

# THIS AFFECTS YOU!

## Proposed Curbside Bin Changes Public Survey Results



### BACKGROUND

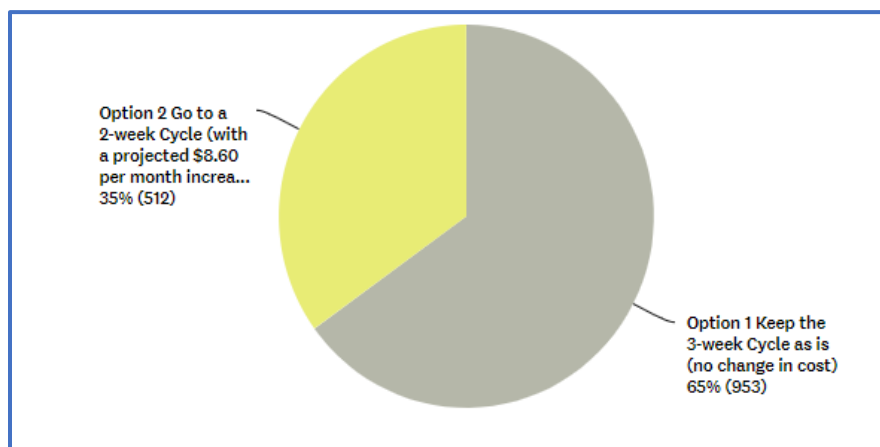
Olds residents are recognized as leaders in Alberta for garbage collection, recycling, and composting. Municipal waste management programs are established to meet the needs of the majority of households so decisions regarding bin pickup scheduling affect all users.

Resident feedback regarding waste service delivery has been received through previous budgeting surveys or other means so Council initiated a public engagement survey regarding current curbside bin service levels.

Currently the Town maintains a three-week cycle for Garbage (Black Bin), Recycling (Blue Bin) and Compost (Green Bin) pickup. Consideration is being given to changing the current three-week rotation cycle to a two-week cycle which would resemble the following scenario where week 1 would be a Black Bin pickup and week 2 would be a Blue Bin/Green Bin pickup. This cycle would repeat every two weeks. Due to increased labour, equipment, and fuel to support an additional bin pickup it would cost households an additional \$8.60 per month.

### HIGHLIGHTS

Participation in this survey was high with 1468 responses. 65% of respondents wanted to keep the current schedule the same, with a three-week rotation. Not wanting additional costs, the desire to keep garbage out of the landfill and the current system meeting their needs were the top reasons noted.



An open-ended suggestion and comment box was also included in the survey where 439 people provided feedback, including alternate ideas on how garbage removal in Olds could be improved. Administration reviewed all the comments and due to the volume, feedback has been summarized for the purposes of this report.

## KEY FINDINGS

- There are concerns regarding odors, especially in the summer months, associated with black and green bins.
- There are differences in waste disposal needs in the winter and summer seasons.
- A one size fits all approach to waste collection creates challenges. There was a wide range of feedback ranging from bins that are under utilize bins and bin pickup is too often, to households who feel bin pickup should increase.
- People appreciate having large collection bins in their neighbourhoods.
- Greater education is needed regarding an option to purchase additional bins.
- People are concerned about inflation and increasing costs, especially for fixed incomes and for those still recovering from the impacts of COVID-19.
- People expressed interest to know what happens to waste and questioned if composting and recycling are making an impact to reduce landfill capacity.
- There were concerns regarding high costs of utilities in the Town versus neighbouring communities.

## PUBLIC ENGAGEMENT

The survey was hosted from June 7, 2021, to June 30, 2021. The survey was promoted on the Town of Olds Social Media Accounts, the June Connector Newsletter and June 8, 15 and 22 Albertan newspaper additions. The intent of this survey was a focus in on one primary question and an opportunity to provide additional feedback. With COVID-19 public health restrictions, promoting a phone choice replaced the option of paper copies for residents who preferred not to do the online survey. This method was well received with 103 people calling which is a higher response than typically seen with paper copies of a survey.



## NEXT STEPS

- All comments captured in the survey will be further reviewed, grouped into themes, and shared with Council at a future date.
- Administration to develop an education campaign to address questions identified in survey feedback.
- Bin schedules will be addressed in annual service level and budget deliberations with Council and Administration.