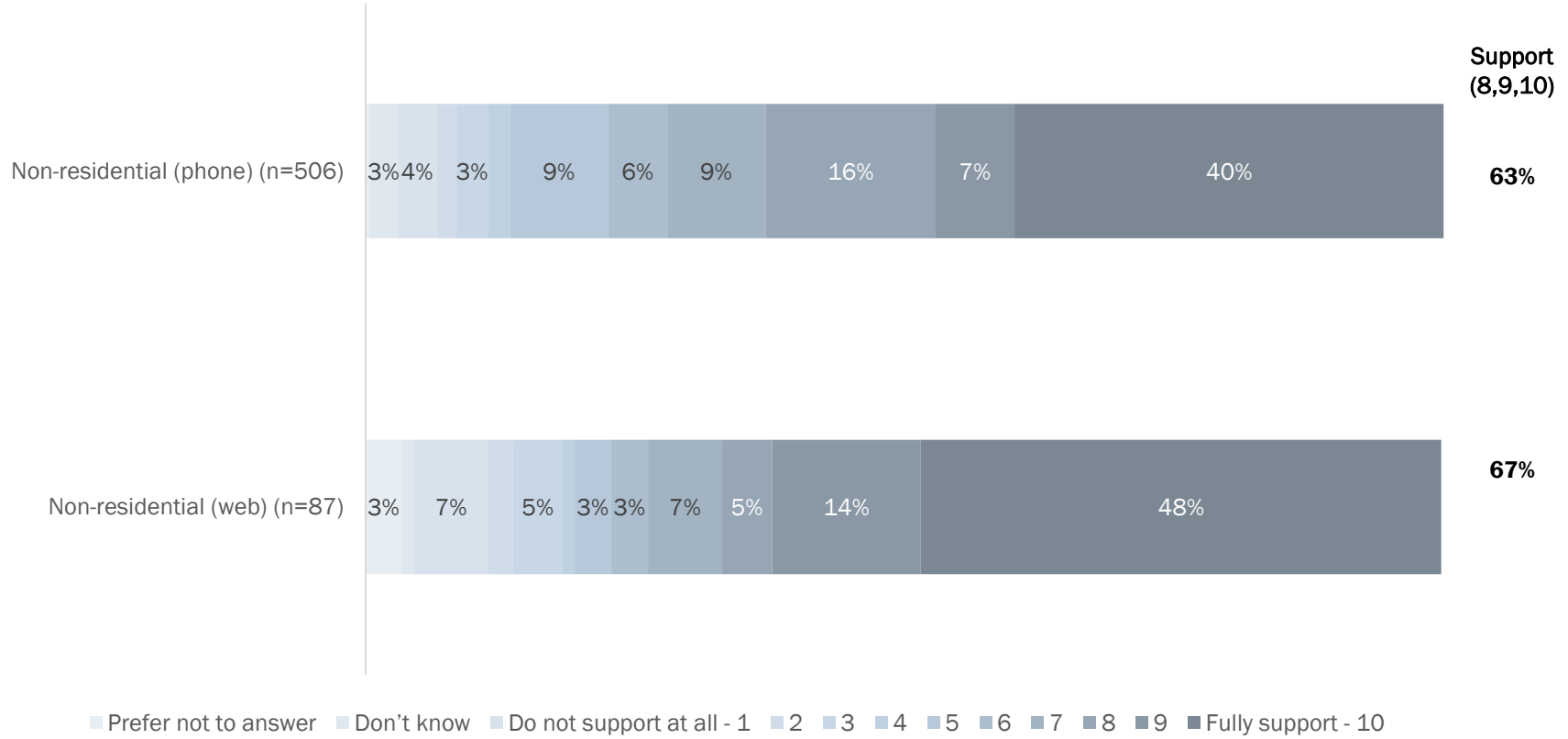
**Adopting a Zero Waste Goal. By this, we mean keeping the maximum possible amount of waste from landfill, by using a mix of innovative sorting, recycling, processing, composting and other options. Eventually, no waste would end up in landfill.**



Base: Non-residential stakeholders  
Labels 2% or less not shown

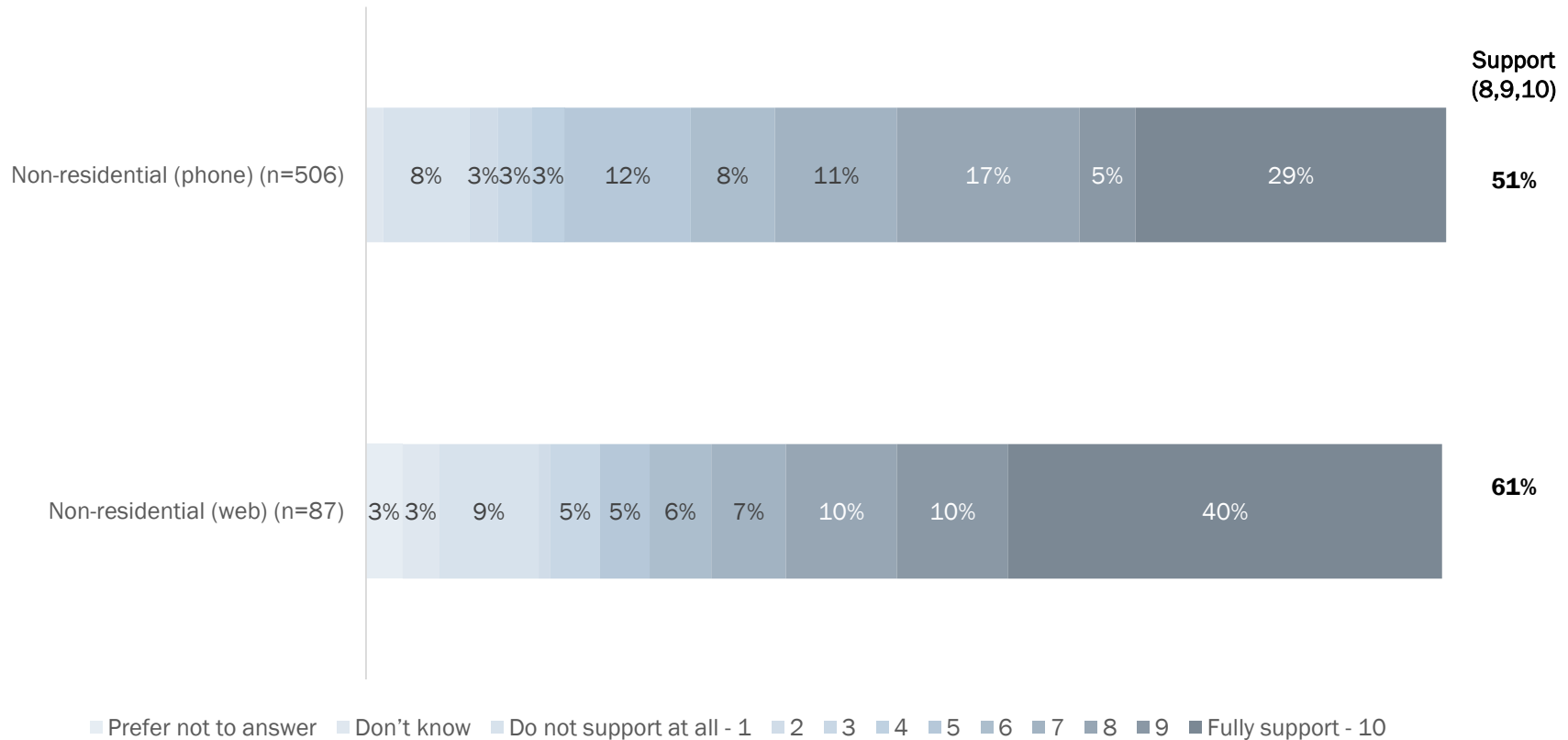
Q27 (Phone/Online). I'm going to read a list of these proposed changes with a short explanation of each. For each of these proposed changes, could you please indicate to what extent your business would be willing to support the following changes (1 means you do not support at all, and 10 means you fully support).

**Changes to use of single-use disposable plastic items, such as straws, plastic bags, and takeout food containers.**



Base: Non-residential stakeholders  
 Labels 2% or less not shown  
 Q27 (Phone/Online). I'm going to read a list of these proposed changes with a short explanation of each. For each of these proposed changes, could you please indicate to what extent your business would be willing to support the following changes (1 means you do not support at all, and 10 means you fully support).

**Advocating for Extended Producer Responsibility (EPR), meaning companies would be held responsible, physically and financially, for the production and disposal or recycling of waste from the products they make and sell. This could help make manufacturers responsible for disposal of waste for things that you buy.**

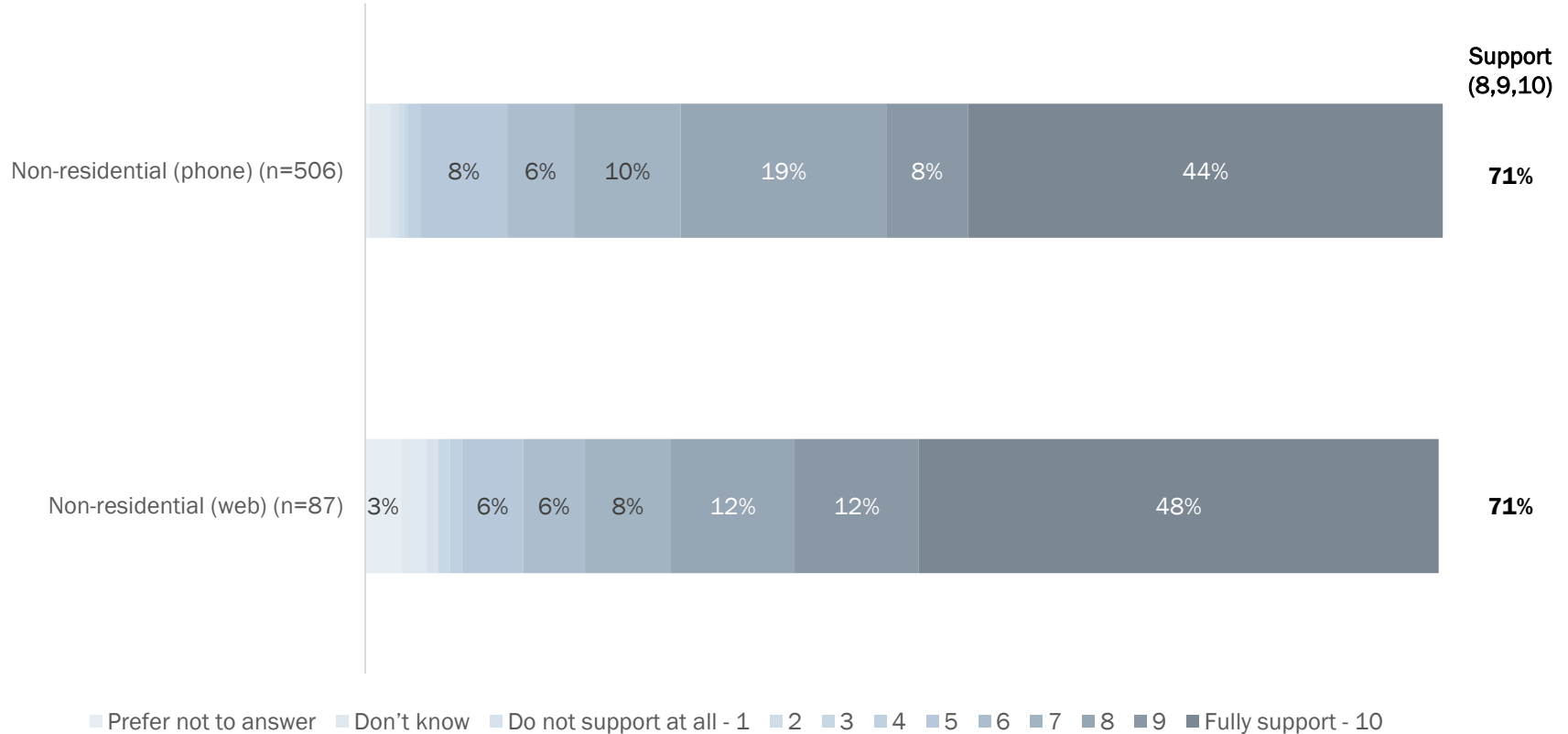


Base: Non-residential stakeholders

Labels 2% or less not shown

Q27 (Phone/Online). I'm going to read a list of these proposed changes with a short explanation of each. For each of these proposed changes, could you please indicate to what extent your business would be willing to support the following changes (1 means you do not support at all, and 10 means you fully support).

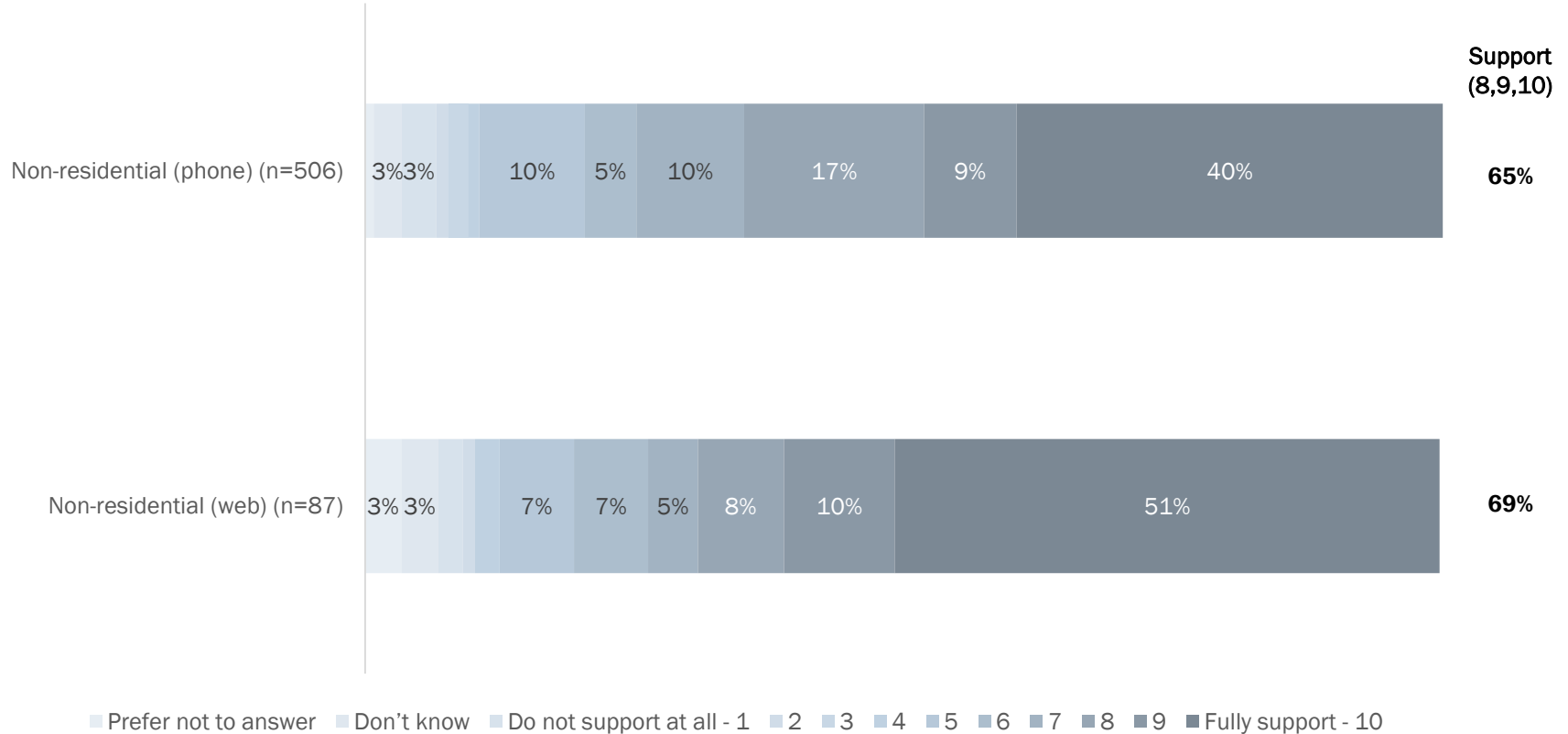
**Expanding reuse programs and initiatives in Edmonton.**



Base: Non-residential stakeholders  
 Labels 2% or less not shown

Q27 (Phone/Online). I'm going to read a list of these proposed changes with a short explanation of each. For each of these proposed changes, could you please indicate to what extent your business would be willing to support the following changes (1 means you do not support at all, and 10 means you fully support).

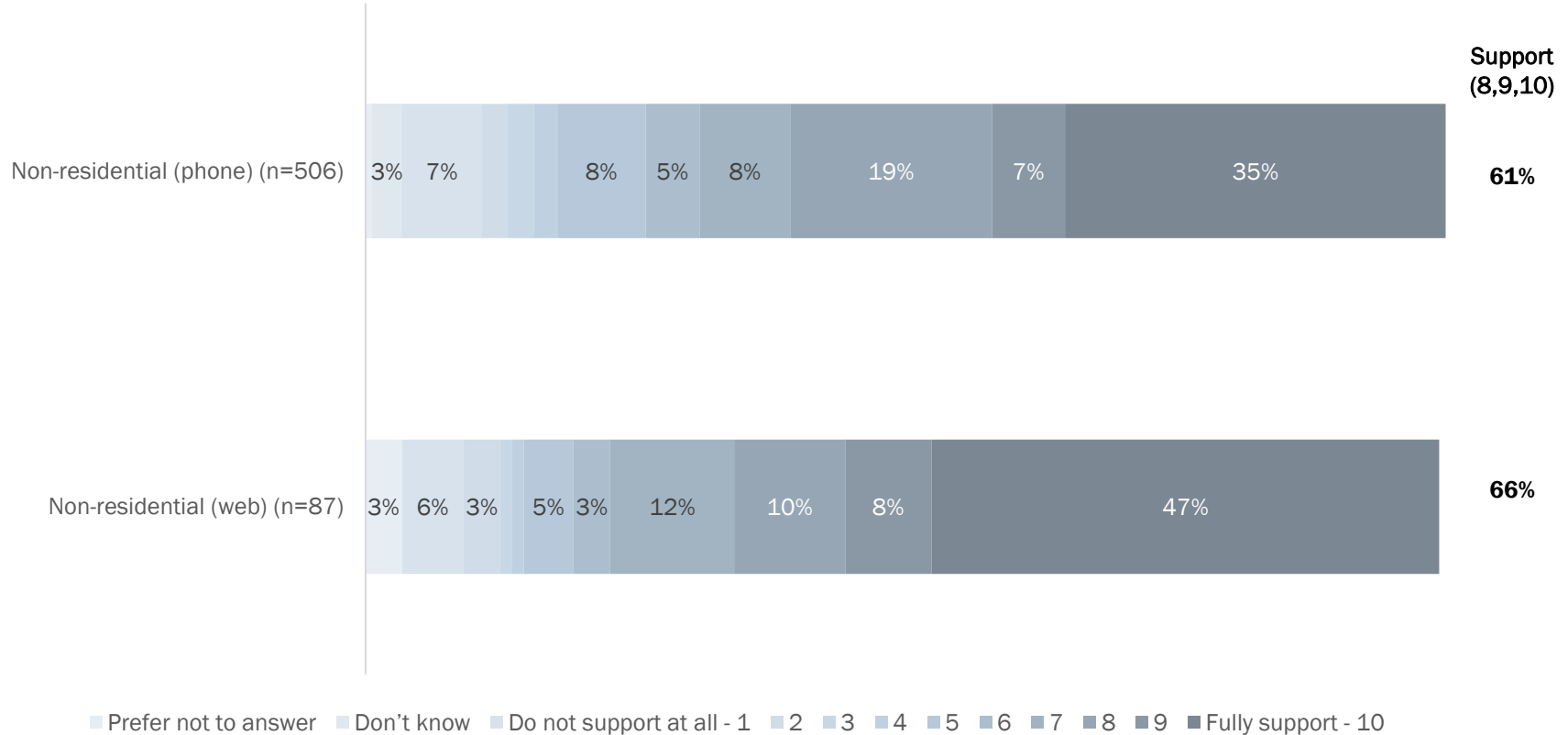
## Developing food waste prevention and recovery programs.



Base: Non-residential stakeholders  
 Labels 2% or less not shown

Q27 (Phone/Online). I'm going to read a list of these proposed changes with a short explanation of each. For each of these proposed changes, could you please indicate to what extent your business would be willing to support the following changes (1 means you do not support at all, and 10 means you fully support).

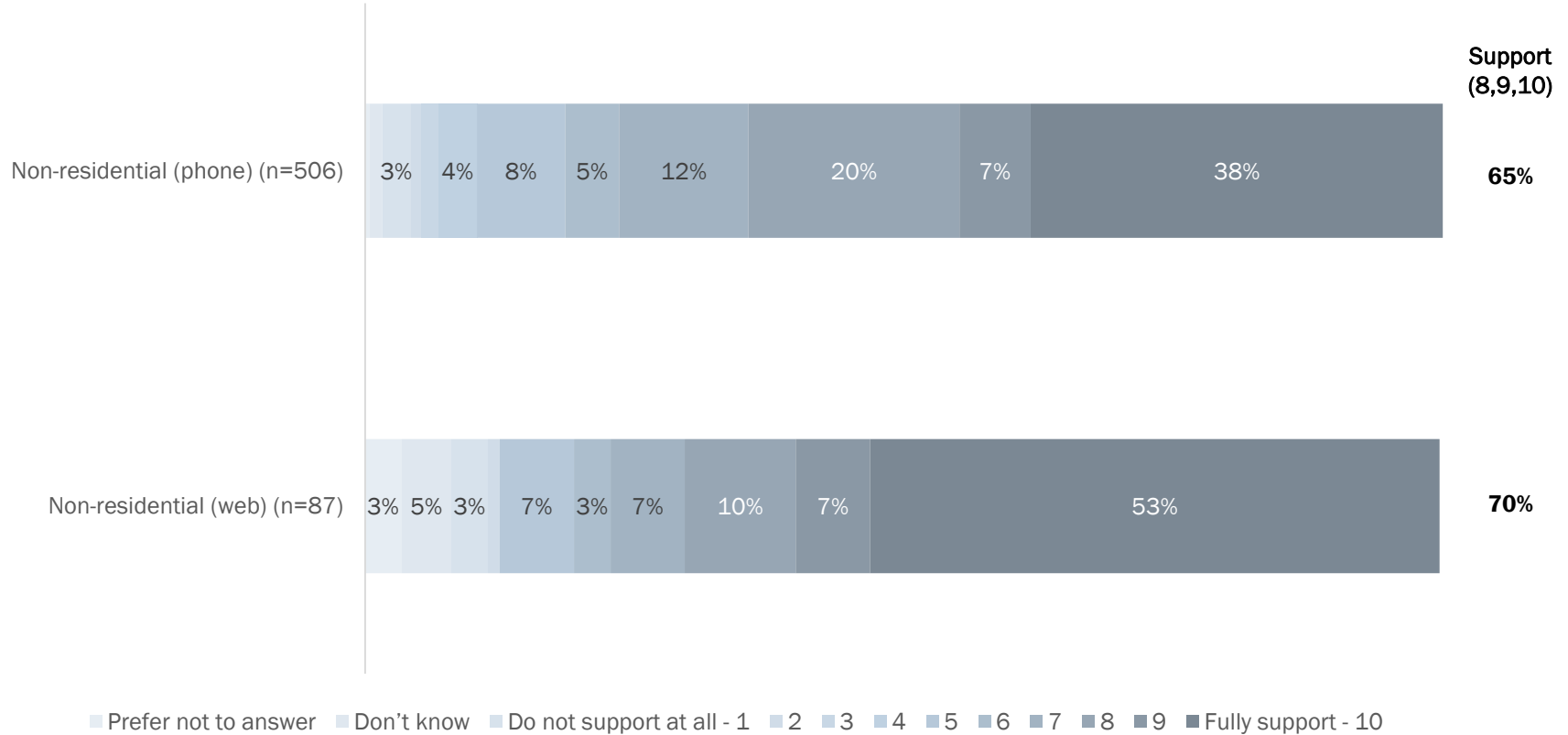
**Separating food scraps from the rest of your garbage for separate collection and processing or composting.**



Base: Non-residential stakeholders  
 Labels 2% or less not shown

Q27 (Phone/Online). I'm going to read a list of these proposed changes with a short explanation of each. For each of these proposed changes, could you please indicate to what extent your business would be willing to support the following changes (1 means you do not support at all, and 10 means you fully support).

**Increased sorting of recycling, and recycling requirements.**

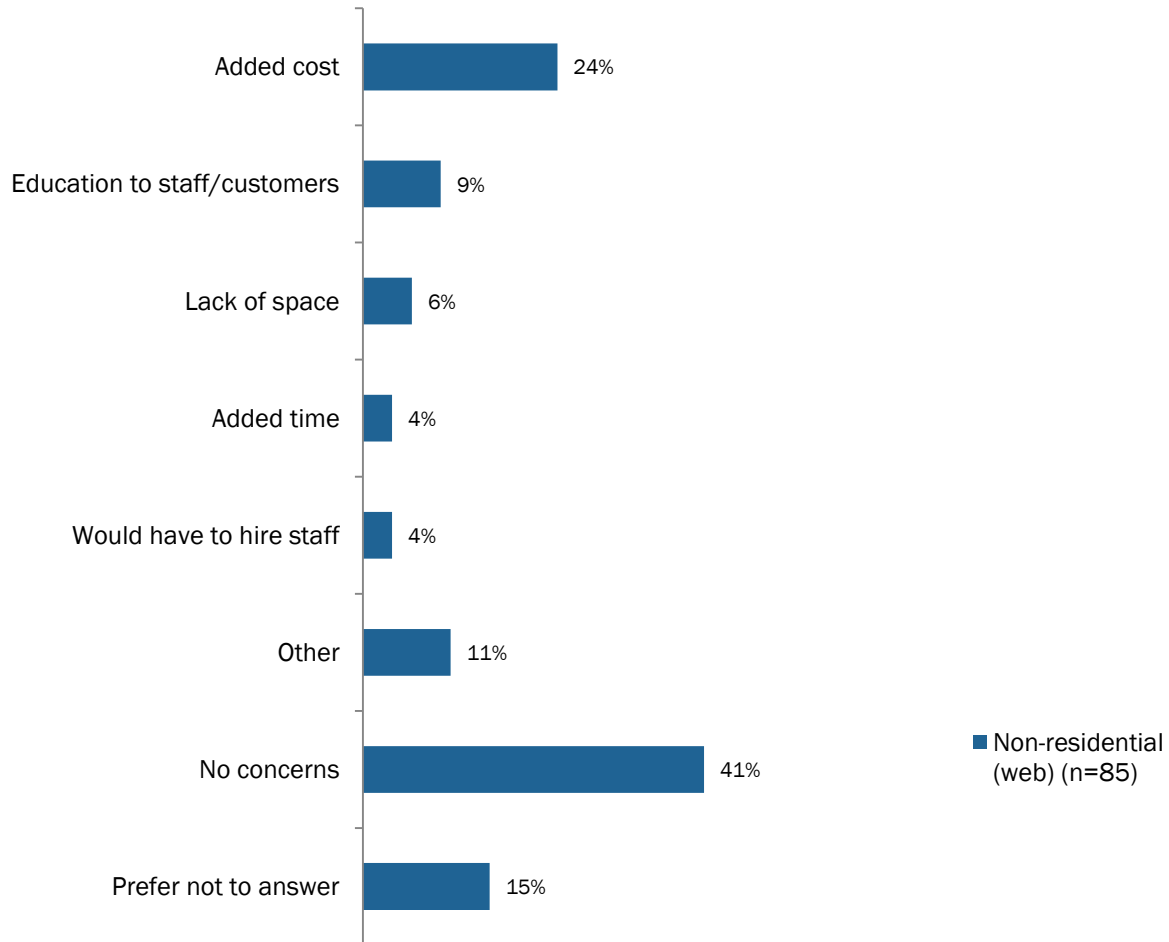


Base: Non-residential stakeholders  
 Labels 2% or less not shown

Q27 (Phone/Online). I'm going to read a list of these proposed changes with a short explanation of each. For each of these proposed changes, could you please indicate to what extent your business would be willing to support the following changes (1 means you do not support at all, and 10 means you fully support).

The greatest proportion of non-residential stakeholders have no concerns regarding the proposed changes. Among those who provided a concern, added cost topped the list.

ONLINE SURVEY ONLY

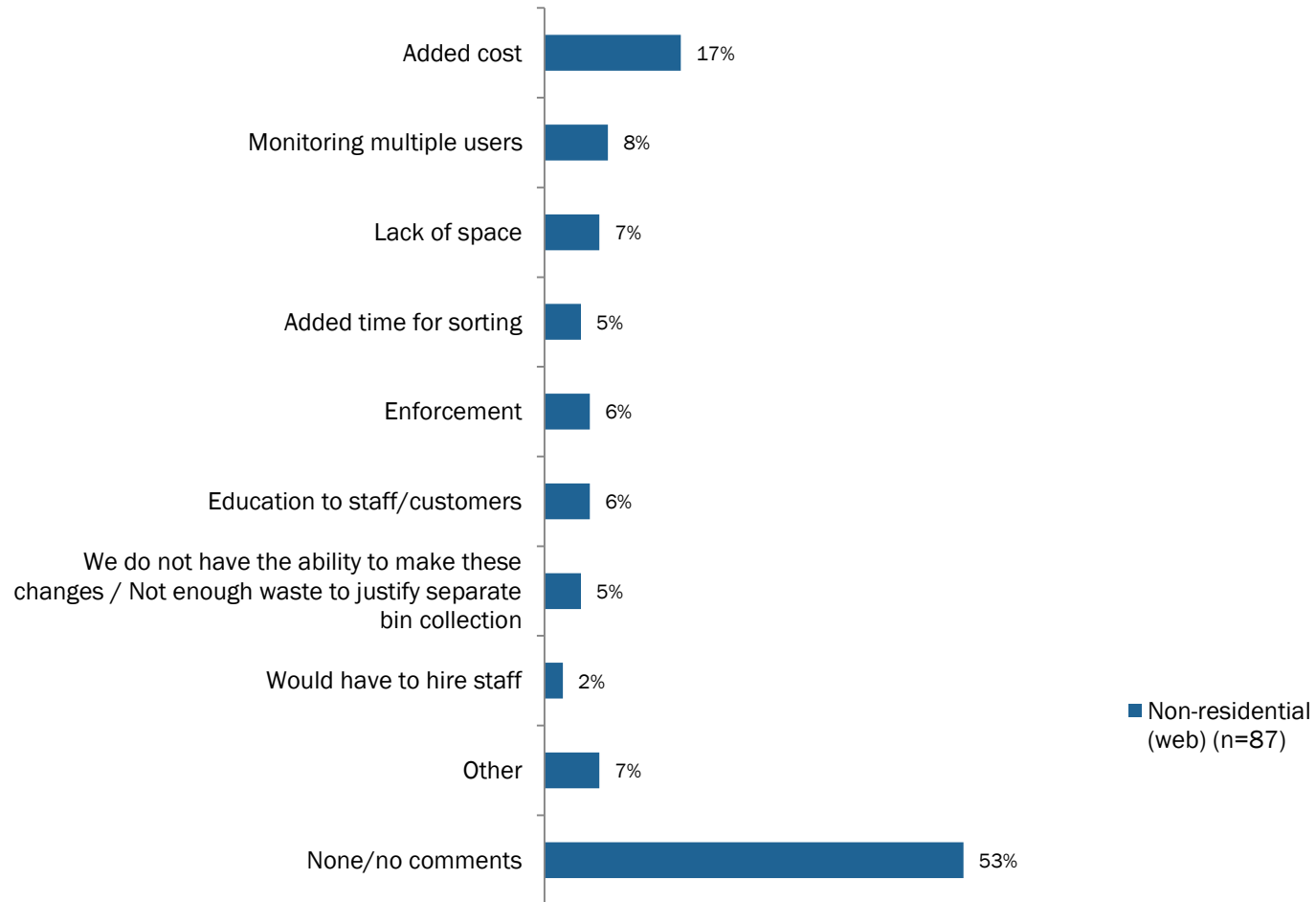


Base: Non-residential stakeholders (Online only)  
 Q23 (Online). Thinking about these seven proposed changes, do you have any concerns with introducing these changes and how they could impact your business? What are your concerns?



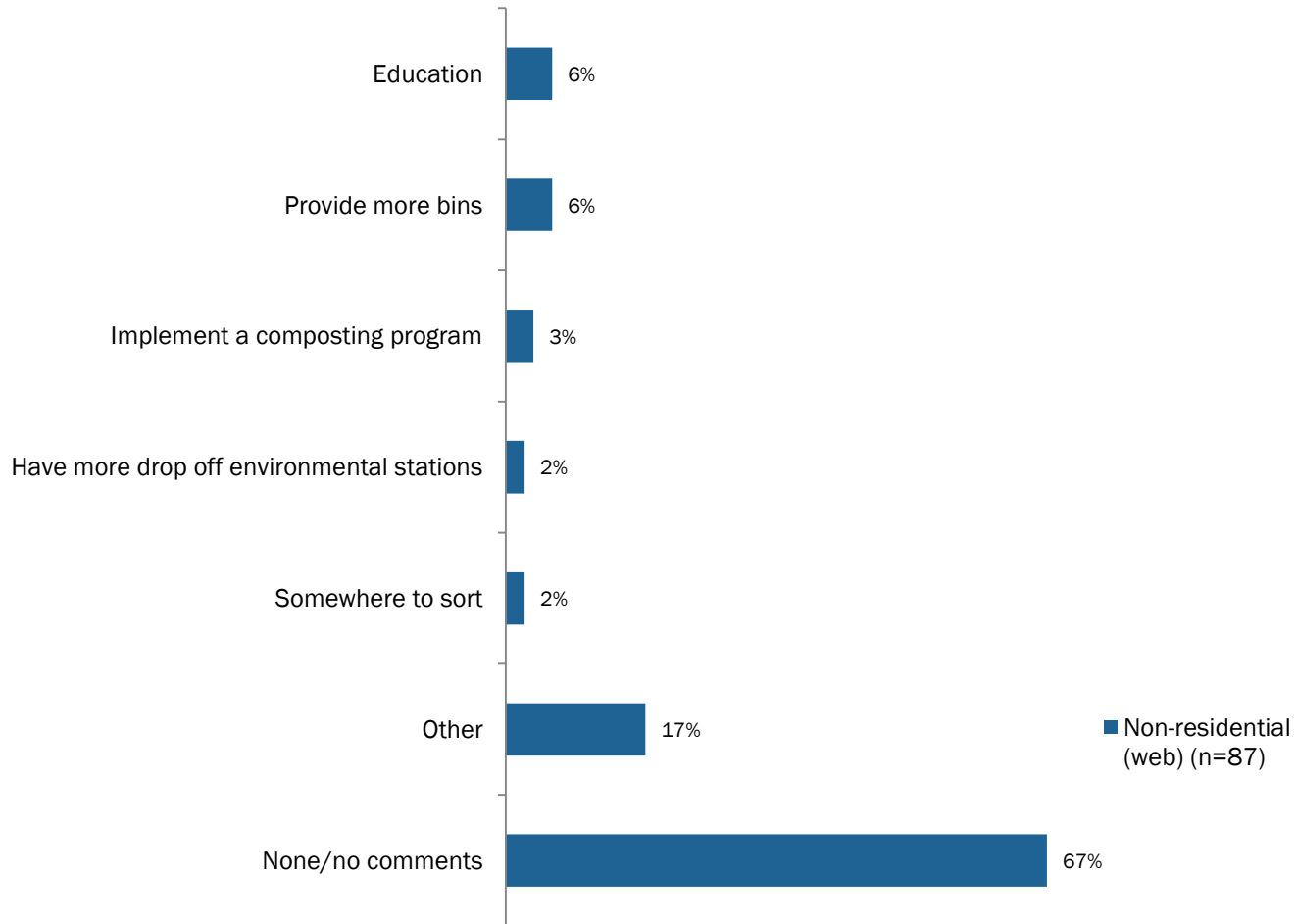
The majority of non-residential stakeholders indicate they would face no challenges if asked to do more sorting, recycling, or waste reduction. Among those who provided a challenge, added cost topped the list.

ONLINE SURVEY ONLY



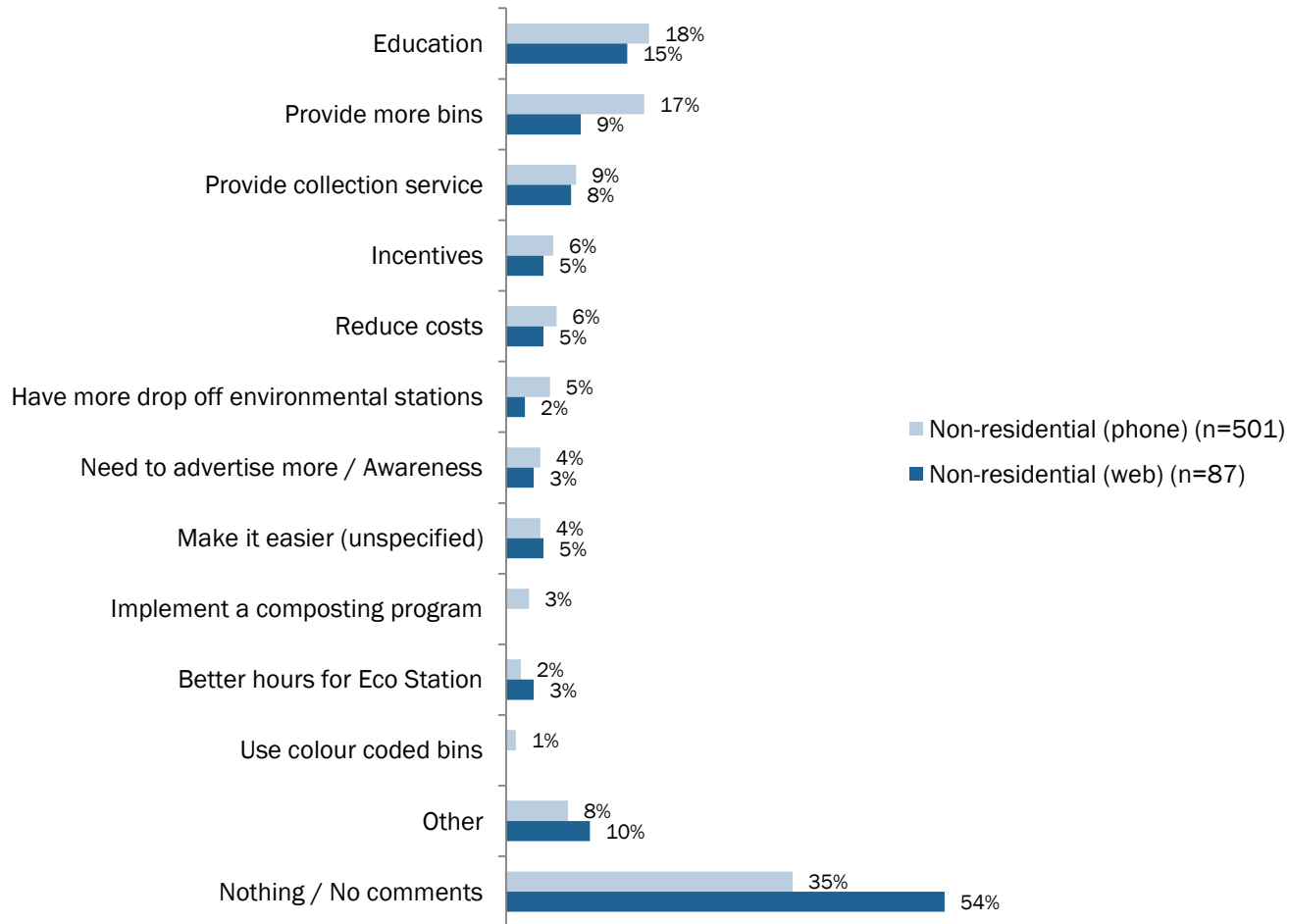
**The vast majority of non-residential stakeholders have no concerns with introducing these changes and how they would impact their business.**

**ONLINE SURVEY ONLY**



Base: Non-residential stakeholders (Online only)  
 Q25 (Online). Thinking about these seven proposed changes, do you have any concerns with introducing these changes and how they could impact your business? What are your concerns?

**Among those non-residential stakeholders who provided a response regarding things the City could do to make keeping waste out of landfills easier, the top mentions were regarding education.**



## COMMUNICATION WITH CITY OF EDMONTON

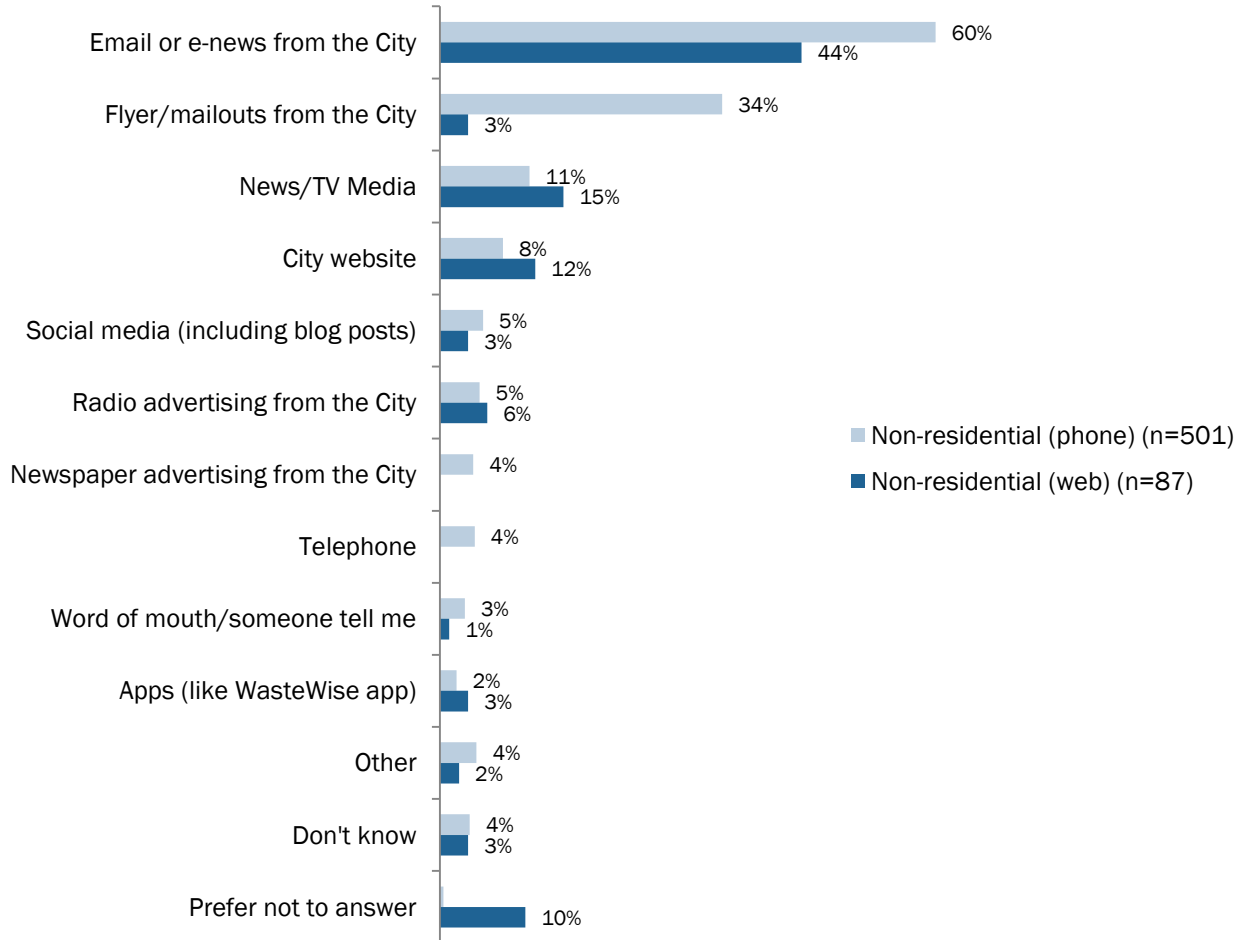


The greatest proportion of non-residential stakeholders would like to receive information regarding future changes from the City by email or e-news.



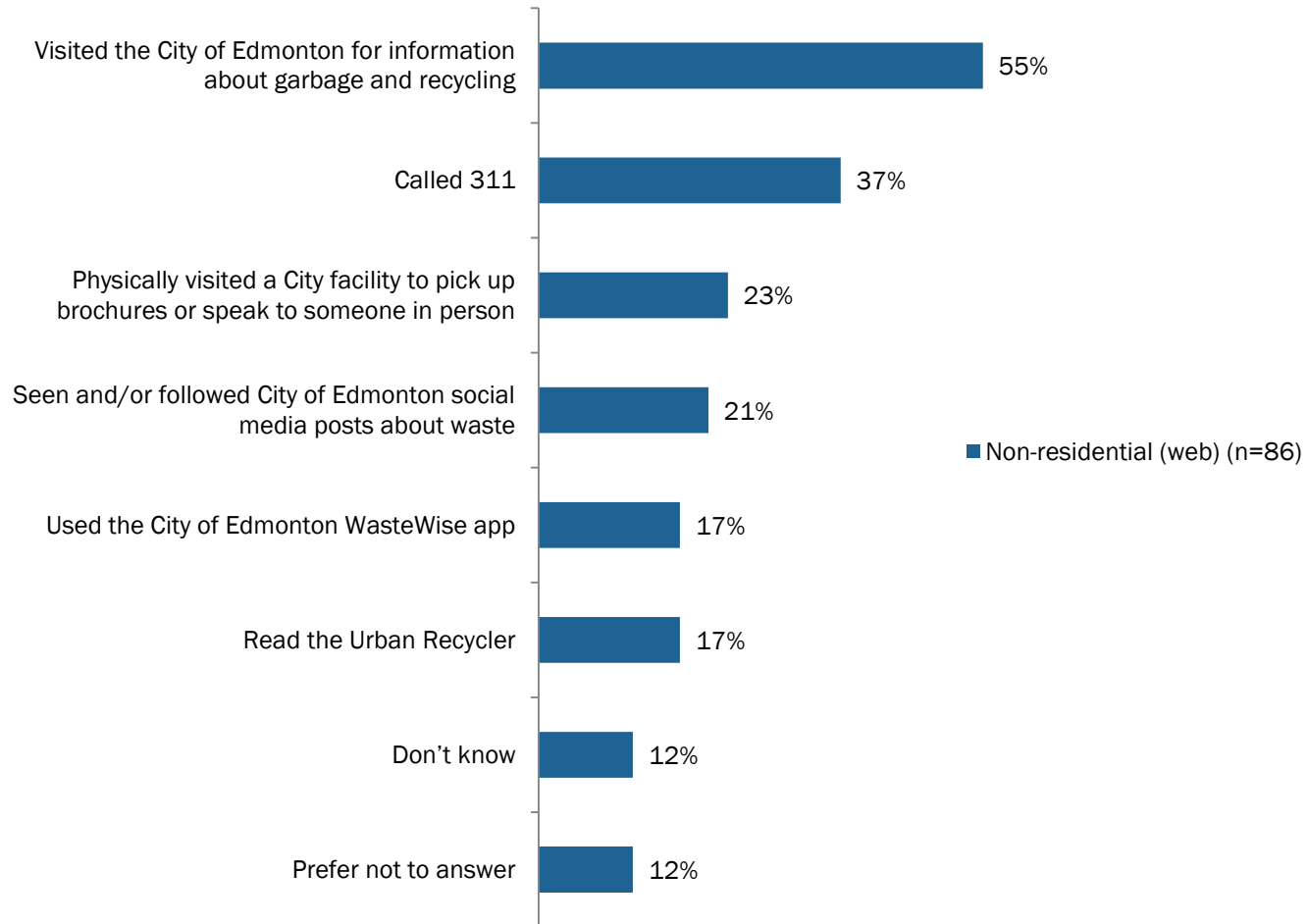
Over half of non-residential stakeholders have visited the City of Edmonton for information about garbage and recycling.

**The greatest proportion of non-residential stakeholders would like to receive information regarding future changes from the City by email or e-news.**



**Over half of non-residential stakeholders have visited the City of Edmonton for information about garbage and recycling.**

**ONLINE SURVEY ONLY**





# RESPONDENT PROFILE

Non-Residential Stakeholders

# RESPONDENT PROFILE

	Non-Residential stakeholders (Phone) (n=557)	Non-Residential stakeholders (Online) (n=116)
<b>Business</b>		
Manufacturing, warehousing or transportation	18%	5%
Accommodation or food service	12%	7%
Retail or wholesale store or business	17%	12%
Health care, dental, hospitals and related institutions	6%	5%
Social services	<1%	8%
Construction or industrial, and related equipment or services	19%	10%
Learning institutions	4%	8%
Administrative services (e.g., finance, government)	3%	11%
Entertainment services (e.g., cinemas, sports/recreation)	3%	2%
Automotive services	1%	3%
Technology	1%	3%
Media, advertising, communications	1%	1%
Waste management, waste hauling or recycling	1%	12%
Not for profit	2%	3%
Real estate / Property management	1%	8%
Other	11%	3%
Prefer not to answer	<1%	-

	Non-Residential stakeholders (Phone) (n=557)	Non-Residential stakeholders (Online) (n=116)
<b>Job Title</b>		
Administrative assistant	1%	2%
Branch manager / supervisor	2%	1%
CEO / President	5%	10%
Owner / Partner	22%	22%
Operations Manager	3%	3%
General Manager	6%	1%
Office Administrator	2%	3%
Office Manager	7%	3%
Store manager	2%	-
Manager / Supervisor (unspecified)	13%	3%
Plant / Facilities manager	2%	3%
Warehouse manager	1%	-
Assistant Manager	1%	1%
Director (unspecified)	1%	3%
Executive Director	1%	3%
CFO / Chief Financial Officer	1%	-
Controller	1%	1%
Director of Operations	1%	1%
Production Manager	1%	1%
Project Manager	1%	-
Sales Associate	1%	-
Receptionist	1%	-
Maintenance Manager / Supervisor	1%	1%
Administration (various)	2%	2%
Property manager	-	2%
Vice President	-	1%
Educator / Teacher	-	3%
Accounts payable	-	3%
Personnel Manager	-	2%
Senior pastor	-	2%
Environmental coordinator	-	2%
Other	21%	7%
Don't know	-	1%
Prefer not to answer	<1%	18%



# RESPONDENT PROFILE

	Non-Residential stakeholders (Phone) (n=557)	Non-Residential stakeholders (Online) (n=116)	
<b>Number of Employees</b>			
Less than 25	78%	One	11%
25 to 49	13%	2 to 5	22%
50 to 99	7%	6 to 10	13%
100 to 499	7%	11 to 20	16%
500 or more	2%	21 to 50	10%
Don't know	2%	51 to 99	5%
Prefer not to answer	1%	100 to 499	5%
		500 or more	14%
		Prefer not to answer	5%
<b>Number of Worksites in Edmonton</b>			
1	67%		
2	8%		
3	4%		
4+	16%		
Don't know	5%		
Prefer not to answer	<1%		
<b>Is this location in Edmonton your organization's...</b>		(n=59)	
Head office	48%	70%	
Regional, branch or district office	18%	5%	
Franchise operation	16%	-	
Something else	17%	15%	
Don't know	1%	10%	
Prefer not to answer	-		
<b>Area of City Located</b>			
Central	-	40%	
Southwest	-	25%	
Southeast	-	35%	
Northwest	-	37%	
Northeast	-	13%	
Outside of Edmonton	-	8%	
Prefer not to answer	-	4%	

	Non-Residential stakeholders (Phone) (n=557)	Non-Residential stakeholders (Online) (n=116)
<b>Years in Business in Edmonton</b>		
Less than 1 year	-	3%
1 to 5 years	-	9%
6 to 10 years	-	10%
More than 10 years	-	76%
Prefer not to answer	-	3%
<b>Sector</b>		
A for profit company or business	-	58%
A not-for-profit organization	-	24%
A public institution	-	14%
Other	-	-
Prefer not to answer	-	4%



# APPENDIX

EIC for Business Survey Results

# EIC for Business Survey Results

	Total (n=180)
<b>Does your business currently sort any type of item for recycling?</b>	
Yes	88%
No	12%
<b>What items do you currently sort/separate for recycling?</b>	(n=159)*
Paper	88%
Cardboard	89%
Beverage containers	75%
Plastics	70%
Electronics and electrical materials	63%
Batteries and/or light bulbs	57%
Metal containers	54%
Glass	53%
Chemicals, including oil and paint	45%
Separate collection of food scraps or yard waste (e.g. for composting)	17%
Other	8%

## Verbatim Responses

- Tires
- Printer toners, felt pens
- Fecal waste
- We put all the recycling in the same blue bag, except for that which must go to the Eco Station. We do NOT sort or separate it, except that we separate it from the garbage.
- Tires
- Medical waste
- Not applicable - home based business, business waste/recycling combined with household
- All of the above.
- Metal recycling
- Tires
- Items to donate to restore
- Fabric
- Steel



Base: EIC for Business Survey respondents

\*Base: EIC for Business Survey respondents who currently sort any type of item for recycling

Waste Q1. Final topic... Waste Services is developing a new strategy to reduce the amount of waste produced and the amount of waste sent to landfill, with a goal of increasing landfill diversion to 90%. Participation from all Edmonton panel members - households and businesses - is essential to reach waste reduction and diversion goals, and to build a more sustainable and resilient future for all Edmonton panel members. Input provided by your business will help shape decisions about Edmonton's future waste system and determine which recommendations are brought forward for City Council approval. Info: [edmonton.ca/futureofwaste](http://edmonton.ca/futureofwaste) Does your business currently sort any type of item for recycling? Q1a. What items do you currently sort/separate for recycling?

# EIC for Business Survey Results

	Total (n=180)
<b>Does your business currently do anything else to reduce or divert waste?</b>	
Repair goods and equipment before buying new items	62%
Use reusable goods instead of disposable items wherever possible	46%
Sell or donate unwanted materials (as needed or as an ongoing partnership)	41%
Make purchase decisions based upon content of materials (examples: providing biodegradable bags for our shoppers, no longer providing plastic straws, or only buying paper with high amounts of recycled content)	24%
Work with suppliers to reduce packaging materials and other waste	12%
Have a sustainability and/or sustainable purchasing policy	12%
Have a Corporate Social Responsibility policy	6%
Donate or make use of leftover food that's still edible, instead of throwing it out (for example, donating unused perishable food from meetings or events)	5%
LEED certification	4%
BOMA Best certification	1%
Other	4%
No my business does not do anything else	24%

## Verbatim Responses

- Support beverage recycling charity program
- Do not create waste
- Not really applicable as I use my house as my office. Again why should I be charged this tax??
- Built Green
- Built Green Building Certification
- I have almost zero waste.
- I work from home I do all of the above for both my business and my home



# EIC for Business Survey Results

## Verbatim Responses

	Total (n=180)
<b>Is there anything else you would like your business to be able to do in order to reduce or divert more waste in the future?</b>	
Yes	19%
No	81%

**Yes mentions...**

- Provide coffee on site non disposable cups.
- Have access to different types of dumpsters or recycling centre for better disposal.
- Simple training microlearning courses that anyone could use.
- Minimize energy waste
- Use less paper
- Sort recycling
- Scrap fabric recycle
- I would like to be able to 'shop' at ecostations to look for materials i.e. metals that I could use i.e.. Reuse before recycling
- Have more centres with the bins for sorting
- Free dump area for tree trimmings
- If the city provided receptacles for separation people would use them and help reduce waste separation costs
- Have recycling pick up at our location so I don't have to take my blue bags home.
- Have recycling collection mandatory to all businesses or landlords
- Easier way to deliver jobsite recycling to drop-off locations to reduce expense and time cost
- Recycling large amounts of cardboard periodically. Would even drive them to local drop off. But the city is removing the recycling centres

**Yes mentions continued...**

- I am looking forward to an improved waste management service program and will participate in that fully.
- Increase the types of materials that are able to be recycled so these materials are not separated as waste. E.P.D.M. Liner is not currently recyclable.
- Edmonds does not have available
- Prevent other citizens from dumping their waste on my property
- Commercial compost
- Provide bins to separate the waste
- How to recycle sawdust?
- I would like the building I lease from to provide a recycling bin
- Make money so I can divert empty beer cans to my recycling box.
- Clear separation techniques
- Reduce
- Making repairs worth it, e.g., The repair does not cost more than new equipment
- Drywall recycling
- See a program of deconstruction to reduce infill construction waste going to the landfill.
- We can always do better at the things we're already doing.
- Offset
- Have waste pick up. We currently have no waste pick up
- Would love to have corporate recycling vs paid for by me
- City bylaw or policy applying to manufacturers or retailers regarding packaging. The consumer often doesn't have choices. Producers need to start taking responsibility for packaging and materials choices

# EIC for Business Survey Results

## Verbatim Responses

	Total (n=180)
<b>If you were asked to do this, what would you need for your business to successfully participate in separating food scraps for collection?</b>	
I would need...	58%
I would not require any additional support to separate food scraps	42%

### I would need (provided responses)...

- The city does not collect from my businesses. I must use a commercial garage collection service. I am not going to do anything that raises the costs on this service.
- Keep it simple. We separate for wet or dry and you hire low skilled workers to sort however you feel is important and beneficial. Then call on private business to solve re-manufacture of recycled products.
- We would not be interested in this.
- Yes, this is a great idea already implemented in cities like Airdrie and works very well.
- Would have to be a waste bin in our condo building
- Regular pick up; sealed containers to prevent critters from infesting materials.
- Proper receptacles to put this waste in and clear communications of what can and cannot go into the bin. Also, regular pickup.
- Reception vessels provided at a minimum. No charge collection.
- We would need easy access to recycling/dumpsters/etc. for disposal.
- We don't serve or have food in the premises
- Perhaps

### I would need (provided responses)...

- It's a great idea. I'm not sure how realistic it might be to create the obligation when certain businesses can't even get recycling pickup from their businesses but are required to pay city for garbage pickup.
- This would not be possible for us. They will end up in the garbage.
- Addition bins for scrap food
- My business does not have food scraps.
- I don't have room or need for composting materials, a community composting project would be good.
- Proper bins, and employees who are willing to do the extra work of sorting rather than throwing everything in the trash.
- My business is in my home so it would be done.
- We are not a restaurant. I find it hard to believe that a business would generate sufficient food scraps to make this proposal worthwhile. Sounds like more nonsense from city of Edmonton staff.
- We already do. We have yoghurt containers with lids that are use to transport the materials to an outdoor composter. I would like to see flower planters used to grow food like chard instead of flowery annuals
- Not happening
- Instructions
- A secure bin provided by the city
- Reduce my taxes since you are decreasing core services while adding non-core (and unneeded) services constantly.
- A large bin out back for collection (I lived in Halifax, and Antigonish, and am familiar with organics recycling - and I've wanted it here for both business and residential for YEARS!!!)
- Separate containers

# EIC for Business Survey Results

## Verbatim Responses

### I would need (provided responses)...

- Accessibility and space would BOTH have to be solved. Right now, we are already tripping over garbage and recycling bins, and we only separate waste into "black bag, blue bag, and ecostation". We do have 12 bins in each room for each type of waste, nor would we have the space for that.  
Beyond that, how could we possibly physically comply with this initiative? We operate a home-based business, and we live in a condo. The condo has no "big bins" to put our waste into. We all drag it to the curb each week.  
But could we possibly know who was over the magical limit of how many bags/bins we're allowed to drag to the curb in such a scenario? And in what universe is having to separate everything out into 12 different piles, and then drag that all to the curb - but only in the right sized bags, and only in approved containers - even feasible for disabled people? We can barely get existing blue bags and black bags out? The physical issues of sorting, having bins that occupy as little square footage as possible, but meet the sorting requirements, and then getting this to the curb...All in a fashion that meets city requirements...It all seems insurmountable.
- Just the collection bin - must be sturdy enough and close tightly as there are a lot of rodents around here. We also don't get private garbage pick up here. We pay for our bins. Cardboard and garbage
- It would be great if the city provided bins for this separation but it would not be necessary.
- A bin with a tightly closed lid and a place for a lock on weekends.
- Collection receptacles
- Proper bins that trash hunters could not enter and spill out garbage

### I would need (provided responses)...

- We don't have a kitchen area, so there is no where to store. We have very little food waste - people bring their own lunches and eat it all, usually. And my dog sweeps the floor with his tongue when we are finished eating!!!!
- This is not applicable to our business
- A container that would not smell and be picked up frequently
- I am home-based and I compost food scraps whenever possible.
- A separate bin outside of the building for these scraps so they remain separated after they leave our office.
- Food scraps bags/bins.
- Home based business - I would need the initiative to be supported by the city and by my condo building. Our building is very interested in improving waste management options.
- We would need appropriate bins
- A bin to set out for collection by waste services
- Nothing, our business would not do this.
- Reduce taxes and fees, significantly.
- Just ask us.
- Additional containers to collect & then additional & smaller exterior waste bins
- Don't actually know
- Separate container, timely pick-up so it doesn't attract pests, but most of all space for another bloody container!
- We already do this and compost food scraps
- Training and containers and frequent collections
- A container
- Clear and simple information guide provided by city to make diversion more effective.

# EIC for Business Survey Results

## Verbatim Responses

### I would need (provided responses)...

- Knowledge of how scraps would be collected by the city and how often. What types of scraps; vegetable, protein (meat, bone etc.)
- Increased costs = increased fees to our customers - NOT GOOD
- Collection bins that will deter pests and odours
- I have no food scraps. Business of one.
- My business does no create food waste.
- We already take all food scraps home for use in our personal compost.
- The city would need to provide an outside bin like the dumpsters (waste and recycle) that are currently provided.
- Edmonton needs a green bin program!!!!
- Green bin.
- Yes
- Bin
- An easy way to do so - biggest downside to this is the associated smells and having to clean containers. If something like greenlid was provided (like a starter kit) that would be helpful.
- We operate out of our home and we have a composter to recycle our food scraps.
- Yes, 100%.
- A food scrap bin.  
I would also like a blue bag pick up for businesses.
- Separate bins for the various types of waste
- Be given containers to put these items in, but also given info on what goes in them for us to give to tenants so they can also do this.
- Receptacles. You give us things to put stuff in and we will use them.
- I work from home, we separate our compost as a household.
- Lowered costs for waste collection, weekly waste collection, not biweekly

### I would need (provided responses)...

- We all ready pay \$38 to haul and bury 2-4 bags per month this is a freaking JOKE! I'm not doing f\*\*k all un less its free or you pay me!
- Multiple collection bins and getting out of my current waste collection contract.
- Another colour of collection bag
- Yes, we already have a program similar to this active in our employee lunch room.
- This is a small consulting business and as such we generate very very little food waste. I am not prepared to pay for a separate bin to sort out food scraps which may amount to a black garbage bag every 3 - 4 months. I won't save on other costs because the bin has to be rented and the haulers have fixed collection schedules whether full or not. This should be targeted to specific sectors such as restaurants, grocery stores or food prep companies where food scraps are a significant portion of the waste stream.  
I get that larger business with 50+ staff may generate more food scraps but it should not be a one size fits all policy it should be based on the waste generated. It is just one more cost to business which the city will require.
- For me it would be easy. I work from home and already compost in my backyard.
- Instructions and containers
- A container system that allows the whole container to be put out. No additional cleaning of containers.
- A bin for collecting the food scraps, and a regular pickup service (we don't want the bin sitting in our office smelling, and we can't dispose of it ourselves)
- Compost pick up or a community compost bin




# EIC for Business Survey Results

## Verbatim Responses

### I would need (provided responses)...

- Need a rotating composter to compost scraps on site and/or a composting bin to collect yard and household compostable waste. However, while the combined effort of businesses and residents may not be hitting the mark the city should be aiming for. What about a deconstruction requirement instead of demolishing homes to be replaced by infill and trucking this waste to the landfill. This program is in place in Vancouver and should be offered here.
- Frequent pickup
- Probably a bin would do it.
- I keep asking why we were told (by officials with Edmonton waste mngt centre) that we had reached 90% diversion and no we are told we didn't and are no where close - which is the truth? No additional actions from us until full disclosure of what has transpired.
- We would be willing to try, but it may not be necessary as our biggest problem is dealing with all the food containers
- A compost bin
- Work with our landlord
- Containers
- Receptacles for food scraps
- Extra staff and time.
- Daily collection of these food scraps
- Mine is a one-person consulting business - so it does not need much support. In the area where I work, all it would take is a separate bin really for the shared office space
- No special consideration as long as there are separate bins or bags

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