

REPORT TO COUNTY COUNCIL

Municipal Curbside Waste Collection Program

To: Warden and Members of County Council

From: Director of Public Works

****Adopted with the addition of: consideration of a third collection option, namely a 5-day collection cycle with weekly organic and weekly garbage collection.**

RECOMMENDATIONS

- 1. That County Council authorize staff to release procurement documents for regional residential curbside collection of garbage, source separated organics, large items, and recycling from non-eligible sources as referenced in Report PW 2024-23, starting May 2027 for a seven year term, subject to contract award by County Council;**
- 2. And further, that County Council authorize staff to negotiate contract amendments with the County's current curbside collection and recycling processing Contractor for extended contracted services from May 2025 to April 2027 in order to accommodate the municipal blue box program transition as referenced in Report PW 2024-23, for Council's further consideration and approval;**
- 3. And further, that County Council authorize staff to negotiate pricing with a local vendor for source separated organics processing starting May 2027 for a seven year term, subject to Council's further consideration and approval, until feasibility of a County-owned organics processing facility can be further evaluated and considered for County Council's final award approval.**

REPORT HIGHLIGHTS

- The purpose of this report is to seek Oxford County Council support for release of Request-For-Proposal (RFP) procurement documents for residential curbside collection services (garbage, organics, large items, non-eligible source recyclables) starting May 2027, from which the associated potential award(s) will be presented to Council for consideration in Q4, 2024.

- In the interim period, staff are also seeking authorization to undertake service contract amendments with its existing curbside collection and recycling processing contractor (Emterra Group) and its Area Municipality service providers which are under contract to the County (City of Woodstock, Township of South-West Oxford) in order to accommodate the transition of the municipal blue box program to Extended Producer Responsibility (EPR). The associated potential award(s) will also be presented to Council in Q4, 2024.
- Staff have received considerable feedback from local residents and Area Municipality staff during the curbside waste collection public consultation and engagement campaign (March 25 to May 1, 2024) which further supports and validates the proposed curbside level of service need as per the key findings noted below:
 - About 2/3rds of respondents set out one bag of garbage for collection on a weekly basis, with over half of respondents supportive of a five day waste collection schedule (weekly organics, biweekly garbage), a potential two garbage (non-clear) bag limit and a municipal green bin program for organics.
 - Over 70% of County respondents dispose of organics in their garbage, while composting of organics is performed by rural (33%) and urban (15%) respondents respectively. Both urban (57%) and rural (42%) respondents indicated the primary reason they disposed organics into their garbage was due to the lack of a municipal green bin program.
 - Respondents also most commonly disposed of pet waste (59%), paper waste (88%) and diaper waste (59%) within their garbage while about 2/3rds of respondents dispose of brush, leaf and yard waste at municipal depot/transfer stations.
- Noting these survey respondent preferences and other municipal best management practices, various curbside collection program service options (including organics) will be presented to the vendor market for competitive procurement including, but not limited to, 5 or 6 day collection frequency (weekly organics, biweekly garbage), manual or automated curbside pick-up, collection/processing of recycling from non-eligible sources, etc.

IMPLEMENTATION POINTS

An overview of key dates and timeframes associated with changes to the County's proposed curbside waste collection program is provided in Figure 1.

Implementation of a County source separated organics (SSO) collection program is proposed to commence in May 2027 as part of the next curbside waste collection contract procurement. Commencement in May 2027 will allow for the necessary implementation lead time that will include but not be limited to, procurement of collection vehicles, development of collection schedules and routing, distribution of organic waste carts, and development of a comprehensive public education campaign.

Implementation of a potential County organics program was initially identified to start in January 2026 in alignment with the Blue Box transition; however, after further consideration, various factors will make it challenging to meet this timeline. With many other municipalities seeking to procure similar contracts and private contractors focusing on Producer support of the Blue Box program, high demand along with lingering supply chain issues is expected to result in extended delivery times for new collection vehicles of up to 18 – 24 months and potentially longer.

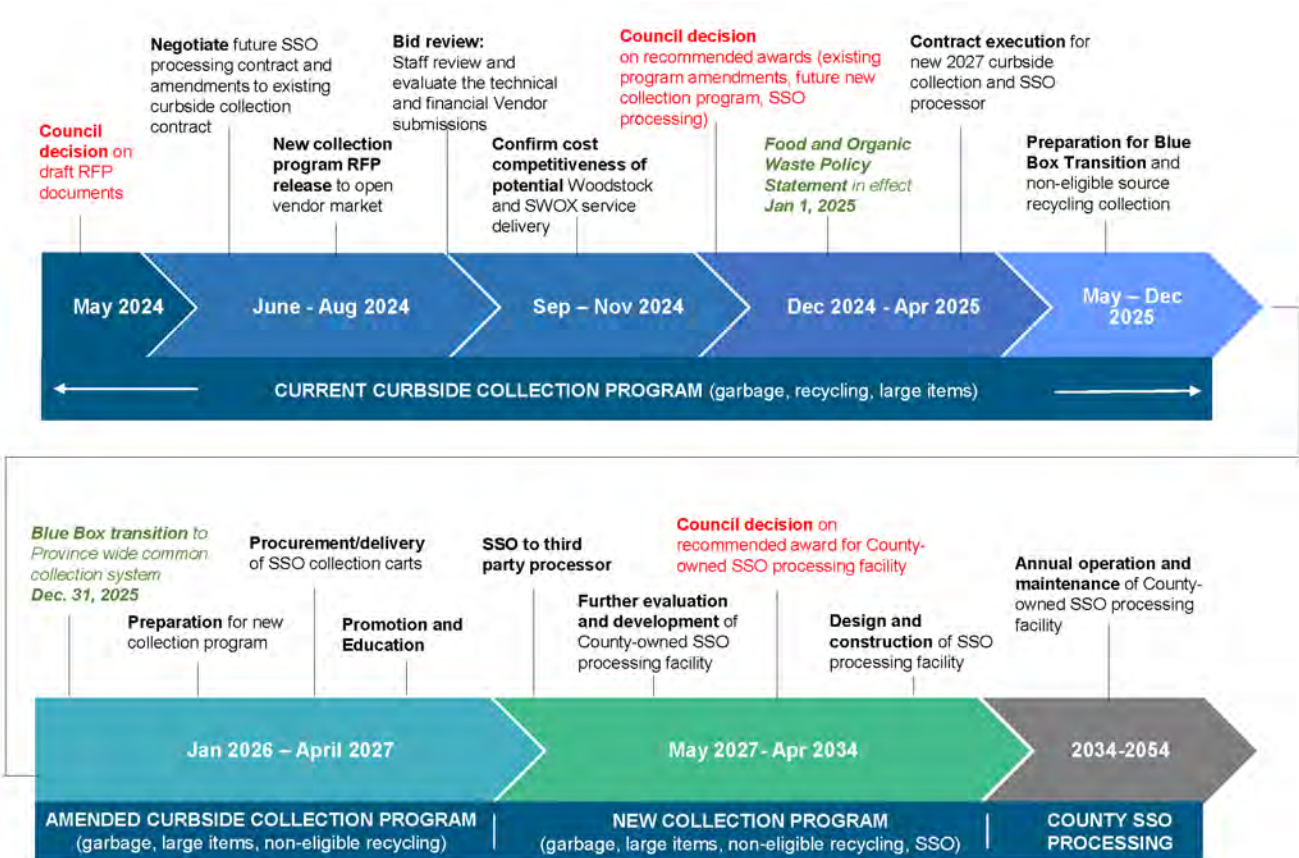


Figure 1: Proposed Implementation Timeline of Curbside Waste Collection Service Changes

Continuation of the current curbside waste collection program up to April 2027 will therefore be required, and can be accommodated through the existing curbside collection and recycling contract provisions that allow for two one-year extensions beyond the end of the initial 5 year term ending in April 2025. However, contract amendments will be required to address transition of the Blue Box program to Producer Responsibility on Dec 31, 2025.

Utilizing existing contract provisions to extend the County’s current curbside collection and recycling processing contracts with applicable amendments will avoid competing with other municipalities for similar services, allow for utilization of remaining life cycle of existing collection vehicles, and maintain status quo of the current curbside collection program until after transition of the Blue Box program, allowing residents time to acclimate before other new changes, such as introduction of an organics program, are implemented.

Amendments to the current curbside collection and recycling processing contracts (Emterra Group) will be presented for County Council's consideration in Q4, 2024, in order to extend current curbside waste collection services up to April 2027 with consideration of recycling collection and processing from non-eligible sources.

In parallel, staff will be proceeding to negotiate and execute amendments to the County's waste management service agreements with Woodstock and SWOX, as previously directed by Council via Report [PW 2022-33](#), to reflect the changes associated with the transition of the municipal Blue Box Program to full Extended Producer Responsibility (EPR) effective January, 2026. Such agreement re-negotiations could also potentially consider future local SSO and non-eligible source recyclables collection within their respective service areas as applicable pending cost competitiveness.

Concurrently, staff will also issue procurement documents in Q2, 2024 to the open vendor market for new future regional curbside waste collection services (garbage, SSO, large items, and ineligible recycling sources) and initiate sole source negotiations for third party SSO processing, for both services starting May, 2027. Procurement of recycling processing services for non-eligible source recyclable materials can be considered in 2026 (for May 2027 implementation) since it does not require extensive lead time for implementation. The associated potential award(s) for such services will be later presented to Council for consideration and approval in Q4, 2024.

It is staff's opinion that the award of SSO component of the new future regional curbside waste collection contract prior to 2025, and subsequent implementation in 2027, satisfies the intent of Ontario's Food and Organic Waste Policy Statement, as issued under Section 11 of the *Resource Recovery and Circular Economy Act, 2016*. Specifically, the Statement guidance document seeks to achieve a 50% food and organic waste diversion target by 2025 from single-family dwellings based on municipality population and population density thresholds (i.e. local municipalities greater than 20,000 but equal to or less than 50,000 and the population density of the local municipality is greater than or equal to 100 persons per square kilometre).

Financial Impact

No financial implications are associated with the recommendations contained in this report.

A detailed financial breakdown and annual budget implications will be presented to Council later this year as part of the curbside waste collection bid submission evaluation and potential contract award proposals.

Communications

To seek feedback on potential changes to the County's curbside collection program, staff undertook an extensive six-week public consultation and engagement campaign as per Council direction received during consideration of Report [PW 2023-42](#). The goal of this campaign was to understand what residents need and value from their waste collection program. Information about this campaign was shared with Area Municipalities on March 22, 2024 in advance of its launch. As outlined below, a variety of outreach methods were used in an effort to obtain this feedback.

- **Speak Up, Oxford!:** A dedicated project webpage was published on March 25, 2024 and served as the main engagement hub for information and consultation. During the public engagement campaign, there were approximately 7,200 visits to the site.
- **Feedback survey and comment and question form:** The survey was live from March 22 to May 1, 2024 and generated valuable feedback from 4,021 participants. 6,200 comments were obtained through the survey, direct comments and questions were received (and responded to) from 10 users. Respondents represented approximately 8% of the Oxford County household count with proportionate responses from each Area Municipality.
- **Public Information Session:** A virtual public information session was held on Wednesday April 24 at 6:30 pm. A total of 6 residents participated in the session and a significant amount of discussion occurred. A recording of the public information session is available on the *Speak Up, Oxford!* page for viewing.
- **Communication:** Public communication about the survey included media release (with resulting news coverage); social media organic and paid/promoted posts; digital (web) advertising; print (newspaper) advertising; radio advertising; Oxford County website posts; *Speak Up, Oxford!* online town hall; poster for libraries and municipal office use; and outdoor electronic billboard. Internal communications helped inform staff so they could promote and/or answer basic questions about the survey with family and friends. The survey was also profiled through signage and Waste Management staff participation in Woodstock Hospital's Earth Day event on April 22, 2024.
- **Project backgrounder:** Information about the project was presented in the form of an interactive 'Prezi'. Through this, residents could get information related to the project background, current services, upcoming regulatory changes and next steps.

Details and analysis of the feedback received through the above efforts is discussed in the Comments Section of this report. Following the direction received by County Council through this report, staff will report back with more details and information on costing. The *Speak Up, Oxford!* page will continue to serve as an information source for residents and will include updates and information on possible changes. Any possible future changes to the County's curbside collection program will be reviewed with Area Municipalities and rolled out through dedicated social media campaigns.

Report PW 2024-23 will be shared with Area Municipalities and with Zero Waste Oxford.

2023-2026 STRATEGIC PLAN

Oxford County Council approved the [2023-2026 Strategic Plan](#) on September 13, 2023. The Plan outlines 39 goals across three strategic pillars that advance Council's vision of "Working together for a healthy, vibrant, and sustainable future." These pillars are: (1) *Promoting community vitality*, (2) *Enhancing environmental sustainability*, and (3) *Fostering progressive government*.

The recommendations in this report supports the following Strategic Plan pillars and goals:

		
Promoting community vitality	Enhancing environmental sustainability	Fostering progressive government
<p>Goal 1.2 – Sustainable infrastructure and development</p>	<p>Goal 2.1 – Climate change mitigation and adaptation</p> <p>Goal 2.2 – Preserve and enhance our natural environment</p>	<p>Goal 3.1 – Continuous improvement and results-driven solutions</p> <p>Goal 3.2 – Collaborate with our partners and communities</p> <p>Goal 3.4 – Financial sustainability</p>

See: [Oxford County 2023-2026 Strategic Plan](#)

DISCUSSION

Background

As the Waste Management Authority, Oxford County is responsible for residential curbside waste collection and management of waste generated regionally within the County through landfill disposal, waste diversion, and resource recovery programs. Residential waste collection services are managed by the County through various contracts with third-party contractors and municipal service agreements with Area Municipalities (City of Woodstock, Township of South-West Oxford).

Staff have been actively reviewing and assessing the municipal impacts of Provincial and Federal legislative waste management requirements and policy changes that will result in pending changes to municipal curbside waste collection services. Of note, overviews of the municipal impacts of EPR on the Ontario Blue Box Program and the Provincial Food and Organic Waste Policy Statement were presented to Council in Reports PW 2023-42 and [PW 2023-30](#).

In order to respond to these changes, County Council directed staff to develop draft RFP procurements documents for overall regional curbside waste collection services (garbage, organics, large item, ineligible recycling sources) and present such service options for Council's consideration and approval prior to the formal release of the RFP to the vendor market.

In support of a potential regional residential SSO (green bin) program, County Council also approved in principle (Report PW 2023-42), a County-owned organics processing facility for future consideration utilizing Covered Aerated Static Pile Composting technology. As an interim approach, a third party SSO processor would be procured for initial implementation of an SSO program while feasibility of a future County-owned organics processing is further evaluated.

Staff was further directed by Council to undertake a six week public consultation and engagement campaign in order to gauge residents’ desire for a County-wide organics collection program along with preferred waste collection options based on various scenarios, and other potential program changes intended to promote program participation and increase overall waste diversion.

Current County Curbside Waste Collection Services

Oxford County currently supports three residential curbside garbage and blue box material collection programs, each having different collection frequencies and acceptable material requirements as shown in Table 1.

Table 1: Current County Curbside Waste Collection Programs

Municipalities	Collection Type
Ingersoll, Zorra, East-Zorra Tavistock, Blandford-Blenheim, Norwich, and Tillsonburg (County contracted service)	Weekly (5-business day cycle) co-collection of garbage and single stream recycling (Blue Box), including statutory holidays but excluding New Year’s Day and Christmas Day.
South-West Oxford (SWOX) Public Works (Under service contract to Oxford County)	Six-business day cycle for co-collection of garbage and single stream recycling (Blue Box). No pick up on statutory holidays.
Woodstock Public Works (Under service contract to Oxford County)	Weekly garbage collection and bi-weekly two stream recycling (Blue Box) collection. No pick up on statutory holidays.

As part of the County’s current organic waste diversion program, municipal drop off depots are provided at 11 County-wide locations where residents can drop off brush, leaf and yard waste at no cost. This material is collected and transported to the OCWMF where it is processed into finished compost and sold for use in gardening and landscaping products. The County also undertakes backyard composting program education and outreach to promote reduction of organic waste that is otherwise placed in the garbage and landfilled.

Comments

Development of the County's proposed regional curbside waste collection program for residential garbage, organics, large items and recycling from non-eligible sources considered several collection scenarios as well as other potential program changes (i.e. reduced garbage collection frequency/quantity, clear garbage bags, etc.) intended to promote landfill diversion.

Curbside collection scenarios and other potential program changes were considered based on public feedback, industry best practices/municipal comparators and collaborative discussions with Area Municipality (Woodstock, SWOX) staff.

Public Consultation and Engagement Campaign Key Findings

As noted in the Communications section previously, a comprehensive public consultation and engagement campaign was undertaken that included an online survey to gain a better understanding of what residents may or may not like to see in their curbside waste collection program. Attachment 1 provides a detailed breakdown of the survey findings by Area Municipality and urban versus rural municipalities

The key findings of the survey are summarized as follows:

Current Garbage and Organics (Green Bin)

- The majority of respondents (73%) indicated that they currently set their garbage out every week, followed by 17% indicating every two weeks. Responses show that this trend is consistent in both the urban and rural municipalities in the County.
- 63% of respondents indicated that they set out one bag of garbage on average at a time, followed by 28% indicating they set out two bags of garbage. This was also consistent among rural resident responses.
- County wide, respondents indicated that they mostly use the garbage to dispose of food waste (71%), followed by composting at 22%. A somewhat larger portion (33%) of rural only respondents indicated that they dispose of their food waste through composting; whereas only 15% of urban respondents indicated the same.
- Responses showed that the depot / transfer station is the most used method of disposing of leaf and yard waste (62%); pet waste, paper waste and diaper waste is most commonly being disposed of in the garbage (59%, 88% and 59% respectively).
- The greatest number of respondents indicated that the reason they are not currently removing organic material from their garbage is because there is currently no green bin program available (57% of urban responses and 42% of rural responses).

Support for an Organics (Green Bin) Collection Program

- Respondents reported that the highest (most important) consideration in deciding whether or not they will use an organics (green bin) service if offered in the future is secure and odourless green bin storage (35%), followed by how often the green bin is collected (28%). These findings are consistent among rural versus urban responses.

- Of the responses received, 64% indicated that they would participate in an organics (green bin) collection program if offered in the future. This worked out to be 68% of the responses received from urban residents and 58% of the responses received from rural residents.
- More than half (54%) of the respondents indicated that they would be willing to pay more on their municipal tax bill in order to implement an organics (green bin) program County-wide, whereby all residents in all Area Municipalities would be receiving the same curbside organics collection. This is a consistent finding among urban versus rural respondents.

Collection Cycle Preferences

- When asked whether they would prefer a 5-day collection cycle vs a 6-day collection cycle for curbside collection, 59% of all respondents indicated they would prefer a 5-day collection cycle, followed by 21% indicating they would prefer a 6-day collection cycle and 17% indicating that they have no preference. This was also found to be relatively consistent among urban versus rural responses.
- 37% of all respondents reported that they feel the cost to Oxford County taxpayers is the most important factor when considering an organic (green bin) and garbage collection program, followed by how often green bins and garbage are picked up (21%). Respondents indicated that they feel the least important factor was reducing carbon footprint / greenhouse gas emissions (30%), followed by diversion from the landfill (18%).

Support for Clear Bags and Garbage Bag Limits

- More than half (54%) of the respondents indicated that they would not support the implementation of clear garbage bags, with 24% reporting that they would support it and the remaining indicating that they were not sure.
- 45% of respondents reported that they support having a garbage bag limit in place to encourage recycling and the use of green bins for organics. This was consistent among urban versus rural respondents. For those that indicated they supported a garbage bag limit, 55% of them felt that 2 bags would be an appropriate limit, followed by 21% indicating 3 bags and 17% indicating 1 bag.

Municipal Comparator Analysis

Staff reached out to 71 municipalities to gather information on their curbside waste collection program and lessons learned on implementing an Organics (Green Bin) program. The municipalities were selected based on having an organics program, similar geographic and population size, surrounding municipalities, and all rural-regional municipalities in Ontario (as classified by the Resource Productivity and Recovery Authority for the Blue Box Datacall). Staff received a response from 37 of the municipalities contacted, two which 17 of them have a SSO program in place.

The municipal comparator analysis is included in Attachment 2 with the key findings highlighted below:

Prevalence of Municipal Organics (Green Bin) Collection Programs

- Of the municipalities who do not have an organics program, 6 municipalities are looking to implement or are required to implement a program as they meet the population threshold outlined in the Food and Organic Waste Framework, while eleven municipalities are alternatively promoting backyard composting and/or the food cyclers.

Organics (Green Bin) Collection Program

- Of the responses received, 17 municipalities have an organics program. 82% have an established program for over 10 years.
- All of the municipalities provide weekly collection of organics. The Municipality of Muskoka provides weekly collection in the summer and bi-weekly in the winter.
- When the organics program was implemented, 41% of municipalities changed their garbage collection from weekly to bi-weekly, 18% changed the garbage set out limit and 29% did not change the garbage program.
- More than half (59%) of the municipalities have manual collection for their organics program using a standard 45 L bin.
- All municipalities offered the organics program to urban and rural communities. The Municipality of Muskoka initially rolled out the program to urban only, and is now rolling out to rural properties. Since they have mostly seasonal residents in rural areas that program was not initially offered.
- Some municipalities require organics to be contained in a certified BPI or 100% compostable bag because collection is cleaner and the trucks do not leak as much, while other municipalities do not allow bags. This decision all depends on what materials their organics processor can accept.

Hard-to-handle Materials

- Only two municipalities accept pet waste, diapers and sanitary waste in the organics bin, while six municipalities accept pet waste but not diapers or sanitary waste. All remaining municipalities do not accept those hard-to-handle materials such as this in the organics green bin program and that material is disposed of in the garbage.
- Four municipalities have a diaper exemption program in place to address issues with holding on to that material for longer than a week. For municipalities that do not have an exemption program in place, they recommend residents double bag that material or bring it to a transfer station for disposal.

Clear Bag Program

- 28% of municipalities have a clear bag program in place, while 5% are planning to implement the program. The general comment was that residents were concerned about the program initially but once it was rolled out, municipal staff did not hear many complaints.
- Of the 17 municipalities with an organics program in place, only one municipality uses the clear bag program to complement the organics program.

Statutory Holiday Collection

- Most municipalities had a similar practice to Oxford County: collecting on all statutory holidays except for Christmas and New Year’s Day. When the collection day is impacted by one of those holidays, the collection day gets bumped to a Saturday.
- Four municipalities surveyed have a 4-day collection system (Tuesday-Thursday) and will shift the collection days within the week so that they do not have to collect on holidays.

Waste Collection Program Level of Service Considerations

Various waste collection program service options are briefly described below and were relevantly assessed for RFP inclusion consideration by staff based on public feedback, industry best practices/municipal comparators and collaborative discussions with Area Municipality (Woodstock, SWOX) staff.

Collection Frequency – 5 business day / 6 business day cycles

As shown in Figure 2, a five-business day collection cycle provides weekly organics and biweekly garbage collection for residents on the same day every week but requires an alternate day when a statutory holiday occurs.

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Week 1							
Week 2							
Week 3		Holiday					
Week 4							

Figure 2: Five Business Day Collection Cycle

The six business day cycle show in Figure 3 provides curbside waste collection (organics, garbage) once every six business days (i.e. excluding weekends and statutory holidays). Collection day is different every week and results in approximately 10 less collection days per year.











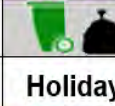























	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Week 1							
Week 2							
Week 3							
Week 4		Holiday					
Week 5							
Week 6							
Week 7							

Figure 3: Six Business Day Collection Cycle

Implementation of an organics program provides an opportunity to reduce the frequency of garbage collection since organics is more than 50% of weekly residential waste (garbage volumes are expected to be significantly less). Reduced collection frequency of garbage has been implemented by many other municipalities to promote resident participation in Green Bin programs and further drive landfill waste diversion.

The majority of Oxford residents indicated preference for a five day collection cycle but also identified cost as an important collection program consideration.

Staff Recommendation:

- **Carry forward both the five-day collection (weekly organics, biweekly garbage) and six day collection (weekly organics and garbage) for RFP consideration.**

Collection Automation

Some municipalities have implemented collection vehicles with automated loading (cart tippers) capabilities to reduce workplace injuries, staffing issues, and streamline collection activities. Automation can potentially reduce annual collection costs but require higher upfront costs for larger garbage and SSO carts.

Staff Recommendation:

- **Carry forward both manual and automated curbside collection methods for RFP consideration.**

Organics Collection - Urban vs Rural

At a minimum, Woodstock meets, and Tillsonburg will soon meet, population/density thresholds identified in Food and Organic Waste Policy Statement requirements for organic waste diversion whereas rural municipalities in Oxford are below these threshold requirements.

Green Bin programs are also generally less feasible in rural areas due to low population density (less collection stops/km) and rural properties typically have more options for managing organic waste (compost, burn pile). However, a County-wide organics collection program would ensure consistent levels of service to all residents and further promote waste resource recovery.

Most municipalities operating green bin programs provide the same service levels in rural and urban areas.

The majority of Oxford residents in both rural and urban municipalities would support and participate in a County-wide green bin program.

Staff Recommendation:

- ***Carry forward both urban only and County-wide organics collection options for RFP consideration.***

[Acceptable Green Bin Materials](#)

The County's proposed Green Bin program is expected to only include food and kitchen waste organics. Very few municipal Green Bin programs include non food waste items, such as diapers and pet waste, since it tends to result in additional residual waste (plastics and absorbents) that ends up being landfilled which ultimately increases overall processing costs. Other municipalities have also offered special collection programs for non-organic waste items rather than include as part of a Green Bin program.

Staff Recommendation:

- ***Carry all acceptable food and organic materials for RFP consideration, excluding diapers and pet waste.***

[Collection on Statutory Holidays](#)

As part of the County's current curbside collection program (except Woodstock and SWOX), collection is provided on statutory holidays (except Christmas and New Years Day). This requires staffing at the Oxford County Waste Management Facility (OCWMF) in order to receive collected waste.

Although collection on statutory holidays prevents disruption to weekly collection schedules, daily garbage and recycling volumes are generally lower due to residents being away or not realizing that collection service is provided on holidays.

Other municipalities provide curbside collection on Statutory Holidays similar to the County's current program. However, based on staff's experience, there is limited benefit and it often creates staffing issues for both the County and those employed by the County's Contractor.

Staff Recommendation:

- ***Remove statutory holiday curbside collection from RFP consideration.***

Mandatory Use of Clear Garbage Bags

Clear bag mandates have been implemented by other municipalities to promote use of Green Bin programs and other recycling programs. Privacy concerns are cited as the main issue associated with use of clear garbage bags and many municipalities permit the use of one small opaque bag within a clear bag or one full-sized privacy bag per weekly set out.

The use of clear bags was not supported by Oxford residents and would require additional scrutiny by Collectors. Promotion of waste diversion from use of clear bags can be similarly achieved through garbage set out limits noted below.

Staff Recommendation:

- **Remove mandatory use of clear bags from future curbside collection level of service.**

Weekly Garbage Bag Set-out Limits

Weekly bag limits have also been used by other municipalities to promote use of Green Bin and other recycling programs, and can also be an incentive for residents to reduce their waste generation.

The majority of Oxford residents support a weekly bag limit and most households typically set out two bags per week.

Staff Recommendation:

- **Carry a two garbage bag weekly limit for future curbside collection level of service and RFP consideration.**

Collection of Non-Eligible Source Recyclables

Some municipalities have opted out of recycling collection and processing from non-eligible sources following the transition to EPR, of which such materials will no longer be managed by the Producers based on current direction (may be subject to change).

Staff Recommendation:

- **Carry forward collection and processing of non-eligible source recyclables for RFP consideration.**

SSO Processing Options

Processing of organics collected through a County-wide regional green bin program will initially require third party services while a County-owned processing facility is further evaluated and considered by Council for approval.

Procurement of a local SSO processing vendor where collected material can be transported via direct haul will eliminate the need for capital infrastructure (i.e. transfer stations) and avoid stranded assets prior to potential implementation of a County-owned SSO processing facility.

CONCLUSIONS

The proposed regional curbside waste collection program service options (garbage, SSO, large item, ineligible source recyclables) proposed in this report will further advance the goals of the County's Zero Waste Plan.

Specifically, the future potential implementation of these waste collection service considerations formally align with the County's transition of its municipal blue box program to full EPR, position the County to meet provincial targets related to the management of organics/landfill methane emissions and serve to extend the overall operating lifespan of the OCWMF landfill.

Operational savings derived from the transition to full EPR could be reallocated to offset future SSO curbside and non-eligible source recyclables collection and processing costs, if such programs were to be adopted.

SIGNATURES

Report author:

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ATTACHMENTS

Attachment 1 – *Speak Up, Oxford!* Online Survey Results
Attachment 2 – Municipal Scan, April 3 – April 17, 2024

Report PW 2024-23
Attachment 1

**Future of Curbside Collection Online Survey:
Changes to Residential Waste Collection
Speak Up, Oxford! March 22, 2024 to May 1, 2024**

Note: #NA represents survey questions not answered

Question 1: Which Municipality do you live in?

Municipality	# of Survey Responses	Survey Responses (% by Municipality)	2024 Household Count	2024 County Household Count (% by Municipality)
Blandford-Blenheim	326	8%	3,023	6%
East Zorra-Tavistock	325	8%	3,230	6%
Ingersoll	448	11%	5,884	11%
Norwich	150	4%	4,185	8%
South-West Oxford	259	6%	3,101	6%
Tillsonburg	797	20%	8,696	17%
Woodstock	1,401	35%	20,034	39%
Zorra	281	7%	3,697	7%
#N/A	34	1%	-	0%
Total	4,021	100%	51,850	100%
<i>Total Urban</i>	<i>2,646</i>	<i>66%</i>	<i>34,614</i>	<i>67%</i>
<i>Total Rural</i>	<i>1,341</i>	<i>33%</i>	<i>17,236</i>	<i>33%</i>
<i>Total #N/A</i>	<i>34</i>	<i>1%</i>	<i>-</i>	<i>0%</i>
Total	4,021	100%	51,850	100%

Figure 1.1

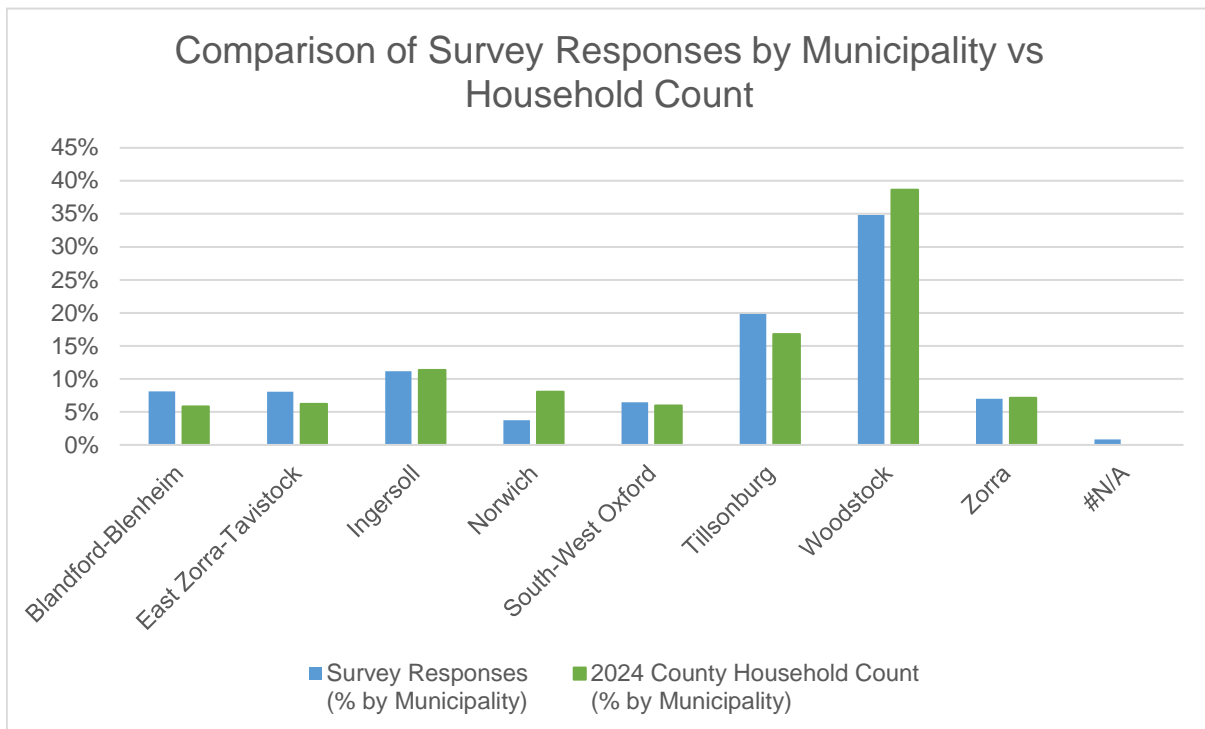
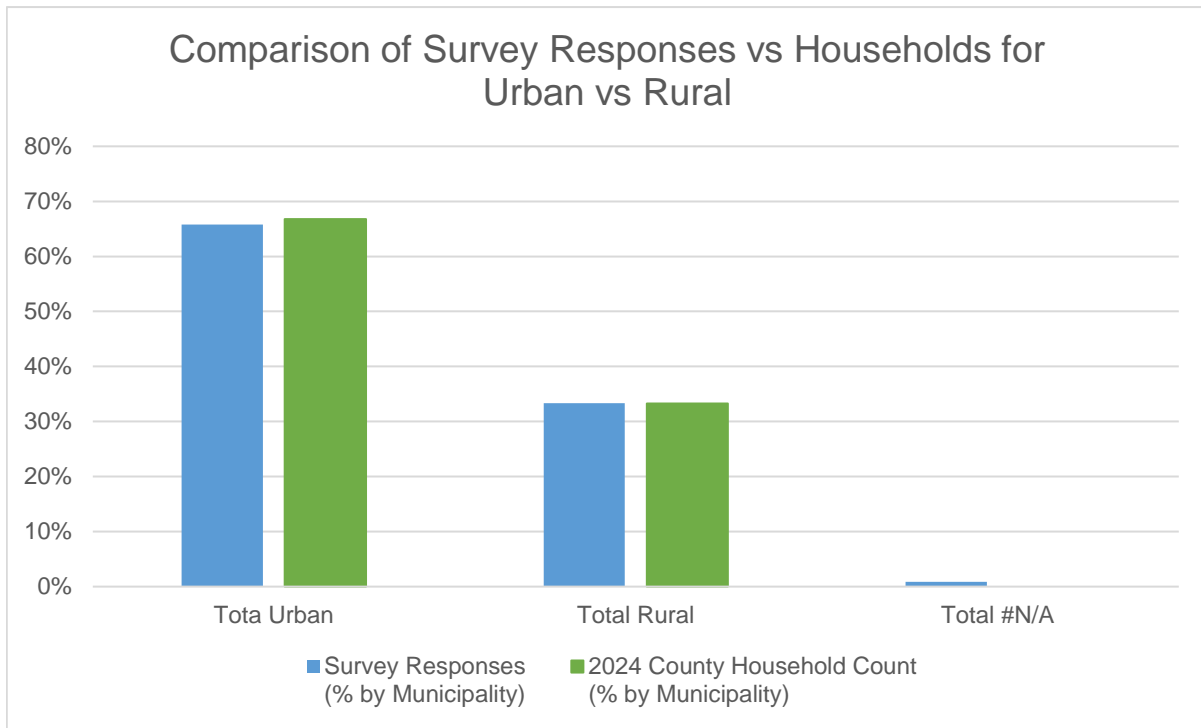


Figure 1.2



Question 2: How often do you set out your garbage (bags and bins, not including recycling) for pickup?

	WDK	TLL	ING	Urban Mun.	BI-BI	EZT	NOR	SWOX	ZOR	Rural Mun.	#N/A	Other	Total For County
Every week	1,012	640	325	1,977	251	241	99	165	182	938	9	9	2,933
Never / Other (please explain)	32	8	3	43	9	6	6	23	16	60	1	-	104
Once a month	40	19	21	80	7	13	9	12	18	59	-	1	140
Once every three weeks	37	30	23	90	12	10	8	14	17	61	1	-	152
Once every two weeks	279	100	76	455	46	55	28	44	48	221	1	2	679
#N/A	1	-	-	1	1	-	-	1	-	2	10	-	13
Total				2,646						1,341			4,021

Figure 2.1

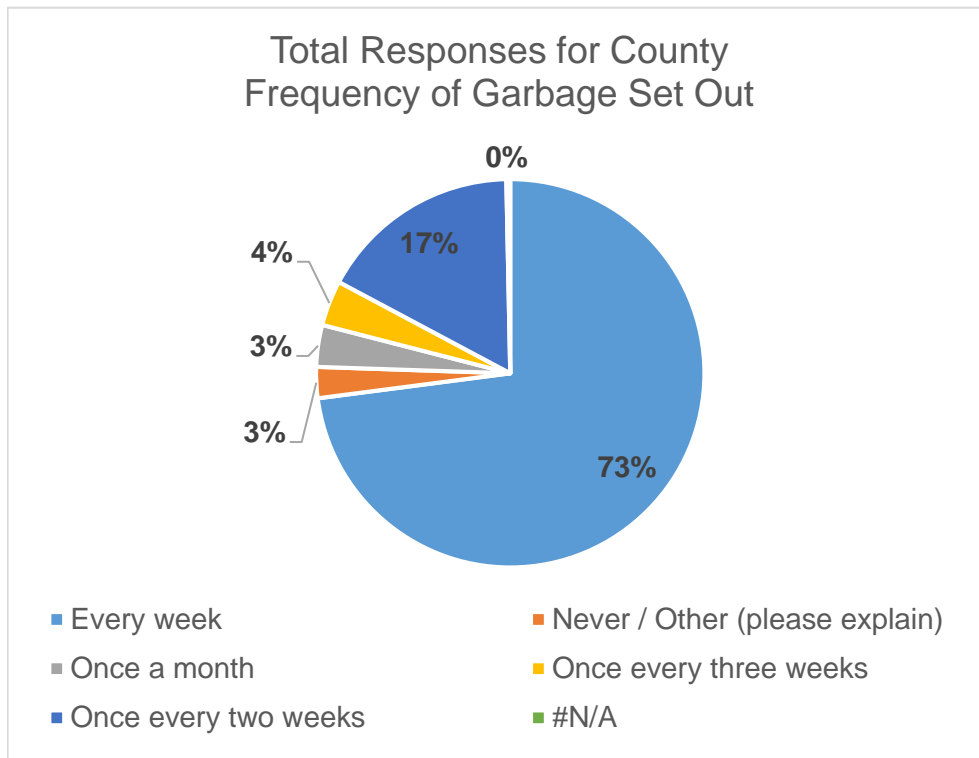


Figure 2.2

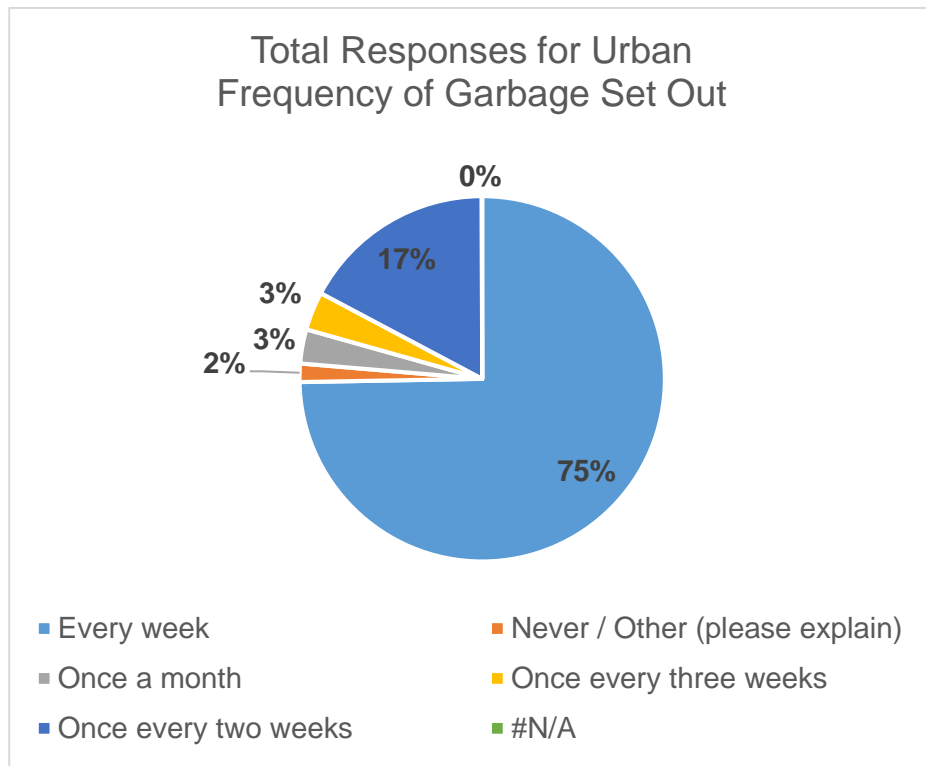
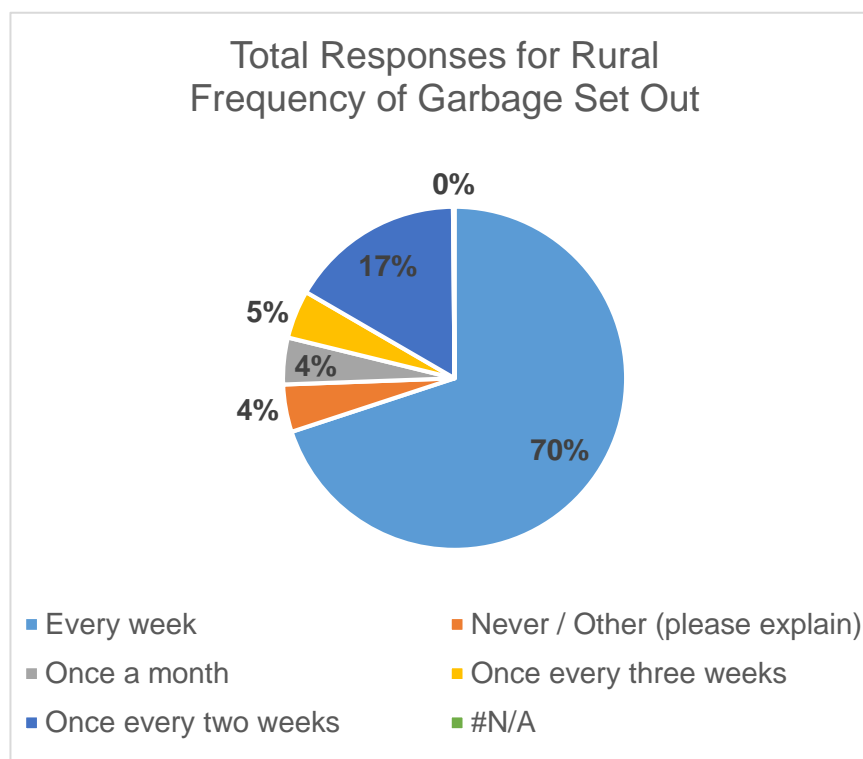


Figure 2.3



Question 3 - How many bags of garbage do you set out at a time?

	WDK	TLL	ING	Urban Mun.	BI-BI	EZT	NOR	SWOX	ZOR	Rural Mun.	#N/A	Other	Total For County
1 bag on average	793	559	299	1,651	194	213	110	173	187	877	6	7	2,541
2 bags on average	454	189	114	757	99	90	28	58	69	344	4	4	1,109
3 or more bags on average	134	39	33	206	23	17	6	17	9	72	2	1	281
None	18	10	2	30	9	5	5	11	15	45			75
#N/A	2			2	1		1		1	3	10		15
Total				2,646						1,341			4,021

Figure 3.1

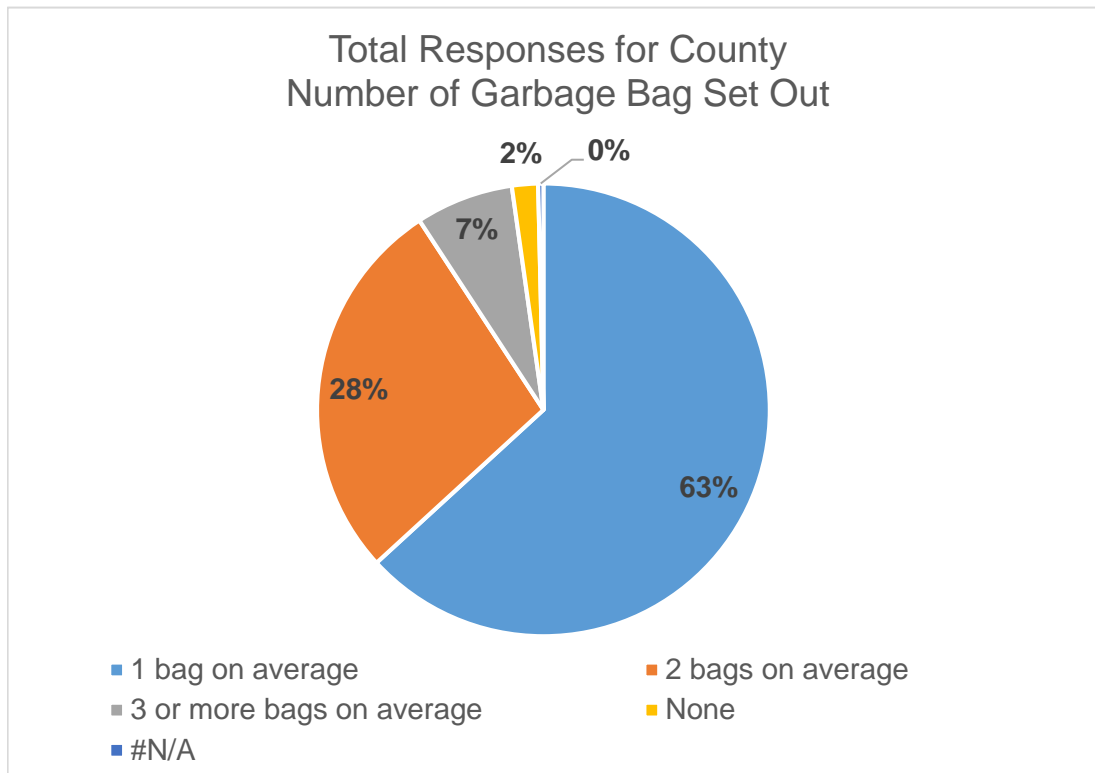


Figure 3.2

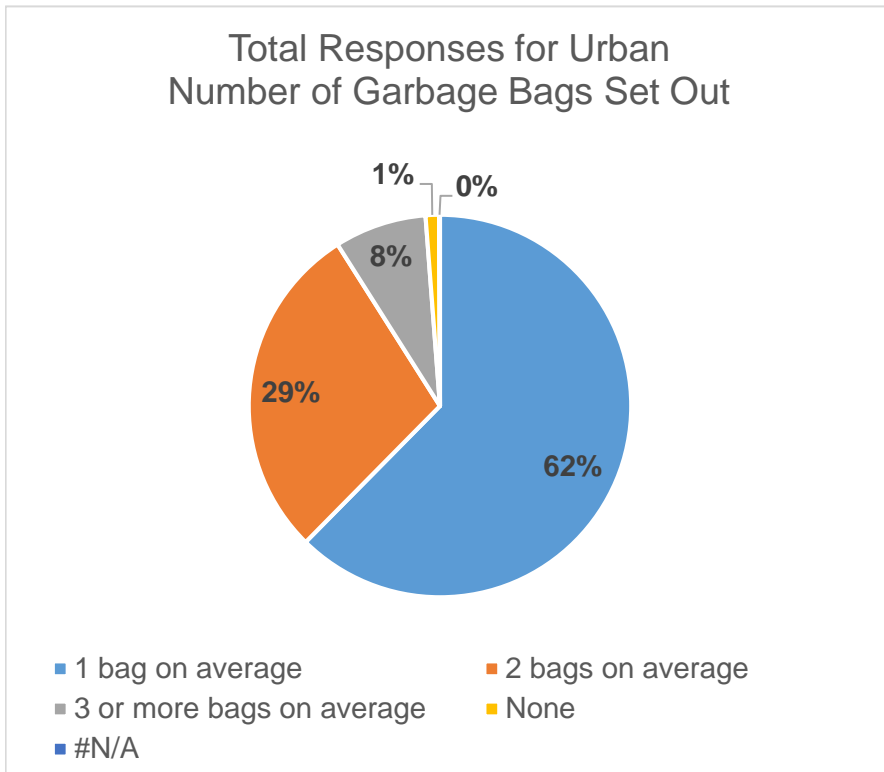
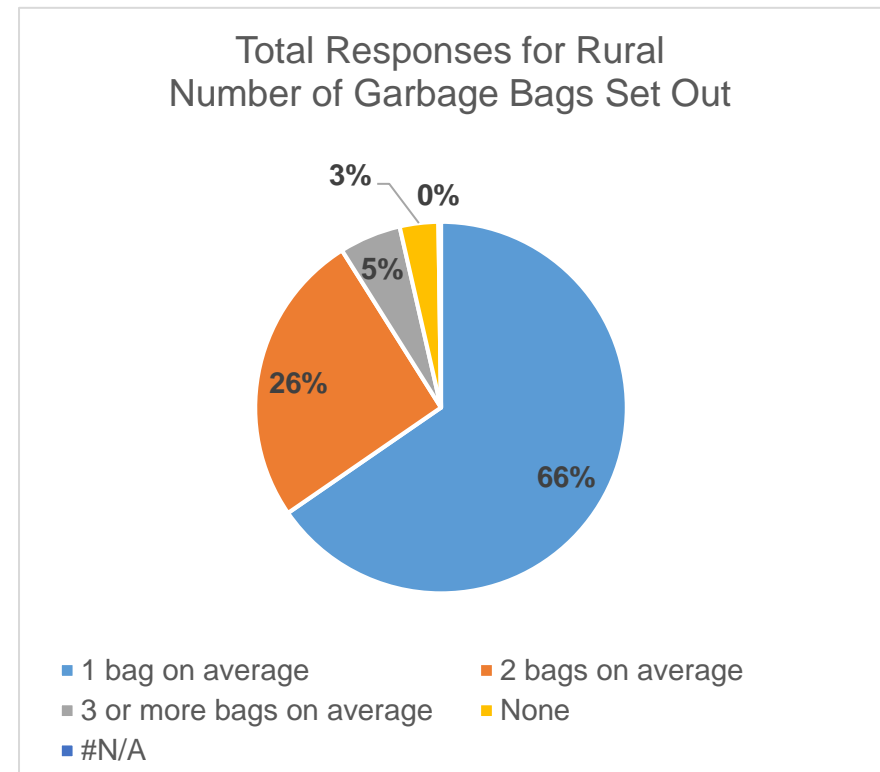


Figure 3.3



Question 5 - How do you dispose of food waste?

	WDK	TLL	ING	Urban Mun.	BI-BI	EZT	NOR	SWOX	ZOR	Rural Mun.	#N/A	Other	Total For County
Burn	2	1		3	1					1			4
Compost	175	137	98	410	92	93	60	101	107	453	4	4	871
Depot / Transfer Station	10	3	2	15	1	2		1		4			19
Garbage	1,141	610	329	2,080	205	209	81	134	143	772	10	8	2,870
Green Cone	40	16	13	69	10	10	1	14	19	54			123
Other / Not applicable	28	28	5	61	15	10	6	8	11	50			111
Waste Facility	4		1	5		1	1	1	1	4			9
#N/A	1	2		3	2		1			3	8		14
Total				2,646						1,341			4,021

Figure 5.1

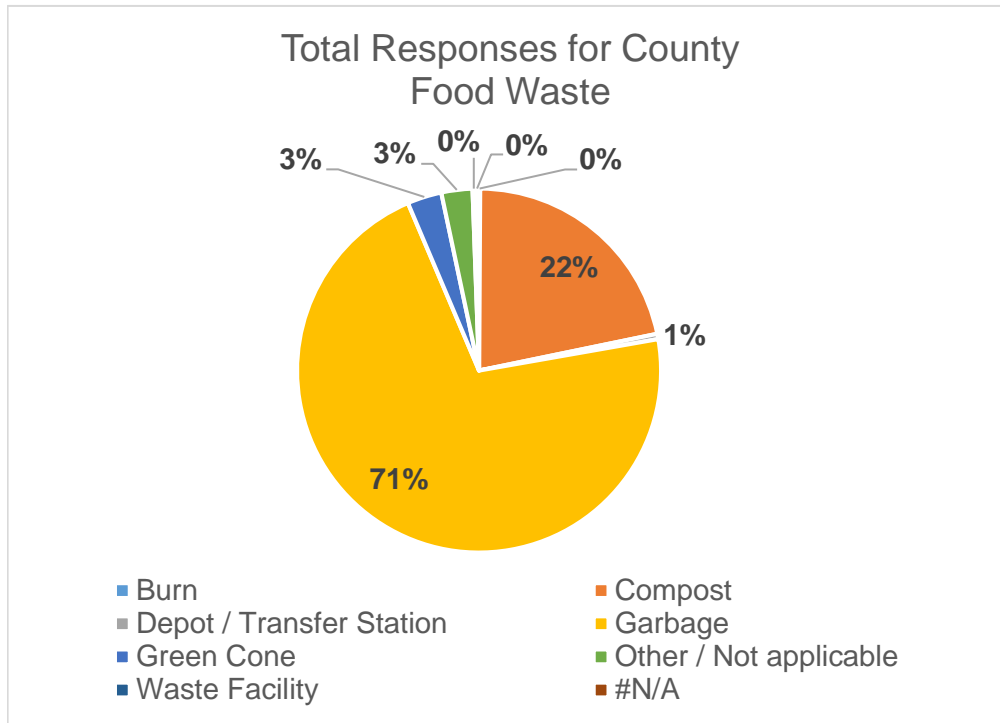


Figure 5.2

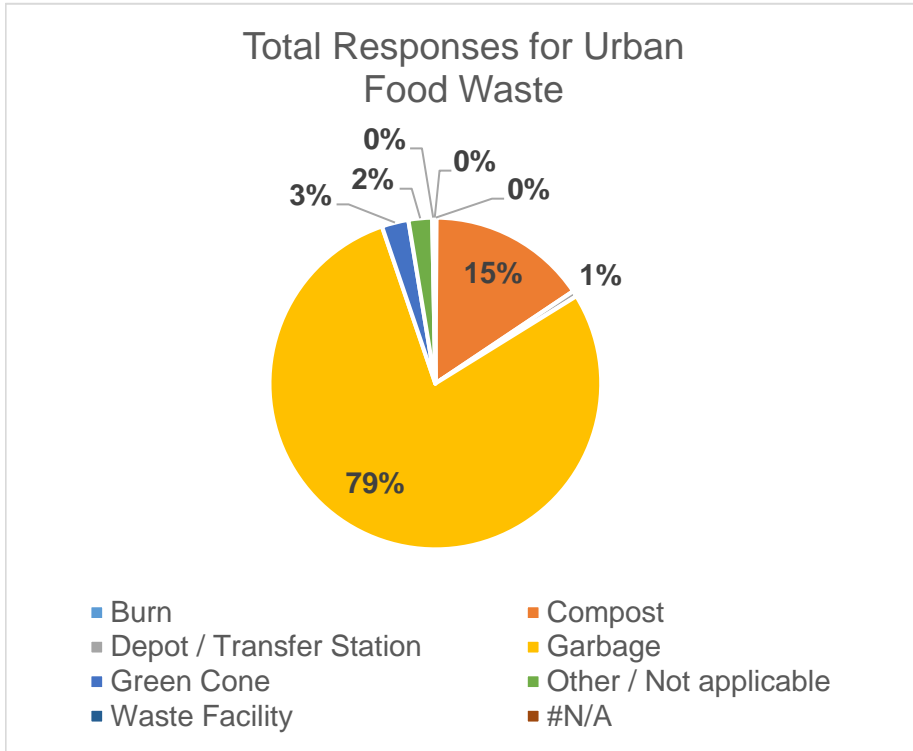
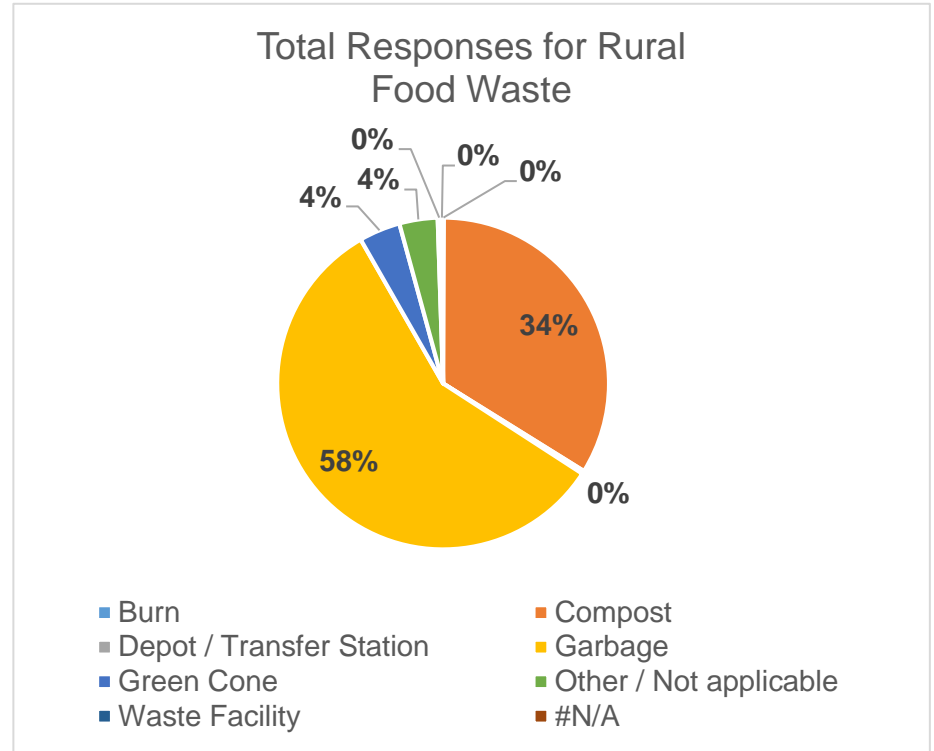


Figure 5.3



Question 5 - How do you dispose of leaf and yard waste?

	WDK	TLL	ING	Urban Mun.	BI-BI	EZT	NOR	SWOX	ZOR	Rural Mun.	#N/A	Other	Total For County
Burn	18	12	9	39	33	25	10	26	16	110		3	152
Compost	112	89	46	247	60	66	40	78	82	326	5	1	579
Depot / Transfer Station	921	554	331	1,806	154	190	70	111	130	655	6	5	2,472
Garbage	67	33	11	111	12	4	3	6	10	35			146
Green Cone	1			1						-			1
Other / Not applicable	117	84	23	224	44	22	14	26	21	127	2	2	355
Waste Facility	163	22	28	213	22	18	12	11	20	83	1	1	298
#N/A	2	3		5	1		1	1	2	5	8		18
Total				2,646						1,341			4,021

Figure 5.4

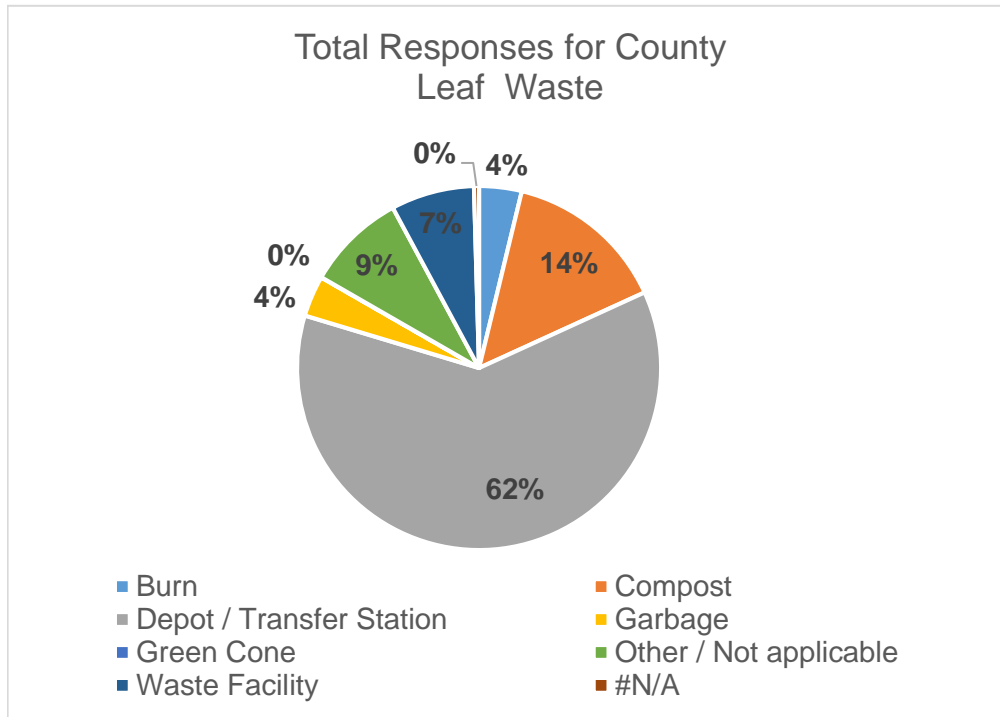


Figure 5.5

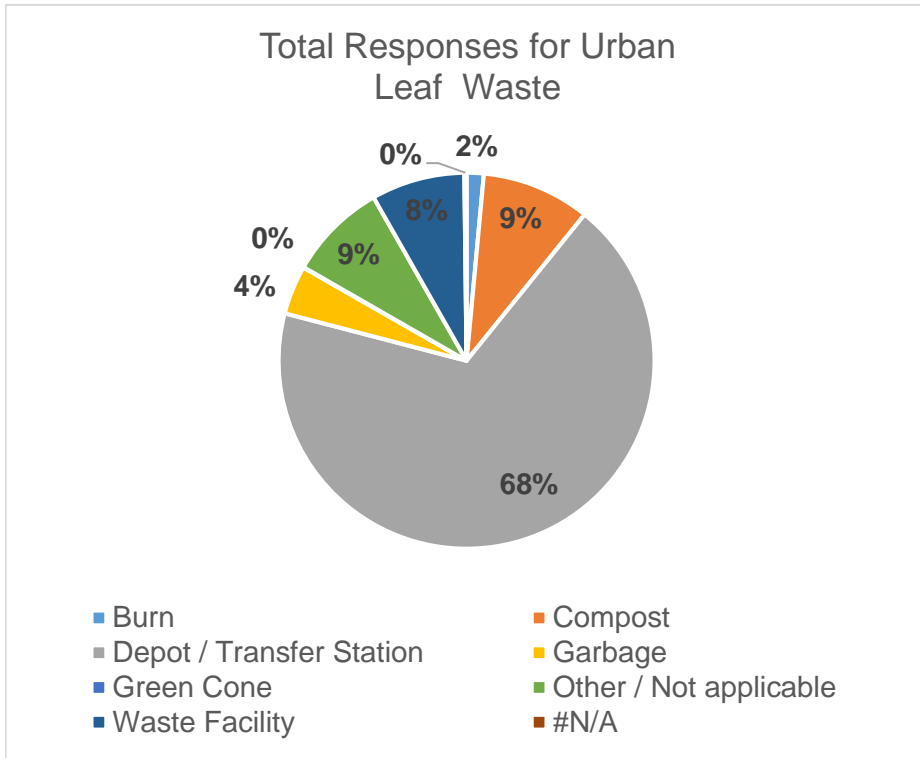
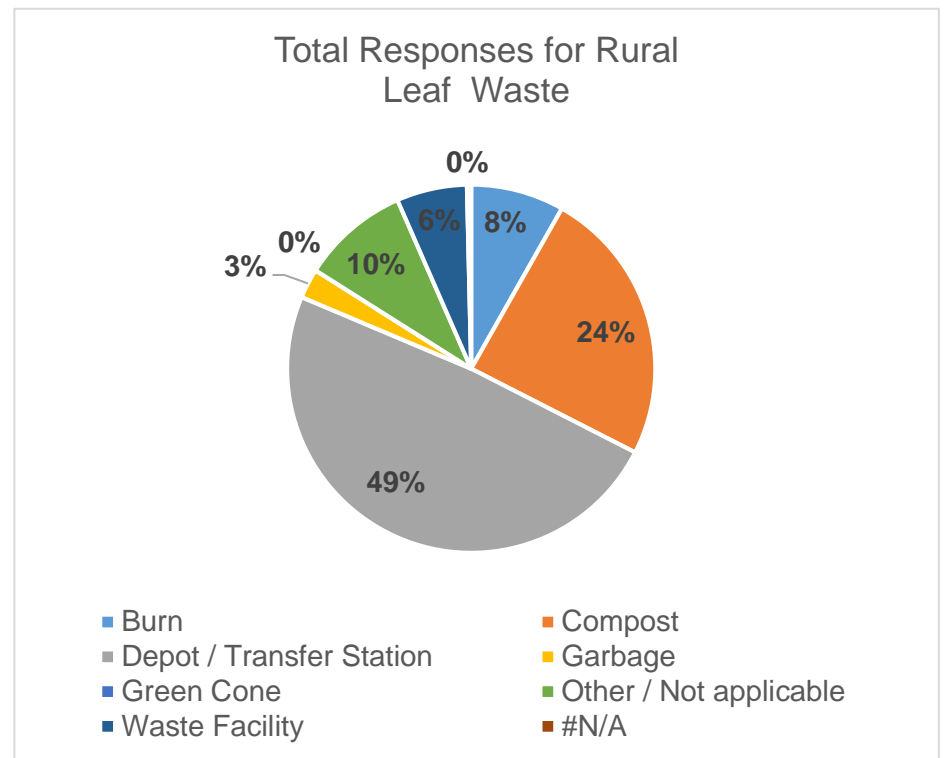


Figure 5.6



Question 5 - How do you dispose of pet waste?

	WDK	TLL	ING	Urban Mun.	BI-BI	EZT	NOR	SWOX	ZOR	Rural Mun.	#N/A	Other	Total For County
Burn		2		2	1			1		2			4
Compost	29	29	16	74	28	30	19	26	31	134	1	1	210
Depot / Transfer Station	17	9		26	1	4	3	2		10			36
Garbage	937	448	293	1,678	192	178	65	123	129	687	6	5	2,376
Green Cone	11	1	5	17	3	1		6	8	18			35
Other / Not applicable	370	281	122	773	97	96	54	98	104	449	6	5	1,233
Waste Facility	4	1	4	9	1	1		1	2	5			14
#N/A	33	26	8	67	3	15	9	2	7	36	9	1	113
Total				2,646						1,341			4,021

Figure 5.7

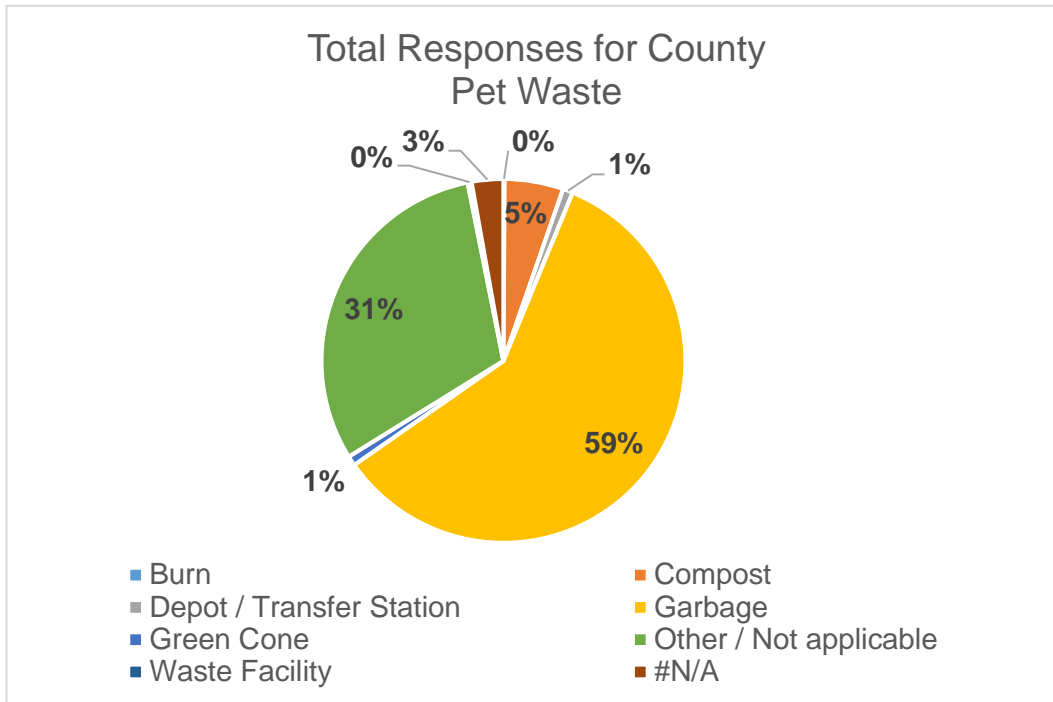


Figure 5.8

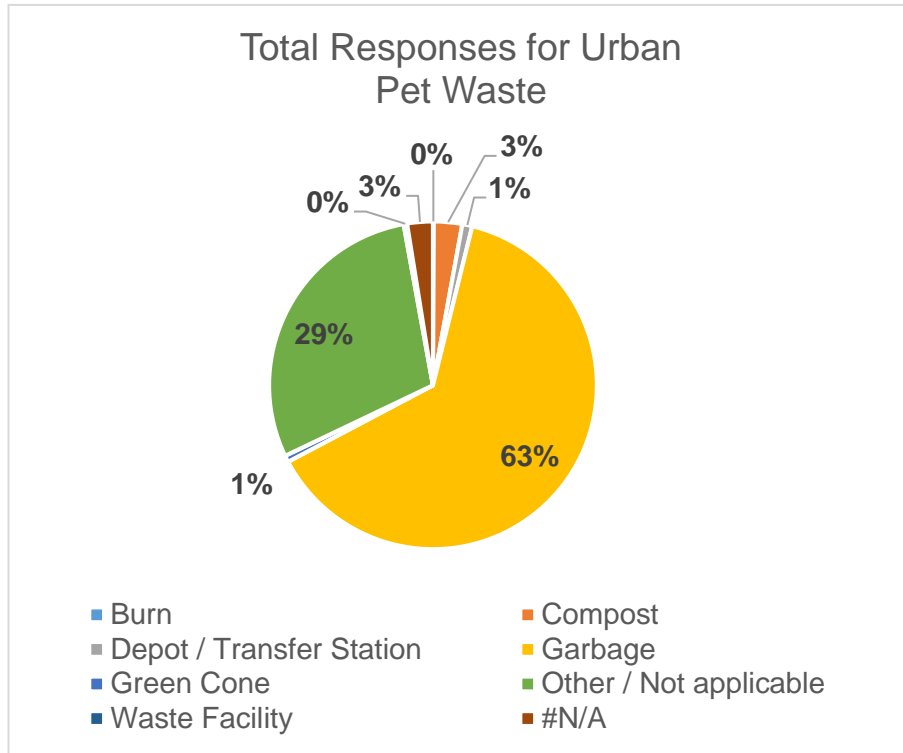
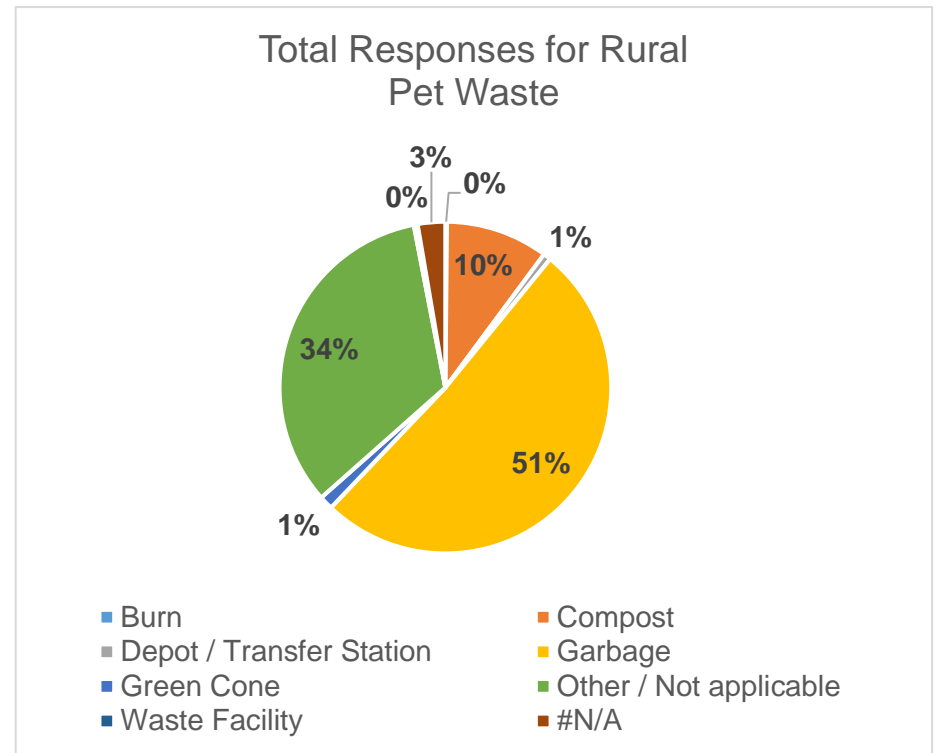


Figure 5.9



Question 5 - How do you dispose of paper towel waste?

	WDK	TLL	ING	Urban Mun.	BI-BI	EZT	NOR	SWOX	ZOR	Rural Mun.	#N/A	Other	Total For County
Burn	11	6	2	19	22	9	7	8	12	58	1	1	79
Compost	39	42	36	117	21	16	13	24	27	101	1		219
Depot / Transfer Station	6	3	1	10	1					1			11
Garbage	1,295	709	391	2,395	268	285	120	212	230	1,115	12	10	3,532
Green Cone	2	2	1	5	1	2		2	3	8			13
Other / Not applicable	44	29	14	87	12	9	10	9	8	48		1	136
Waste Facility	2	2	2	6		1		2	1	4			10
#N/A	2	4	1	7	1	3		2		6	8		21
Total				2,646						1,341			4,021

Figure 5.10

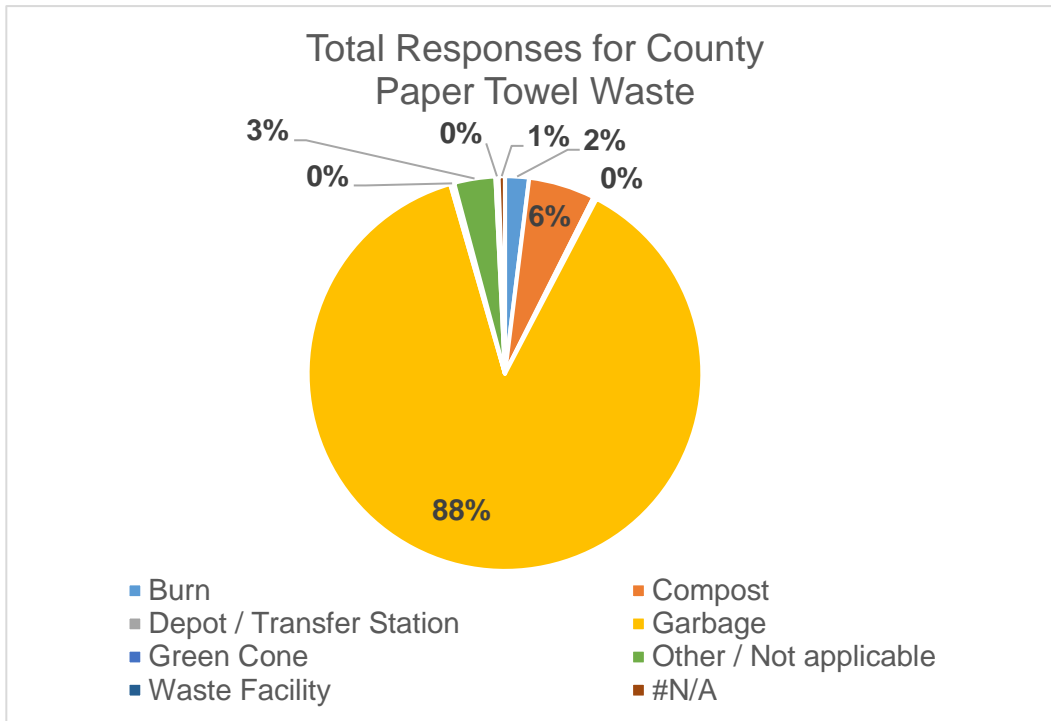


Figure 5.11

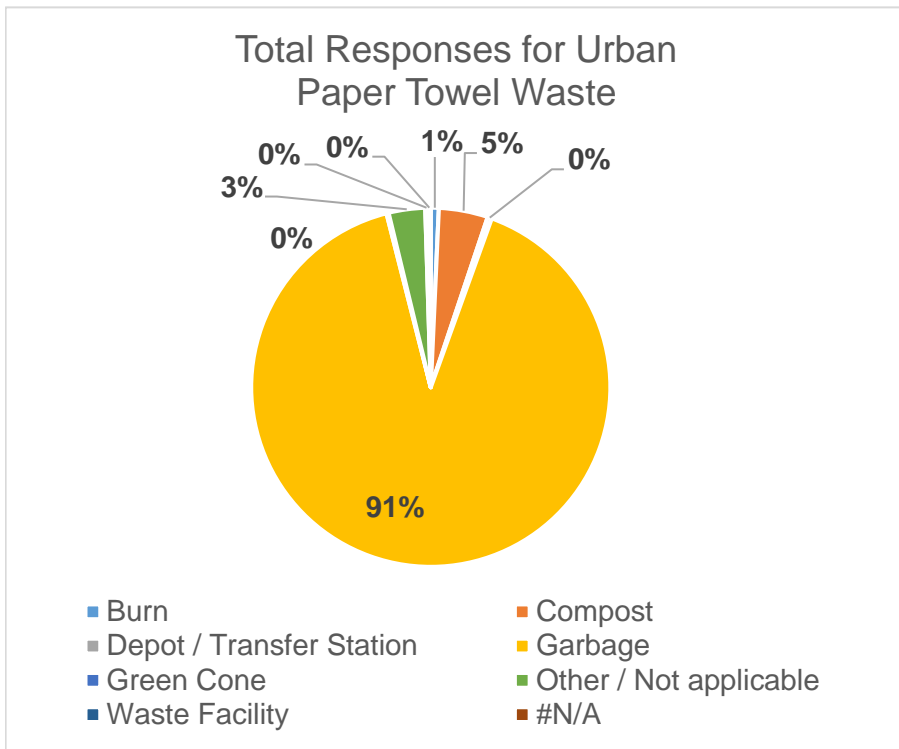
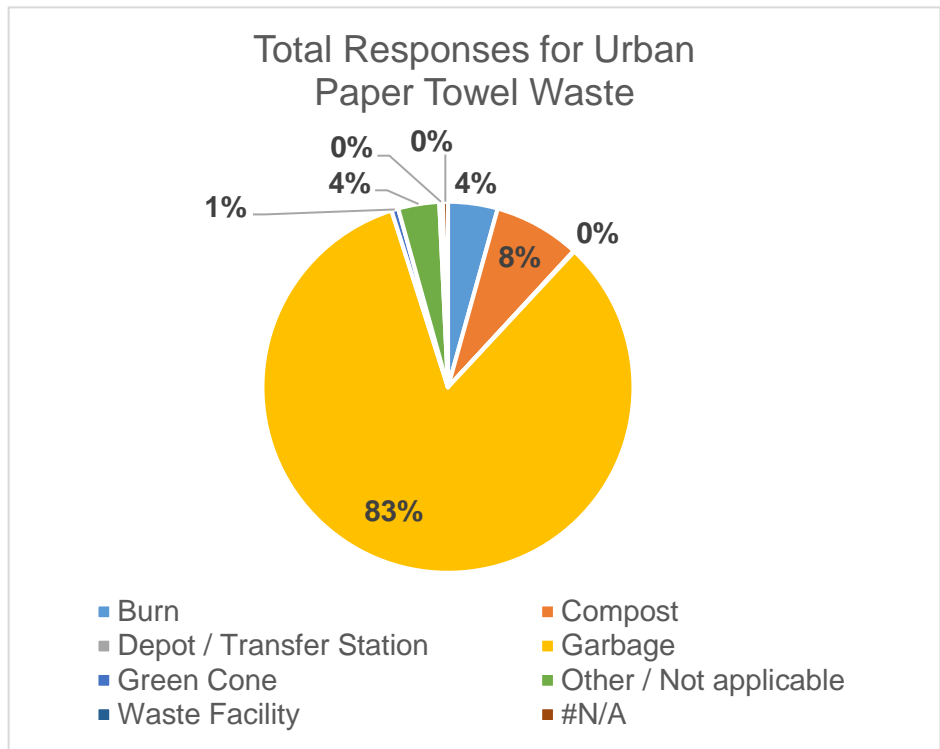


Figure 5.12



Question 5 - How do you dispose of diaper waste?

	WDK	TLL	ING	Urban Mun.	BI-BI	EZT	NOR	SWOX	ZOR	Rural Mun.	#N/A	Other	Total For County
Burn				-					2	2			2
Compost	1	1		2					1	1			3
Depot / Transfer Station	1			1						-			1
Garbage	903	420	272	1,595	202	195	79	144	162	782	10	6	2,393
Green Cone		2		2						-			2
Other / Not applicable	469	349	163	981	119	118	65	107	109	518	4	6	1,509
Waste Facility	2	1	3	6				1	2	3			9
#N/A	25	24	10	59	5	12	6	7	5	35	8		102
Total				2,646						1,341			4,021

Figure 5.13

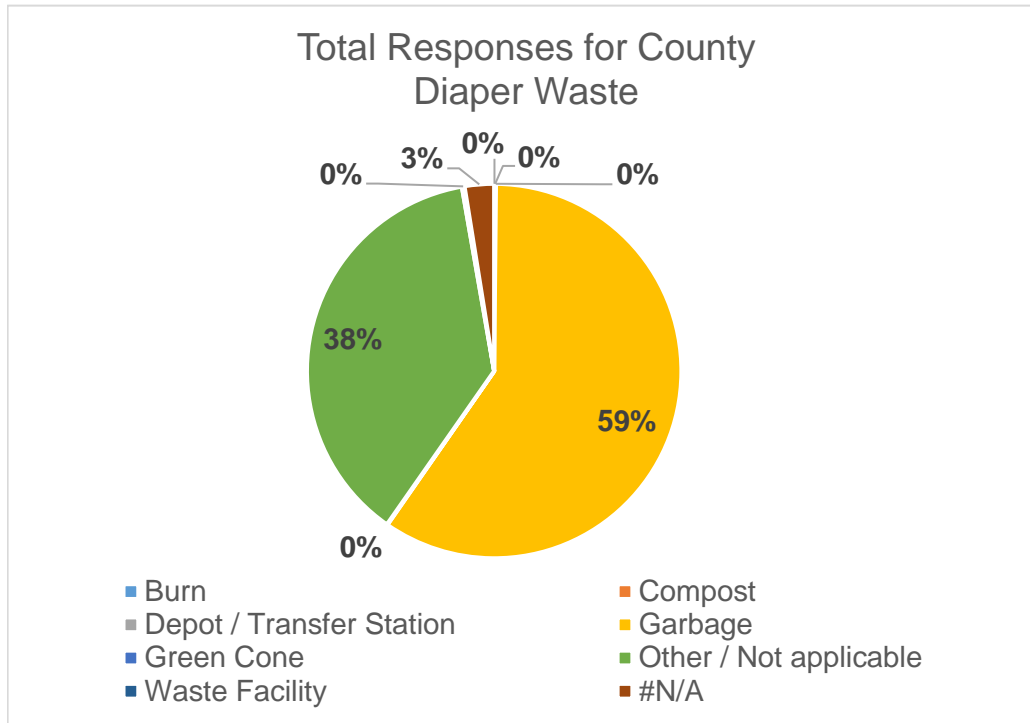


Figure 5.14

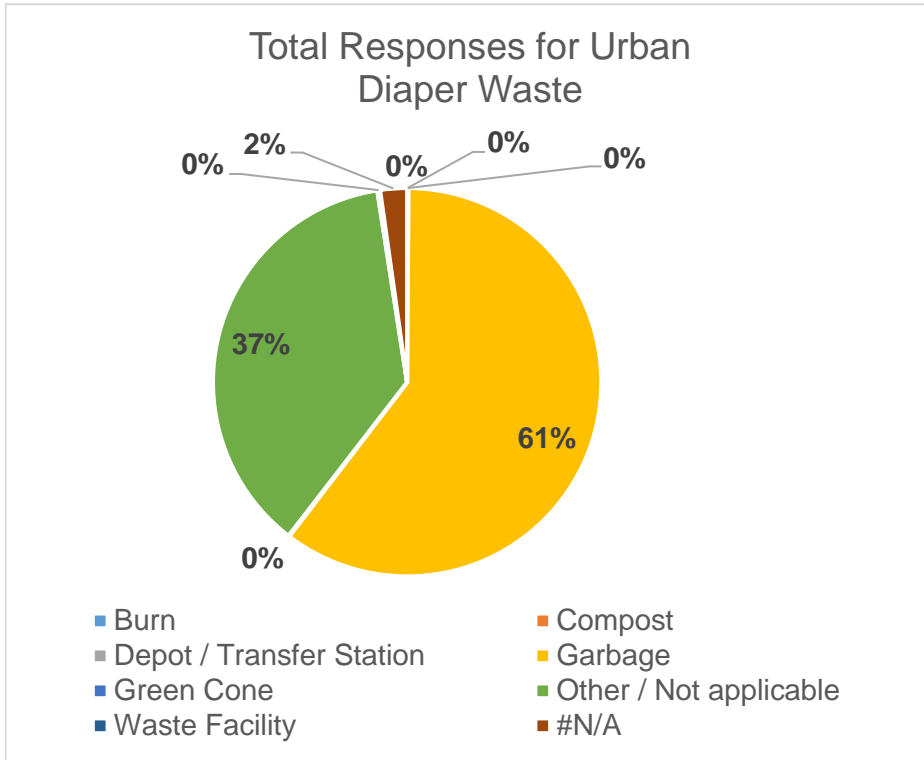
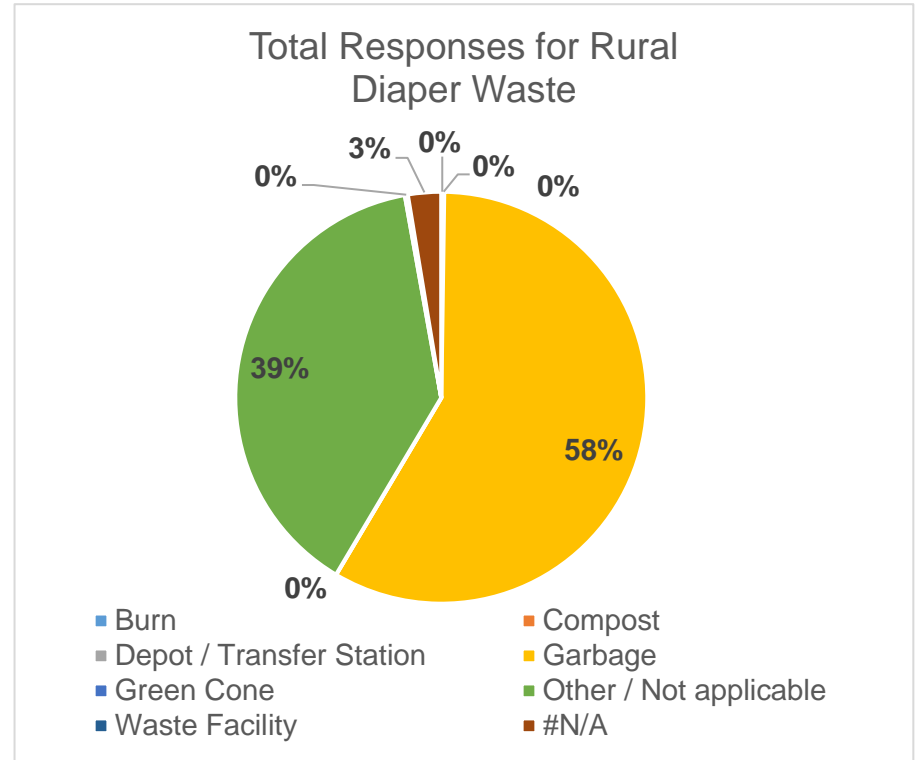


Figure 5.15



Question 6 - If you do not remove organic material from your garbage, please tell us why?

	WDK	TLL	ING	Urban Mun.	BI-BI	EZT	NOR	SWOX	ZOR	Rural Mun.	#N/A	Other	Total For County
Not Interested	134	96	28	258	48	22	13	27	24	134	6	4	402
No Time	68	29	15	112	11	6	3	12	14	46	1	1	160
Don't Know How	124	86	40	250	12	17	12	16	18	75	1	1	327
Chose not to use Green Cone/Black Composer	277	146	74	497	57	50	20	29	49	205	3	1	706
No Green Bin Program	831	399	269	1,499	156	173	57	86	97	569	5	3	2,076
Not Applicable	153	110	68	331	56	65	37	60	83	301	2	2	636
Other	136	82	31	249	33	22	11	26	20	112	1	1	363
Total				3,196						1,442			4,670

Figure 6.1

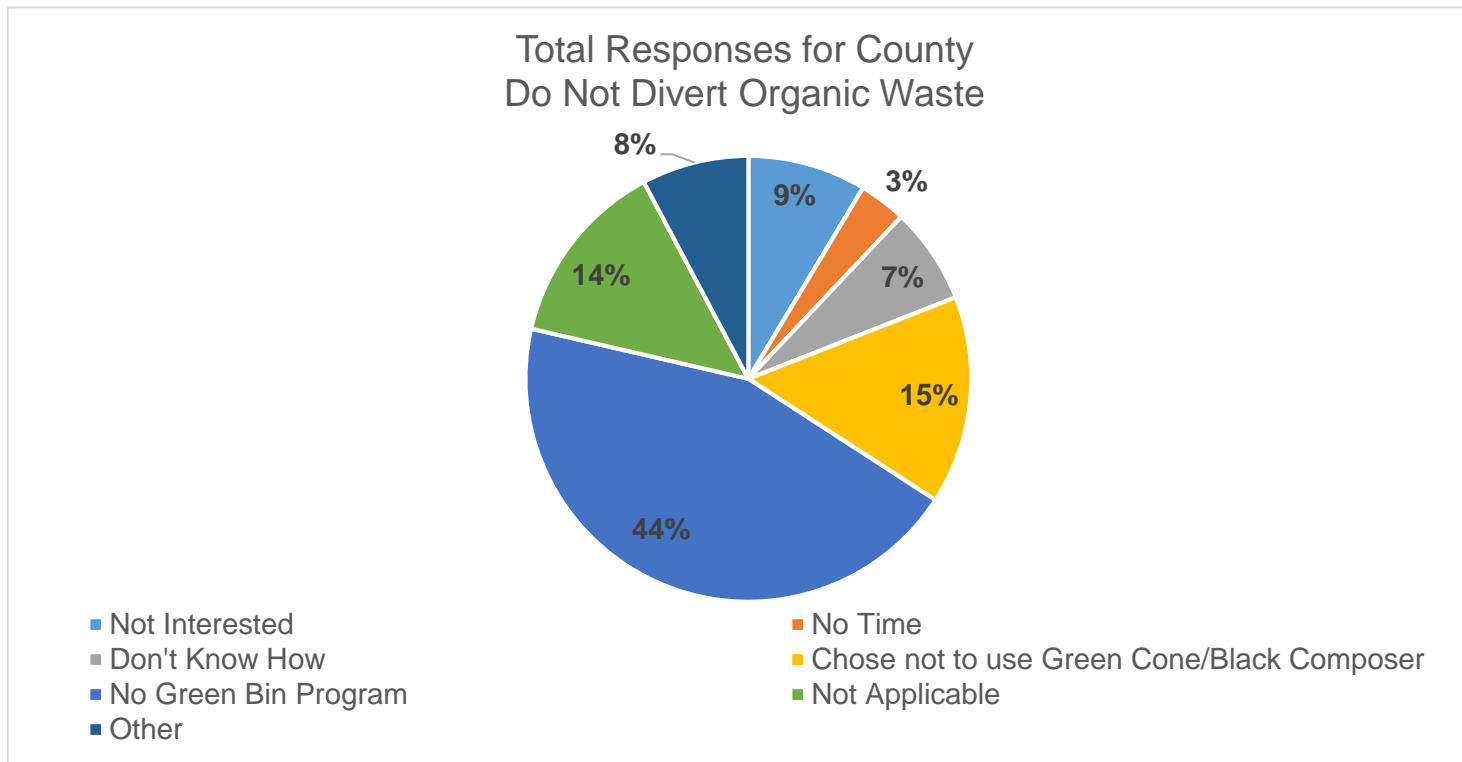


Figure 6.2

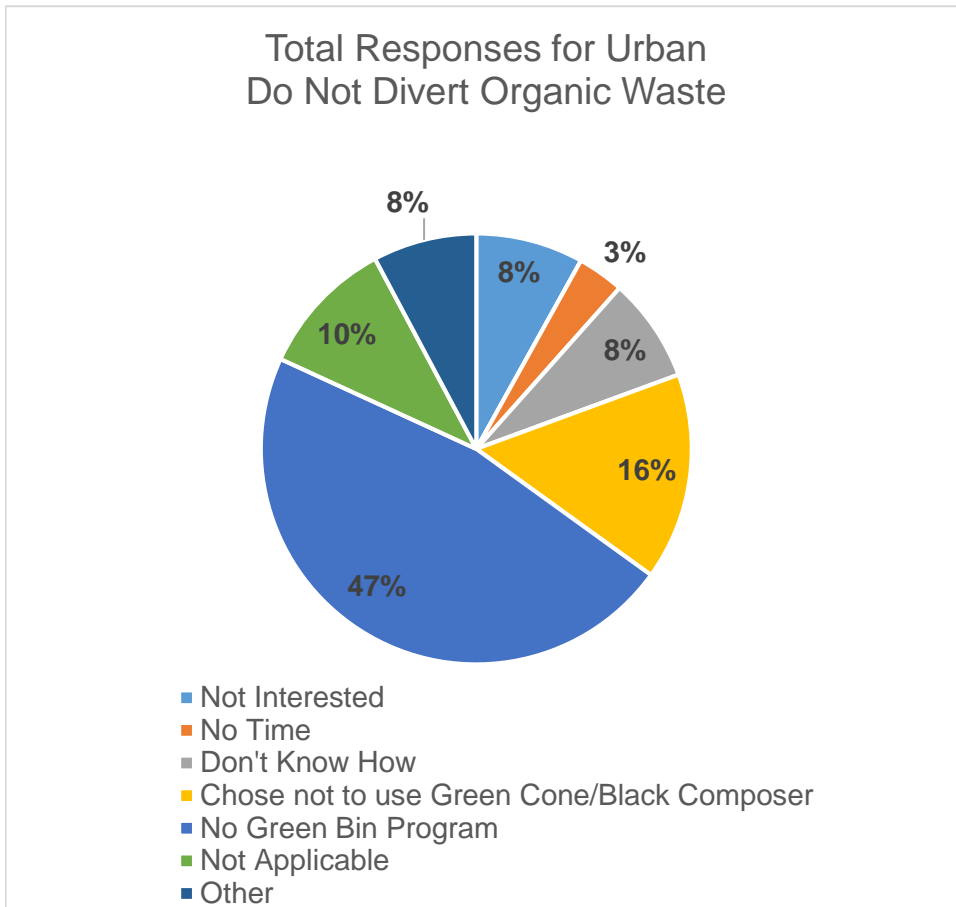
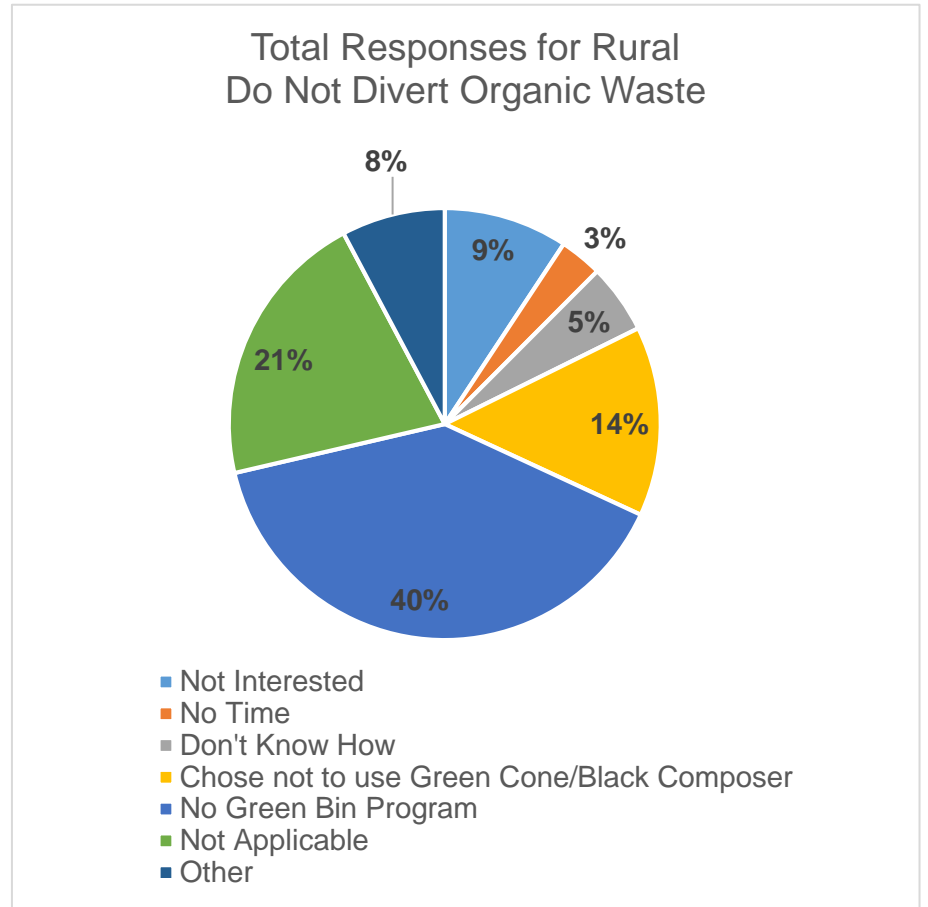


Figure 6.3



Question 7 - What do you feel are the most important considerations in deciding whether or not you will use an organics (green bin) collection service if it is offered in the future?

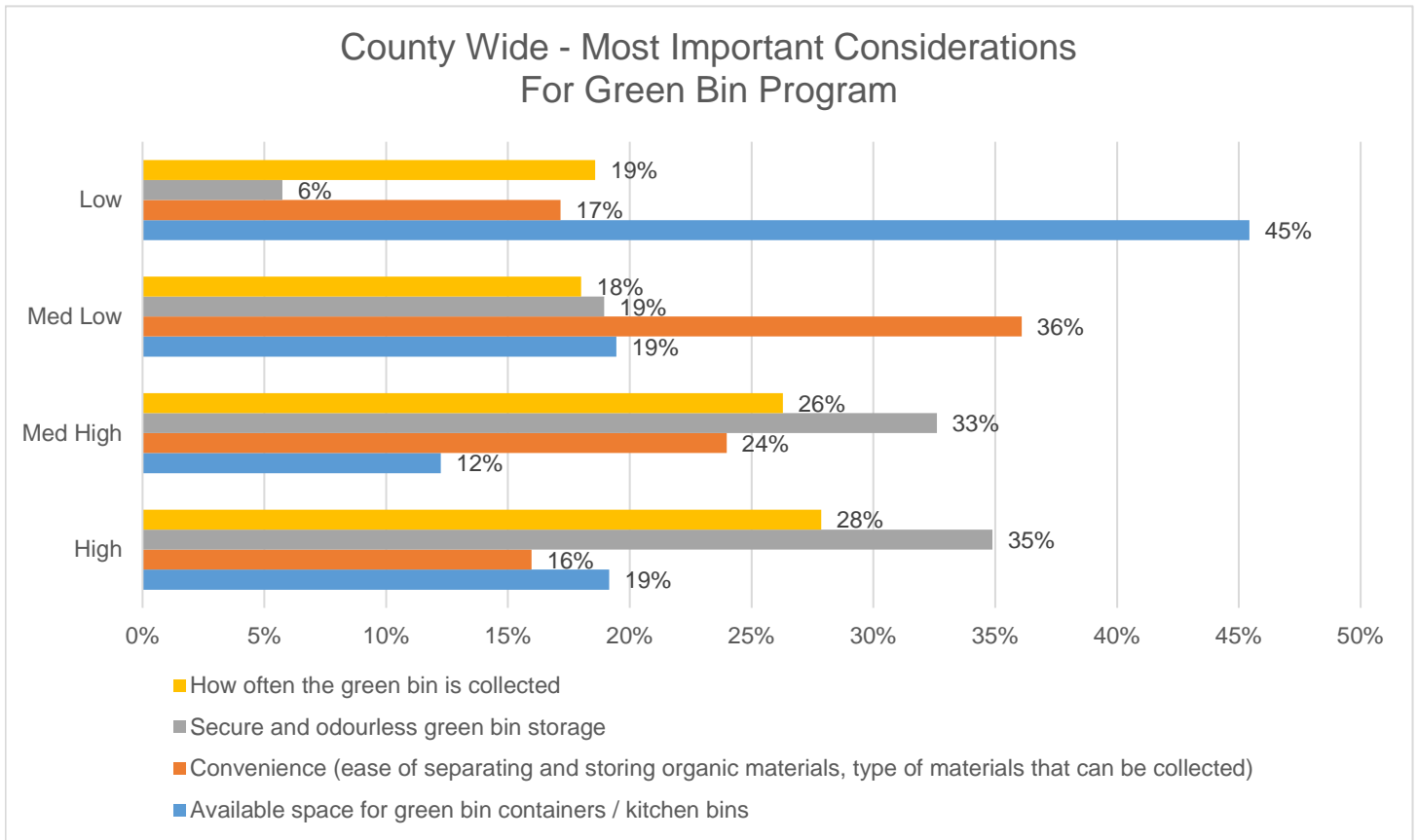
County	Available space for green bin containers / kitchen bins	Convenience (ease of separating and storing organic materials, type of materials that can be collected)	Secure and odourless green bin storage	How often the green bin is collected
No Data	150	274	314	373
High	770	642	1403	1120
Med High	492	964	1311	1057
Med Low	782	1451	762	724
Low	1827	690	231	747

County %	Available space for green bin containers / kitchen bins	Convenience (ease of separating and storing organic materials, type of materials that can be collected)	Secure and odourless green bin storage	How often the green bin is collected
No Data	4%	7%	8%	9%
High	19%	16%	35%	28%
Med High	12%	24%	33%	26%
Med Low	19%	36%	19%	18%
Low	45%	17%	6%	19%

Urban	Available space for green bin containers / kitchen bins	Convenience (ease of separating and storing organic materials, type of materials that can be collected)	Secure and odourless green bin storage	How often the green bin is collected
No Data	69	144	175	216
High	534	386	912	784
Med High	319	659	870	702
Med Low	523	975	528	457
Low	1201	482	161	487

Rural	Available space for green bin containers / kitchen bins	Convenience (ease of separating and storing organic materials, type of materials that can be collected)	Secure and odourless green bin storage	How often the green bin is collected
No Data	72	120	127	145
High	231	251	480	331
Med High	170	300	433	348
Med Low	251	468	233	262
Low	617	202	68	255

Figure 7.1



Question 8 - Do you have any comments to provide about this question? In reference to Question 7 - What do you feel are the most important considerations in deciding whether or not you will use an organics (green bin) collection service if it is offered in the future?

Percentage of Total Surveys with Comments

33%

Out of 4021 survey responses, 1326 comments were left on this question. Common themes present in the comments were tallied and are as follows:

	% of Comments Mentioning	% of Surveys Mentioning
Excitement for program / Will participate	32%	11%
Concerned about pests (rats, crows, maggots, other critters)	14%	5%
Concerns about collection frequency and what issues may arise from collection frequency	11%	4%
Concerned about odours (both outside and inside / on hot summer days / during collection day)	8%	3%
Concerns about the program costs and how taxes and bag tags would be affected	8%	3%
Compost at home by dealing with organic waste entirely or partially with home composters	9%	3%
Will not participate (no organic waste, small household, would not use service)	9%	3%
Concerns about space (storage space for bin / no outside space or garage space for storage / apartment living)	6%	2%
Dislike the survey / Misunderstood the question / Felt question was misleading, etc.)	7%	2%
Overall pessimism about recycling and waste diversion / Believes all waste goes to landfill, etc.	6%	2%
Concerns about bin size / Number of bins needed, etc.	3%	1%
Suggesting different program(s) - Recycling / Carts / Home Composters / New Technologies etc.)	3%	1%
Concerns about convenience - how easy will the program be to use, understand, etc. / will there be depot collection	3%	1%

Concerns about Public Engagement (Would neighbors use program, will there be available information and public engagement, etc.)	3%	1%
Concerns about rural areas - would it be effective use of time and money to provide service to these areas	1%	0.5%
Concerns about being forced to use the program	1%	0.4%
Would like pet and sanitary waste included	1%	0.4%
Concerns about how this will affect other collections	1%	0.4%
Concerns about organics in winter months (material freezing)	1%	0.3%

Question 9 - Would you participate in an organics (green bin) collection program in your area if it is offered in the future?

	WDK	TLL	ING	Urban Mun.	BI-BI	EZT	NOR	SWOX	ZOR	Rural Mun.	#N/A	Other	Total For County
No	179	170	46	395	87	62	37	59	56	301	6	5	707
Not sure	198	149	52	399	60	41	23	45	61	230	2	2	633
Yes	996	463	339	1,798	175	214	86	149	161	785	5	5	2,593
#N/A	28	15	11	54	4	8	4	6	3	25	9		88
Total				2,646						1,341			4,021

Figure 9.1

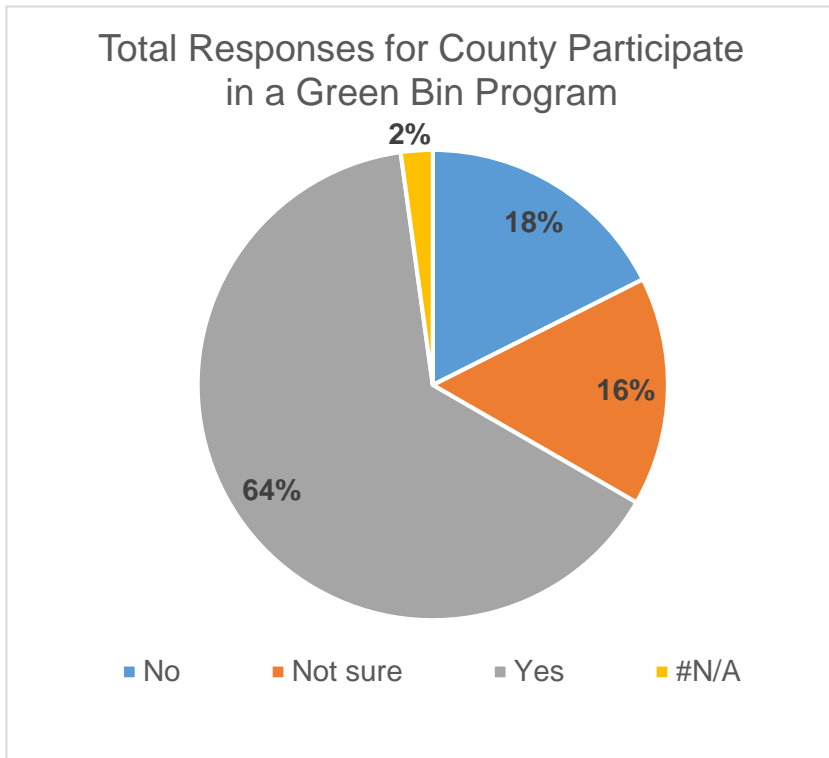


Figure 9.2

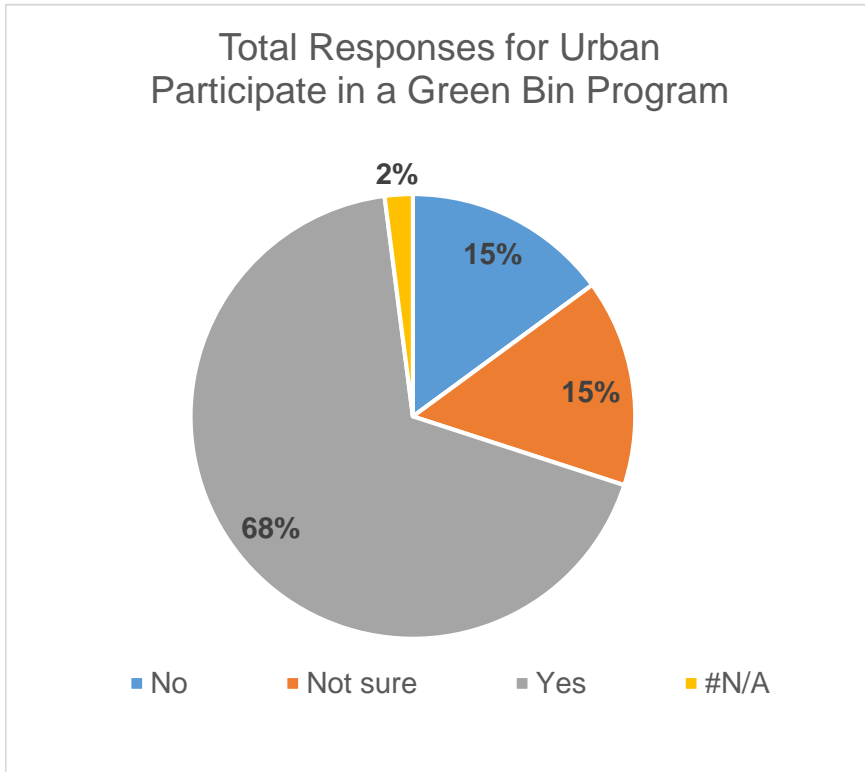
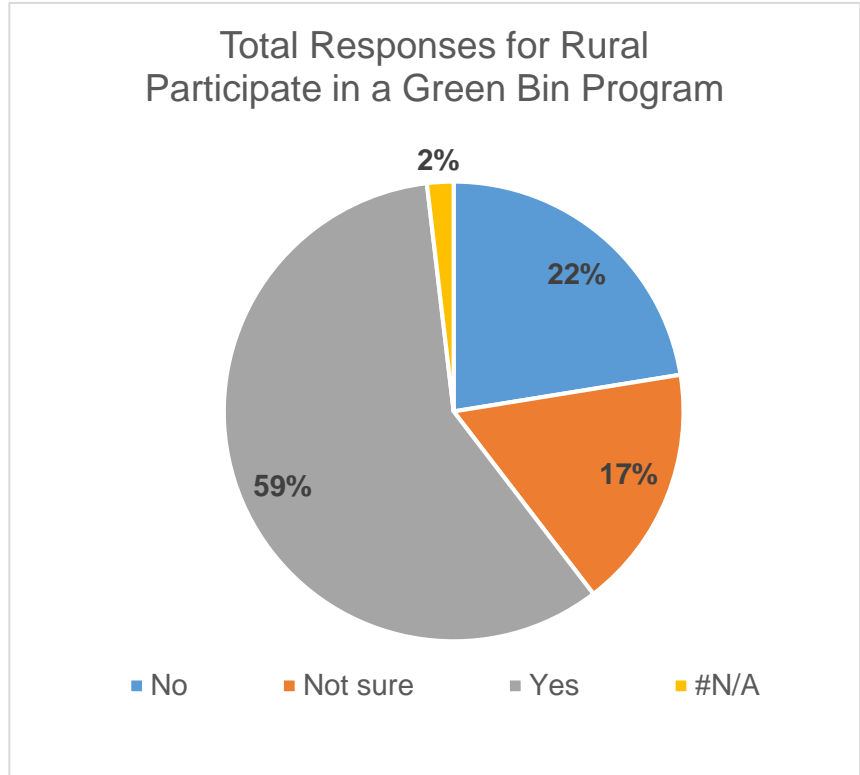


Figure 9.3



Question 10 - If you answered that you would participate in an organics / green bin program if it was offered in your area, please tell us where you live.

	WDK	TLL	ING	Urban Mun.	BI-BI	EZT	NOR	SWOX	ZOR	Rural Mun.	Total For County
Yes to using a green bin program	79%	63%	84%	75%	61%	45%	58%	53%	65%	56%	68%
No and/or did not comment on using a green bin program				25%						44%	32%
Total				100%						100%	100%

Figure 10.1

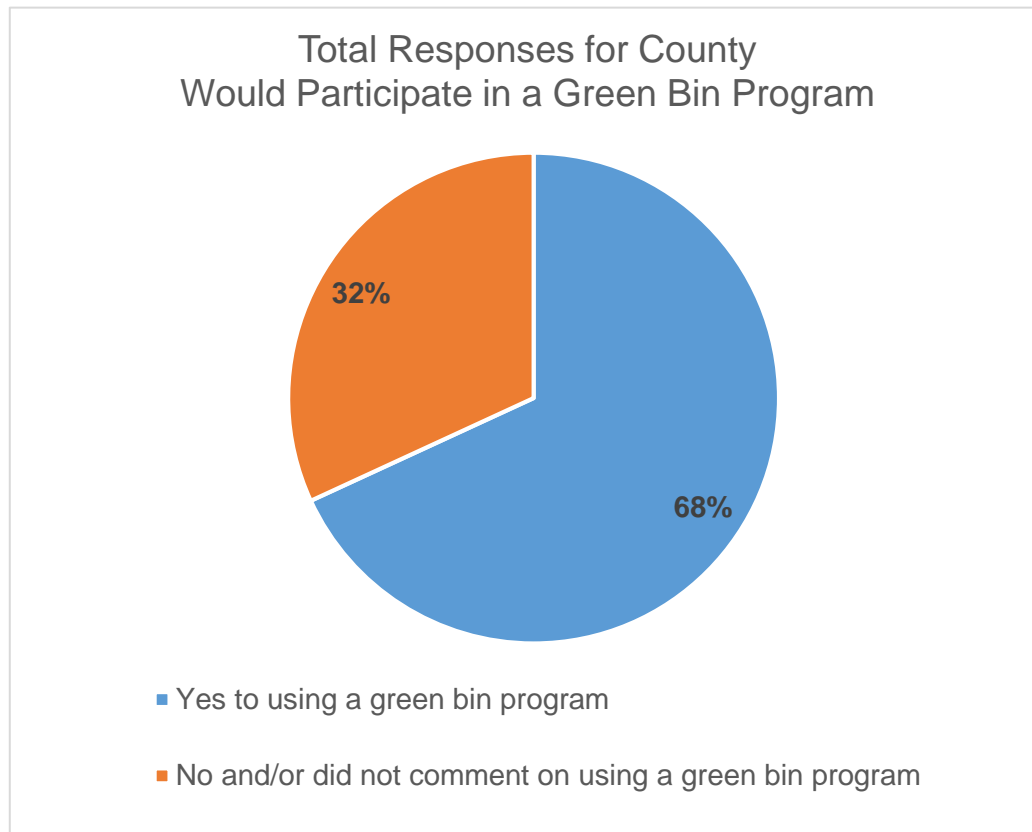


Figure 10.2

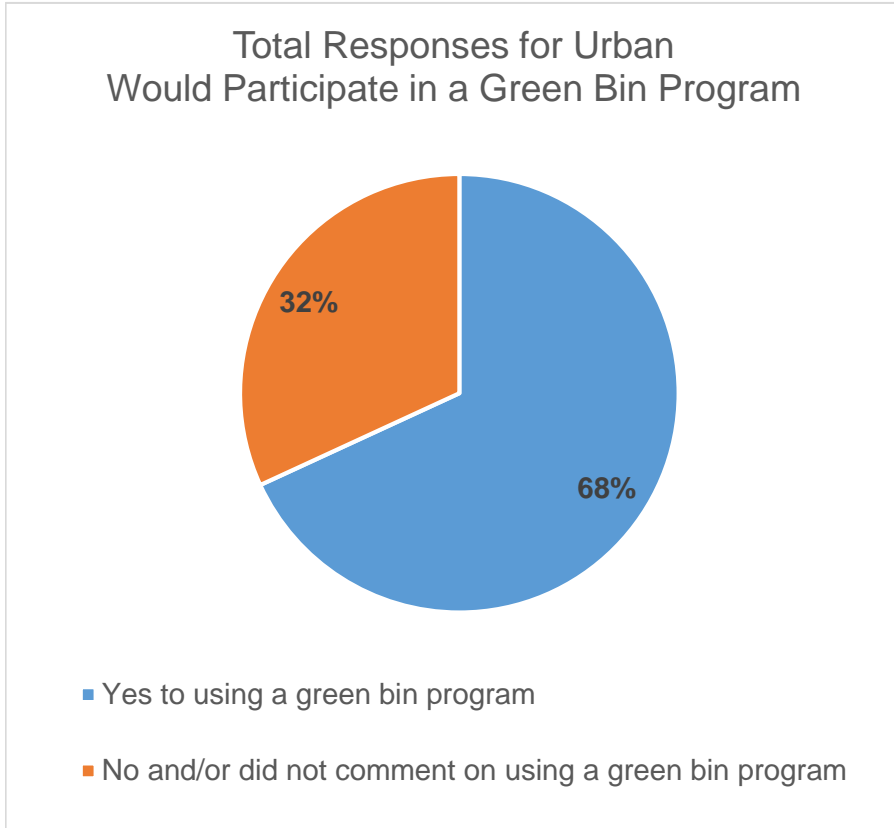
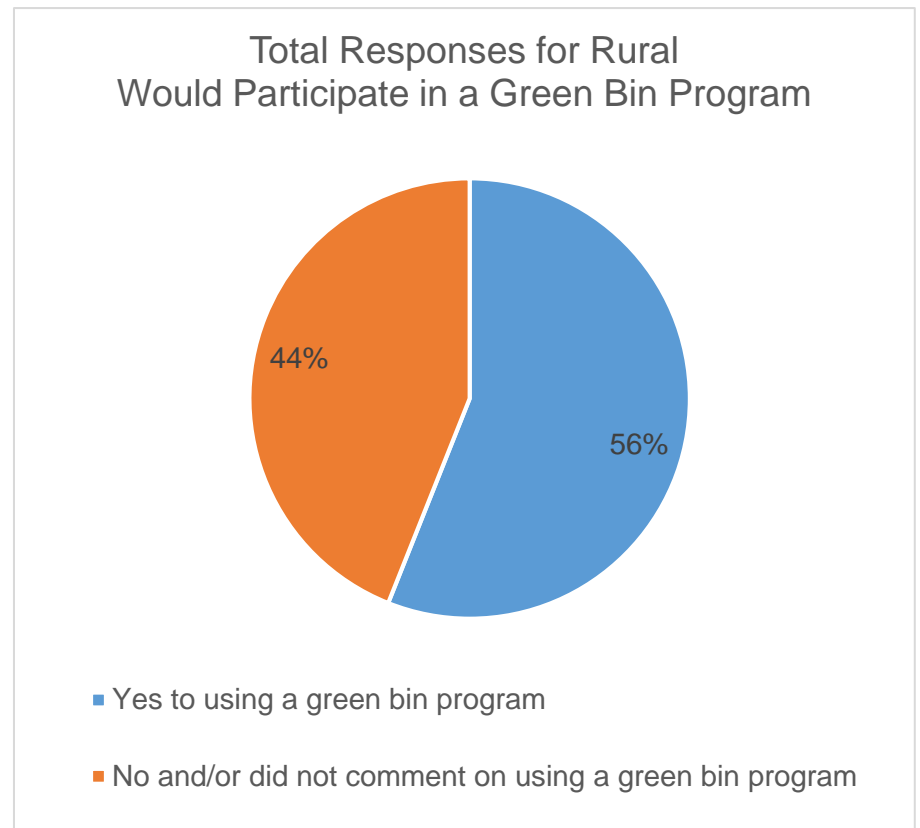


Figure 10.3



Question 11 - If you answered that you would not participate in an organics collection program or are not sure, please tell us why not. In reference to Question 9 - Would you participate in an organics (green bin) collection program in your area if it is offered in the future?

Percentage of Total Surveys with Comments

24%

Out of 4021 survey responses, 972 comments were left on this question. Common themes present in the comments were tallied and are as follows:

	% of Comments Mentioning	% of Surveys Mentioning
Compost at home (composters, feeding to live stock, other processes)	28%	7%
Concerned about pests (rats, crows, maggots, other critters)	19%	5%
Concerned about Odours (both outside and inside, on hot summer days, and during collection day)	17%	4%
do not want extra work/no time to separate, cant be bothered to manage another bin	13%	3%
No space for bins, both small kitchen totes and outside larger bins, don't have access to garage, lacking other storage solutions	12%	3%
Concern about cost of program	14%	3%
No interest (comments against with no discernable reason)	9%	2%
Concerned about Sanitation (keeping the bins clean, handling dirty organic waste, generally think its gross, etc..)	5%	1%
Want more information before making decision	4%	1%
previous negative experience with SSO collection	3%	1%
Pessimism (think SSO is useless and wouldn't affect anything, money and resources better spent elsewhere, negative outlook on recycling programs, thinks material goes to landfill anyway, negative outlook on public services, etc.)	5%	1%

Concerned about how often green bins would be collected	4%	1%
Not needed for rural areas, not worthwhile to send trucks out there to collect small amounts that rural properties are better equipped to handle personally	3%	1%
Organics help break down garbage/produces gas we can use/doesn't affect waste tonnages, other waste myths and misunderstandings	2%	0.5%
already use green cone/black composter (specific mention of green cone, or purchasing composter from the County)	2%	0.4%
Have home composting unit (food cyclor/garburator, in home solution, not composting outside)	2%	0.4%
Concerns about affecting other collections (i.e. if we collect green bins, we will collect garbage less frequently, or it'll affect collection times)	1%	0.3%
doesn't think material will be recycled and will end up in landfills anyway	1%	0.3%
Want curbside yard waste collection instead	1%	0.1%

Question 12 - Oxford County is considering an organics (green bin) program in Woodstock, Tillsonburg and Ingersoll. The additional cost to the average residential municipal tax payer living in one of these three communities is estimated to be approximately \$28 - \$36 per household per year. If an organics program is expanded County-wide to all eight area municipalities, the additional cost to an average municipal tax bill is estimated to be \$44 - \$52 per household per year for all Oxford County residents. Do you support a County-wide program, whereby all residents would be receiving the same service for curbside organics collection?

	WDK	TLL	ING	Urban Mun.	BI-BI	EZT	NOR	SWOX	ZOR	Rural Mun.	#N/A	Other	Total For County
No	446	320	107	873	121	94	60	102	95	472	9	7	1,361
Not sure (please explain)	144	89	64	297	37	33	23	38	27	158		1	456
Yes	807	383	277	1,467	165	198	67	118	158	706	6	4	2,183
#N/A	4	5		9	3			1	1	5	7		21
Total				2,646						1,341			4,021

Figure 12.1

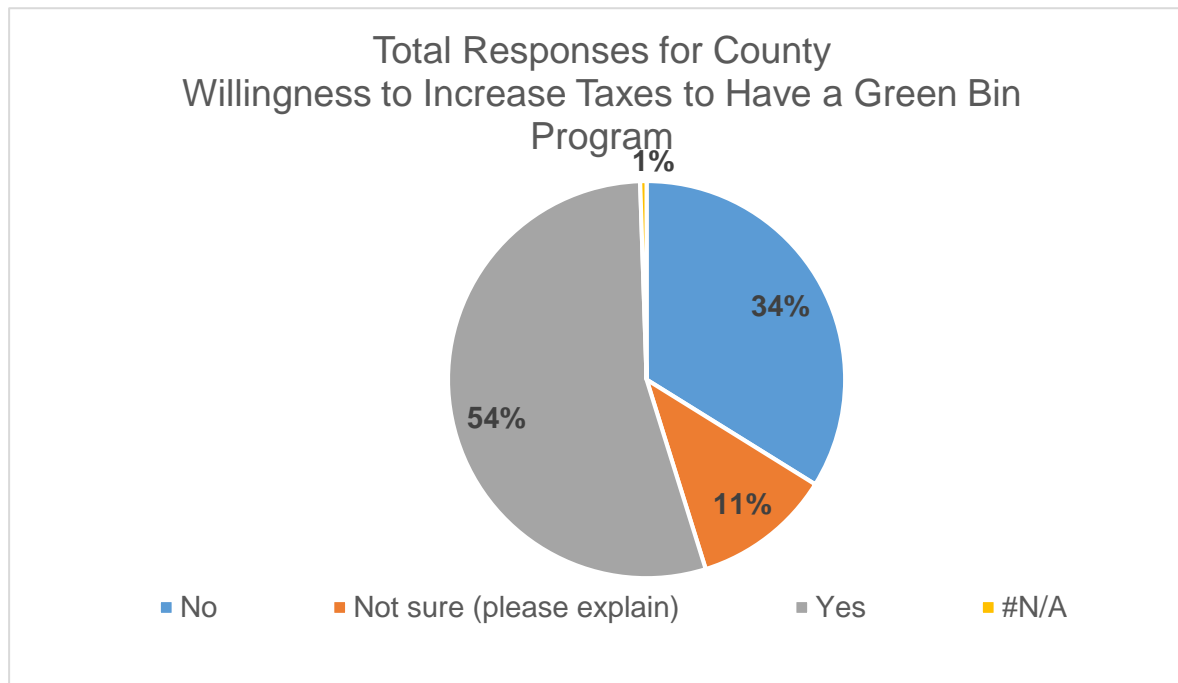


Figure 12.2

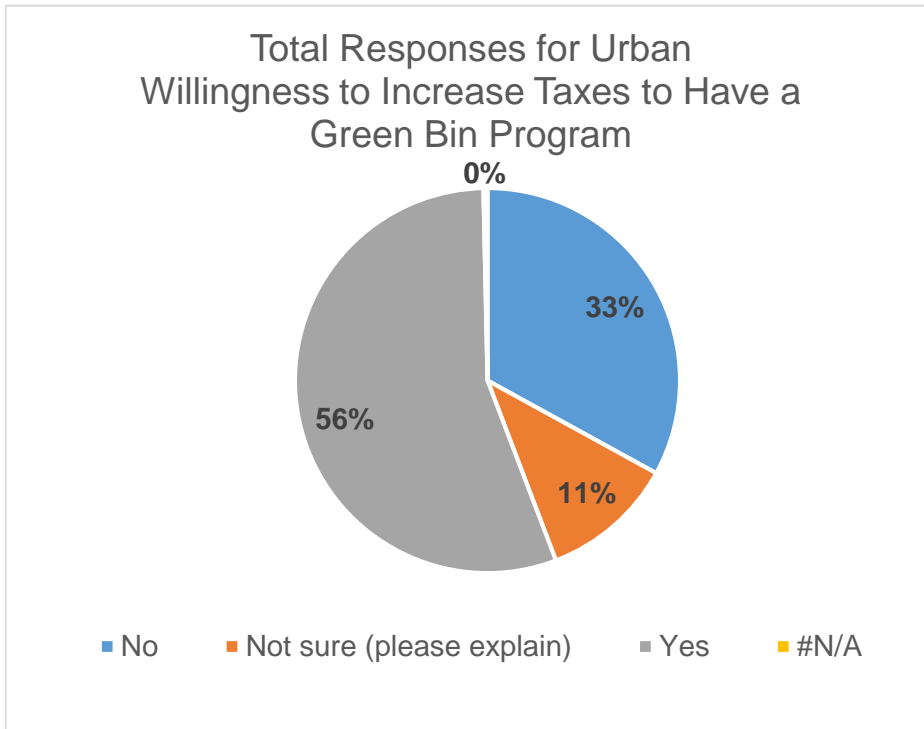
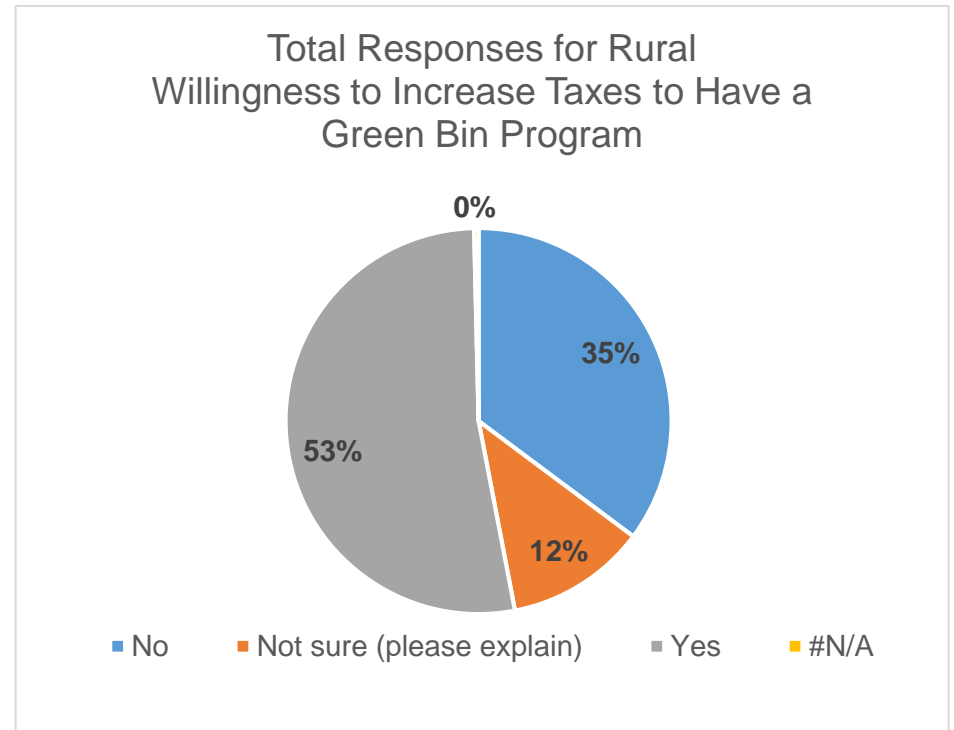


Figure 12.3



Question 13 - Based on the two options described above for a 5-day collection cycle vs. a 6-day collection cycle, which do you prefer?

	WDK	TLL	ING	Urban Mun.	BI-BI	EZT	NOR	SWOX	ZOR	Rural Mun.	#N/A	Other	Total For County
I have no preferred collection cycle.	212	128	79	419	72	56	27	46	60	261	4	1	685
Option 1: A 5-day collection cycle	870	464	287	1,621	180	203	96	88	158	725	8	9	2,363
Option 2: A 6-day collection cycle	287	165	72	524	64	59	21	119	55	318	3	2	847
#N/A	32	40	10	82	10	7	6	6	8	37	7		126
Total				2,646						1,341			4,021

Figure 13.1

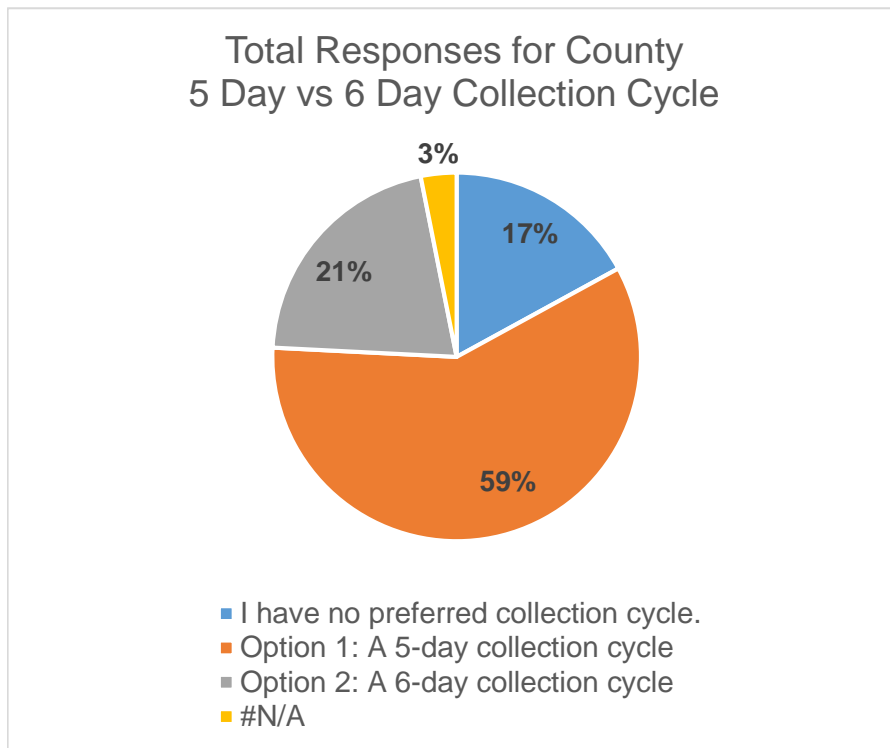


Figure 13.2

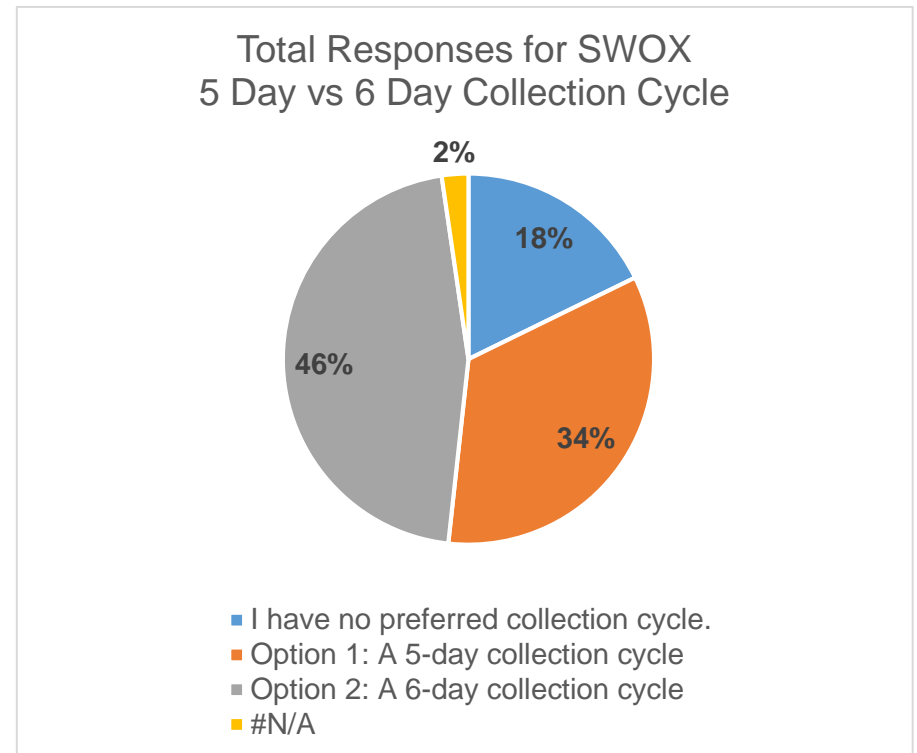


Figure 13.3

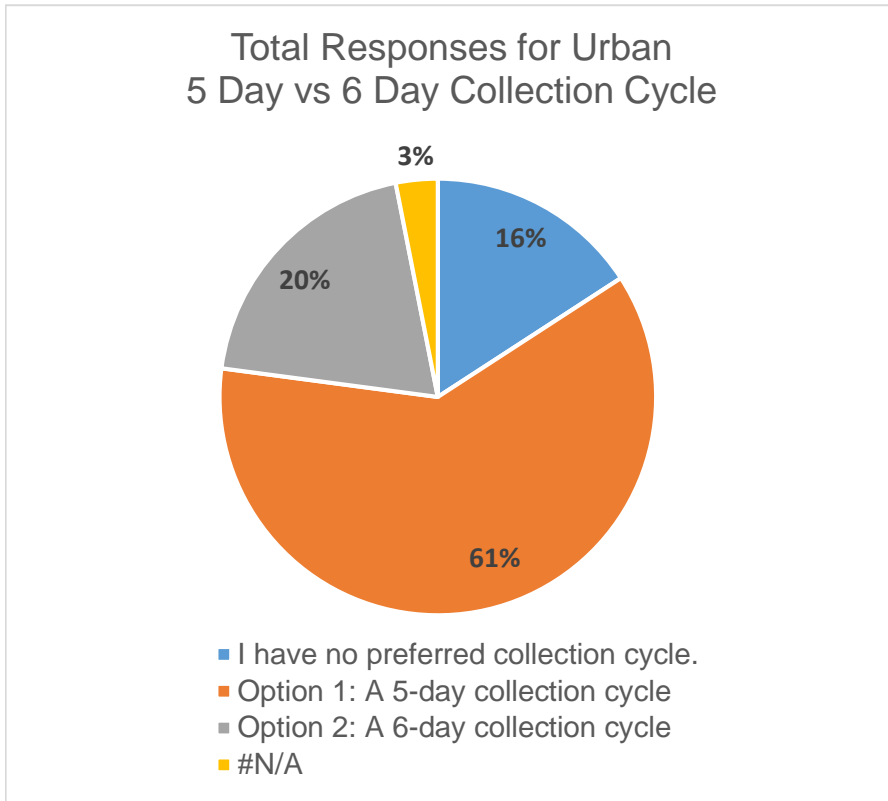
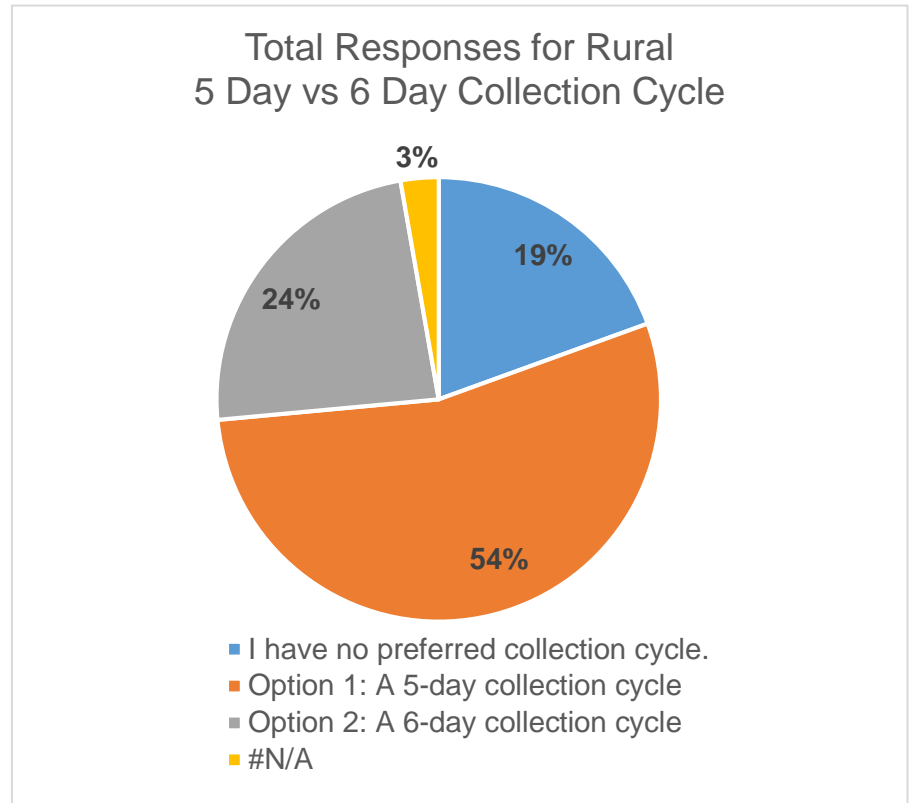


Figure 13.4



Question 14 - Do you have comments you would like to provide about the options described above? In reference to Question 13 - Based on the two options described above for a 5-day collection cycle vs. a 6-day collection cycle, which do you prefer?)

Percentage of Total Surveys with Comments

34%

Out of 4021 survey responses, 1387 comments were left on this question. Common themes present in the comments were tallied and are as follows:

	% of Comments Mentioning	% of Surveys Mentioning
Want weekly garbage collection	18%	6%
6 Day collection is hard to remember/ Too complicated (dislike option 2)	17%	6%
Taxes and cost - what impact will it have on my taxes	15%	5%
Dislike both schedules (Did not like bi-weekly garbage and 6-day collection)	13%	4%
Concerns over the recycling program / How it will be affected / Should focus on recycling not green bins, etc.	7%	3%
Overall pessimism over the program and what it will achieve	6%	2%
Do not want to change from current systems / Do not want green bin collection	6%	2%
Want consistency in collection (same day same time, predictability, etc.)	6%	2%
Positive comments (Think change is good / In favour of environmental and economic improvements, etc.)	7%	2%
Keep is simple / Do not over complicate waste collection	2%	1%
Want more information about the collection program before deciding	2%	1%
Concerns and threats regarding increased illegal dumping and burning if people are not complaint with collection	2%	1%
Survey questions are misleading and manipulative and do not think they will be looked at	2%	1%
Complaint about reduction of service	1%	0.5%

Concerns about carbon emission / landfill space / environmental impact	1%	0.4%
Want cart collection	1%	0.3%
Recommends Depot Collection	0%	0.1%

Question 15 - What do you feel are the most important factors when considering an organic (green bin) and garbage collection program?

County	Cost to Oxford County and taxpayers	Reducing carbon footprint (greenhouse gas emissions)	How easy the program is to use and understand	How often green bins and garbage are picked up	Diversion from the landfill (environmental sustainability)
No Data	124	208	287	258	285
Very High	1496	499	502	834	629
High	566	652	981	1032	650
Med	698	593	1066	821	641
Low	456	872	655	691	1084
Very Low	681	1197	530	385	732
	4021	4021	4021	4021	4021

County %	Cost to Oxford County and taxpayers	Reducing carbon footprint (greenhouse gas emissions)	How easy the program is to use and understand	How often green bins and garbage are picked up	Diversion from the landfill (environmental sustainability)
No Data	3%	5%	7%	6%	7%
Very High	37%	12%	12%	21%	16%
High	14%	16%	24%	26%	16%
Med	17%	15%	27%	20%	16%
Low	11%	22%	16%	17%	27%
Very Low	17%	30%	13%	10%	18%

Urban	Cost to Oxford County and taxpayers	Reducing carbon footprint (greenhouse gas emissions)	How easy the program is to use and understand	How often green bins and garbage are picked up	Diversion from the landfill (environmental sustainability)
No Data	76	126	176	159	182
Very High	995	328	329	573	393
High	359	411	660	710	423
Med	450	387	698	549	437
Low	304	607	427	419	723
Very Low	462	787	356	236	488

Rural	Cost to Oxford County and taxpayers	Reducing carbon footprint (greenhouse gas emissions)	How easy the program is to use and understand	How often green bins and garbage are picked up	Diversion from the landfill (environmental sustainability)
No Data	38	73	100	90	93
Very High	490	169	171	252	234
High	203	237	316	313	223
Med	244	201	358	268	203
Low	148	261	226	270	349
Very Low	218	400	170	148	239

Figure 15.1

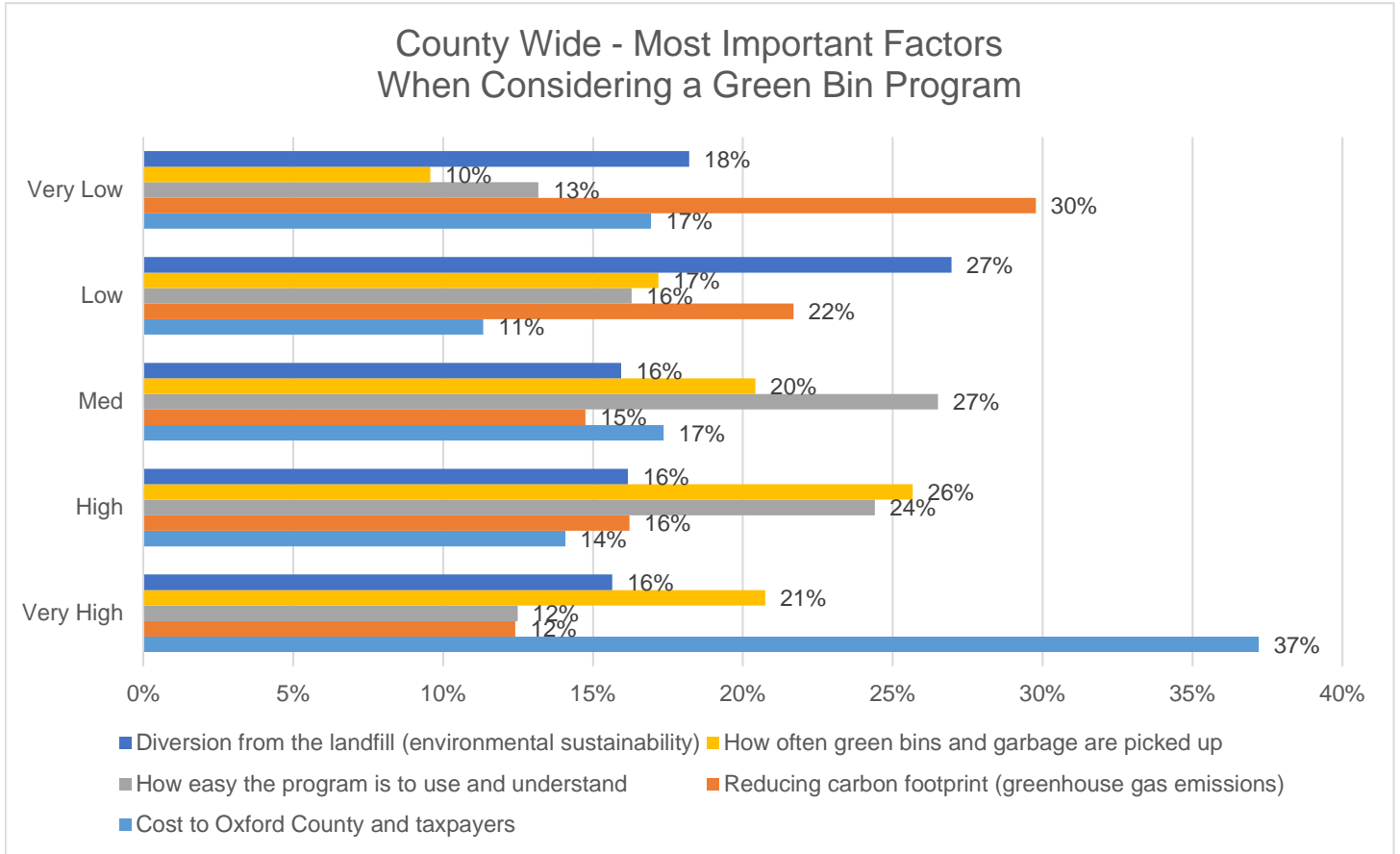


Figure 15.2

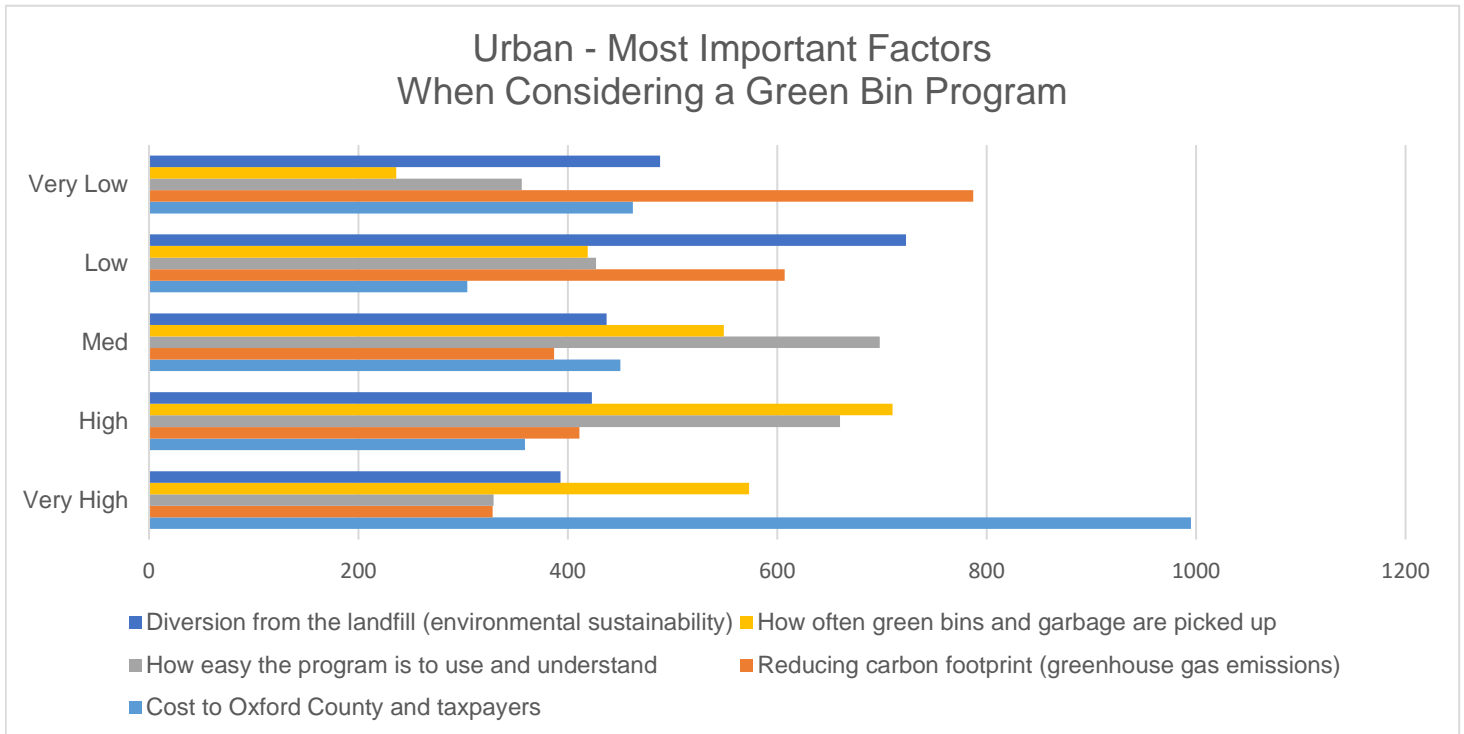
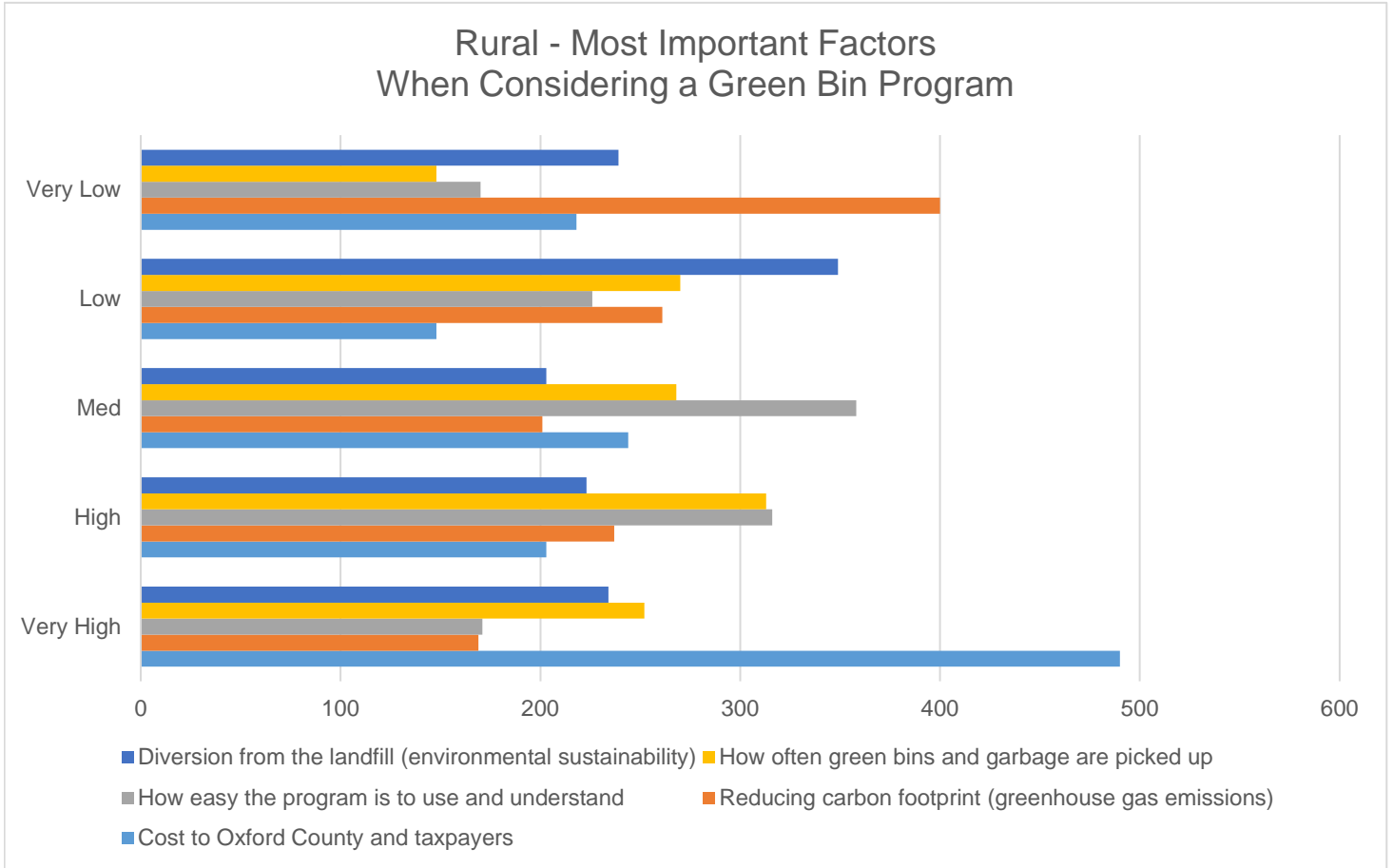


Figure 15.3



Question 16 - Clear plastic garbage bags are often used in curbside collection programs to promote recycling. This means garbage bags may not be collected if they contain a certain amount of material that could otherwise be recycled or put in a green bin. For privacy, residents would be allowed to use one small opaque bag (e.g., small black bag) that could be included in the clear garbage bag. Would you support Oxford County considering this as an option in the future?

	WDK	TLL	ING	Urban Mun.	BI-BI	EZT	NOR	SWOX	ZOR	Rural Mun.	#N/A	Other	Total For County
Maybe / Not sure	286	162	109	557	54	71	42	49	57	273	3	3	836
No	761	467	209	1,437	199	168	69	134	145	715	13	8	2,173
Yes	350	161	127	638	72	84	37	74	76	343	1	1	983
#N/A	4	7	3	14	1	2	2	2	3	10	5		29
Total				2,646						1,341			4,021

Figure 16.1

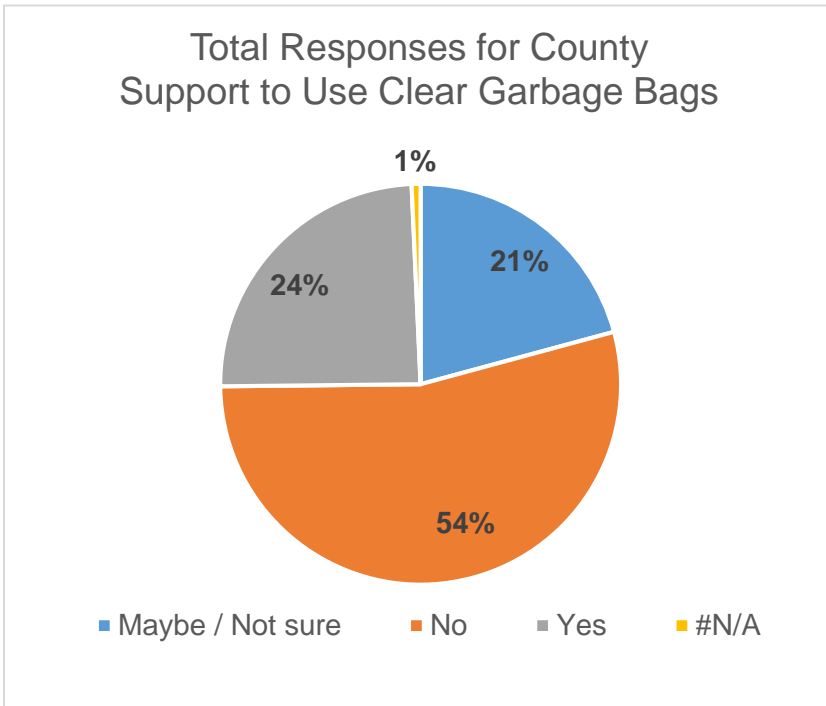


Figure 16.2

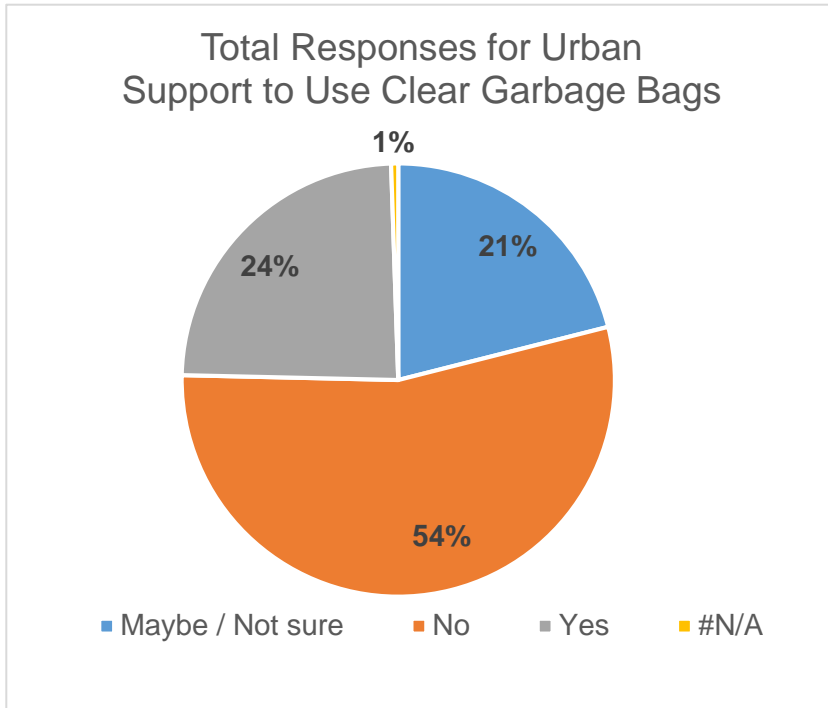
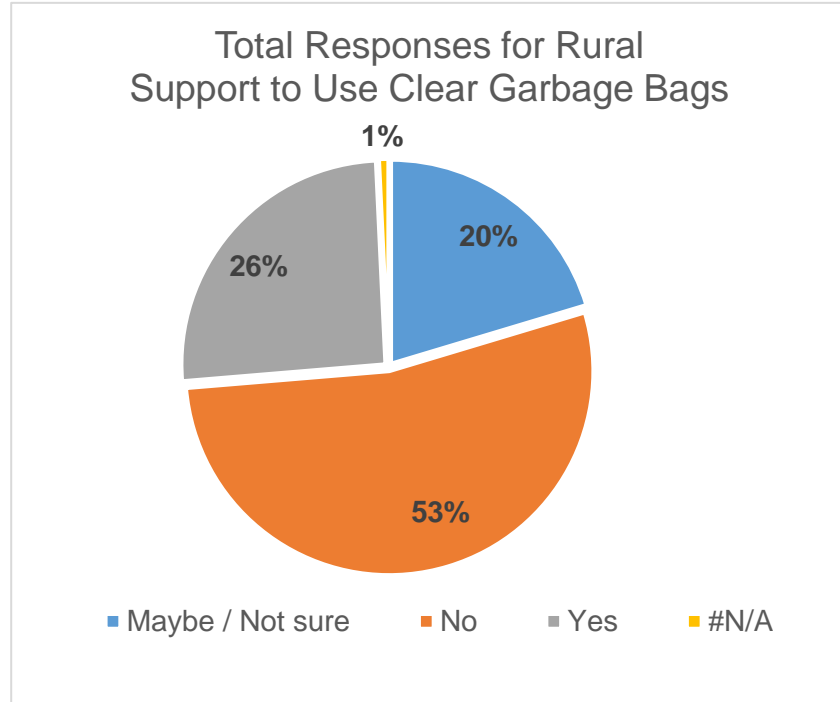


Figure 16.3



Question 17 - Do you have comments about the use of clear garbage bags you would like to provide? In reference to Question 16 - Clear plastic garbage bags are often used in curbside collection programs to promote recycling. This means garbage bags may not be collected if they contain a certain amount of material that could otherwise be recycled or put in a green bin. For privacy, residents would be allowed to use one small opaque bag (e.g., small black bag) that could be included in the clear garbage bag. Would you support Oxford County considering this as an option in the future?

Percentage of Total Surveys with Comments 39%

Out of 4021 survey responses, 1552 comments were left on this question. Common themes present in the comments were tallied and are as follows:

	% of Comments Mentioning	% of Surveys Mentioning
Privacy Concerns / Hygiene Products / Identity Theft / Do not want people seeing personal items, receipts, etc.	22%	8%
Cost of Bags / Where to purchase clear bags / Want bags to be supplied	14%	6%
General Outrage / Object to policy without out a clearly defined reason	11%	4%
A user pay system should grant residents the right to set their waste out the way they want / If implemented, bag tags should be discontinued	9%	3%
Do not want to see garbage / Do not want others to see their garbage / Viewing garbage is unappealing	9%	3%
How will the use of clear bags be enforced / Will the use of clear bags affect collection time / What will be considered too much contamination / What process will there be to remedy issues	7%	3%
Support for clear bags	4%	2%
This policy is overreaching / Outside of municipal jurisdiction / Is a form of public shaming / Should trust people to do the right thing	6%	2%
Have a stockpile of opaque bags to use / Use bins for garbage set out / Reuse bags for garbage set out / Will there will be a transitional period to use up opaque bags	5%	2%
Concerns of and threats to Dump/Burn waste / Resident may not bring in rejected waste	6%	2%

Mistaking clear bags for recycling pickup / Comments on recycling frequency	6%	2%
Concerned about community uptake / Concerned neighbors will not understanding program or choose not participate	2%	1%
Confusion about clear bags (do not understand concept / want additional information before making a decision)	2%	1%
Scavenging / Crime Concerns	3%	1%
Does not think the use of clear bags will positively affect diversion from landfill / Use of bags will add plastic to landfill	3%	1%
Want more education / public engagement for the program to ensure compliance and ease of use	3%	1%
Clear bags are not study enough / Not available in appropriate sizes, etc.	4%	1%
Suggesting other service (cart collection, film plastic recycling, raising the cost of bag tags, etc.)	3%	1%
Dislike the program but understand the merits, and would reluctantly support it	2%	1%

Question 18 - Municipalities that have placed a limit on the number of garbage bags that can be placed at the curb at any one time have been successful in reducing the amount of organics and recycling materials that end up in the landfill. Would you support having a garbage bag limit in the County to encourage recycling and the use of green bins for organics?

	WDK	TLL	ING	Urban Mun.	BI-BI	EZT	NOR	SWOX	ZOR	Rural Mun.	#N/A	Other	Total For County
Maybe / Not sure	203	109	64	376	48	52	23	45	41	209	1	4	590
No	522	332	147	1,001	131	105	54	93	95	478	14	5	1,498
Yes	640	333	227	1,200	136	159	64	110	141	610	1	2	1,813
#N/A	36	23	10	69	11	9	9	11	4	44	6	1	120
Total				2,646						1,341			4,021

Figure 18.1

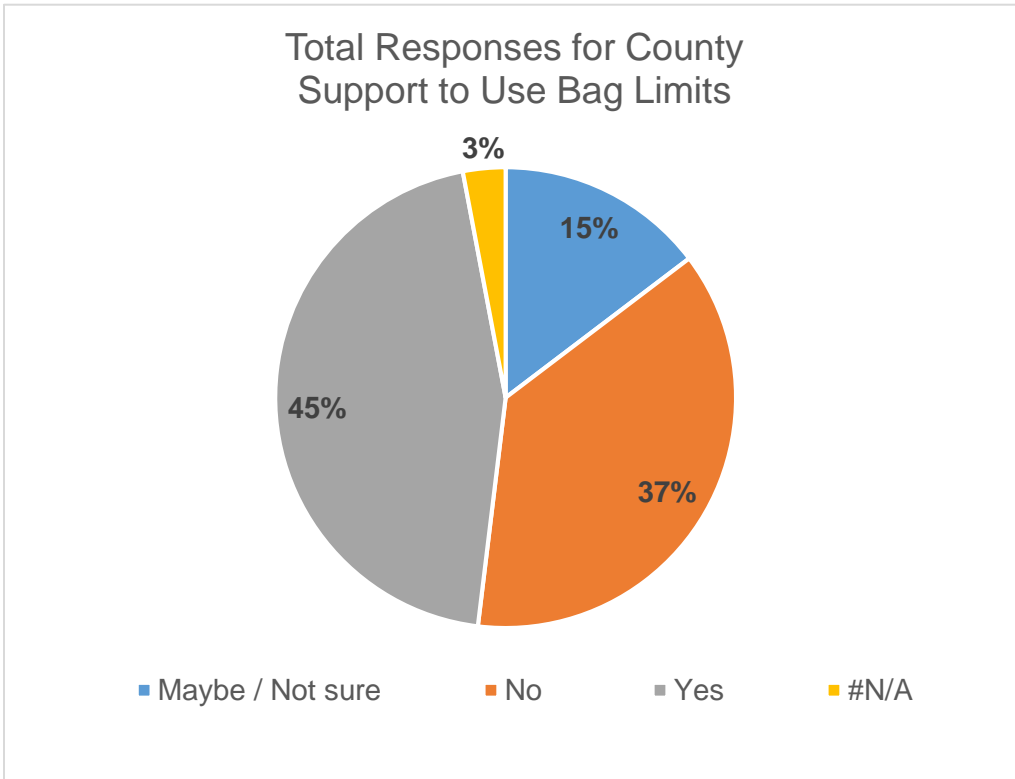


Figure 18.2

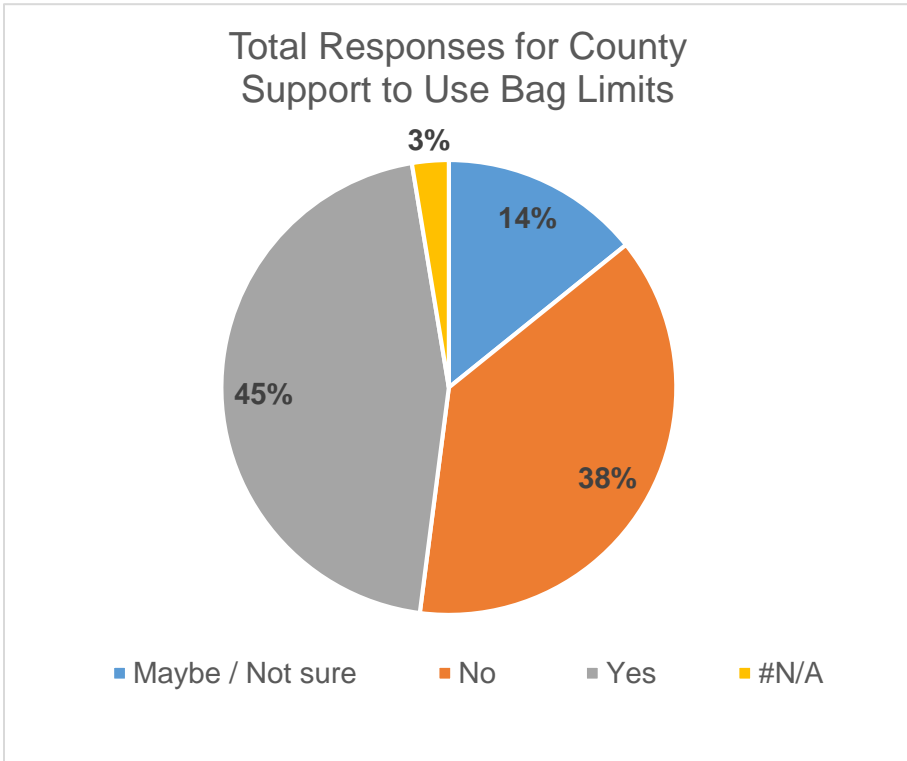
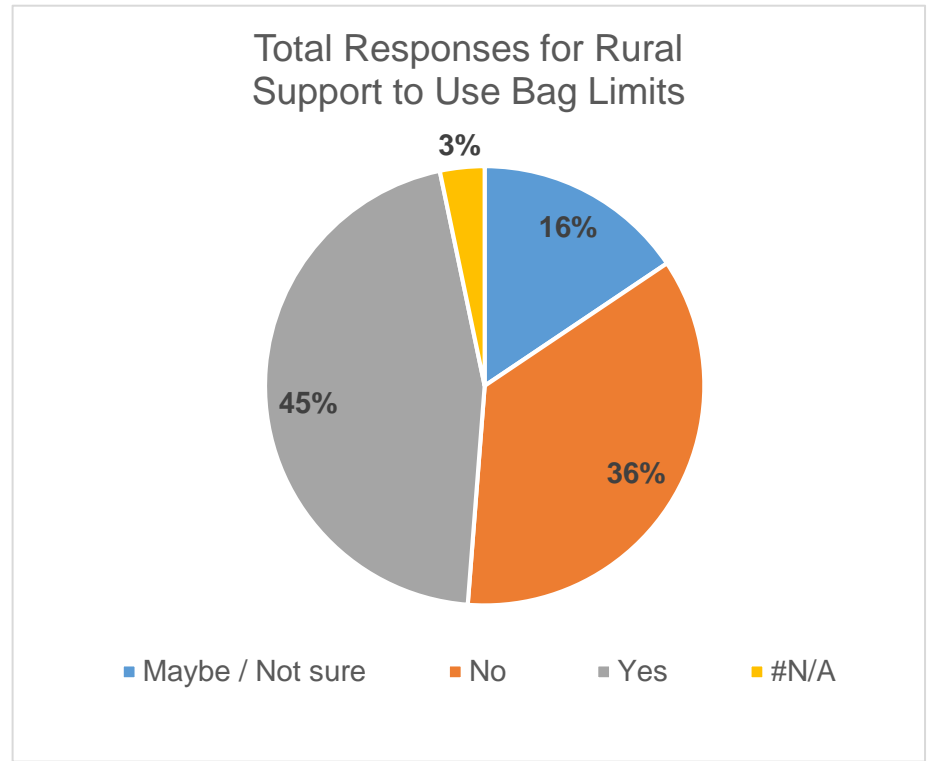


Figure 18.3



Question 19 - If Oxford County does put a garbage bag limit in place, how many bags of garbage should be allowed at the curb per collection week?

	WDK	TLL	ING	Urban Mun.	BI-BI	EZT	NOR	SWOX	ZOR	Rural Mun.	#N/A	Other	Total For County
1 bag	118	69	62	249	28	37	16	25	37	143	1		393
2 bags	392	258	152	802	95	111	45	78	103	432	1	4	1,239
3 bags	190	90	41	321	37	36	14	35	33	155	1	2	479
4 bags	64	34	18	116	9	11	3	7	5	35	1		152
Other (please explain)	181	86	47	314	37	32	24	37	26	156	4	2	476
There should not be a bag limit	453	258	127	838	119	98	48	77	77	419	9	4	1,270
#N/A	3	2	1	6	1					1	5		12
Total				2,646						1,341			4,021

Figure 19.1

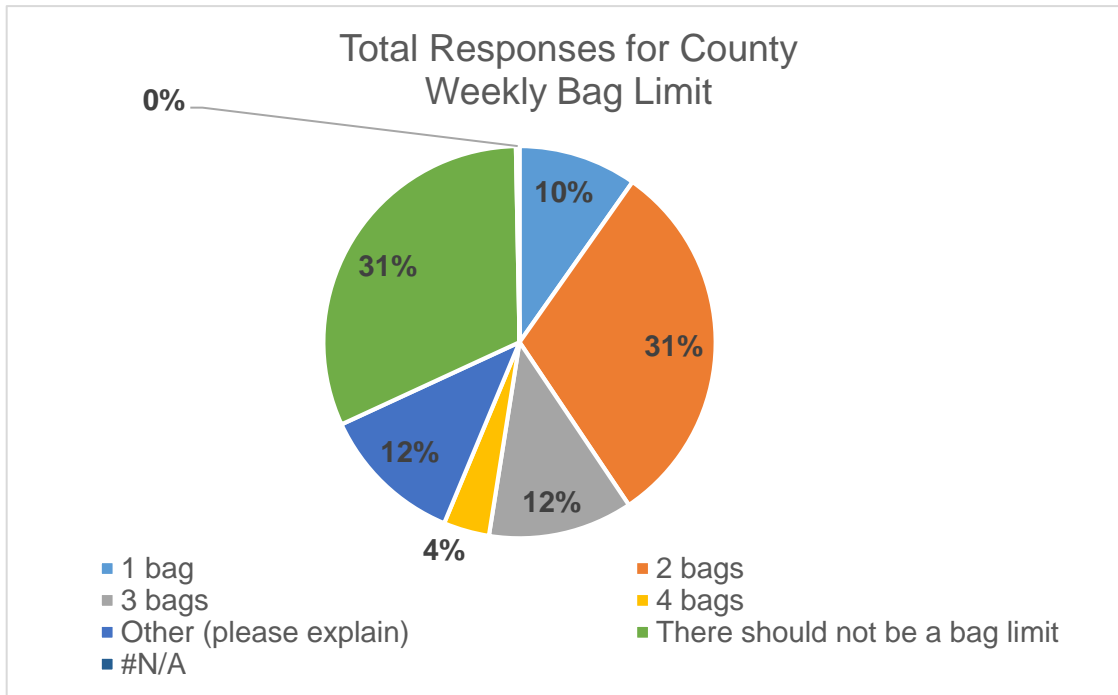


Figure 19.2

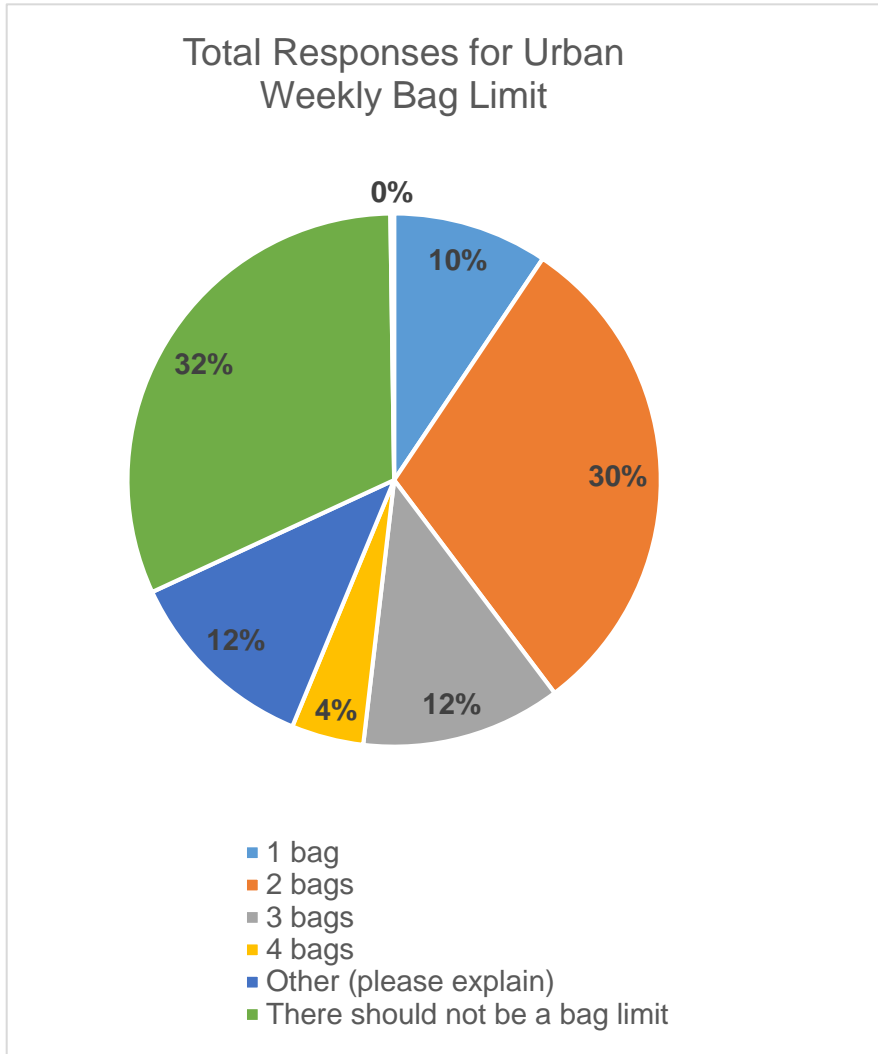
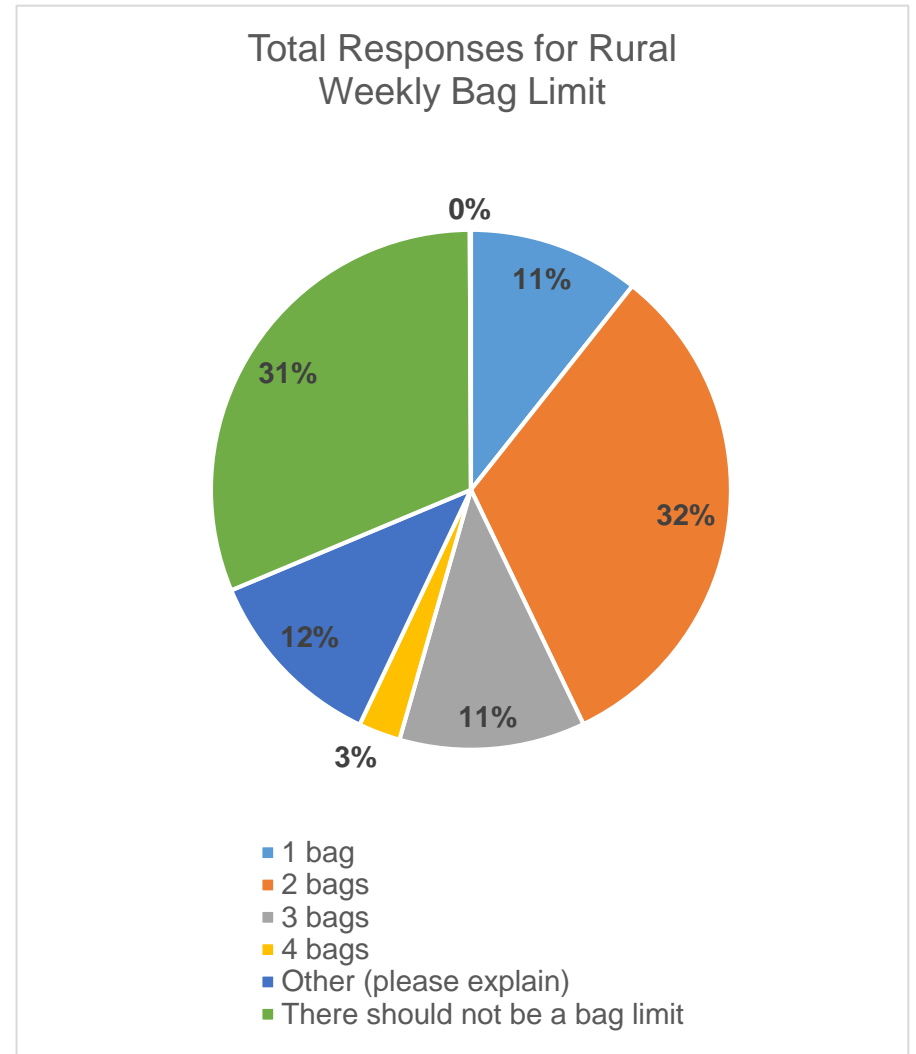


Figure 19.3



Report PW 2024-23
Attachment 2

**Oxford County: Future of Curbside Collection
Municipal Scan Conducted Between April 3 - 17, 2024**

	Total Surveyed
Notes: Questions 1-5a were answered by all municipalities surveyed.	39
Questions 5b-22 were answered by municipalities with a green bin program	17
Questions 7 and 22 long answers found in Attachment No. 3	
Question 13 found in Attachment No. 4	

Q1	What is your frequency of garbage collection?	Count of Municipalities
	Bi-weekly	15
	Rural bi-weekly, towns weekly	1
	Summer weekly, winter bi-weekly	1
	Weekly	22

Q2	Do you have fully automated or manual collection for garbage collection?	Count of Municipalities
	Automated	7
	Manual	32

Q3	Do you collect on Statutory Holidays?	Count of Municipalities
	No	12
	Yes	27

Q4	Do you have a clear bag program for garbage? Any concerns from residents about the program?	Count of Municipalities
	Looking to implement	2
	No	26
	Yes	11

Q5a	Do you have plans to implement a Green Bin Program?	Count of Municipalities
	Looking to implement	6
	No	4
	No, looking at alternatives	11

Q5b	How long has your municipality had a Green Bin program in place?	Count of Municipalities
	10+ years	14
	Within the last 5 years	3

Q6	Who distributed Green Bins (collection contractor, hired company, municipal staff)?	Count of Municipalities
	Contractor	4
	Contractor and hired company	1
	Hired company	5
	Information not available	3
	Manufacturer	2
	Municipality	1
	Municipality and contractor	1
Q7	Overall, how did your Green Bin program roll-out go? Any lessons learned that can be shared?	Attachment No. 2
Q8	Do you have a limit to the number of Green Bins placed at the curb for each property?	Count of Municipalities
	Individual municipality decision	1
	No	4
	No limit	6
	One bin per household	6
Q9	What size containers are being used for residential?	Count of Municipalities
	120L	3
	240L	2
	45L	11
	80L	1
Q10	Do you believe the container size is appropriate for residential waste generation?	Count of Municipalities
	Yes	17
Q11	Is Green Bin collection fully automated or manual?	Count of Municipalities
	Automated	5
	Manual	10
	Manual for 45L, semi-automated for larger carts	2
Q12	Do residents receive free bin replacements or does your municipality sell Green Bins?	Count of Municipalities
	Free bin replacements	6
	Free bin replacements for broken bins, additional bins can be purchased	4
	Free bin replacements, additional bins free	4
	Sells bins	3
Q13	What materials are accepted in the program?	Attachment No. 2

Q14	Do you accept pet waste, diapers, and sanitary waste in the Green Bin? How was this material handled before implementation of the Green Bin Program?	Count of Municipalities
	No	9
	Yes	2
	Pet waste allowed	6
Q15	Are residents allowed to line their bin/use compostable bags/ use newspaper?	Count of Municipalities
	No	2
	Yes	15
Q16	What is the collection frequency for the Green Bin Program?	Count of Municipalities
	Summer weekly, winter bi-weekly	1
	Weekly	16
Q17	Was garbage frequency changed when the Green Bin Program was implemented?	Count of Municipalities
	Changed from weekly to bi-weekly	7
	Information not available	2
	No	5
	No, but garbage limit changed	3
Q18	If residents go longer than a week without garbage collection, and diapers/pet waste/sanitary waste are not accepted in the Green Bin Program, are there issues with keeping these materials for longer than a week?	Count of Municipalities
	Information not available	2
	N/A	4
	No	4
	Yes, exemption for diapers and/or medical waste	4
	Yes, direct residents to use transfer stations	2
	Yes	1
Q19	Are organics co-collected or collected in a dedicated vehicle?	Count of Municipalities
	Co-collected	12
	Both	5
Q20	Does your municipality offer collection to the ICI sector and MR buildings? What size carts do they use?	Count of Municipalities
	No	2
	Yes	7
	Only small MR buildings and/or businesses	6
	Only small businesses and schools	1
	MR only	1

Q21	Does your municipality offer Green Bin Program in all urban and rural locations?	Count of Municipalities
	Yes	16
	N/A	1
Q22	What are the common complaints you receive about the Green Bin Program?	Attachment No. 2

**Oxford County: Future of Curbside Collection, Municipal Scan
Municipal Scan Conducted Between April 3 - 17, 2024
Long Answers**

Q7 Overall, how did your Green Bin program roll-out go? Any lessons learned that can be shared?

M1 We tried to complete delivery to the entire Region in 2 weeks, this was not enough time and there were a lot of missed locations. Need to have a contingency plan to deal with missed locations or delivering to incorrect locations.

M4 The overall program was well received in the community. One lesson learned was to track the green bin distribution closely. In 2024, some residents still claim they did not get a bin.

M5 It is important to provide training for staff in advance of the program and ensure that there is sufficient staff available for customer service inquiries during and after the program rollout.

M6 I was not part of the green bin roll out in 2007, but I was a lead for the bi-weekly cart-based roll-out program in 2014 and am happy to discuss my lessons learned with you, if you like.

M7 Provide as much information as possible about the new program. Let people know when they will receive their green bin and when an area has been delivered, so to avoid unnecessary calls about delivery times and who to call for missed deliveries. Perhaps include a hot stamp or sticker with a QR code for information/details either instead of, or in addition to, printed materials. If including a kitchen catcher inside the green bin, let people know it is in there, possibly with a sticker on top. Consider telling people not to start filling their green bin until the week before (or two weeks depending on collection frequency) of collection. We had quite a number of people who must have started filling their green bins as we had a lot of issues with liquid waste being spilled or leaking out of trucks in the first couple of weeks.

M8 Good now, seeing consistent tonnages (increase during COVID), looking into doing a waste audit to get an idea of participation rates and how programs are performing.

M9 Make sure you have a steel-clad RFP to purchase green bins - issues with the contract start date for the first delivery (bins came late and did not come all at the same time), be specific in your wording i.e. # of containers on a pallet for storage).

M12 Jan 2 (awful time of year to start), ended up being short on carts for one community - some residents received smaller 120L cart due to supply issue.

M13 We rolled out to 10 of 12 municipalities in 2004. The rural municipalities were not on board then, opting to let their residents use backyard composters instead. This made region-wide messaging hard. When composition audits were completed in 2007, it was found that there were still a lot of organics in the garbage in those two rural municipalities. The two last municipalities then came on board in 2011.

M15 Heavy P&E campaigns are good, they manage their own compost facility and offer residents free compost.

M16 It went very well. Although it was 16 years ago it is becoming a little foggy in our memory. We can share our Council Reports and you may go through them to learn more about how it was received by residents.

M17 It went very well. Things to consider: storage options for roll-out process, support for repairing and distributing additional bins following initial roll-out. Our housing data was extremely weak and inaccurate. How will you repair the bins in the future?

* Some municipal representatives had no information to share about the roll-out program.

Q22 What are the common complaints you receive about the Green Bin Program?

M1 Cost of bags, concerns about odours and pests

- Critters knock them over, get in and make a mess

M2 - Residents use black garbage bags instead of certified compostable bags and complain when it's not collected
- Some residents overfill their green bin, making them overweight and non-collectible which leads to some complaints

M3 Odour issues/yuck factor and confusion/frustration around compostable branded plastics not being accepted in the green bin

M4 Bins are small, animals get into them

M5 The most common complaint we receive is that the green bin was not collected, which could happen for a multitude of reasons. The second is that their green bin is broken and they want a replacement. Third are requests for a second green bin.

M6 120L organics cart is too large

M7 The main questions received include non-collection of green bins that would contain contamination, e.g. non-compostable items. Green bins are not collected if they are exclusively being used for yard waste.

M8 Bags stick to bottom in winter (not fully emptied), repairs free of charge, using bags helps keep the green bins lasting longer

M9 Bears are going to rip this apart (residents can put in bear bin), germaphobes who refuse to use green bin

M10 Cold - materials freeze to bin

M11 Ensuring the bins are racoon/squirrel proof, purchasing replacement bins.

M12 Not be able to use plastic bags, transient population (military base) that do not follow program rules well

M13 Residents often have issue with the "ick" factor. Participation is the largest issue. There is a myth that organics breakdown in a landfill that needs to continually be addressed.

M14 Material freezing in the winter and bins not fully being emptied

M15 Capacity issues in the fall (cleaning up their leaves)

M16 Residents did not know where to set it out initially. Curb-face sidewalk streets and one-way streets are difficult. Some residents complain it is too big, and some call wanting to purchase a 2nd green bin. Complaints about damage to green bins (squirrels chewing holes in them). Material freezing and not emptying in cold weather.

M17 Our complaints in the beginning were more related to the reduction in garbage allowance that came along with the green bin implementation. of course there are always people who will complain about the smell, yuck factor, maggots etc., so providing ways to avoid these issues initially helps (using compostable bags, rinsing out bins regularly etc.).

Oxford County: Future of Curbside Collection, Municipal Scan
Municipal Scan Conducted Between April 3 - 17, 2024
Green Bin Acceptable Materials

Municipalities	Food Waste	Paper Products	Leaf & Yard Waste	Kitty Litter	Other - Pet Waste	Diapers	Hygiene Waste	Hair	Houseplants	Sawdust/ Cold wood ashes (not pressure treated)	Shredded Paper
M1	Y	Y	N	N	Y	N	N	Y	Y	Y	Y
M2	Y	Y	N	Y	Y	Y	Y	Y	Y	Y	Y
M3	Y	Y	N	N	N	N	N	Y	N	Y	N
M4	Y	Y	N	N	N	N	N	Y	Y	Y	Y
M5	Y	Y	N	N	N	N	N	N	Y	Y	Y
M6	Y	Y	N	N	N	N	N	N	N	N	N
M7	Y	Y		N	N	N	N	Y	Y	Y	Y
M8	Y	Y	N	N	N	N	N	Y	Y	N	N
M9	Y	Y	Y	N	Y	N	N	Y	Y	N	N
M10	Y	Y	N	Y	Y	N	N	Y	Y	Y	N
M11	Y	Y	N	Y	N	N	N	N	Y	N	N
M12	Y	Y	Y	Y	Y	N	N	Y	N	N	N
M13	Y	Y	N	Y	Y	N	N	Y	Y	N	N
M14	Y	Y	N	Y	Y	N	N	Y	Y	Y	N