



Automated Garbage Collection - “What We Heard”

The City of St. John’s conducted extensive public engagement from April to June 2017 to seek input from all geographies and demographics within the city on the implementation of automated garbage collection. Our goal was to consult with residents and obtain public feedback on the bin size; funding model for purchase of bins; potential concerns with implementation; multi-unit residential homes; and recycling habits. This document reflects what we heard throughout the public engagement process.

How you told us...

- 14 Pop up engagement sessions throughout the city with bins
- Meetings with committees and groups (Environmental Advisory, Seniors’ Advisory, Inclusion and Accessibility Advisory, and Empower, the disability resource centre)
- Three focus groups with a cross section of residents prior to the launch of public engagement
- Media events
- Home Show booth
- On-line at engagestjohns.ca which included Question & Answer, a survey, a quick bin size poll, and frequently asked questions.

Key Results – bin size

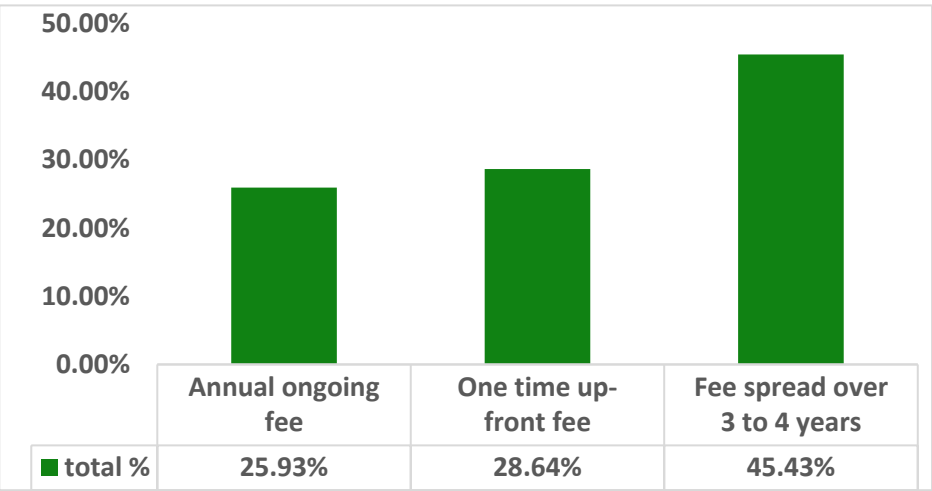
- Across all participation methods, the medium-sized bin received the majority of votes.
- Online poll 52%
 - Survey 63 %
 - Pop ups 58%

Engagement participation:

- Home show – 212 visitors
- More than 130 people came forward for focus groups – 34 selected
- 500 visitors at pop up events who cast a vote on bin size and implementation
- 4,700 visits to engagestjohns.ca
 - 466 actively participated in online tool
 - 1,900 read multiple documents
 - 3,800 read at least one document
 - 435 participated in bin size poll
 - 40 questions posted and answered
 - 50 pins placed on the map
 - 465 documents downloaded
- 25 emails and phone calls to engage@stjohns.ca, councillors, or 311
- 419 surveys 100% completed
 - While not a statistically valid sample, the demographics line up with the City’s demographics

Financing – survey results overall

There was no clear majority outcome related to the question around financing of bins as noted in the chart below.



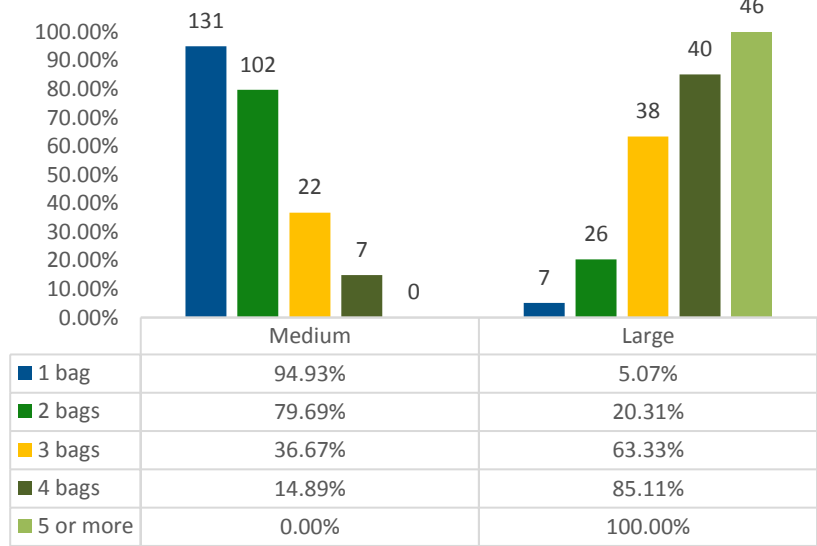
Mobile sign at Robin Hood Bay promoting engagement

Waste diversion

To promote waste diversion and prolong the life of the landfill, residents suggested the City needs to focus on these initiatives:

- Composting
- Glass recycling
- Enforcement of recycling
- Put recycling containers in parks not just garbage bins
- Provide the public with information sessions for what can be recycled
- Offer incentives for recycling

Bin preference by garbage habits



Graph shows that preference for a larger bin size increased as number of bags of garbage per week increased based on current garbage habits.

What we heard from seniors

- Size of bin and weight of bin are important considerations
- Demographic data indicates the city has a larger senior population than neighbouring communities, meaning more smaller sized households
- Consider a special program for seniors and others who have difficulty with the bins
- Consider those living in condos

What we heard from landlords

- 49 Landlords completed the online survey, several participated in focus groups as well
- No discernible difference between full survey participants and landlords on garbage habits
- Difference in bin preference for landlords 61% to 39% for large over medium

What we heard from the disability community

- Must consider impact on independence with implementation
- Consider unique needs/exemptions and process for doing so

What we heard from downtown

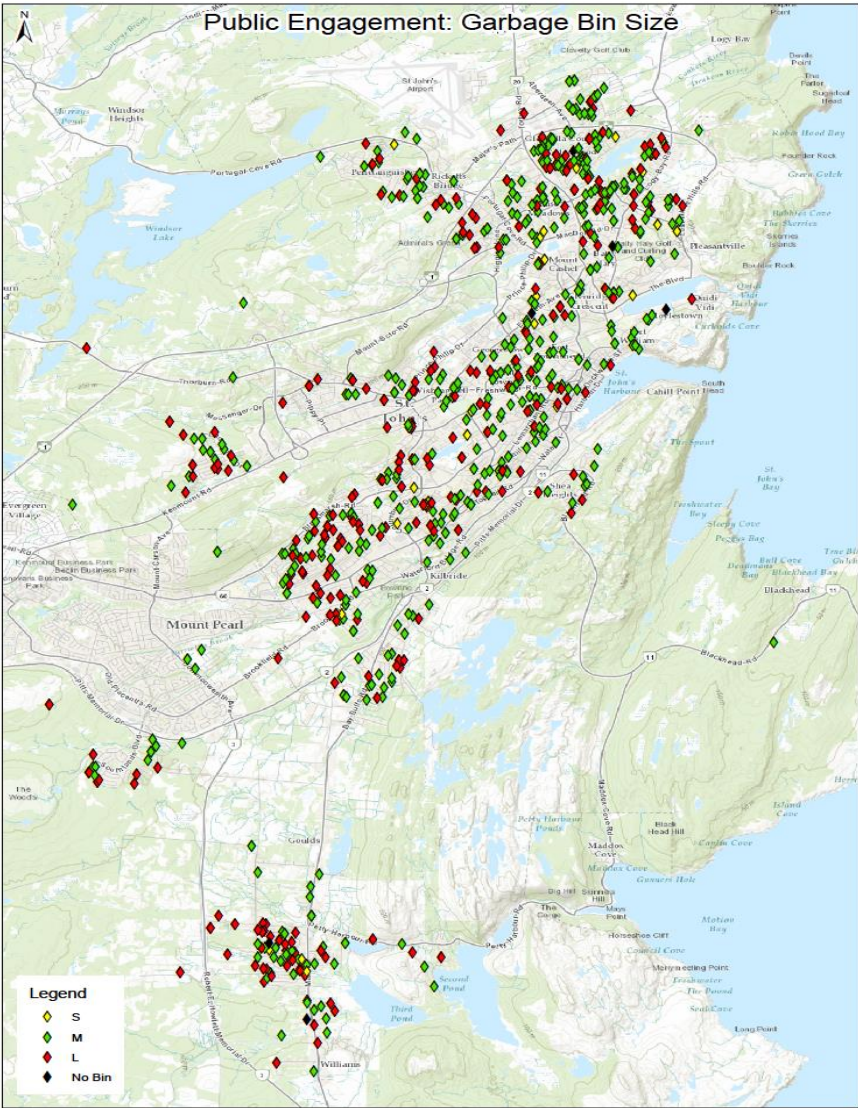
- Some areas, especially those with mixture of driveways and no driveways, currently included in scope for automated garbage, will need to be looked at more closely before final decisions on implementation are made
- Residents want to participate in waste diversion programs

Primary concerns for implementation (all engagement discussions)

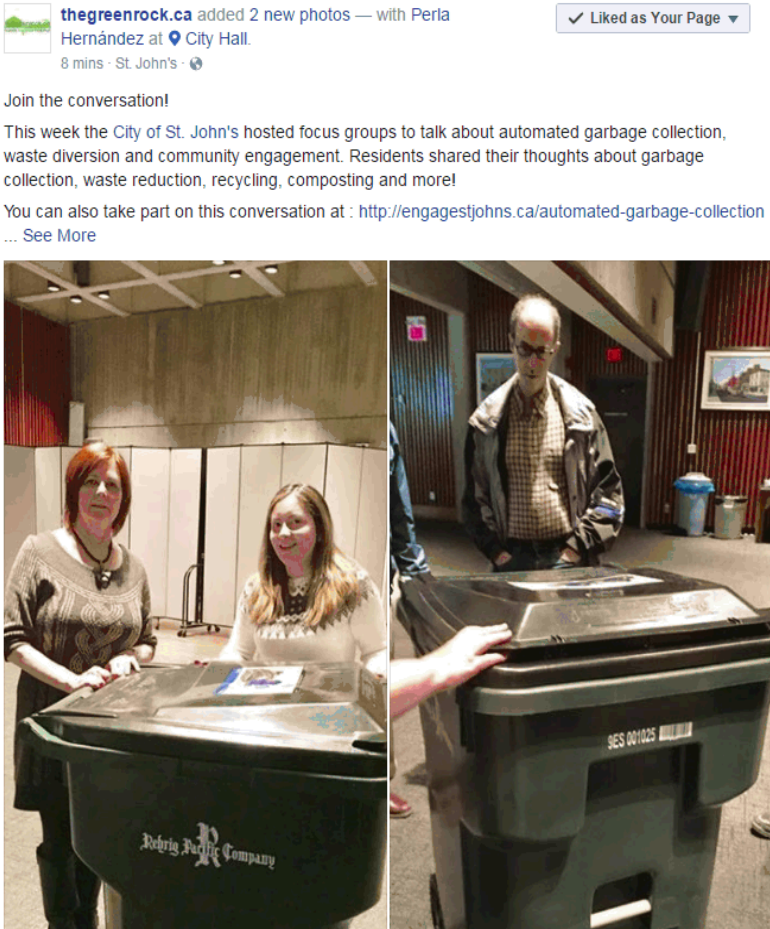
Issue	Response %	Response #
Dealing with it during snow accumulation, snow clearing	53.94%	226
Wind/stability	39.62%	166
Getting the bin to the curb - mobility	38.66%	162
Storage –inside and outside	26.01%	109
Size and dimensions of bin – weight, height, width	24.82%	104
Cost of bin	23.63%	99
Liability – if bin were to do damage	11.69%	49
Theft/vandalism	11.69%	49
Other issues affecting bins outside of size and mobility – e.g. community bins, sharing bins, and colour of bins	10.74%	45
I have no concerns about Automated Garbage Collection	10.26%	43
Potential impact on recycling (will people put everything in the bin?)	8.59%	36

We also heard

- Some people are really looking forward to the program, and expecting less litter being spread around.
- About 75 people at pop up events had no concerns about implementation.



Map depicts bin preference by geography



Focus Group - City Hall May 3, 2017



Pop up event - Bidgoods May 29, 2017