





Community Engagement Summary

Phase One

Niagara Region Waste Management Strategic Plan

11 November 2024

Project name		Niagara Region Waste Management Strategic Plan					
Document title		Community Engagement Summary Phase One					
Project number		12628447					
File name		12628447 Niagara Region Community Engagement Summary Report - Phase One					
Status Code	Revision	Author	Reviewer		Approved for issue		
			Name	Signature	Name	Signature	Date
S3	00	Shelly Reed	Blair Shoniker	On file	Michael Cant	On file	13 Sep 2024
S4	01	Katrina McCullough	Blair Shoniker		Victoria Shortreed		11 Nov 2024

GHD

Contact: Katrina McCullough, Senior Engagement Consultant | GHD

455 Phillip Street, Unit 100A

Waterloo, Ontario N2L 3X2, Canada

T +1 519 884 0510 | **F** +1 519 884 0525 | **E** info-northamerica@ghd.com | **ghd.com**

Executive Summary

Niagara Region's Waste Management Strategic Plan (the Plan) will provide a framework and direction for waste management over the next 25 years and beyond. The Plan is being developed in three phases:

- Phase One – Assessment of system – where we are now
- Phase Two – Development of direction and system options – where we want to go
- Phase Three – Preferred system – how we're getting there

Engagement in Phase One focused on gathering feedback from the public on current waste management programs and services, key issues, concerns, opportunities, and the vision, goals, and objectives for waste management in Niagara. To ensure the Plan is forward looking and responsive, community members across Niagara provided feedback in Phase One via open houses and on-line surveys. Key findings include:

- Affordability is a primary concern, with many noting that costs are already too high and placing emphasis on the need for an affordable, cost-effective waste management system
- Customer service is a priority. Specific areas of particular interest include curbside collection containers, frequency of collection, and the types of materials accepted for curbside collection.
- Alternative waste disposal options are top of mind, although conserving landfill space is not a top priority. Opinions on waste-to-energy solutions are mixed.
- Education, behavioural change and bylaw enforcement are seen as essential to encouraging waste reduction, reuse and recycling. Participants noted that raising awareness and enforcing policies are key to driving long-term shifts in how people manage their waste.
- Waste reduction and producer accountability for packaging are widely supported by the community
- Partnerships, within Regional departments, with Local Area Municipalities (LAMs), and local community organizations, are recognized as vital to meet broader waste management goals

Phase Two will focus on developing the mission, vision, goals, and guiding principles of the Plan. A long list of programs, initiatives and service options will be evaluated and narrowed down to a short list. The draft plan will be presented to the community in Phase Three.

Contents

Executive Summary	ii
1. Introduction	1
2. Project overview	1
3. Community engagement overview	1
3.1 Who we engaged	2
3.2 What we asked	2
3.3 How we informed the community	2
3.4 How we engaged the community	6
3.4.1 Online open houses	6
3.4.2 Online public surveys	7
3.4.2.1 Residential demographics	7
3.4.2.2 IC&I sector demographics	11
4. Feedback from the residential community	15
4.1 System affordability	15
4.2 Customer satisfaction	18
4.3 Suggestions for collection containers	20
4.4 Recycling and packaging	20
4.5 Emerging technologies	20
4.6 Programs and initiatives	21
4.7 Education and raising awareness	22
4.8 Waste diversion and reuse	25
4.9 Organics generation and composting	25
5. IC&I sector feedback	25
5.1 Education, promotion, and by-law enforcement to facilitate behavioural change	26
5.2 Practical challenges with the use of bins	28
5.3 Reducing, reusing and recycling more waste	28
5.4 Waste disposal and waste-to-energy	28
5.5 Role of the IC&I sector	29
5.6 Satisfaction with level of waste collection service	30
6. Niagara Region and LAM staff feedback	31

6.1	Behavioural change through raising awareness and by-law enforcement	31
6.2	Building partnerships	32
7.	How community feedback will be used	32
8.	Next steps	34

Table index

Table 3.1	Communication tactics	3
Table 3.2	Additional coverage	5
Table 3.3	Schedule of online open houses	6

Figure index

Figure 3.1	Residential survey question #1: Responses by per cent in each LAM	8
Figure 3.2	Residential survey question #2: Residential housing type	9
Figure 3.3	Residential survey question #4: Home ownership	9
Figure 3.4	Residential survey question #5: Household size	10
Figure 3.5	Residential survey question #3: Residential units with businesses	11
Figure 3.6	IC&I survey question #1: Responses by per cent in each LAM	12
Figure 3.7	IC&I survey question #2: Property(ies) within designated business areas	13
Figure 3.8	IC&I survey question #3: Property description	14
Figure 4.1	Residential survey question #6: How important are the following statements?	17
Figure 4.2	Residential survey question #19: Willingness to pay an increase in municipal taxes	18
Figure 4.3	Residential survey question #10: Satisfaction with level of waste collection service	19
Figure 4.4	Residential survey question #11: Satisfaction with level of service at drop off depots and landfill	19
Figure 4.5	Residential survey question #9: Support for accepting waste from municipalities or cities outside Niagara	21
Figure 4.6	Residential survey question #13: Reasons for dissatisfaction with and/or do not use programs and services	22
Figure 4.7	Residential survey question #20: How information is received about waste management programs and services	24
Figure 5.1	IC&I survey question #4: How important are the following statements?	27

Figure 5.2	IC&I survey question #8: Willingness to pay an increase in municipal taxes	28
Figure 5.3	IC&I survey question #7: Support for accepting waste from municipalities or cities outside Niagara	29
Figure 5.4	IC&I survey question #9: How responsible is your organization for helping Niagara Region achieve its waste diversion and waste management goals?	30
Figure 5.5	IC&I survey question #14: Do you see value in a recognition program for outstanding sustainable business practices?	30
Figure 5.6	IC&I survey question #10: Satisfaction with level of waste collection service	31
Figure 7.1	The hierarchy of the mission, vision, guiding principles, goals and projects and initiatives	33

Appendices

Appendix A	Letter to Interested Parties
Appendix B	Communication Tactics
Appendix C	Public Open House Presentation
Appendix D	Online Survey Questions

1. Introduction

This report presents a summary of the community engagement activities conducted during Phase One of the development of the Niagara Region Waste Management Strategic Plan (the Plan). It describes the engagement activities (Section 3), highlights key insights from (Sections 1, 5 and 6), and how the information received will inform the development of the Plan (Section 7).

2. Project overview

Niagara Region (the Region) is developing the Plan to steer its waste management practices for the next 25 years and beyond. The Region delivers a variety of waste management services and programs to Niagara's 12 Local Area Municipalities (LAMs) to meet community needs while also promoting waste reduction, reuse and diversion. In addition to the Regional Council's goal of net-zero corporate greenhouse gas (GHG) emissions by 2050, the Plan aims to align with the Ministry of the Environment, Conservation and Parks (MECP) Strategy for a Waste Free Ontario. This strategy lays out Ontario's vision for a circular economy and goals to achieving zero waste Ontario with zero GHG emissions from the waste sector. To help achieve these goals, the Region has set out to develop a Plan that will provide strategic direction for waste management services for over the next 25 years. The Plan is being developed through a combination of waste management system research, community engagement and applying best practices for strategic planning. The Plan will be developed in the following three phases:

- Phase One – Assessment of system – where we are now
- Phase Two – Development of direction and system options – where we want to go
- Phase Three – Preferred system – how we're getting there

This report documents the community engagement activities undertaken during Phase One.

3. Community engagement overview

Community engagement is integral to building trust with governments and allowing staff and councils to make better and more informed, sustainable decisions. While not a mandatory component for the development of the Plan, it is important that the Plan reflects the needs, aspirations and values of those who live, work and study in Niagara, includes diverse perspectives, and ensure the Region understands how interested parties view waste management practices and potential waste reduction, diversion and disposal options.

3.1 Who we engaged

Interested parties representative of the communities across Niagara's 12 LAMs were engaged during Phase One. These key audiences include the following groups:

- Community members (residents)
- Users of the waste management system
- Local Urban Indigenous organizations
- Region staff and Council
- LAM staff
- Local and provincial agricultural committees
- Business alliances, associations and organizations, such as Business Improvement Area (BIA) groups and Downtown Associations
- Charities, not-for-profit groups and local environmental advocacy groups
- Public sector organizations such as school boards, colleges and universities
- Community service groups and clubs
- Social enterprises

3.2 What we asked

Input obtained during Phase One will help ensure that the Plan is forward looking and responsive to community needs. During Phase One, the Plan development, interested parties were asked to provide input to help lay the groundwork for the strategic direction of the Plan. Specifically, input was sought on:

- Views on current waste management programs and services
- Key issues, concerns and opportunities related to waste management in Niagara
- The community's vision, goals, and objectives for waste management in Niagara

The feedback collected during Phase One will inform the Plan's mission, vision, guiding principles and goals, which form the foundation for the strategic direction of the Plan. Furthermore, this input will be used to inform the development of the long list of options to achieve the Plan's goals and vision

3.3 How we informed the community

To raise awareness about engagement opportunities and encourage participation, the Region implemented several communication tactics, strategically selected to reach a wide variety of audiences. These included:

- **Letters to interested parties:** Over 280 project introduction letters were sent to individuals and groups representing the key audiences identified in Section 3.1. Letters were distributed via email with an attached letter describing the project, where to find information and updates, and how to get involved. Where appropriate, recipients were asked to share the public

engagement opportunities within their own community (e.g., BIAs were asked to include the attachment in their regularly scheduled newsletter). A copy of the letter is included in Appendix A.

- **Social media campaign:** A month-long integrated social media campaign was deployed, featuring both organic posts (free posts to existing followers) on the Region's existing social channels and paid posts (to promote the project to a larger audience).
- **Public notice and advertisements:** A public notice was released on Niagara Region's News and Events webpage and advertisements were placed in both digital and printed newspapers across Niagara. In addition, the project was promoted through posters and postcards distributed throughout the community, digital screen ads, radio ads and customer service booths.

A description of the various methods used to reach our interested parties, along with the appendix or link to the corresponding materials, is included in Table 3.1. In addition to the communication tactics implemented directly by the Region, several LAMs, the Greater Niagara Chamber of Commerce and media outlets also promoted the online open houses. Links to these webpages are included in Table 3.2.

Table 3.1 Communication tactics

Tactic	Deployment Date	Outcome	Appendix/Link Reference
Project introduction letter circulated to the list of interested parties	April 15, 2024	Email sent to 284 recipients	Appendix A
Newsletter content for LAMs and school boards	April 15, 2024	Content shared with members of the LAMs Network	Appendix B
Green Scene (Public Works Newsletter) article	April 17, 2024	Newsletter sent to 1,262 recipients	Appendix B
<u>Niagara Region website</u>	April 29, 2024	186 webpage views in April 339 webpage views in May	https://www.niagararegion.ca/project-s/waste-management-strategic-plan/

Tactic	Deployment Date	Outcome	Appendix/Link Reference
Newspaper ads	April 29 to May 4, 2024	Digital ads posted through Metroland resulting in 67,344 impressions across seven municipalities: Welland, St. Catharines, Port Colborne, Fenwick (Pelham), Thorold, Niagara Falls, Fort Erie Print ads in five newspapers: Welland Tribune, St. Catharines Standard, Niagara Falls Review, Niagara News Now, and the Niagara-on-the-Lake Report	Appendix B
Paid and organic social media Facebook X (formerly Twitter) Instagram Nextdoor	April 29 to May 31, 2024	10 organic social media posts across all platforms Average reach of 2,383 per organic post and 34,089 per paid ad 24,415 total impressions for organic posts and 292,033 impressions for paid ads	Appendix B
Waste App campaign	April 30 to May 31, 2024	Campaign received by all users signed up to receive notifications 70,951 reminders set for 44,962 addresses	Not applicable
Public notice/ media release	May 6, 2024		Appendix B
Posters and postcards	May 6, 2024	About 500 postcards picked up About 25 posters hung up in municipal buildings	Appendix B
Digital screen slide	May 6, 2024	Niagara Region Headquarters and West Lincoln displayed digital screens	Appendix B
Radio ads	May 6 to 31, 2024	Ads played across seven stations	Appendix B

Tactic	Deployment Date	Outcome	Appendix/Link Reference
Community booths at customer service areas, libraries, and other public facilities	May 6 to 17, 2024	Booths in five municipalities: Port Colborne, St. Catharines, Grimsby, Niagara-on-the-Lake and Welland Also promoted the survey and open houses during: Compost Giveaway in Niagara Falls Mother Earth Day event in Niagara Falls Go Green! Event in St. Catharines Walk for Alzheimer's event at Brock University	Not applicable
The Plan's contact mailing list	May 9, 2024	Email sent to 128 recipients	Appendix B

Table 3.2 Additional coverage

Organization and/or Local Media Outlet	Website Link
<u>Port Colborne</u>	https://www.portcolborne.ca/en/news/niagara-region-seeking-input-on-future-of-waste-management.aspx
<u>Niagara-on-the-Lake</u>	https://www.notl.com/recreation-community/community-events/niagara-region-virtual-open-house-waste-management-strategic
<u>Town of Lincoln</u>	https://www.lincoln.ca/council-and-administration/news-updates/notice-regional-public-information-centres-niagara-regionhttp
<u>Greater Niagara Chamber of Commerce</u>	https://gncc.ca/daily-update-may-6-2024/
<u>News Now Niagara</u>	Page 5: https://www.newsnowniagara.com/2024/05/09/newsnow-e-edition-may-9-2024/
<u>Pelham Today</u>	https://www.pelhamtoday.ca/local-news/region-seeking-input-on-future-of-waste-management-in-niagara-8702546
<u>Niagara-on-the-Lake Local</u>	https://www.notllocal.com/local-news/region-seeking-input-on-future-of-waste-management-in-niagara-8702467

Organization and/or Local Media Outlet	Website Link
<u>Your TV</u>	https://yourtv.tv/node/360229?c=niagara
<u>Niagara At Large</u>	https://niagaraatlarge.com/
<u>Niagara 411</u>	https://www.facebook.com/story.php/?story_fbid=776749457923571&id=100067655706532
<u>Niagara Knowledge Exchange</u>	https://niagaraknowledgeexchange.com/event/niagara-region-future-of-waste-management-online-survey-deadline/

3.4 How we engaged the community

To make engagement as convenient and accessible as possible, the Region launched two online surveys and hosted five online open houses in May 2024.

3.4.1 Online open houses

Five online open houses were held between May 9 and 22, 2024. The sessions provided a platform for the public, the Industrial, Commercial and Institutional (IC&I) sector, as well as staff from the Region and 12 LAMs, to share their perspectives on the current waste management system and how it could or should evolve in the future. A total of 55 attendees participated across all the open houses (see Table 3.3).

Each online open houses included a presentation introducing the project and summarizing Niagara's current waste management system, followed by a question-and-answer period. Poll questions were also used throughout the online open houses to elicit input on specific topics. A copy of the presentation is included in Appendix C. Input received during the online open houses is summarized in Section 1 and categorized by three participant groups: 1) the residential community, 2) the IC&I sector and 3) Region and LAM staff.

Table 3.3 Schedule of online open houses

Audience	Meeting Date and Time
IC&I sector	May 9, 2024, 11 a.m. to noon
Niagara residents	May 9, 2024, 7 p.m. to 8 p.m.
Education sector, non-governmental organizations, community partners, special interest groups, etc.	May 10, 2024, 11 a.m. to noon
Niagara residents	May 15, 2024, 7 p.m. to 8 p.m.
Region and LAM staff	May 22, 2024, 11 a.m. to noon

3.4.2 Online public surveys

Two online public surveys were deployed from May 6 to May 31, 2024 to gather input from residents and members of the IC&I sector on the Region's current waste management system and what it could look like in the future. The surveys included questions related to:

- What participants value in a waste management system
- Level of satisfaction with the current system
- Use of and feedback on specific programs and services, including curbside collection, drop-off depots, and waste diversion initiatives
- Willingness to accept higher municipal taxes to fund additional waste diversion initiatives
- Encouraging waste diversion practices
- How residents learn about waste management services

Over 1,700 people responded to the surveys, with 1,663 responses to the residential survey and 61 responses to the IC&I survey. A copy of the survey questions is included in Appendix D. Survey results are summarized in Section 1.

The Region asked specific questions to understand the characteristics of survey respondents. These questions were used to assess how representative the respondents were of the regional population, and how their responses may be influenced by the types of services they receive. A summary of the results from these questions is included in the following sections.

3.4.2.1 Residential demographics

Residential location

The distribution of survey respondents by LAM is shown in Figure 3.1. The survey was representative of the broader Niagara population, within a one per cent margin, with the following exceptions:

- Niagara Falls was slightly underrepresented (15 per cent of survey respondents compared to 20 per cent of the population)
- St. Catharines was also slightly underrepresented (26 per cent of survey respondents vs. 29 per cent of the population)
- Grimsby was slightly overrepresented (9 per cent of survey respondents vs. 6 per cent of the population)¹
- Niagara-on-the-Lake was slightly overrepresented (6 per cent of survey respondents vs. 4 per cent of the population)
- Pelham was slightly overrepresented (6 per cent of survey respondents vs. 4 per cent of the population)

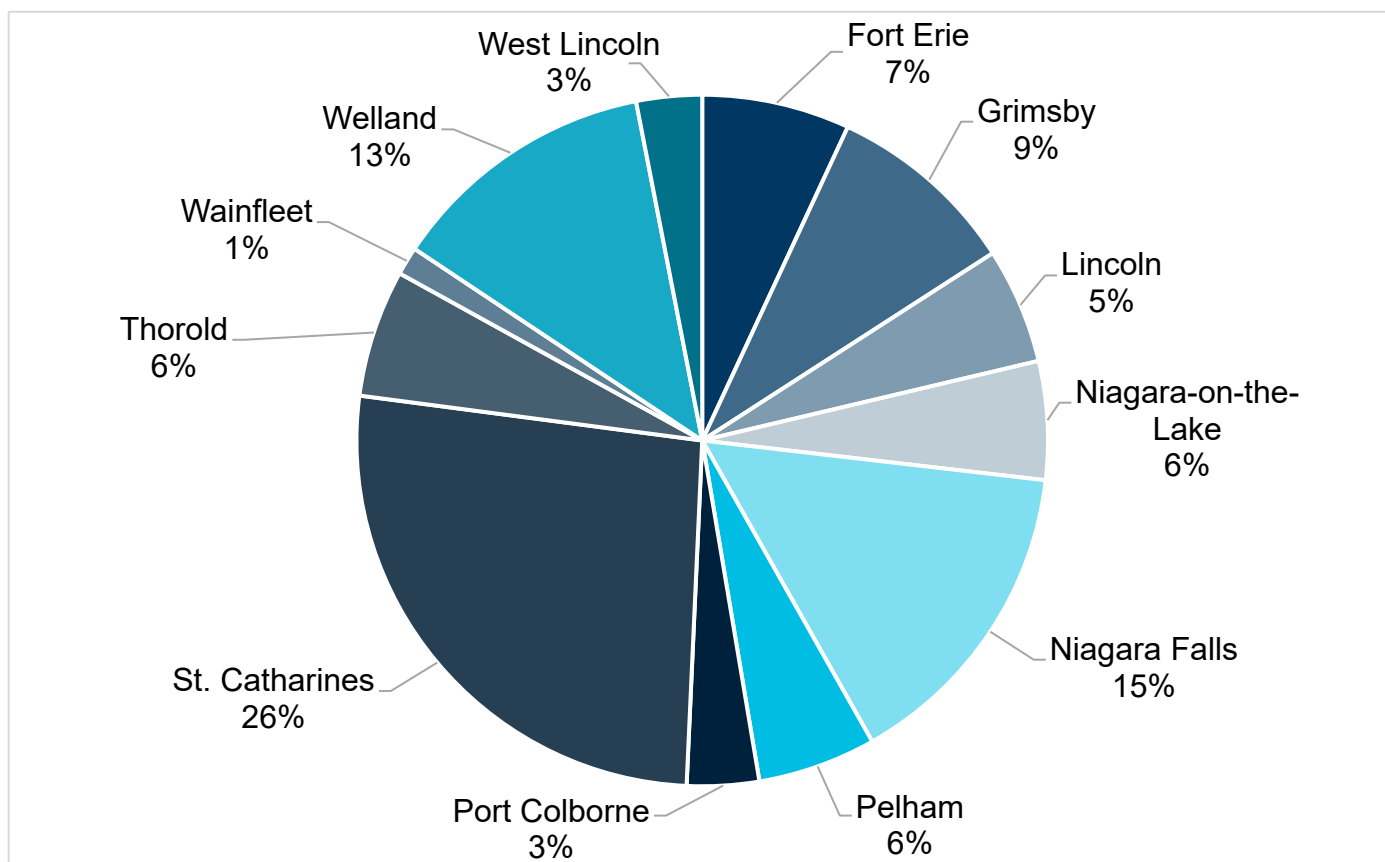


Figure 3.1 Residential survey question #1: Responses by per cent in each LAM

Household characteristics

The household characteristics of survey respondents is shown in Figure 3.2, Figure 3.3 and Figure 3.4. While survey captured a diversity of household types, tenure types and household sizes, certain groups were overrepresented:

- Single family households made up 84 per cent of the survey respondents, compared to 72 per cent of the population²
- Homeowners represented 82 per cent of respondents, compared to 73 per cent of the population³
- Households with three or four occupants made up 38 per cent of the respondents, compared to 27 per cent of the population⁴

Conversely, some groups were underrepresented:

- Apartment and/or condo households represented six per cent of respondents, compared to 20 per cent of the population⁵
- Renters accounted for 15 per cent of respondents, compared to 27 per cent of the population⁶
- Households with one or two people made up 50 per cent of respondents, compared to 65 per cent of the population⁷
- Households with five or more people made up 12 per cent of respondents, compared to eight per cent of the population⁸

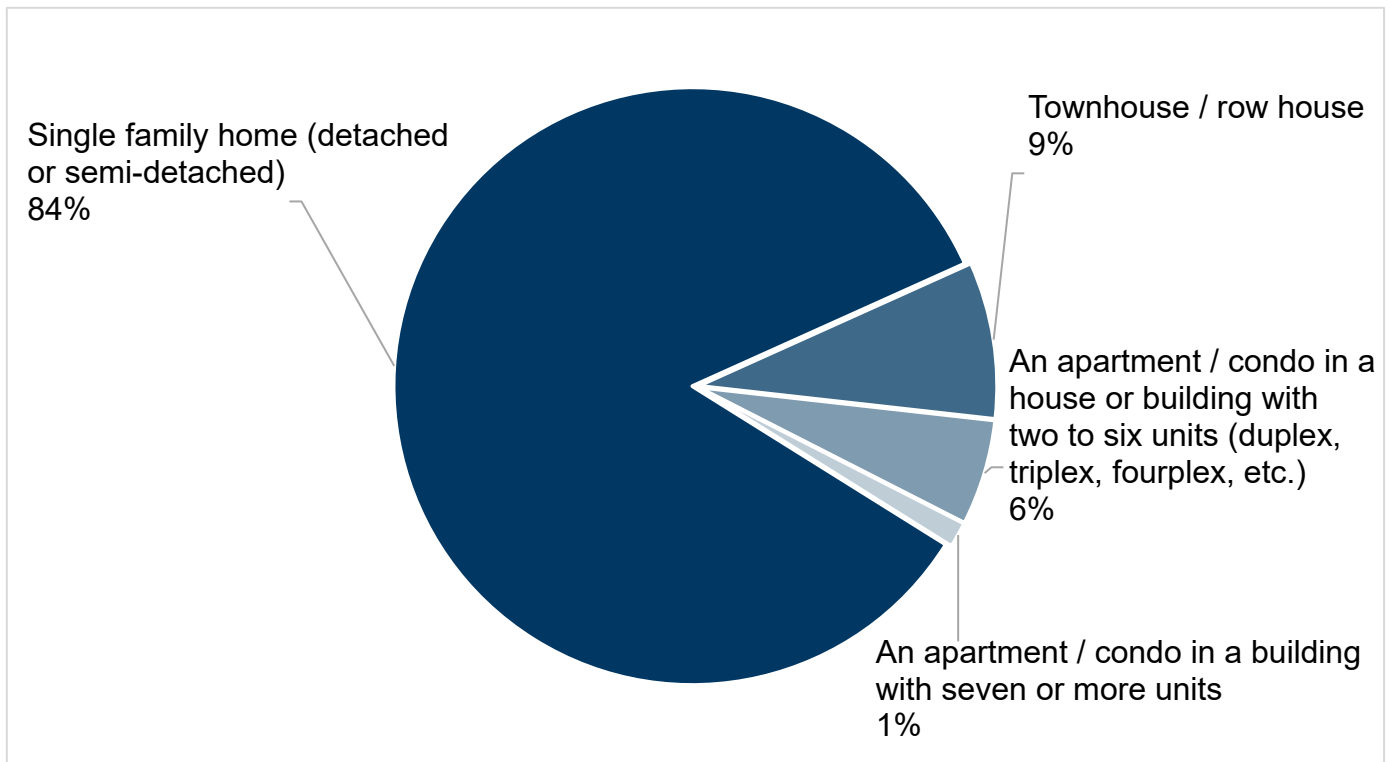


Figure 3.2 Residential survey question #2: Residential housing type

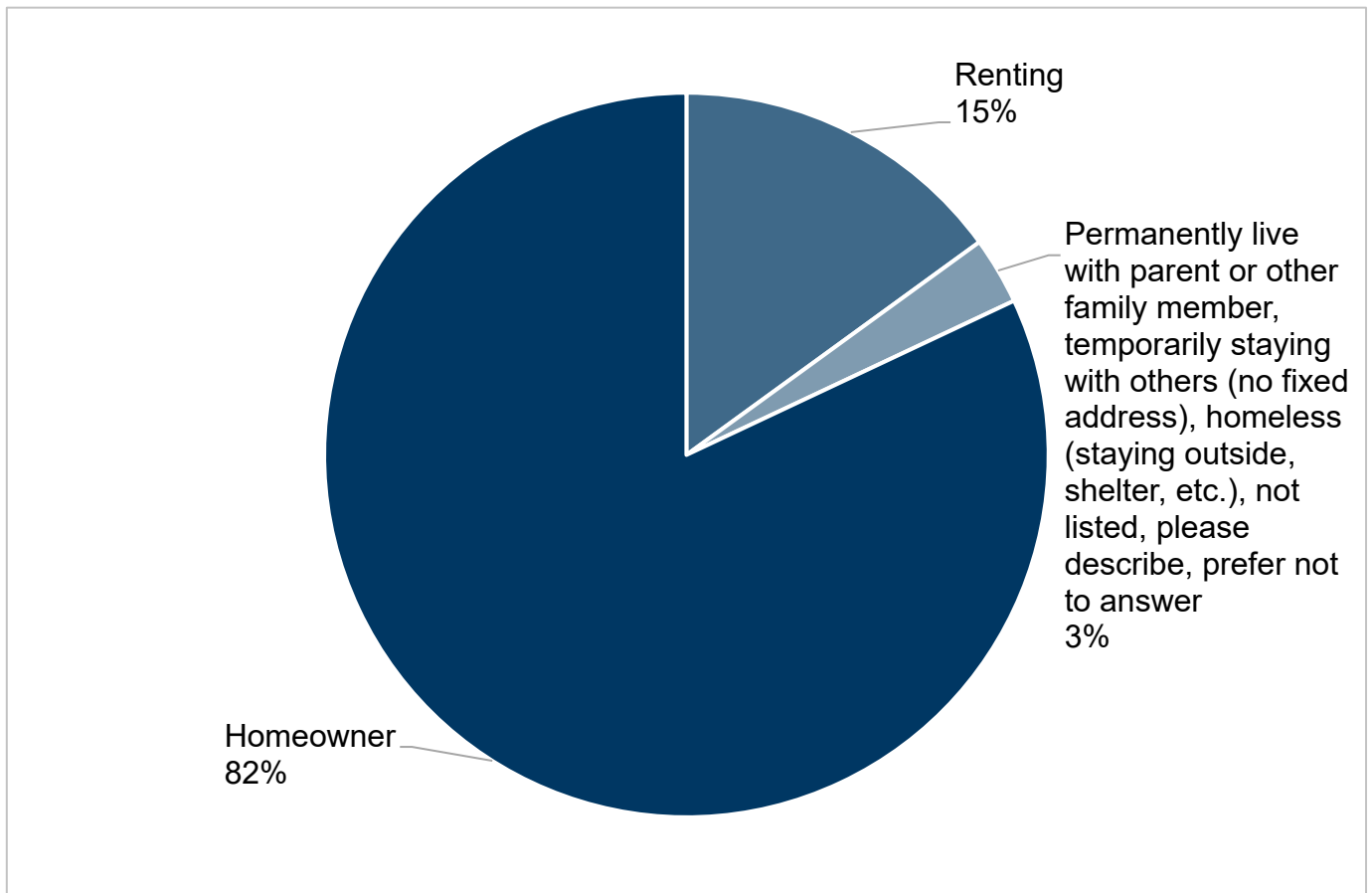


Figure 3.3 Residential survey question #4: Home ownership

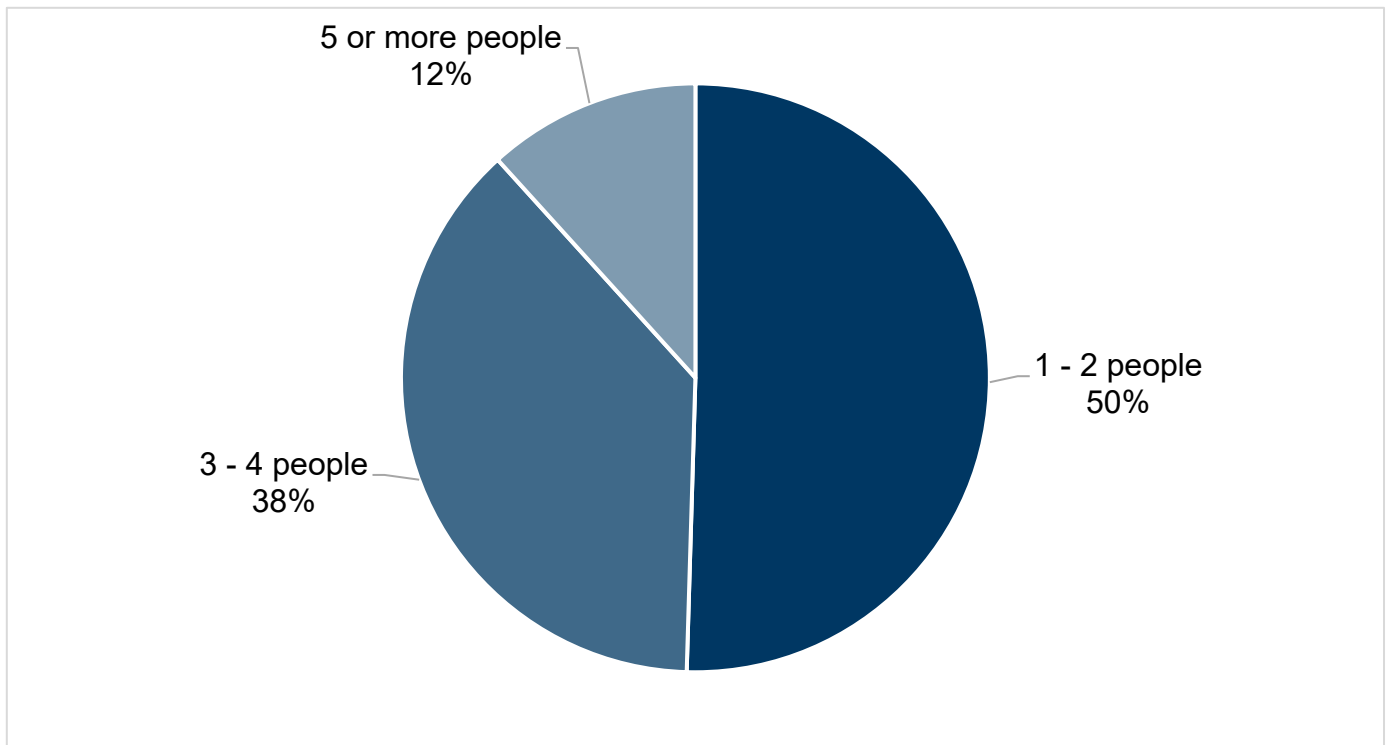


Figure 3.4 Residential survey question #5: Household size

Live above or near a business

Respondents were asked whether they live above a business or if there are business units within their building, as these properties may receive different waste collection services compared to buildings with only residential units. Four per cent of respondents live either above a business or reside in a building that includes business units (see Figure 3.5 below).

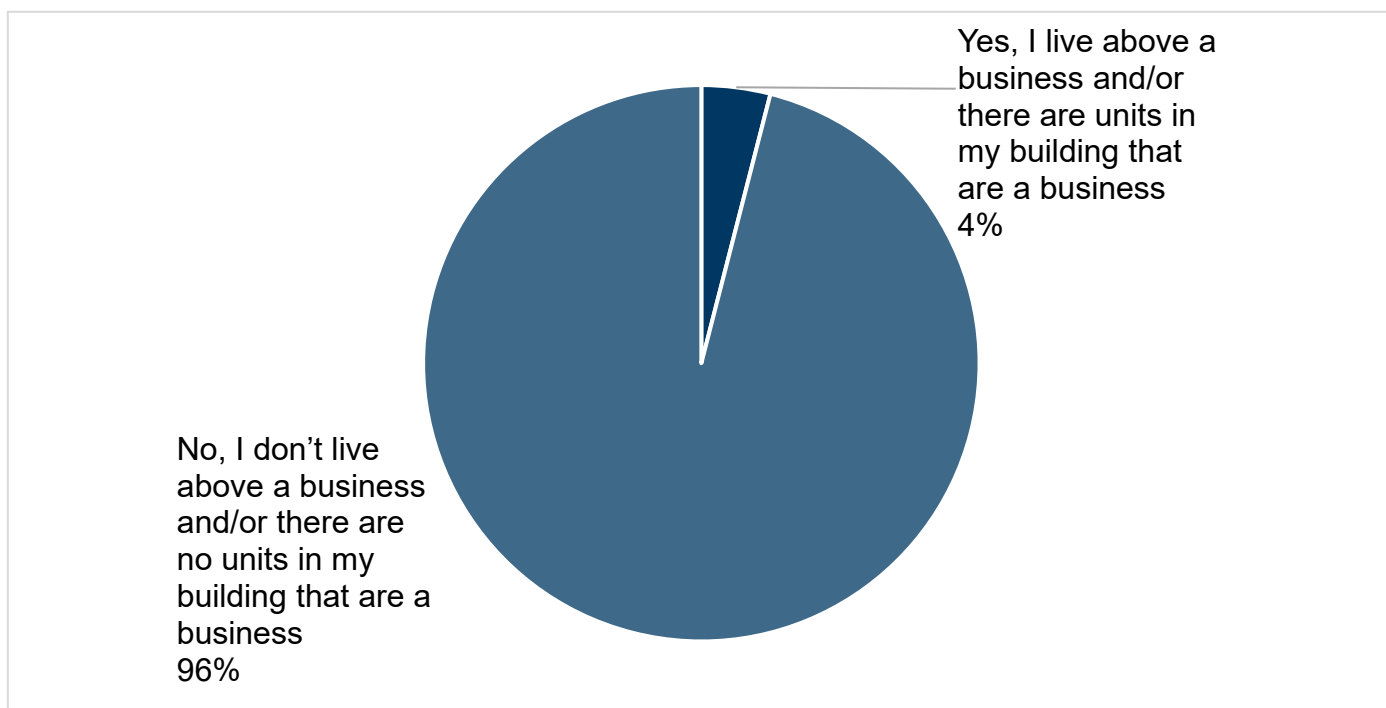


Figure 3.5 Residential survey question #3: Residential units with businesses

3.4.2.2 IC&I sector demographics

IC&I location by per cent in each LAM

The distribution of survey respondents representing a business by LAM is shown in Figure 3.6. Most respondents represent a business located in Thorold (28 per cent), Niagara Falls (23 per cent), and Niagara-on-the-Lake (11 per cent). Given the low number of responses to the IC&I survey, the business location of survey respondents was not as representative of the overall population as those the residential survey⁹. Some noticeable differences include:

- Niagara-on-the-Lake was overrepresented (11 per cent of survey respondents compared to five per cent of businesses located in that LAM)
- Thorold was overrepresented (28 per cent of survey respondents compared to five per cent of businesses located in that LAM)
- St. Catharines was underrepresented (five per cent of survey respondents compared to 33 per cent of businesses located in that LAM)
- Welland was underrepresented (two per cent of survey respondents compared to nine per cent of businesses located in that LAM)

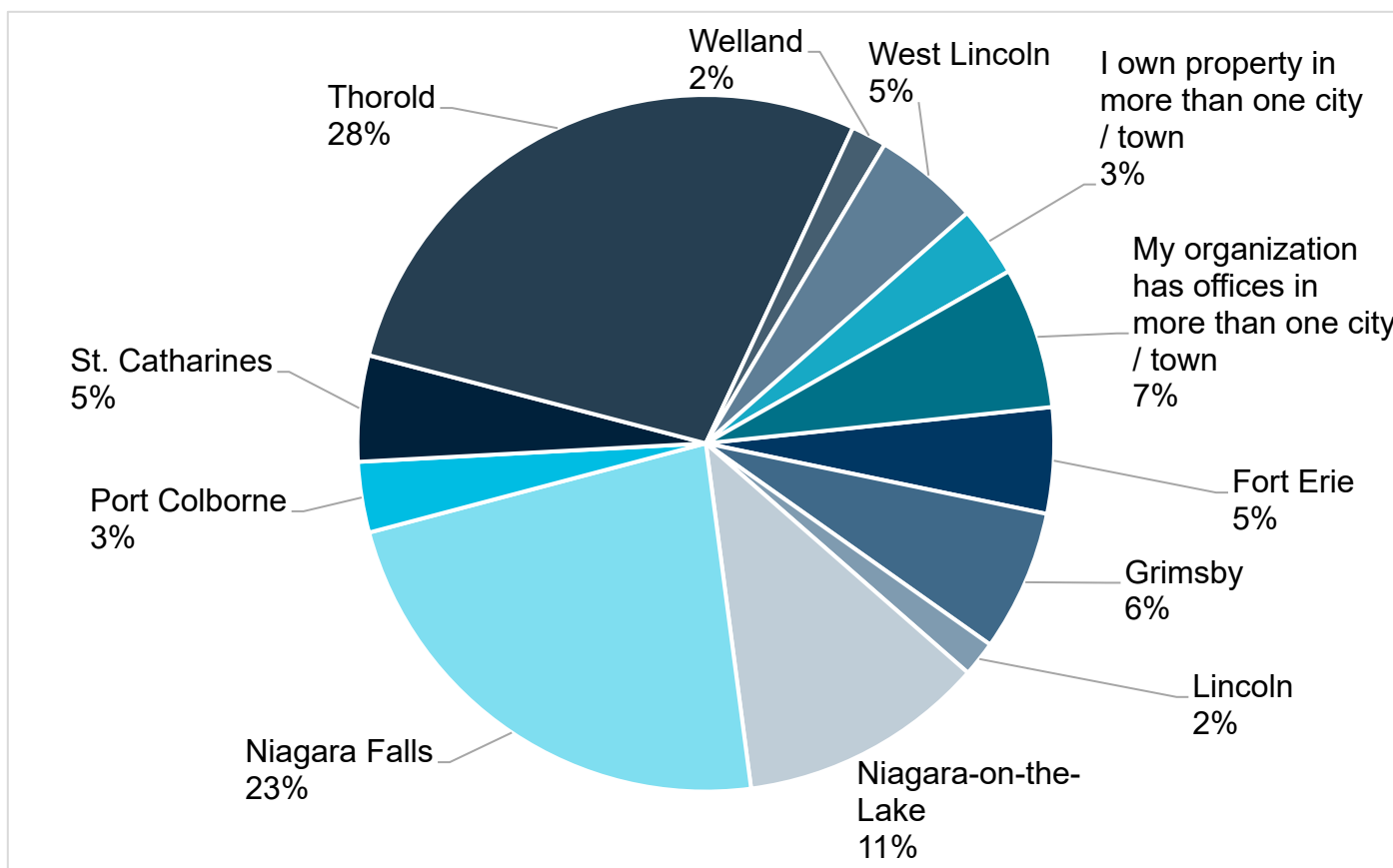


Figure 3.6 IC&I survey question #1: Responses by per cent in each LAM

Properties within designated business areas

As outlined in Section 2.6.1.1 of the Waste Management Strategic Plan (WMSP) Current State Report (<https://niagararegion.ca/projects/waste-management-strategic-plan/pdf/current-state-report.pdf>), businesses within designated business areas receive weekly collection of up to four garbage containers, while those outside designated business areas receive bi-weekly collection of up to eight garbage containers. The survey respondents included a mix of businesses within designated business areas (58 per cent), businesses outside of designated business areas (26 per cent), and respondents who were not sure (16 per cent) (see Figure 3.7 below).

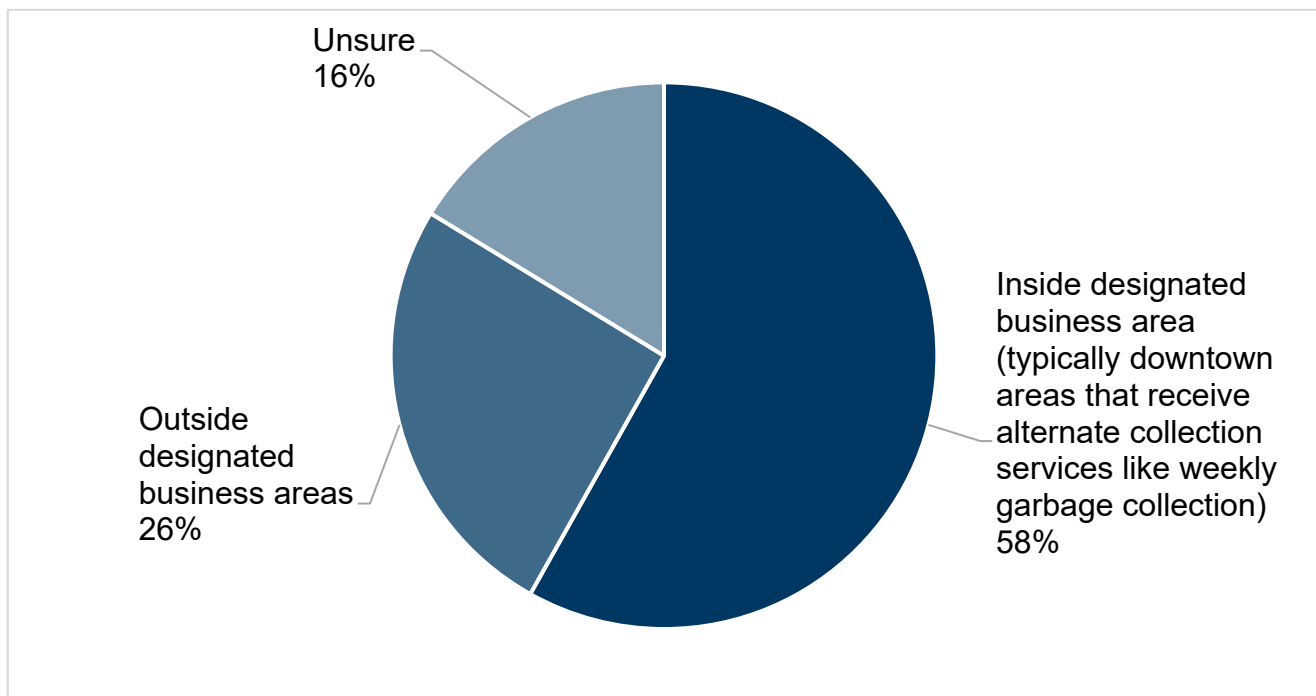


Figure 3.7 IC&I survey question #2: Property(ies) within designated business areas

Property description

To better understand the types of waste generated by the businesses represented in the survey, respondents were asked to identify the type of property they represented. Government institutions and office buildings were the most common, each representing 17 per cent of respondents. The categories of food preparation/service/restaurant, retail shopping establishment or complex, and multi-purpose property were each selected by 12 per cent of respondents. Other property types mentioned included a museum, funeral home, small home office, truck parking yard, salon and a waste management/resource recovery facility (see Figure 3.8 below).

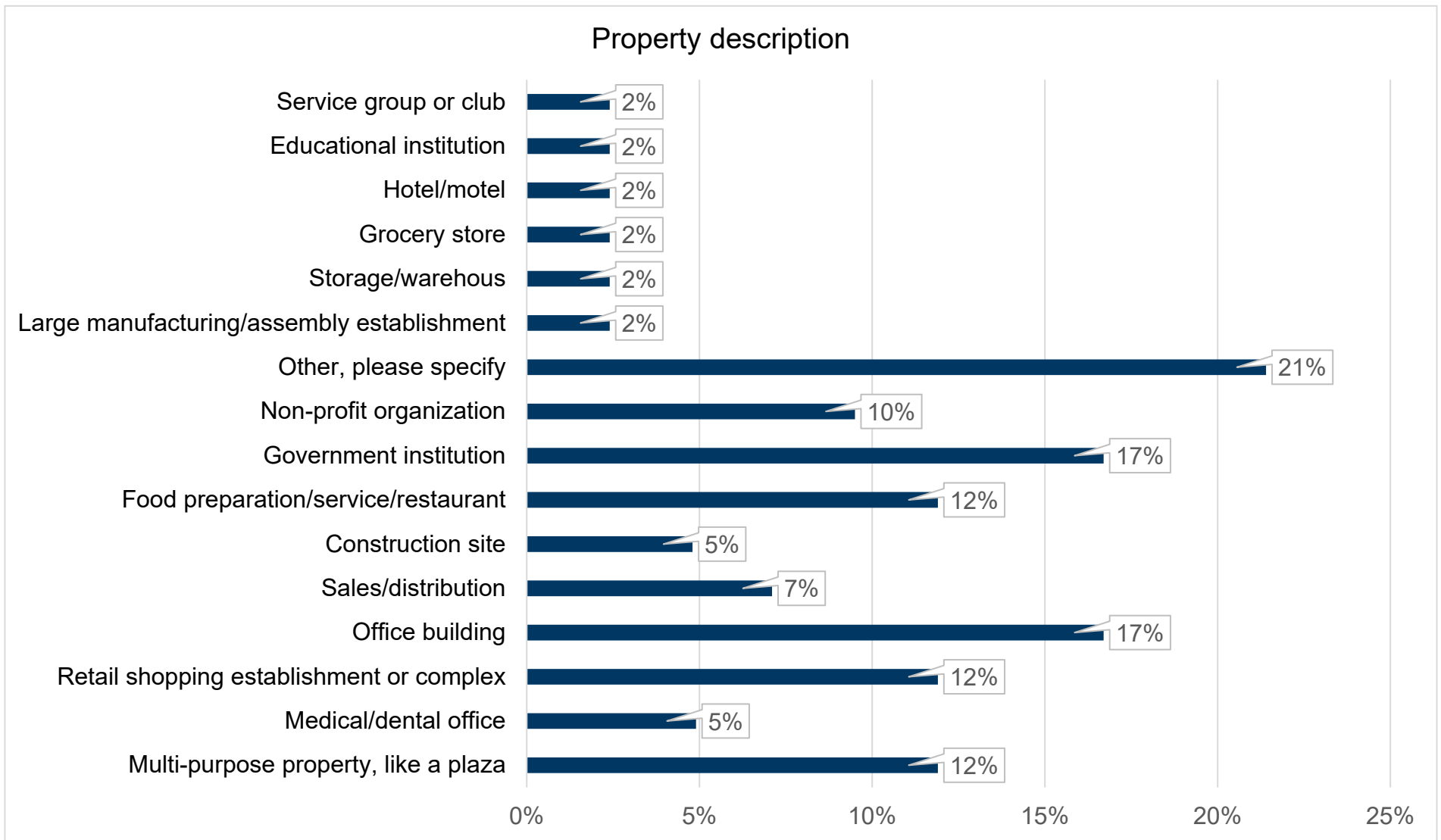


Figure 3.8 IC&I survey question #3: Property description

4. Feedback from the residential community

Through the online surveys and public open houses, interested parties shared their views on current waste management programs and services, identified issues and opportunities to consider during the development of the Plan, and described their vision, goals and objectives for waste management. Several key themes emerged from these engagement activities, directly informing the mission, vision, goals, guiding principles of the Plan and development of programs, initiatives and services:

- System affordability
- Customer satisfaction
- Suggestions for collection containers
- Recycling and packaging
- Emerging technologies
- Programs and initiatives
- Education and raising awareness
- Waste diversion and reuse
- Behaviour change through intentional partnerships
- Organics generation and composting
- Producer responsibility and waste diversion

A description of each of these themes is provided below

4.1 System affordability

In the residential survey, respondents were asked to rate the importance of several statements related to their values for the future of waste management. The statements covered a wide range of topics including public health, zero waste, reducing food waste, innovation, affordability, economic growth, and customer focus. The complete list of statements is included in question #6 in Appendix D. The statement concerning affordability, “Ensure the system is affordable (consider the impact of a potential increase in costs for households or businesses”, was identified as a top priority, with 71 per cent of respondents considering it very important for the future of waste management in Niagara (see Figure 4.1).

The findings are reinforced by responses regarding residents' willingness to accept higher municipal taxes to fund additional waste diversion initiatives. Forty-nine per cent of respondents indicated they would not be willing to pay more, 12 per cent said they would be willing to pay more, and 34 per cent stated that it would depend on the amount they have to pay (see Figure 4.2). Additionally, several open-ended responses mentioned that costs are already too high and emphasized the need for an affordable, cost-effective waste management system.

For context related to affordability, Section 7 of the WMSP Current State Report (<https://niagararegion.ca/projects/waste-management-strategic-plan/pdf/current-state-report.pdf>) provides a financial breakdown of the 2022 budget versus the actual cost per tonne, as well as the 2023 budgeted costs per tonne for various waste management program areas.

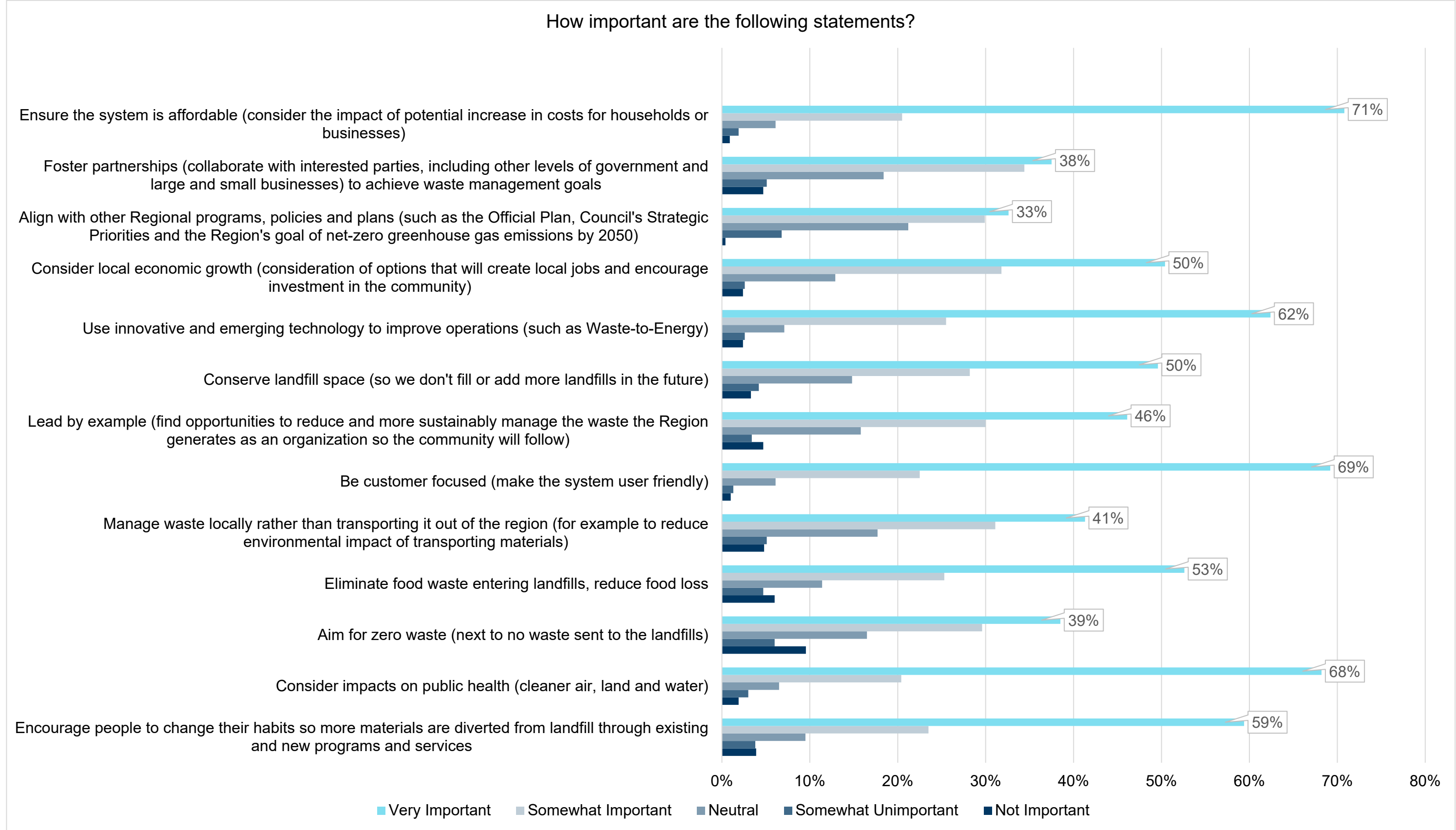


Figure 4.1 Residential survey question #6: How important are the following statements?

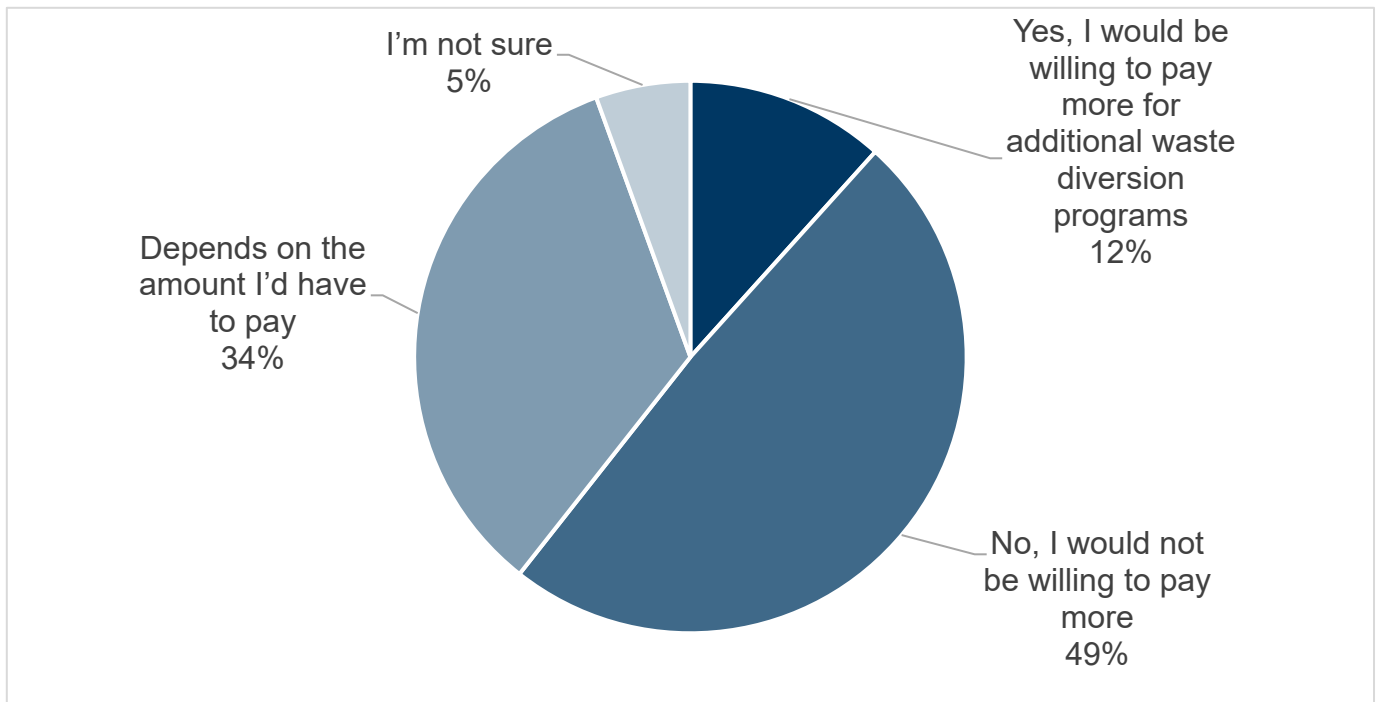


Figure 4.2 Residential survey question #19: Willingness to pay an increase in municipal taxes

4.2 Customer satisfaction

In the residential survey, respondents were asked to rate their satisfaction with the waste collection service provided by the Region, as well as the services at the drop-off depots and landfill.

Seventy-five per cent of respondents reported being satisfied or very satisfied with the waste collection services they receive, and 68 per cent are satisfied or very satisfied with the level of service at the drop-off depots and landfill (see Figure 4.3 and Figure 4.4 below).

While the survey did not include any questions about collection frequency, since the Region is not proposing any changes in that area, respondents used open-ended questions to express support for reverting to weekly garbage collection. The main reasons cited were health concerns associated with odours, bugs, pests, and rodents.

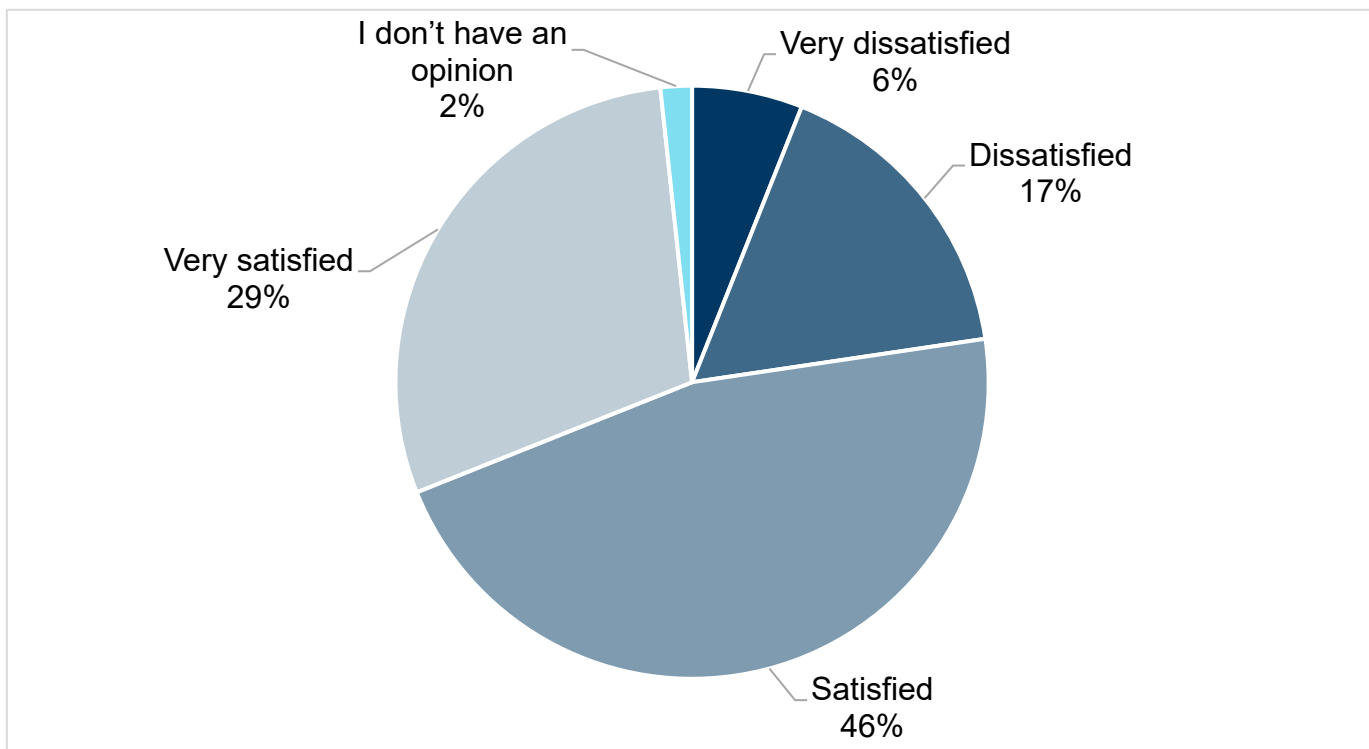


Figure 4.3 Residential survey question #10: Satisfaction with level of waste collection service

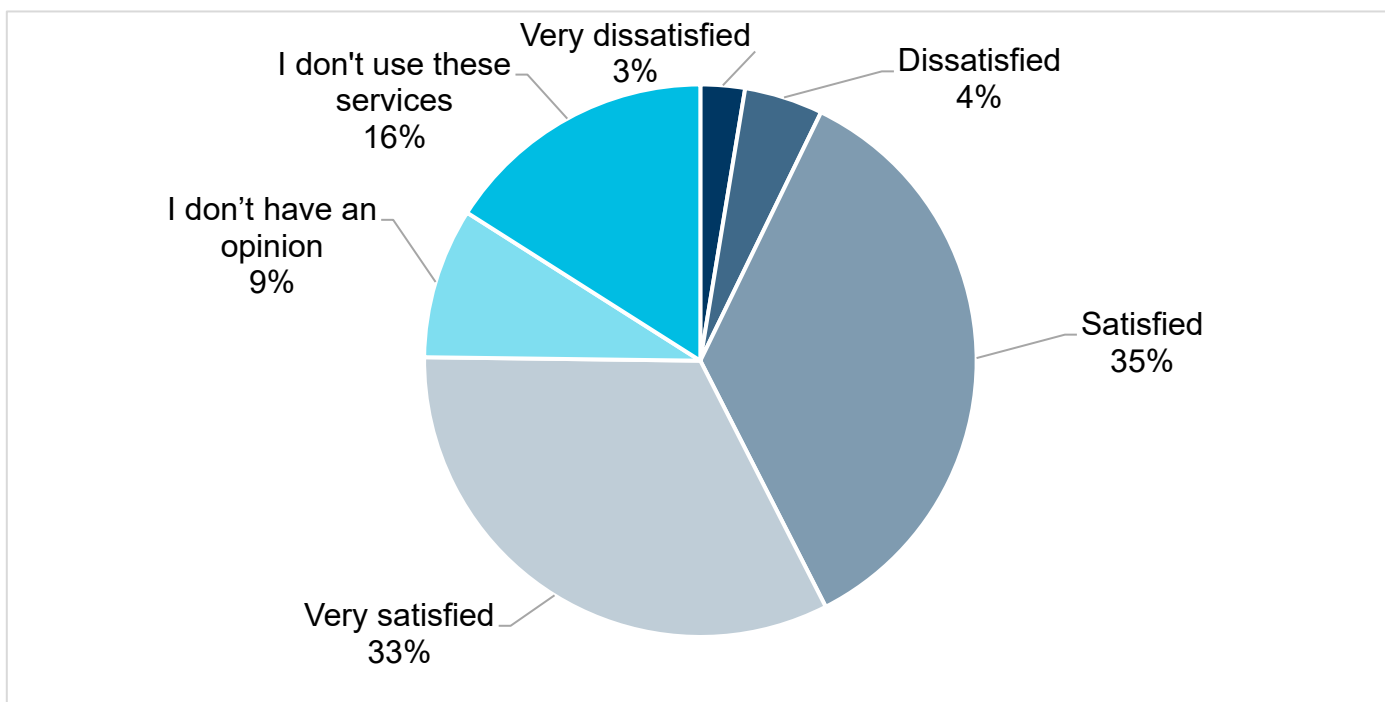


Figure 4.4 Residential survey question #11: Satisfaction with level of service at drop off depots and landfill

4.3 Suggestions for collection containers

Within the open-ended questions in the residential survey, several respondents indicated a preference for better designed bins, such as larger bins on wheels with attached, lockable lids. Reasons cited included reducing the amount of recyclables thrown around on windy days, and preventing animals from getting into Green Bins. Some participants noted that recycling bins break frequently due to windy conditions and rough handling during collection. Additionally, some participants expressed concerns about the costs associated with damaged recycling bins and replacement costs.

4.4 Recycling and packaging

Survey respondents were asked what would help them the most to reduce, reuse or recycle more of their waste. While the Region is no longer responsible for collecting recyclables, survey respondents supported a reduction in packaging to facilitate waste reduction, reuse, and recycling. There was also a suggestion for the Region to collaborate with other municipalities to enact policies aimed at reducing packaging, particularly plastics. Some respondents also indicated a preference for single-stream recycling, and to be given more than one recycling bin and Green Bin for free, rather than just one each, to accommodate more recyclables and organics. Additionally, some participants identified potential partnerships with Circular Materials and other levels of government to expand the range of materials obligated for collection.

As described in Section 2.5.2.3 of the WMSP [Current State Report](https://niagararegion.ca/projects/waste-management-strategic-plan/pdf/current-state-report.pdf) (<https://niagararegion.ca/projects/waste-management-strategic-plan/pdf/current-state-report.pdf>), producers rather than the Region are now responsible for the collection and processing of residential recycling. One open house participant inquired about whether this responsibility would transition to a single provincial collection system.

Participants also discussed the possibility of Circular Materials taking over the Green Bin program and its potential impact on the Region's long-term strategy to divert acceptable green bin materials. One participant suggested that the Region wait to finalize the Plan's recommendations until after the Global Plastics Treaty is finalized, expected in November 2024. Another suggestion was for the Region mandate the use of compostable paper drink cups as they are easier to rinse and dispose of than oil-plastic lined cups.

4.5 Emerging technologies

As noted in Section 4.1, respondents were asked to rate the importance of several statements about the future of waste management. Sixty-two per cent of respondents indicated it was very important to them that the Region use innovative and emerging technology, such as waste-to-energy, to improve operations (see Figure 4.1).

While the survey did not include a specific question related to levels of support for waste-to-energy, question #9 asked respondents how supportive they would be of accepting waste from outside Niagara to make alternative waste processing technology a viable option. Responses were

mixed, with 37 per cent being supportive or very supportive and 47 per cent being not supportive or very unsupportive (see Figure 4.5).

In addition, when asked to describe what they believe should be the priority for the Region's Waste Management Division, some respondents used this open-ended question to cite waste-to-energy specifically, with a mix of responses in support or opposition. As an example, one respondent suggested that if the Region had a waste-to-energy facility, it could consider charging other municipalities to use the facility, which can help reduce costs for Niagara residents.

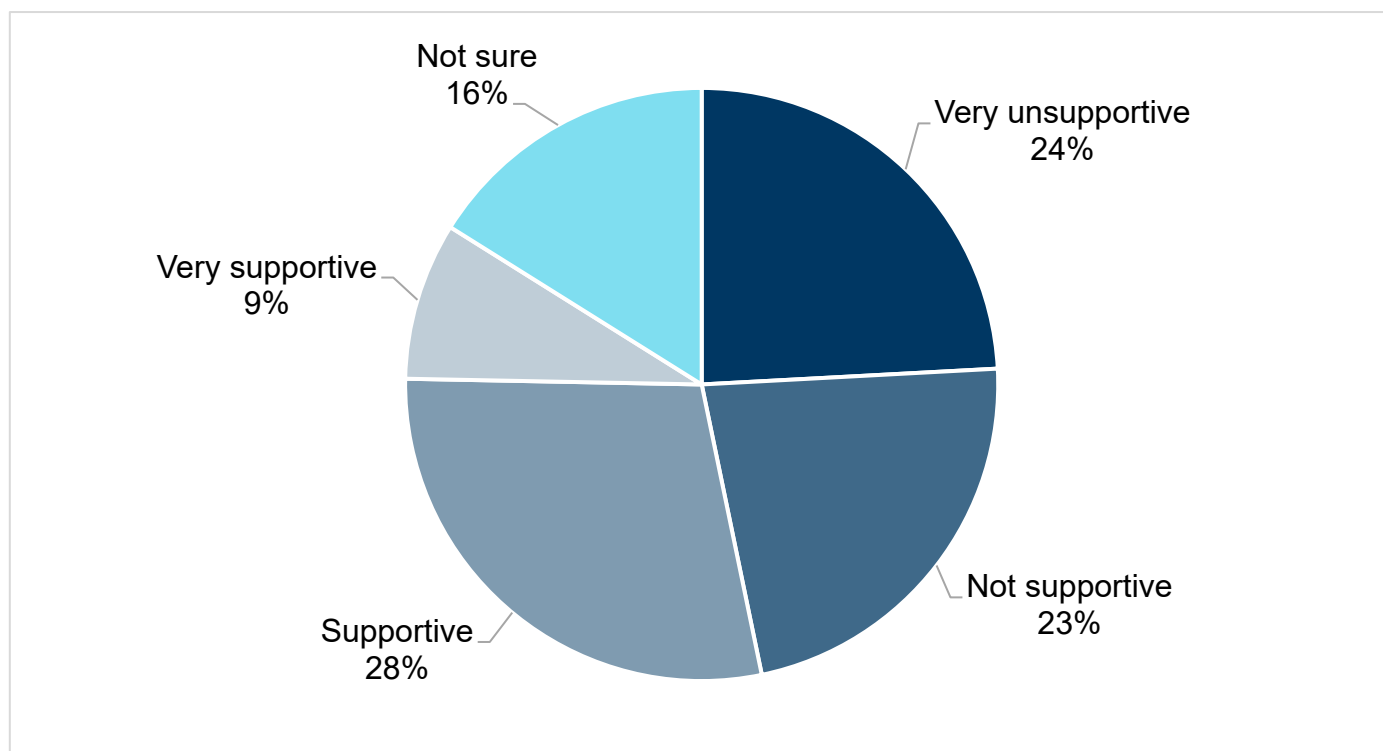


Figure 4.5 Residential survey question #9: Support for accepting waste from municipalities or cities outside Niagara

4.6 Programs and initiatives

As noted in Section 4.4, survey respondents were asked what would help them the most to reduce, reuse or recycle more of their waste. In response to this open-ended question, respondents shared a wide range of ideas for programs and initiatives. These included expanding the types of items collected at the curb, such as grass clippings and textiles; adding more battery disposal locations; and holding producers more accountable. Some respondents suggested initiating programs to reduce plastic waste, assist individuals who cannot drive to the drop-off depots or common recycling areas, and supporting seniors who cannot drive or easily pick up new bins when they are damaged and need to be replaced. Additionally, some respondents proposed partnering with other municipalities for more community cleanups and drawing inspiration from other provinces when developing programs, all of which could lead to significant improvements in waste management efforts.

Attendees at the public open houses also spoke about programs and initiatives and the importance of community partnerships. For example, one attendee highlighted the value of initiatives like Niagara's Broken Spoke program and EcoSchools, and that these types of initiatives deliver positive environmental benefit by reducing landfill overload, nurturing environmental leadership, and building sustainable communities. Another open house attendee suggested the Region promote and build linkages among such community organizations and initiatives, emphasizing that this is a critical step to support change in behaviour patterns and increase waste diversion.

4.7 Education and raising awareness

In addition to being asked to report on level of satisfaction with overall waste collection services, survey respondents were asked to indicate their level of satisfaction with specific programs and services. Respondents were then asked to share reasons why they are less than satisfied and/or why they do not use waste management programs and services. In response, 36 per cent of respondents indicated they are unsure/unclear how the programs and services work (see Figure 4.6 below).

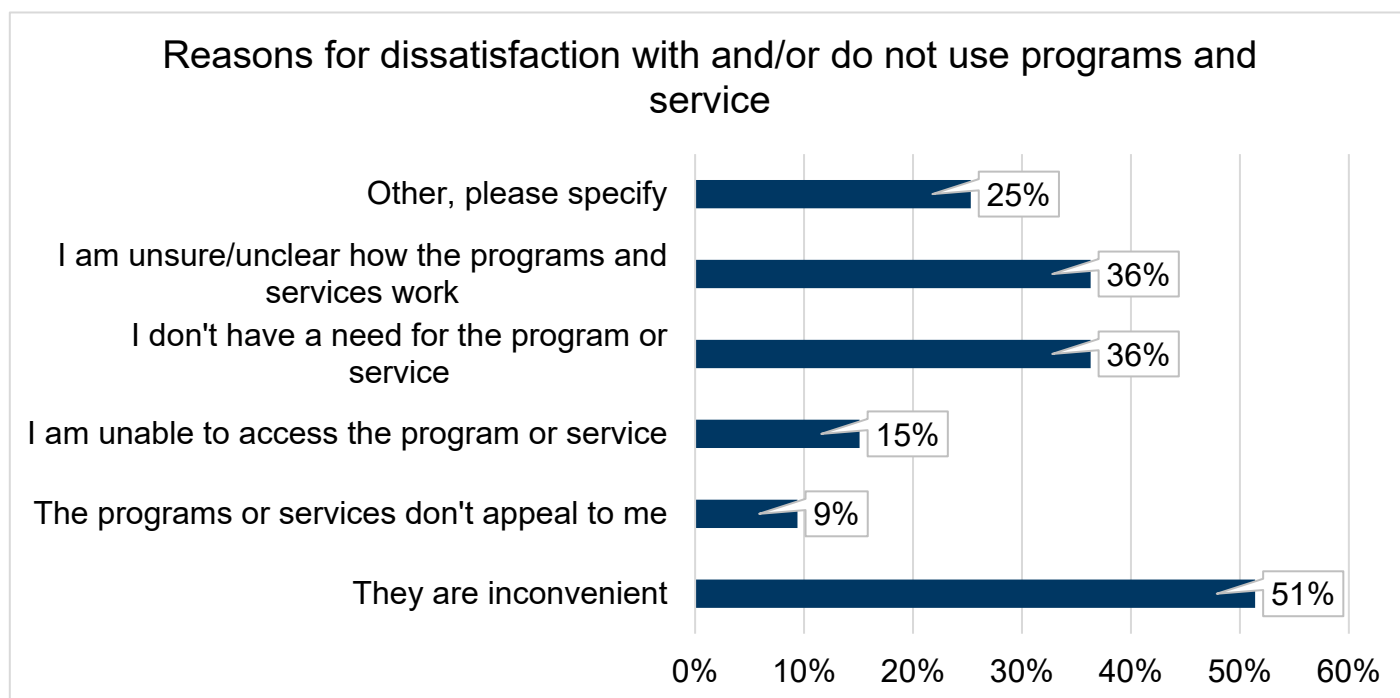


Figure 4.6 Residential survey question #13: Reasons for dissatisfaction with and/or do not use programs and services

In the open-ended questions throughout the survey, some respondents commented on education, communication and community engagement. For example, some emphasized the need to improve communication to make the system as simple and easy to understand as possible, and to raise awareness of existing programs and services to increase participation. Additional suggestions included educational videos and providing more information about proper sorting and how to use the Green Bin properly.

Survey respondents were also asked how they typically receive information from the Region about waste management programs and services. The most frequently cited communication method was direct mail (63 per cent), followed by the Niagara Region Waste App (44 per cent) and the Niagara Region website (43 per cent) (see Figure 4.7 below).

How information is received about waste management programs and services

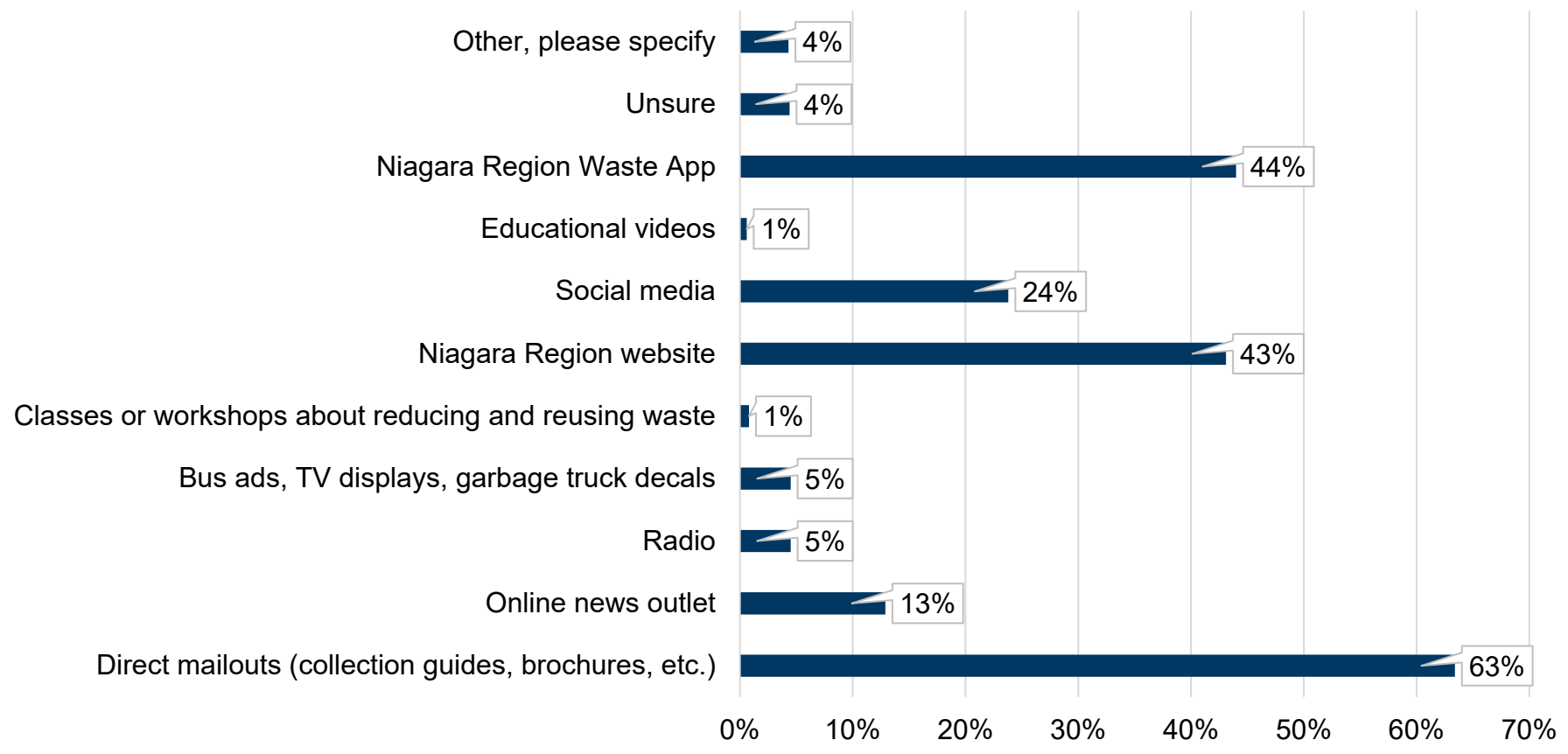


Figure 4.7 Residential survey question #20: How information is received about waste management programs and services

4.8 Waste diversion and reuse

In response to the survey question asking respondents to rate the importance of various statements related to waste management, encouraging people to change their habits so more materials are diverted from landfill was highly ranked, with 59 per cent of respondents identifying it as very important.

During one of the public open houses, participants noted that the two existing landfill sites have sufficient disposal capacity for the next 25 to 40 years (per Niagara Region's 2022 Landfill Capacity Review) and challenged the need to obtain additional waste disposal capacity. Comments included calls to "focus on rethink, reduce, reuse". Other ideas suggested included using new-age packaging, promoting sustainable consumption and zero waste, halting incineration, diverting organics from waste to composting, using clear garbage bags, and incentivizing residents and businesses to change behaviours to improve diversion rates. When reminded of the Drop 'n' Shop Thrift Store in Hamilton, one participant suggested installing a similar facility near the current landfills to encourage further diversion and reuse of waste items.

4.9 Organics generation and composting

When asked to rate the importance of various statements related to waste management, reducing food waste was considered a priority with 53 per cent of respondents referring to it as very important.

The public open houses provided an opportunity for attendees to explore the issue of organics further. Attendees at one of the public open houses were keen to learn how much waste is being generated from the IC&I sector, buildings comprising more than three storeys, and construction sites. Some participants also wanted to understand the composting process for organics from IC&I and buildings more than three storeys and the role the Region was playing in this process.

5. IC&I sector feedback

Similar to the engagement with residents, several key themes arose during engagement with the IC&I sector, which included members of the education sector, non-governmental organizations, community partners, and special interest groups. These themes are described further in the following sections and include:

- Education, promotion, and by-law enforcement to facilitate behaviour change
- Practical challenges with the use of bins
- Reducing, reusing and recycling more waste
- Waste disposal and waste-to-energy
- Role of the IC&I sector
- Satisfaction with level of waste collection service

The priorities and values shared by the IC&I sector will inform the mission, vision, goals and guiding principles of the Plan, as well as programs, services and initiatives under consideration.

5.1 Education, promotion, and by-law enforcement to facilitate behavioural change

As in the residential survey, survey respondents were asked to rate the importance of several statements to better understand what they value about the future of waste management. The complete list of statements is included in question #4 in Appendix D.

The statement related to behaviour change, “Encourage people to change their habits so more materials are diverted from landfill”, was ranked the highest priority, with 67 per cent of respondents considering it very important. Following behaviour change, the top priorities were customer focus (61 per cent), public health impacts (58 per cent) and affordability (57 per cent) (see Figure 5.1).

When asked about their willingness to pay more, responses were similar to the residential survey, with 41 per cent responding that they were not be willing to pay more and 48 per cent responding that it depends on how much (see Figure 5.2).

Participants in the sector-specific open houses shared similar perspectives, advocating for more investment in promotion and education, specifically related to educating the community about donating items to reputable charities. An observation was shared about the lack of reuse of materials such as plastic and textiles and suggested awareness-raising efforts to encourage the reuse of such materials.

To further facilitate collective behaviour change, several open house participants highlighted the importance of by-law enforcement, while recognizing that this effort is resource intensive. It was also requested by some open house and survey participants that the Region make additional educational materials for IC&I staff. For example, one suggestion was an online training program for staff and volunteers with a certificate awarded upon completion, like the Niagara Tourism Ambassador Program.

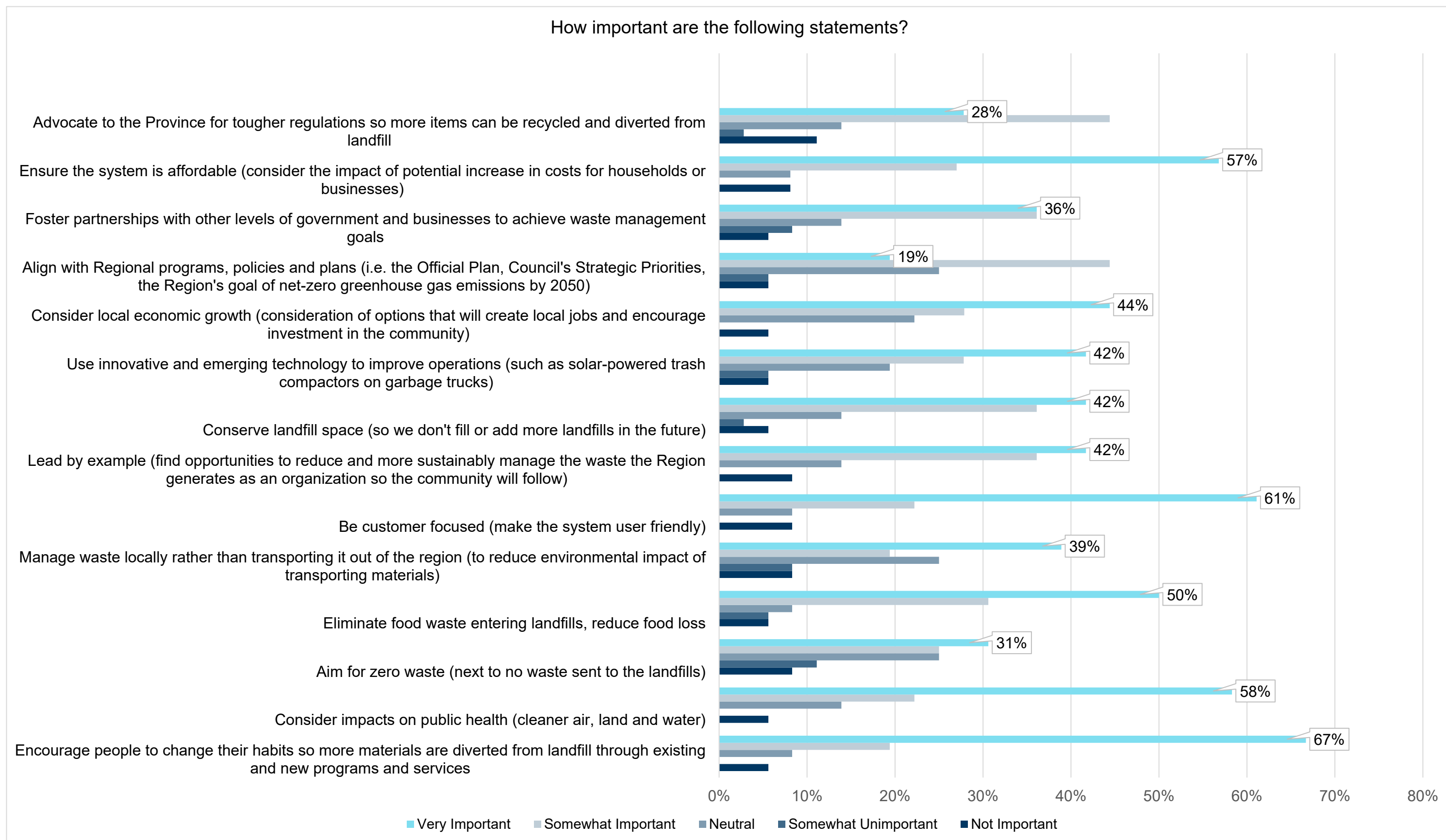


Figure 5.1 IC&I survey question #4: How important are the following statements?

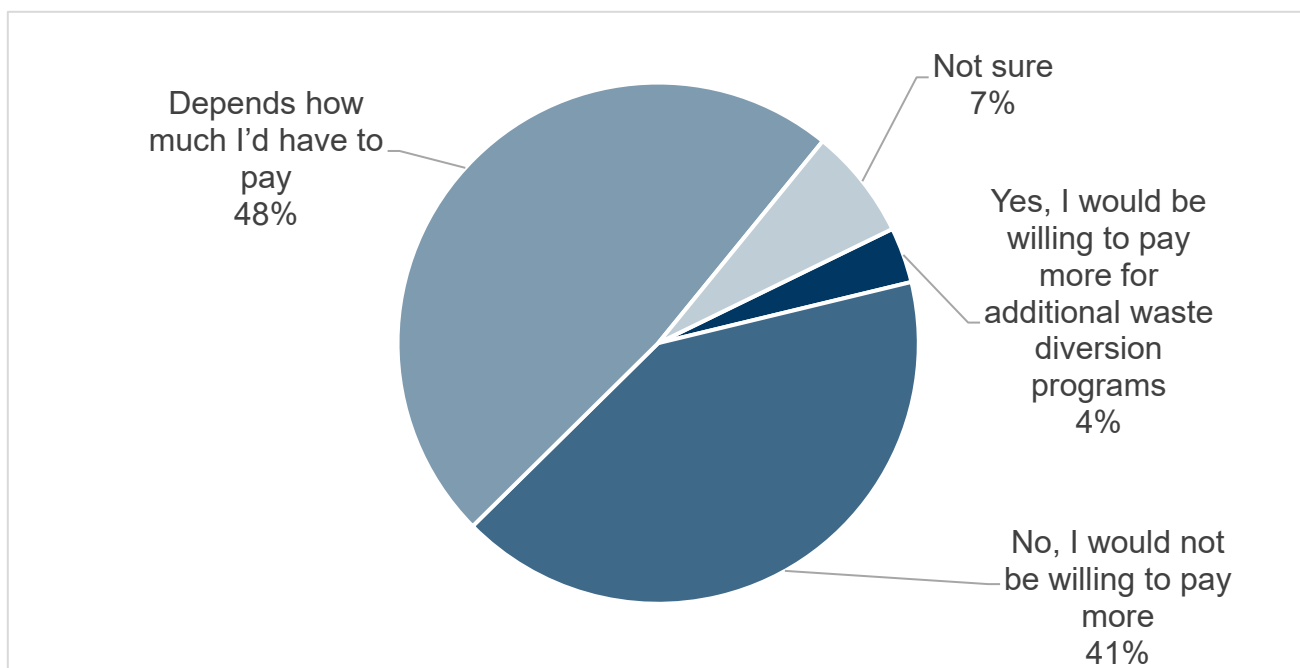


Figure 5.2 IC&I survey question #8: Willingness to pay an increase in municipal taxes

5.2 Practical challenges with the use of bins

During the open house, some participants raised concerns about bin usage at IC&I properties and in public spaces:

- Some restaurants do not have a proper place to store Green Bins
- Green Bins are often parked in front of properties which makes it difficult to clean them, leading to unsanitary conditions
- Public waste receptacles are hard to empty, and this is becoming a health and safety concern

In addition, some participants noted that bins are often stolen, and businesses are hesitant to remove the wheels to make them less appealing, because this would counter the Region's collection requirements which mandate specific bin designs and configurations.

5.3 Reducing, reusing and recycling more waste

In the IC&I survey, respondents were asked what would help them reduce, reuse and recycle more. Some respondents suggested the Region provide free and larger bins, and recycling pickups at businesses. Some respondents are also looking to manufacturers and producers of waste to use less packaging and make more items recyclable. Finally, there were suggestions regarding rebates for reducing waste and the need for better waste management systems for businesses.

5.4 Waste disposal and waste-to-energy

Similar to the residential survey, the IC&I survey did not include a specific question related to levels of support for waste-to-energy. Question #9 however, asked respondents how supportive

they would be of accepting waste from outside Niagara to make alternative waste processing technology a viable option. This received more support from IC&I survey respondents than residential survey respondents with 55 per cent of IC&I survey respondents being supportive or very supportive (see Figure 5.3), compared to 37 per cent of residential survey respondents as noted in Section 4.5.

Similar to the residential survey, some survey respondents and open house participants expressed opinions about waste-to-energy specifically. Some respondents in the IC&I survey used the open-ended question to suggest conserving landfill space, using waste to produce energy, incinerating to generate energy for appropriate uses, and investing in waste-to-energy. Those that expressed concern about waste-to-energy in the open houses, cited health concerns and suggested that incineration fails to reduce waste and is an expensive process that could not and should not be a part of the circular economy.

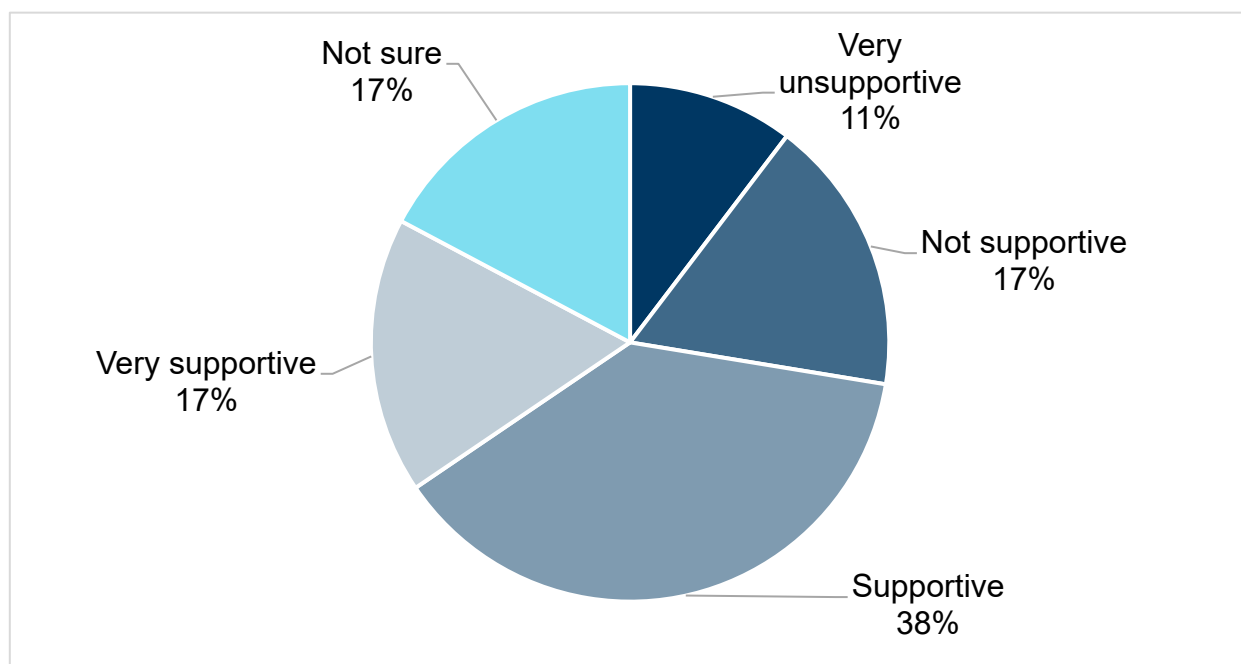


Figure 5.3 IC&I survey question #7: Support for accepting waste from municipalities or cities outside Niagara

5.5 Role of the IC&I sector

The IC&I survey included tailored questions to determine how the IC&I sector perceived their role in the waste management system and what would incentivize sustainable practices. In general, IC&I respondents felt they had some level of responsibility for waste diversion and were supportive of a recognition program to reward sustainable practices.

Seventy-six per cent of respondents indicated they see their organization as responsible or very responsible for helping the Region achieve its waste diversion and waste management goals (see Figure 5.4 below). Further, 76 per cent of respondents see value in a recognition program for outstanding sustainable business practices. The 24 per cent that responded no to this question used the open-ended questions to note that it would be an added expense and a burden on the

taxpayers, and that the Region's focus should be on collection. 'Businesses should do good and lead by example' without the need for recognition, was provided as another reason why the Region should not support a recognition initiative (see Figure 5.5 below)

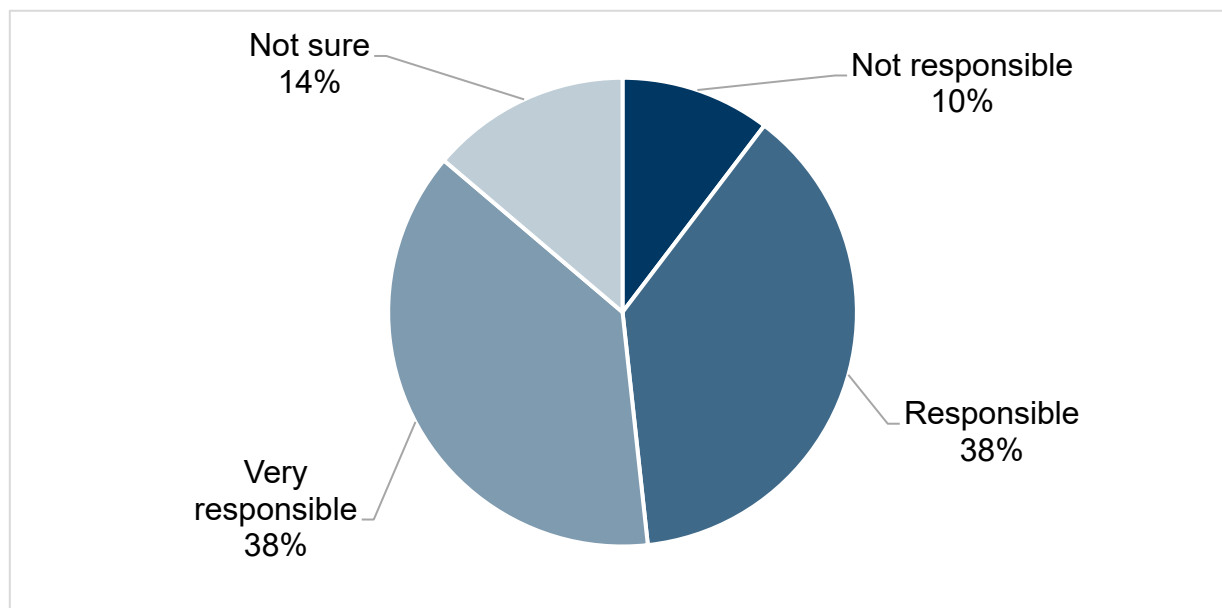


Figure 5.4 IC&I survey question #9: How responsible is your organization for helping Niagara Region achieve its waste diversion and waste management goals?

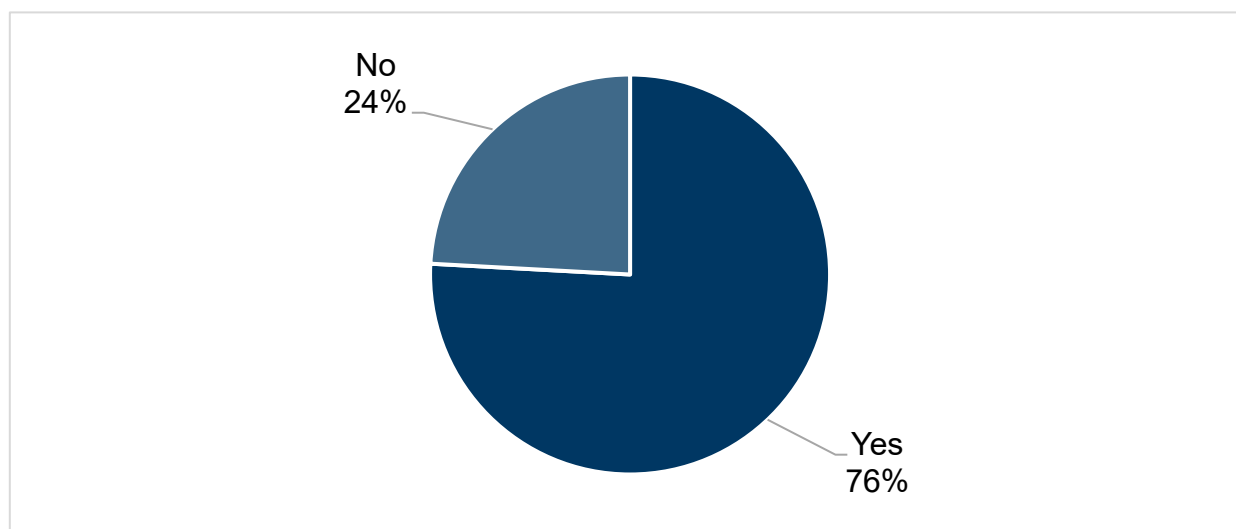


Figure 5.5 IC&I survey question #14: Do you see value in a recognition program for outstanding sustainable business practices?

5.6 Satisfaction with level of waste collection service

As in the residential survey, the IC&I sector was asked to report how satisfied they are with the level of waste collection service they receive from the Region. Levels of satisfaction were similar to the residential survey with 76 per cent of respondents reporting that they are satisfied or very satisfied with the level of waste collection service they receive (see Figure 5.6 below). When

survey respondents were asked to rate their level of satisfaction with current waste management programs offered by the Region, 59 per cent of respondents said they were satisfied or very satisfied with the curbside program for garbage and 59 per cent of respondents were satisfied or very satisfied with the curbside program for recycling. A slight increase in satisfaction was reported for the curbside program for organics, (62 per cent satisfied or very satisfied) and an even higher percentage of respondents (66 per cent) indicated they were satisfied or very satisfied with the Region's drop-off depots.

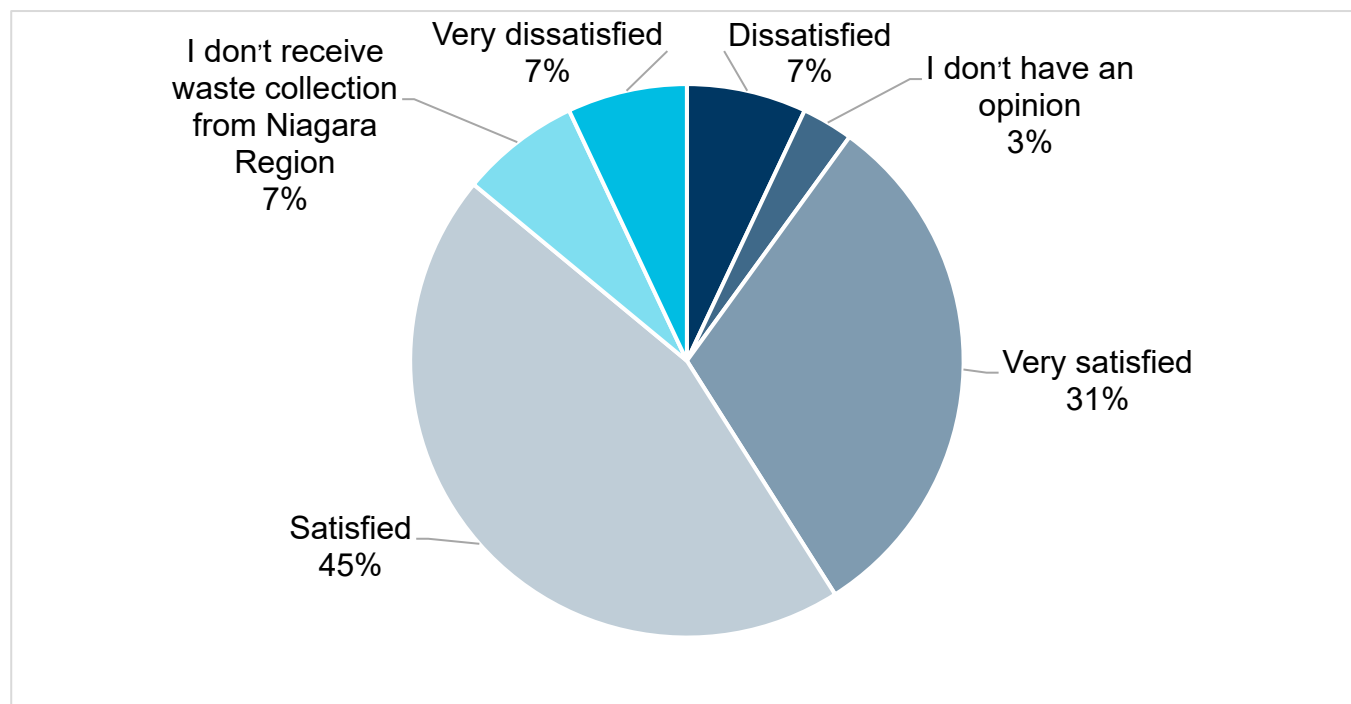


Figure 5.6 IC&I survey question #10: Satisfaction with level of waste collection service

6. Niagara Region and LAM staff feedback

As discussed in Section 3.4.1, an online open house was held with Region and LAM staff to elicit their feedback on considerations for the mission, vision, goals, guiding principles, programs, initiatives and services. Two key themes emerged from the discussion during this open house:

- Encouraging behavioural change through raising awareness and by-law enforcement
- Building partnerships

6.1 Behavioural change through raising awareness and by-law enforcement

Keeping the need for behavioral change and enforcing by-laws to ensure compliance at the forefront, open house participants suggested that the Region consider the City of Toronto's approach of using three-slot bins in public spaces and parks. There was consensus that the need

to create public awareness of proper bin usage in public spaces is pivotal. One reason is that the bins are currently left overflowing without any regard for the nature of the materials being placed in them. Participants noted that this issue, coupled with the implications of producer responsibility on public spaces remaining unknown, means that the LAMs remain under pressure to collect and recycle regular waste in public spaces when they do not have enough staff.

Related to this, participants encouraged the use of by-law enforcement and making reporting of illegal dumping more accessible to discourage household waste from being dumped into public bins. During the discussion, it was suggested that the Region put QR codes on the front of public bins, which people can scan to alert staff when containers are full and need to be collected. In addition, QR codes could also direct people to the Region's website as a source of public education.

6.2 Building partnerships

Participants discussed the importance of building partnerships and encouraged the Region to consider collaborating with the Region's Water and Wastewater teams in pursuing waste-to-energy. One participant drew attention to Walker Environmental Group's existing South Landfill nearing capacity, highlighting the dangers of sole reliance on one landfill contractor, and challenged the Region to consider alternatives.

7. How community feedback will be used

An engaged community that actively participates is critical for development of a successful Plan. Input from the over 1,700 survey responses and 55 open house attendees provided the Region with a solid understanding of how the community views current waste management programs and services, the challenges and concerns people have when disposing of their waste, and what people believe the Region should achieve through the development and implementation of the Plan.

The input received from the community described in Sections 1, 5 and 6 represented a broad range of values, perspectives and feedback including:

- Affordability is a primary concern, with many noting that costs are already too high and placing emphasis on the need for an affordable, cost-effective waste management system
- Customer service is a priority. Specific areas of particular interest include curbside collection containers, frequency of collection, and the types of materials accepted for curbside collection
- Alternative waste disposal options are top of mind, although conserving landfill space is not a top priority. Opinion on waste-to-energy solutions are mixed
- Education, behavioural change and by-law enforcement are seen as essential to encouraging waste reduction, reuse and recycling. Participants noted that raising awareness and enforcing policies are key to driving long-term shifts in how people manage their waste

- Waste reduction and producer accountability for packaging are widely supported by the community
- Partnerships, within Regional departments, with LAMs and with local community organizations, are recognized as vital to meet broader waste management goals.



Figure 7.1 The hierarchy of the mission, vision, guiding principles, goals and projects and initiatives

As noted throughout this report, and as shown in Figure 7.1, Phase One engagement insights will be used to inform the mission, vision, guiding principles and goals of the Plan, as well as the programs, services and initiatives being developed:

- The mission statement will define the purpose of the Region's Waste Management Services division
- The vision will be an aspirational statement describing what the Region wants the waste management system to be. Guiding principles will provide a framework for decisions related to the waste management system. The vision and guiding principles will draw on values highlighted during this phase of engagement, including customer-focus, fiscal responsibility, sustainability, collaboration and innovative thinking.

- The goals will be specific objectives the Region wants to achieve over the next 25 years. Programs, services and initiatives will be implemented to achieve each goal. Phase One engagement feedback will be used to inform the development and evaluation of potential programs, initiatives and services during Phase Two.

8. Next steps

Phase Two of the Plan will involve:

- Developing the mission, vision, goals and guiding principles
- Developing a long list of programs, initiatives and service options
- Evaluating options to arrive at a short list of recommended programs, initiatives and services

The community will be engaged during Phase Two in Fall 2024. The goal of this engagement is to gather feedback on the draft mission, vision, goals, and guiding principles. Additionally, it seeks to gather more detailed input on potential programs, initiatives, and services.

Phase Three involves preparing the draft Plan, taking into consideration all of the input received during Phases One and Two. The community will have an opportunity to review and comment on the draft Plan before it is presented to Regional Council for approval. Phase Three engagement is currently anticipated to occur in Spring 2025.

Appendices

Appendix A

Letter to Interested Parties

April 25, 2024

RE: Niagara Region Waste Management Strategic Plan Upcoming Engagement Opportunities

Niagara Region is developing a Waste Management Strategic Plan (the Plan) that will set the framework for how waste will be managed in Niagara over the next 25 years. Aiming to reflect the importance of cost-effective and accessible waste management services, it will prioritize recycling materials back into the economy to maximize landfill space. The project timeline is divided into three phases, comprised of a series of research and engagement activities. We are contacting you directly to help share the upcoming public engagement opportunities to help us get word out.

Engagement Opportunities

We are currently in Phase One of the Plan development, with initial public engagement starting May 6, 2024, through surveys and virtual open houses. Phase One involves assessing our current system and developing the vision, goals and guiding principles. We invite you to participate in the engagement process for the Plan by completing the survey between May 6 – 31, and participating in the upcoming virtual open house led by our Consultants from GHD:

- Business Focused Open House on May 9, 2024, from 11:00 a.m. - 12:00 p.m.

We would be very appreciative if you could share the above public engagement opportunities with your staff and community members through your social media channels and platforms. We look forward to your insights into waste management in Niagara as we plan for the next 25 years.

Please visit niagararegion.ca/future-of-waste for more information on the Plan, to register for one of the open houses, and to take the survey.

If you have any questions, please contact us at wmstratplan@niagararegion.ca or phone Project Manager Jennifer Mazurek at 905-980-6000 ext. 3236.

Catherine Habermebl (she/her)
Director, Waste Management Services
Public Works, Niagara Region
Phone: 905.980.6000, ext. 3204
Email: catherine.habermebl@niagararegion.ca

Niagara Region is situated on treaty land. This land is steeped in the rich history of the First Nations such as the Hattiwendaronk, the Haudenosaunee, and the Anishinaabe, including the Mississaugas of the Credit First Nation. There are many First Nations, Métis, and Inuit from across Turtle Island that live and work in Niagara today. The Regional Municipality of Niagara

stands with all Indigenous peoples, past and present, in promoting the wise stewardship of the

Appendix B

Communication Tactics

WMSP Phase One – LAM Newsletter Content

“Niagara Region is developing a Waste Management Strategic Plan. This plan will provide a framework and direction for waste management over the next 25 years. Research, reports and public engagement will inform the plan and be a guide for Niagara Region staff and Regional Council.

Residents are invited to provide feedback on phase one of the plan by completing the [survey](https://surveys.niagararegion.ca/s3/Residential-Waste-Management-Survey) [https://surveys.niagararegion.ca/s3/Residential-Waste-Management-Survey] by May 31.

Visit niagararegion.ca/future-of-waste to learn more about the Waste Management Strategic Plan and stay up-to-date on opportunities to continue to get involved.”

Niagara Region's Adopt-a-Road program looking for volunteers

Niagara Region's Adopt-a-Road program is looking for volunteer groups and organizations to help beautify their community and pick up litter along Regional Road rights-of-way.

Adopt-a-Road provides support for citizens, community and civic organizations, private businesses and industry to help clean and beautify roads throughout Niagara. The program encourages cleaner, healthier environments and raises community spirit and pride with people taking an active role in their community.

The Adopt-a-Road program supports participating groups by providing safety vests, roadwork signs, trash bags, safety information and training, flags and traffic cones. In addition, Regional staff will work with volunteers to coordinate the removal and disposal of filled garbage bags.

For more information or to apply for the program visit to the Region's Adopt-a-Road webpage: niagararegion.ca/living/roads/adopt-a-road/default.aspx.



greenscene

Niagara Region | Spring 2024 | niagararegion.ca

The anatomy of an illegal dumping case

Illegal dumping continues to be a problem across Niagara region, especially in the spring and fall. Waste Management Services has a team of staff that respond to cases of illegal dumping and work with the local area municipalities to solve this ongoing issue.

But what is illegal dumping? Nick Lidstone, the contract supervisor that oversees Niagara Region's illegal dumping portfolio, has answers to this question (and more) to help residents better understand this issue and how they can help.

Question: What is illegal dumping?

Answer: Illegal dumping is disposing material in non-designated areas, such as public roads, ditches, parks, dead-end roadways, and placing household garbage in public litter bins.

Question: How does Niagara Region find out about illegal dumping cases?

Answer: Staff find out about illegal dumping through reports submitted by residents, councillors, municipal staff or by proactive monitoring. Everyone has a responsibility to report illegal dumping. Reporting illegal dumping is the best way to ensure our team can investigate and track down the illegal dumpers.

Question: How can residents report illegal dumping?

Answer: Residents can report illegal dumping through the Niagara Region Waste App, the website reporting tool, by calling the Waste Info-Line, or anonymously to Crime Stoppers Niagara.



Question: How does Niagara Region handle illegal dumping reports?

Answer: Once we receive a report, staff are dispatched to investigate. They then follow up with the reporter, obtain witness statements, arrange for cleanup of the material, and issue illegal dumping charges (where applicable).

Question: What are the fines for people caught illegally dumping?

Answer: Fines for illegal dumping range from \$150 for dumping in a public litter bin to \$500 for dumping on public property such as a park or roadside in a ditch, however, illegal dumping fines can go up to \$10,000 depending on severity.

Question: Is there a reward for residents that report illegal dumping?

Answer: If an individual's report results in compliance or a conviction, the reporter is entitled to a \$50 (for compliance) or \$200 reward (for conviction).

To learn more or report illegal dumping visit niagararegion.ca/waste.

What can Your Green Bin Do?

Our Green Bin can tackle climate change!

Learn more at niagararegion.ca/waste

Sign up for the digital Green Scene!

Use the QR code or visit niagararegion.ca/waste to join the Green Scene mailing list and continue to get quarterly updates on Waste Management, Water-Wastewater and Transportation Services

The “Unflushables”

Disposing of household products down drains or by flushing them down a toilet may seem convenient, but instead this could damage sewer pipes, clog drain pipes, harm the environment, and contaminate our lakes and rivers.

Common unflushables include menstrual products, condoms, hair, floss, all wipes (even if the packaging says “flushable!”), paper towels and napkins, cotton balls or swabs, and any fats, oils and grease. The only acceptable items to flush down a toilet are human waste

and toilet paper, and only water and water-based liquids should go down a drain.

For more information visit niagararegion.ca/living/sewage/not-a-trash-can.aspx.

Upcoming events and activities

Mark your calendars, Waste Management Services is gearing up for some exciting events and activities this spring!

April 19th to 27th: Earth Week

Celebrate Earth Week with Niagara Region. Visit us at community events, learn more about actions you can take to reduce your environmental footprint at the Earth Week webinar, and enter the Depot Days contest. For a full list of activities and to sign-up visit

<https://www.niagararegion.ca/news/notices/notice.aspx?q=789>

May 6th to 11th: Spring compost giveaway and food drive

Niagara residents can get up to three 20 litres bags of compost during regular business hours (while quantities last) at participating distribution sites. In exchange for the compost, residents are asked to donate non-perishable food items or cash in support of select local charities. For event details visit niagararegion.ca/waste/compost-giveaway.aspx.



Spring 2024: Waste Management Strategic Plan consultations

The Waste Management Strategic Plan will provide a framework and direction for waste management over the next 25 years, and we need your help. Join the interactive open houses and surveys throughout 2024 and contribute your ideas to the future of Niagara Region's waste programs and systems. To join the mailing list and receive Waste Management Strategic Plan updates directly to your inbox visit niagararegion.ca/projects/waste-management-strategic-plan/.



Waste Management's top five spring cleaning tips

Spring is in the air and that means it is time for spring cleaning! Waste Management staff are sharing their top five tips to make your spring cleaning a breeze.

Tip 1: Mark your calendar for spring branch collection

May 6th to 31st residents living in single family homes and apartments with six units or less can place branches out for curbside collection on their regular collection day. Bundle your branches as you collect them for easy curbside set out. For acceptable branch size and weight limits visit niagararegion.ca/waste/collection/items/branches.aspx.

Tip 2: Book your large item pick-up with the Niagara Region Waste App

Not sure if your item qualifies for large item pick up? Niagara Region Waste App users can easily look up their item and book large item pick-up directly in the app. Not an app user? You can still request large item pick-ups online at niagararegion.ca/waste/collection/items/largeitems/request-form.aspx. Remember, requests need to be submitted at least two working days before your regular garbage collection day.

Tip 3: Use your Green Bin for spring pet waste clean-up

Melting snow can uncover forgotten messes in our yards, especially for pet owners. Your Green Bin can handle pet waste, including cat litter, dog feces, and even pet hair, making it the perfect spring-cleaning sidekick. Discover what else your Green Bin can do for you, visit niagararegion.ca/greenbin.

Tip 4: Properly dispose of old paint and other household chemicals

Materials like paint, batteries, household cleaners, and other chemicals, known as Household Hazardous Waste (HHW), cannot go into the garbage for curbside collection and must be brought to a drop-off depot for proper disposal. For drop-off depot locations and acceptable items visit niagararegion.ca/waste/disposal/hhw/default.aspx.

Tip 5: Pre-plan your trip to the Regional Landfill and Drop-Off Depot sites

Spring is one of the busiest times at the Regional Landfills and Drop-Off Depots. Avoid wait times and plan your landfill visit during the week (Wednesday to Friday) when it is less busy. A wait tool is currently being piloted at the Humberstone Landfill. Residents can visit niagararegion.ca/waste/landfills/humberstone-landfill.aspx to see how busy it is and plan their trip accordingly to avoid long lineups.

The future of waste is in our hands!

Join us at one of our virtual
open houses or complete
the phase one survey

[Learn More](#)

Niagara  Region

niagararegion.ca





The future of waste is in our hands!

Niagara Region is developing a Waste Management Strategic Plan that will provide direction for waste management over the next 25 years and we need your help.

Join us at one of our virtual open houses or complete the phase one survey.

[Learn More](#)

Niagara  **Region**

niagararegion.ca

Provide input on waste in Niagara

[Learn More](#)



niagararegion.ca





The future of waste is in our hands!

Niagara Region is developing a Waste Management Strategic Plan that will provide direction for waste management over the next 25 years and we need your help.

Join us at one of our virtual open houses or complete the survey.

[Learn More](#)

Niagara  **Region**

niagararegion.ca

Public Notice

Provide input on waste in Niagara

May 6, 2024

Niagara Region is developing a Waste Management Strategic Plan. This plan will provide a framework and direction for waste management over the next 25 years.

The Plan will consist of three key phases that will answer:

- “Where are we?” by assessing the current system (Phase 1);
- “Where do we want to go?” by investigating our options (Phase 2); and
- “How are we going to get there?” through selection of the preferred option(s) (Phase 3).

We invite interested parties to engage in the development of the plan. Join the interactive virtual open houses and surveys throughout the year and pitch in your ideas on the future of Niagara Region's waste programs and systems.

Phase 1 engagement opportunities:

- Virtual Public Open House #1 – May 9, 2024 | 7 – 8 p.m.
- Virtual Public Open House #2 – May 15, 2024 | 7 – 8 p.m.

Sector specific open houses for businesses, school boards, and Non-Governmental Organizations are also scheduled. You can also share your feedback and ideas with us through an online survey available May 6 – 31.

Visit niagararegion.ca/future-of-waste to learn more, access virtual open houses and complete the online survey.

Contact:

Jennifer Mazurek

Waste Management Program Manager

Phone: 905-980-6000, ext. 3236

jennifer.mazurek@niagararegion.ca



The future of waste is in our hands!

Niagara Region is developing a Waste Management Strategic Plan and we need your help.

Join us at one of our virtual open houses to pitch in your ideas for the future of Niagara Region's waste programs and systems.

Complete our online survey

You can also share your ideas and feedback with us through our online survey available May 6 - 31.

Virtual Open Houses:

Thursday, May 9 | 7 - 8 p.m.

Wednesday, May 15 | 7 - 8 p.m.

Registration is not required.

Use the QR code or visit niagararegion.ca/future-of-waste to access the virtual open houses and online survey.



Niagara  **Region**

Questions?
wmstratplan@niagararegion.ca

The future of waste is in our hands!

Niagara Region is developing a Waste Management Strategic Plan and we need your help.

Turn over for more information on how to get involved





The Waste Management Strategic Plan will provide a framework and direction for waste management over the next 25 years.

Join us at one of our virtual public open houses to pitch in your ideas for the future of Niagara Region's waste programs and systems.

Complete our online survey

You can also share your ideas and feedback with us through our online survey available May 6-31.

Virtual Open Houses:

Thursday, May 9 | 7 - 8 p.m.

Wednesday, May 15 | 7 - 8 p.m.

Registration is not required.

Questions? wmstratplan@niagararegion.ca

Niagara  **Region**

Use the QR code or visit
niagararegion.ca/future-of-waste
to access the virtual open houses
and online survey.



WMSP Radio Ads

10-second traffic tag

The future of waste is in our hands Niagara! Pitch in your ideas for Niagara Region's Waste Management Strategic Plan. Visit niagararegion.ca/future-of-waste to get involved.

30-second PSA

The future of waste is in our hands Niagara!

Niagara Region is developing a Waste Management Strategic Plan to guide waste programs for the next 25 years. Join the public open houses and take the survey to help design a plan that reflects the needs and priorities of our community. Visit niagararegion.ca/future-of-waste to get involved.

No images? [Click here](#)

Issue #2: May 2024

We are happy to report that work is well underway for phase one of the Waste Management Strategic Plan (the plan). We are currently preparing the Baseline Life Cycle Assessment Report as well as hosting engagement opportunities throughout May. These most recent efforts represent the final part of our phase 1 activities.

Get Involved in the Waste Management Strategic Plan

The future of waste is in our hands! We invite you to join us at one of our interactive open houses or complete our survey. Together we will determine the plan's vision, goals and guiding principles.

**Take the Waste Management Strategic Plan
phase one survey: May 6 - 31**

**Attend Public Open House #1 (online): May
9, 2024 | 7 - 8 p.m.**

**Attend Public Open House #2 (online): May
15, 2024 | 7 - 8 p.m.**

We will also be hosting sector specific open houses and surveys for the industrial, commercial and institutional sector, non-

governmental organizations and school boards
in May.

Sector specific open house details

Technical Memo Series Published

Niagara Region has completed a series of technical memorandums (memos) as part of phase one of the plan. The memos detail Niagara Region's current state of waste management and look into better practices and programs from other municipalities. The memos also explore a variety of themes from Niagara region's changing demographics, to emerging options for waste collection and disposal, as well as a wealth of other information that will inform the development of the plan.

Read the Waste Management Strategic Plan technical memo series



Want to learn more?

Visit our website to learn more about proper
waste disposal practices in Niagara.

Garbage, recycling and organics



Forward

Niagara Region
1815 Sir Isaac Brock Way
Thorold, ON L2V 4T7

You received this newsletter because you subscribed to receive
updates on the Waste Management Strategic Plan from Niagara
Region.

[Unsubscribe](#)

Appendix C

Public Open House Presentation

Niagara Region Waste Management Strategic Plan

Virtual Public Open House

May 9, 2024

Land Acknowledgement

Niagara Region is situated on treaty land. This land is steeped in the rich history of the First Nations such as the Hatiwendaronk, the Haudenosaunee, and the Anishinaabe, including the Mississaugas of the Credit First Nation.

There are many First Nations, Métis and Inuit from across Turtle Island that live and work in Niagara today. The Regional Municipality of Niagara stands with all Indigenous peoples, past and present, in promoting the wise stewardship of the lands on which we live.

Niagara Region's Project Partners



Agenda

- Why Niagara Region is preparing a Waste Management Strategic Plan
- Overview of the current waste management system
- What the Waste Management Strategic Plan will include
- Strategic Plan development process
- Q&A session

Poll question #1

What best describes how you interact with the Niagara Region waste management system?

- Resident receiving curbside collection
- Resident in a multi-unit building
- Property owner
- Business or institution
- Community partner or service provider
- Person who uses drop-off depots
- Other

Niagara Region Waste Management Strategic Plan

What is it, and why do we need it?

The Waste Management Strategic Plan

- Guides Niagara Region over the next 25 years to develop innovative ways to support a circular economy
- Helps identify new and different ways to use waste as a resource
- Ensures Niagara Region demonstrates leadership in sustainability and reduces environmental impacts

What's the outcome?

- Promote the shift to a circular economy
- Reduce the community's environmental footprint and the environmental footprint of waste management operations
- Contribute to Niagara Region Council's goal of net-zero emissions by 2050



A Growing Region

Niagara Region is expected to experience significant growth in the next 30 years with some areas expected to grow by 25 – 40%.



694,000

Expected population by 2051



272,000

Expected jobs by 2051

Niagara Region Official Plan (2022)

Housing targets set by the
More Homes Built Faster Act, 2022



8,000

New homes in
St. Catharines by 2031

11,000

New homes in
Niagara Falls by 2031

National Waste Trends



60% of food waste is avoidable

- Canadians create over 50 million tonnes of food waste each year
- Equivalent to 6.9 million tonnes of CO₂
- Costs households over \$1,300 per year



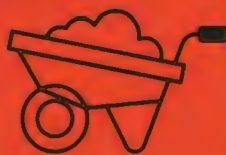
Electronics waste is on the rise

- 252,000 tonnes in 2000
- 954,000 tonnes in 2020
- 1.2 million tonnes expected by 2030



Fast fashion a concern across Canada

- 1.3 million tonnes of used/waste apparel generated each year
- Only 24% is reused or recycled
- 76% is sent to landfill



Construction and demolition waste is 1/3 of total solid waste in Canada

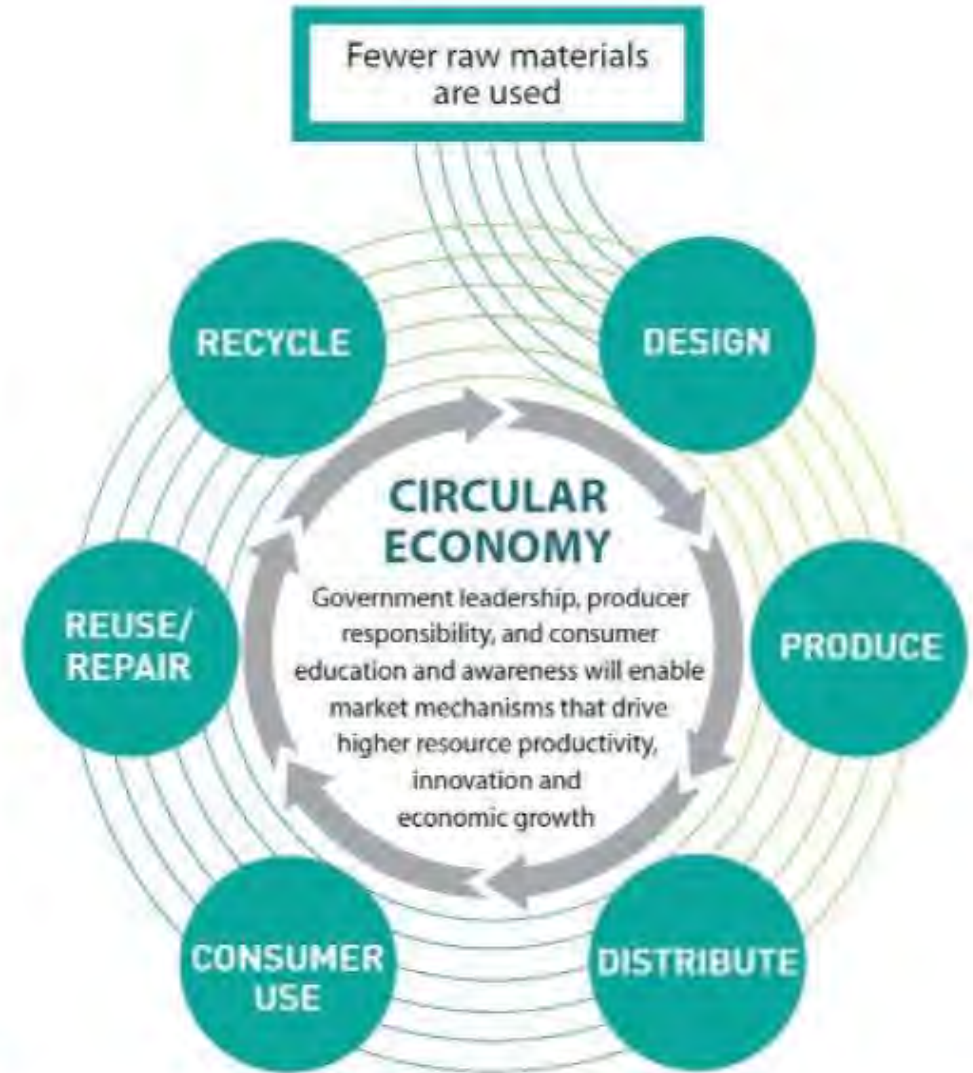
- Equal to more than 4 million tonnes of waste per year
- In 2020, 80% was landfilled or otherwise disposed

Strategy for a Waste-Free Ontario

The Strategy for a Waste-Free Ontario lays out the Province's vision for a circular economy with goals for a **zero-waste Ontario** and **zero greenhouse gas emissions** from the waste sector.



For more information, [visit the Government of Ontario webpage for the Strategy for a Waste-Free Ontario: Building the Circular Economy](http://www.ontario.ca/page/strategy-waste-free-ontario-building-circular-economy) (www.ontario.ca/page/strategy-waste-free-ontario-building-circular-economy)



Niagara Region's Waste Management System

What does it look like today?

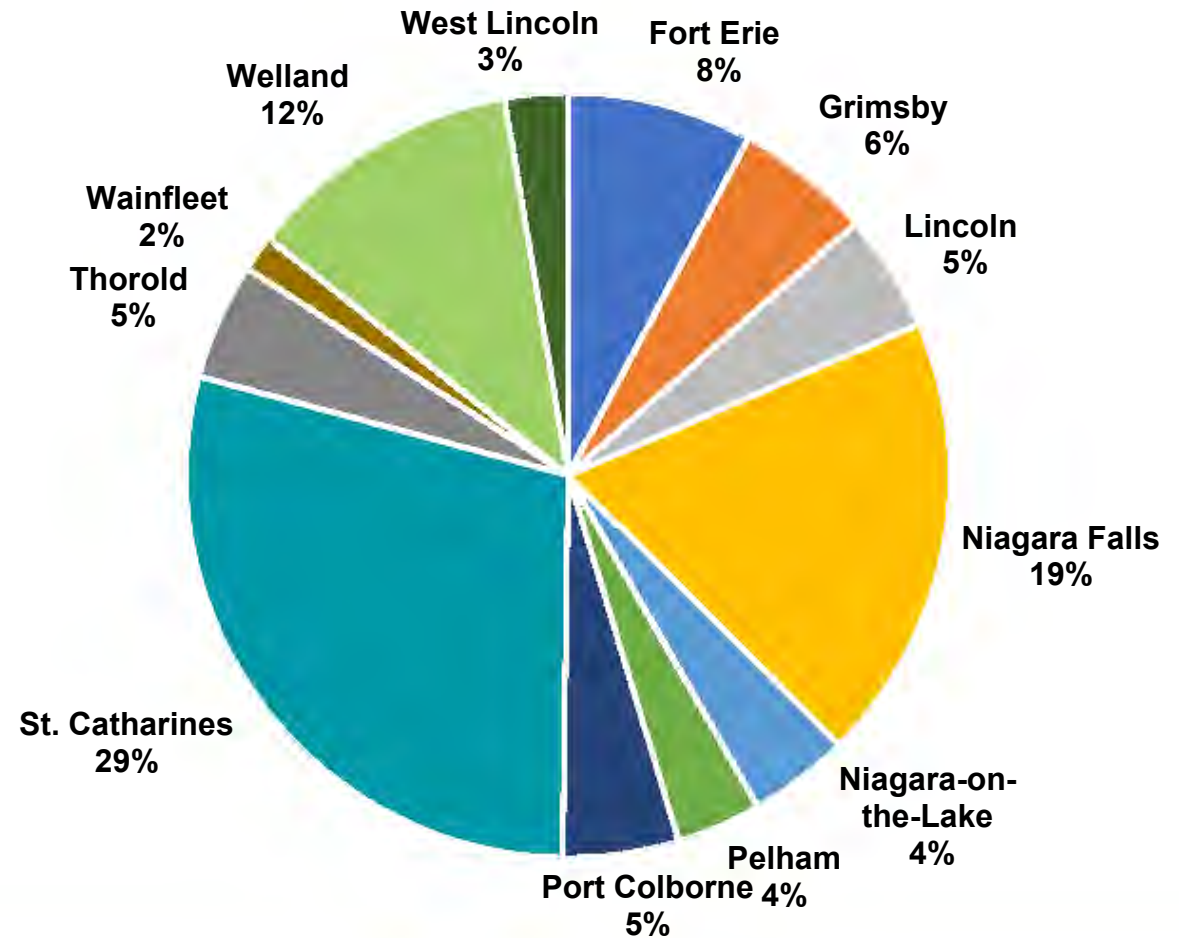
Responsibilities



Residential Customers

205,000

Number of households that receive waste management services

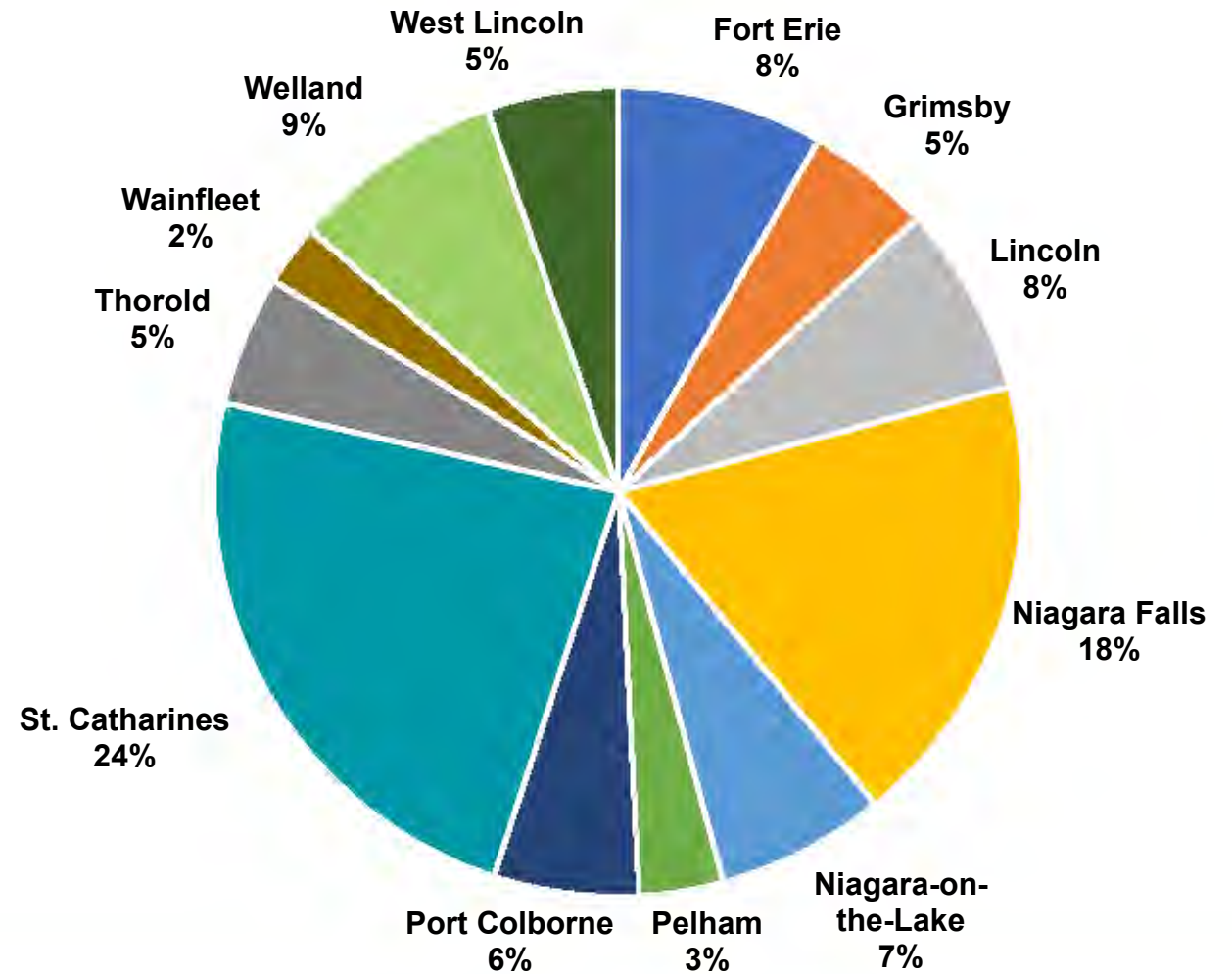


Data is provided by the Region on May 1, 2024

Industrial, Commercial & Institutional Customers

15,000 tonnes

Amount of waste Niagara Region collects each year from 7,400 industrial, commercial and institutional properties under three storeys



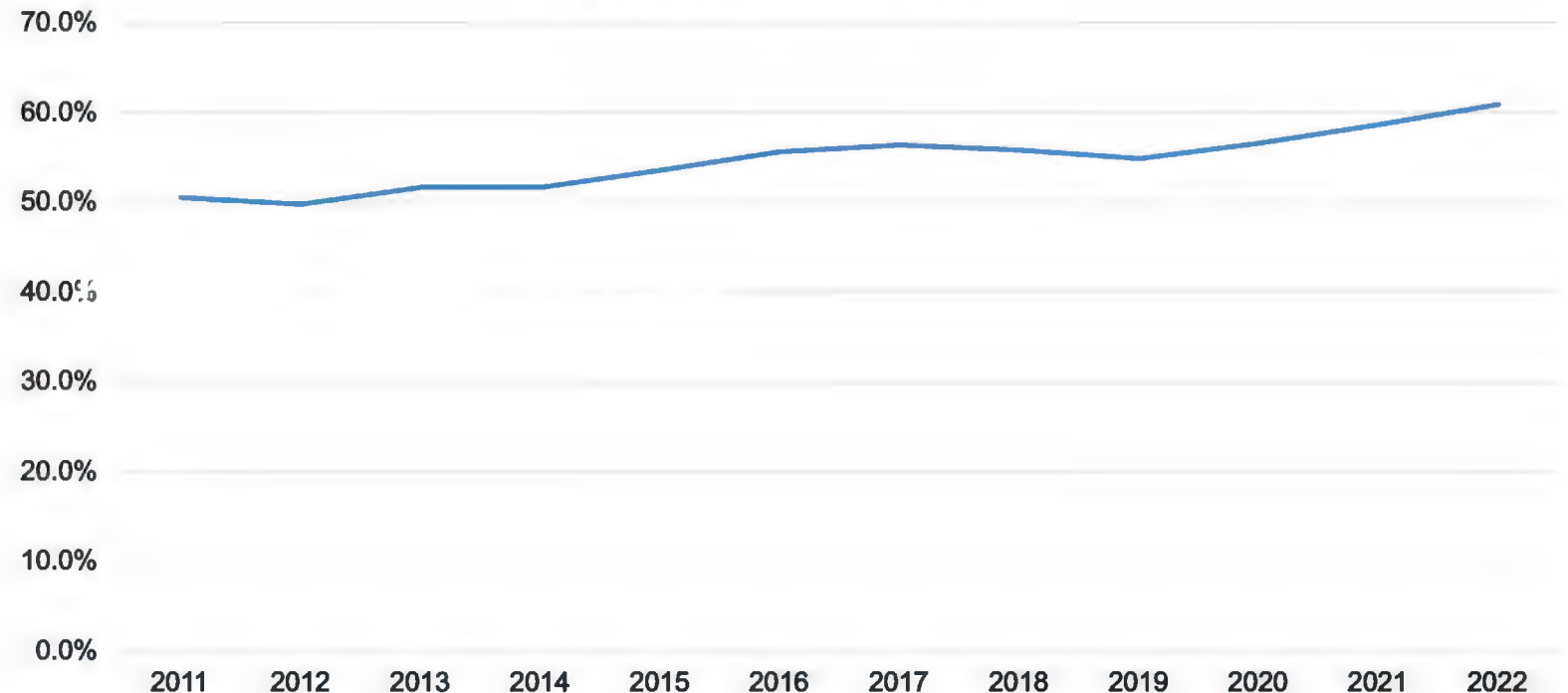
Data is from MPAC Unit Count 2023 EAI

Niagara Region's Diversion Rates are Increasing

Niagara Region
Diversion Rate

55% 2019 **61%** 2022

Residential Diversion Rate



2011- 2021 data is from RPRA.
2022 data is provided by the Region.

Collection Services Today

Industrial, Commercial & Institutional



4 bags per week inside designated business areas
8 bags every other week outside designated business areas



Weekly organics and recycling collection

Residential



2 bags of garbage every other week
(Up to 24 containers for multi-residential)



Weekly organics collection



Weekly yard waste collection & 8 weeks tree branch collection

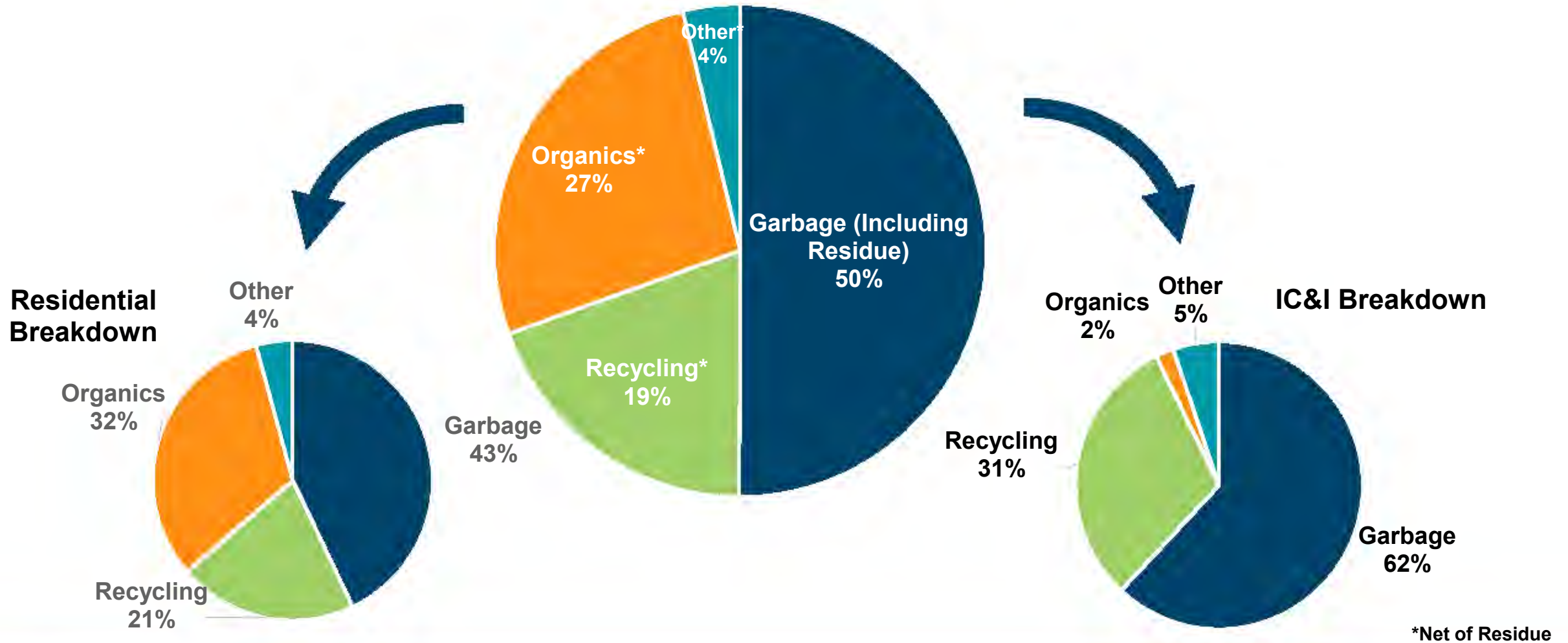


Annual Christmas tree collection

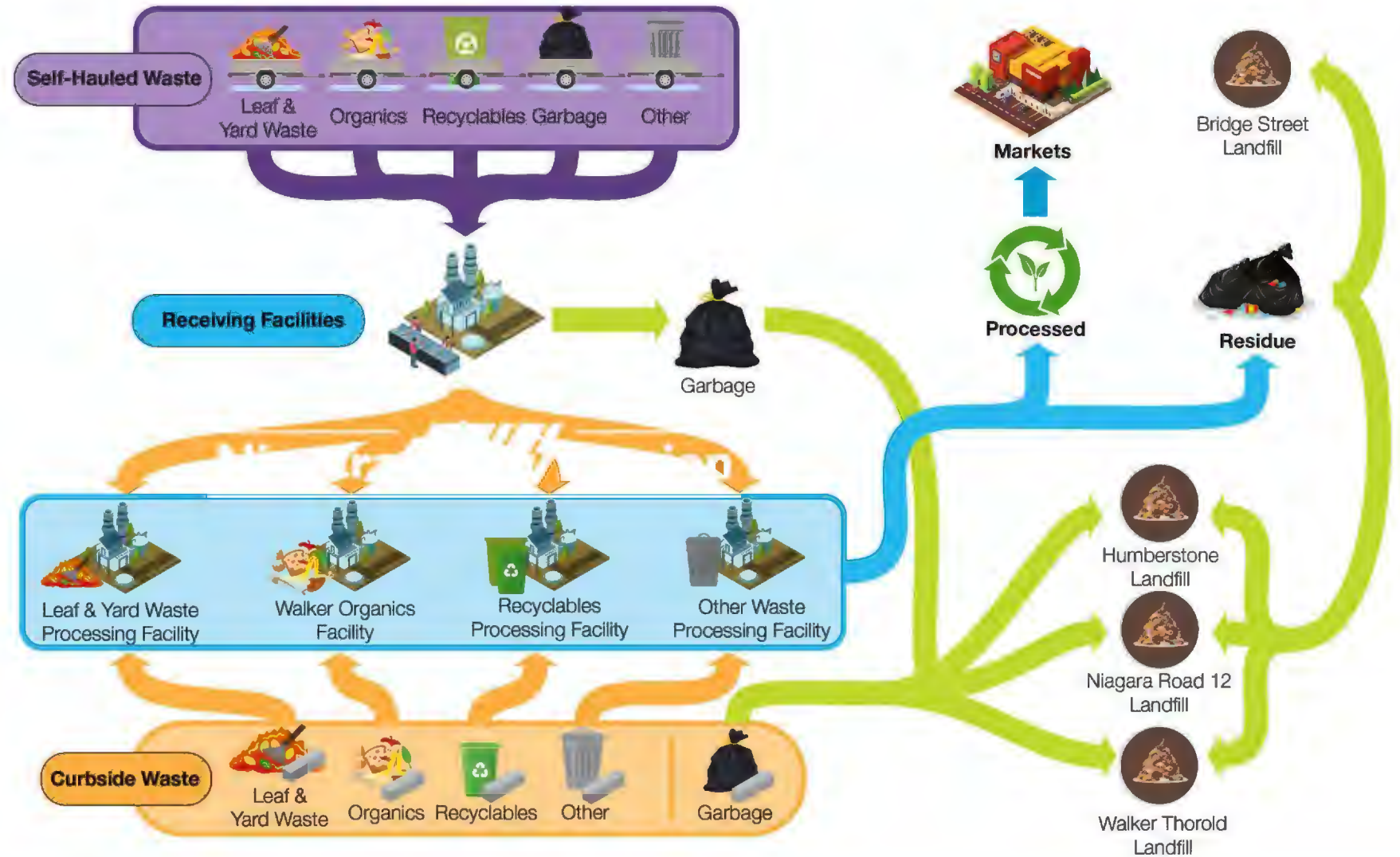


4 bulky items every other week

Current Waste Composition



Where Does Your Curbside Waste Go?



Waste Diversion Programs

Niagara Region offers several waste diversion programs:

- Recycling programs for electronics, tires, mattresses, construction materials, scrap metal, batteries and household hazardous waste
- Bicycle recycling program
- Textile recycling program
- Reusable goods drop-off depots



Education, Outreach and Enforcement

Presentations at schools, summer camps, service clubs, etc.

Free recycling and organics collection containers for public events like fairs and festivals, including drop-off and pick up

Information and education opportunities at community events

Awareness campaigns (illegal dumping and green bin)

Community Waste Reduction Week and Earth Week events

Compost giveaway events

By-law enforcement

The Waste Management Strategic Plan At a Glance

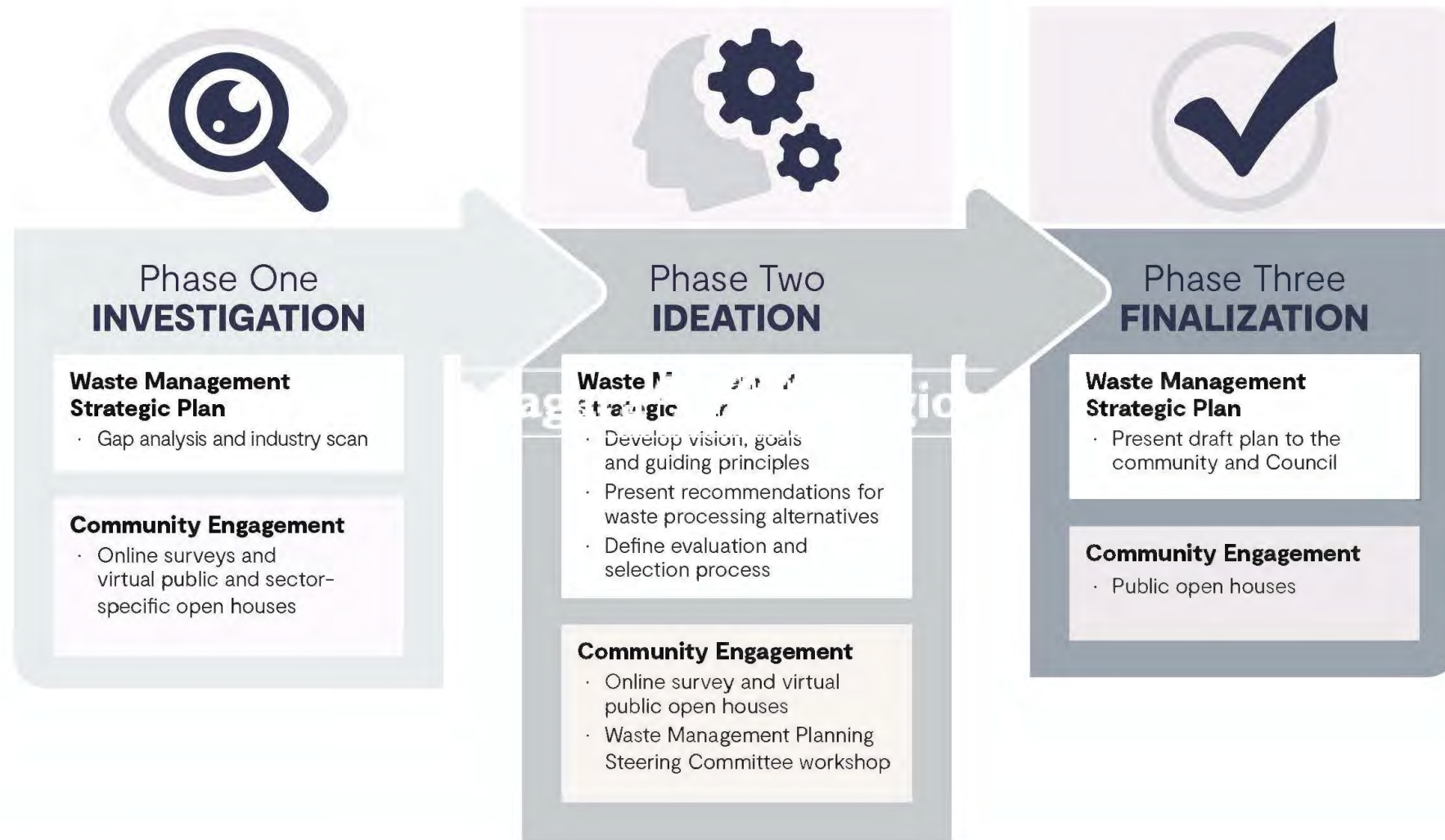
What will it include?

Components of the Waste Management Strategic Plan

- Vision, goals and guiding principles
- Objectives and targets
- Collection and drop-off
- Organics management
- Waste and energy recovery
- Residual management
- Innovative and emerging technology
- Financing strategies
- Promotion and education
- Regulations, policies and bylaws

As of January 1, 2024, Niagara Region is no longer responsible for residential Blue / Grey Box recycling collection services

Developing the Strategic Plan



Vision, Guiding Principles and Goals

The Waste Management Strategic Plan provides the opportunity for the community to inform our strategic vision, guiding principles and waste management goals.



Mission

Why does the Niagara Waste Management Department exist?



Vision

What we want the waste management system in Niagara Region to be.



Guiding Principles

Things we'll consider when making decisions about the waste management system (e.g. innovation and sustainability).



Goals

Specific objectives that describe what we want to achieve (e.g. increase diversion rate).



Projects & Initiatives

New or changes to existing waste management programs, services or initiatives to help us achieve our goals.

Poll question #2

**What aspect of the
Waste Management
Strategic Plan are you
most interested in?**

- Vision, guiding principles and goals
- Objectives and targets
- Collection and drop-off
- Organics management
- Waste and energy recovery
- Managing waste going to landfills
- Innovative and emerging technology
- Financing strategies
- Promotion and education
- Regulations, policies and by-laws

Poll question #3

What is your vision for waste management in Niagara Region?

- Encouraging behavioural change
- Consider impacts on public health
- Zero waste
- Eliminating food waste
- Managing waste locally
- User-friendly system
- Leading by example
- Conserving landfill space
- Innovative and emerging technology
- Local economic growth
- Alignment with other Regional programs, policies and plans
- Fostering community partnerships
- Affordability

Q&A

Take our online survey to identify options that will help Niagara Region meet its waste management goals.

- What do you think the priority should be for waste management in Niagara Region?
- How satisfied are you with the level of waste collection service you receive?
- Would you be willing to pay more in taxes for additional or improved waste management service?



Residential survey



IC&I survey

Surveys close May 31!

Visit [Niagara Region's Waste Management Strategic Plan](https://niagararegion.ca/future-of-waste) (niagararegion.ca/future-of-waste)

Tell Us How We Did!

How would you rate
this open house?



Thank you!



For more information, please visit

Visit [Niagara Region's Waste Management Strategic Plan](https://niagararegion.ca/future-of-waste)
(niagararegion.ca/future-of-waste)

Appendix D

Online Survey Questions

Niagara Region Waste Management Strategic Plan – Residential Community Online Survey Questions

1. This survey is for people who live in Niagara Region. In which city/town do you live?
 - a. Fort Erie
 - b. Grimsby
 - c. Lincoln
 - d. Niagara Falls
 - e. Niagara-on-the-Lake
 - f. Pelham
 - g. Port Colborne
 - h. St. Catharines
 - i. Thorold
 - j. Wainfleet
 - k. Welland
 - l. West Lincoln
2. I live in a:
 - a. Single family home (detached or semi-detached)
 - b. Townhouse/row house
 - c. An apartment/condo in a house or building with two to six units (duplex, triplex, fourplex, etc.)
 - d. An apartment/condo in a building with seven or more units
3. Do you live above a business, or are there any units in your building that are a business? Select all that apply.

Yes, I live above a business

No, I don't live above a business

Yes, there are units in my building that are a business

No, there are no units in my building that are a business
4. What is your current housing situation?
 - a. Homeowner
 - b. Renting
 - c. Permanently live with parent or other family member
 - d. Temporarily staying with friends (no fixed address)

- e. Homeless (staying outside, shelter, etc.)
 - f. Not listed, please describe
 - g. Prefer not to answer
5. How many people live in your home?
- a. 1 – 2 people
 - b. 3 – 4 people
 - c. 5 or more people
6. When you think about the future of waste management, how important are the following statements?

	Very important	Somewhat important	Neutral	Somewhat unimportant	Not important
Encourage people to change their habits so more materials are diverted from landfill through existing and new programs and services					
Consider impacts on public health (cleaner air, land and water)					
Aim for zero waste (next to no waste sent to the landfills)					
Eliminate food waste entering landfills, reduce food loss					
Manage waste locally rather than transporting it out of the region (to reduce environmental impact of transporting materials)					
Be customer focused (make the system user friendly)					

	Very important	Somewhat important	Neutral	Somewhat unimportant	Not important
Lead by example (find opportunities to reduce and more sustainably manage the waste the Region generates as an organization so the community will follow)					
Conserve landfill space (so we don't fill or add more landfills in the future)					
Use innovative and emerging technology to improve operations (such as Waste-to-Energy)					
Consider local economic growth (consideration of options that will create local jobs and encourage investment in the community)					
Align with other Regional programs, policies and plans (such as the Official Plan, Council's Strategic Priorities and the Region's goal of net-zero greenhouse gas emissions by 2050)					

	Very important	Somewhat important	Neutral	Somewhat unimportant	Not important
Foster partnerships (collaborate with interested parties, including other levels of government and large and small businesses) to achieve waste management goals					
Ensure the system is affordable (consider the impact of a potential increase in costs for households or businesses)					

7. In the future, I want the Region to... (in a few words, describe what you believe should be the priority for the Niagara Region Waste Management Division).
 - a. Open-ended response
8. In your day-to-day life, what would help you the most, to reduce, reuse or recycle more of your waste?
 - a. Open-ended response
9. How supportive would you be of Niagara Region accepting waste from other municipalities or cities outside the region to make alternative waste processing technology a viable option?
 - a. Very supportive
 - b. Supportive
 - c. Not supportive
 - d. Very unsupportive
 - e. Not sure
10. Generally speaking, how satisfied are you with the level of waste collection service you receive from Niagara Region?
 - a. Very satisfied
 - b. Satisfied
 - c. Dissatisfied
 - d. Very Dissatisfied
 - e. I don't have an opinion

11. Generally speaking, how satisfied are you with the level of service you receive at the drop-off depots and landfill?
- Very satisfied
 - Satisfied
 - Dissatisfied
 - Very dissatisfied
 - I don't have an opinion
 - I don't use these services
12. How satisfied are you with the availability and access to the following waste management programs and services?

	Very dissatisfied	Dissatisfied	Neutral	Satisfied	Very satisfied	I don't use it
Regular garbage collection						
Large/bulky item collection						
Yard waste collection						
Green bin for organic waste						
Garbage tags						
Garbage bag limit exemptions						
Appliances drop-off						
Household hazardous waste drop-off depot						
Large, rigid plastic recycling drop-off depot						
Fats, oils and grease drop-off depot						
Electronics recycling						
Battery recycling						
Mattress recycling						

	Very dissatisfied	Dissatisfied	Neutral	Satisfied	Very satisfied	I don't use it
Textile donation/recycling						
Reuse drop-off depots						
Garbage drop-off at landfills						
Green bin and kitchen catcher distribution and sales						

13. For the services that you are dissatisfied with or do not use, are there specific reasons why? Check all that apply.

- a. They are inconvenient
- b. The programs or services don't appeal to me
- c. I am unable to access the program or service
- d. I don't have a need for the program or service
- e. I am unsure/unclear how the programs and services work
- f. Other, please specify

14. How satisfied are you with the following waste management programs and services?

	Very dissatisfied	Dissatisfied	Neutral	Satisfied	Very satisfied	Not available	Unaware of program
Garbage disposal							
Recycling disposal							
Organics collection							
Textiles recycling							
Battery collection							
Electronics collection							

15. Of the services you use, how do you dispose of your garbage, recycling and organics? Check all that apply.
- a. I dispose of all material to the curb
 - b. I dispose of all material to a central location for my building or use a chute
 - c. I take all material to the landfill/drop-off depot
 - d. Other, please specify
16. Please help us understand your responses about your level of satisfaction. Are there specific reasons why you are less than satisfied?
- a. Open-ended response
17. Have you ever reported illegal dumping to Niagara Region?
- a. Yes
 - b. No
 - c. I don't know how to report it
18. How satisfied are you with the response and/or follow up to your report?
- a. Very satisfied
 - b. Satisfied
 - c. Dissatisfied
 - d. Very dissatisfied
 - e. I don't have an opinion
 - f. I didn't receive a response or follow up
19. Would you be willing to pay an increase in municipal taxes to help Niagara Region support the goals of eliminating waste altogether and reducing the amount of waste sent to the landfill?
- a. Yes, I would be willing to pay more for additional waste diversion programs
 - b. No, I would not be willing to pay more
 - c. Depends on the amount I'd have to pay
 - d. I'm not sure
20. How do you receive information from Niagara Region about waste management programs and services? Check all that apply.
- a. Direct mailouts (collection guide, brochures, etc.)
 - b. Online news outlet
 - c. Radio
 - d. Advertisements on buses, TV displays throughout the region, or garbage truck decals
 - e. Classes or workshops to learn more about reducing and reusing waste
 - f. Niagara Region's website

- g. Social media
 - h. Educational videos
 - i. Niagara Region Waste App
 - j. Unsure
 - k. Other, please specify
21. When you receive or search for information from Niagara Region about waste management programs and services, is the information easy to understand? *
- a. Yes
 - b. No
 - c. I don't have an opinion
 - d. Unsure
22. Please share any additional comments you might have about waste management in Niagara.
- a. Open-ended response
23. How old are you?
- a. Under 18
 - b. 18 – 25
 - c. 26 – 35
 - d. 36 – 45
 - e. 46 – 65
 - f. 66 or older
 - g. Prefer not to answer
24. What is the highest level of formal education that you have completed?
- a. Some high school
 - b. High school diploma or equivalent
 - c. Registered Apprenticeship or other trades certificate or diploma
 - d. College, CEGEP or other non-university certificate or diploma
 - e. University certificate or diploma below bachelor's level
 - f. Bachelor's degree
 - g. Post graduate degree above bachelor's level
 - h. Prefer not to answer
25. What is your preferred language of communication?
- a. English
 - b. Spanish
 - c. French
 - d. Arabic

- e. German
 - f. Not listed, please specify
 - g. Prefer not to answer
26. How long have you lived in Niagara Region?
- a. I was born in Niagara
 - b. Less than 1 year
 - c. 1 – 5 years
 - d. 6 – 10 years
 - e. More than 10 years
 - f. Prefer not to answer
27. How long have you lived in Canada?
- a. I was born in Canada
 - b. Less than 1 year
 - c. 1 – 5 years
 - d. 5 – 10 years
 - e. 15 – 25 years
 - f. More than 25 years
 - g. Prefer not to answer
28. Which race category(ies) best describes you? Do you identify as this race category(ies) or are a descendant of someone from this race category(ies). (Select all that apply)
- a. Asian (East): Chinese, Japanese, Korean, Taiwanese, etc.
 - b. Asian (South): Indian, Pakistani, Bangladeshi, Sri Lankan, Indo-Caribbean, etc.
 - c. Asian (South East): Cambodian, Indonesian, Filipino, Thai, Vietnamese
 - d. Black: African, Afro-Caribbean, African-Canadian
 - e. Indigenous: First Nation, Métis, Inuit
 - f. Latino/Latina: Latin American, Hispanic, Argentinian, Chilean, etc.
 - g. Middle Eastern: Arab, Persian, West Asian e.g. Afghan, Egyptian, Iranian, Lebanese, Turkish, etc.
 - h. White: European e.g. English, Italian, Portuguese, Russian
 - i. Not listed, please describe
 - j. Do not know
 - k. Prefer not to answer
29. Do you live with or identify as having a disability or chronic health concern? This may be any physical, mental, learning, communication, seeing, hearing disability or illness. It may be permanent or temporary, visible or invisible. (Select all that apply)
- a. No chronic health concern or disability

- b. Addiction (alcohol, drugs, gambling or other)
 - c. Blindness or low vision [does not include vision correctable by glasses or contact lenses]
 - d. Deaf, deafened or hard of hearing
 - e. Developmental or cognitive disability [example: Down syndrome]
 - f. Learning disability [example: dyslexia]
 - g. Mental health disability [example: bipolar disorder, depression, anxiety]
 - h. Mobility disability [examples: cane, wheelchair]
 - i. Neurologic disorders [example: Parkinson's disease]
 - j. Physical, coordination, manual dexterity, or strength [example: handling objects]
 - k. Physical/chronic illness and/or pain [examples: diabetes, heart condition, kidney disease, lung disease, rheumatoid arthritis]
 - l. Speech and language disability [not caused by hearing loss]
 - m. Substance (over)use or dependence
 - n. Not listed, please describe
 - o. Do not know
 - p. Prefer not to answer
30. What is your gender? Gender refers to current gender which with may be different from sex assigned at birth and may be different from what is indicated on legal documents. Check all that apply.
- a. Man
 - b. Non-binary
 - c. Trans man
 - d. Trans woman
 - e. Two Spirit
 - f. Woman
 - g. Not listed, please describe
 - h. Prefer not to answer
31. Please tell us how you heard about this survey. Check all that apply.
- a. Letter
 - b. Public notice/media release
 - c. Newspaper ad
 - d. Radio ad
 - e. Community booth
 - f. Niagara Region website
 - g. Social media

- h. Niagara Region Waste App
- i. Niagara Region Green Scene newsletter
- j. Local area municipality newsletter
- k. Digital screen ad
- l. My local service group/club
- m. Other, please specify

Niagara Region Waste Management Strategic Plan – Sector-specific Online Survey Questions

1. This survey is for members of the industrial, commercial and institutional (IC&I) sector, government institutions, the education sector, non-government organizations, service groups and environmental groups, in Niagara region. In which city/town is your property, institution, group or organization located?
 - a. Fort Erie
 - b. Grimsby
 - c. Lincoln
 - d. Niagara Falls
 - e. Niagara-on-the-Lake
 - f. Pelham
 - g. Port Colborne
 - h. St. Catharines
 - i. Thorold
 - j. Wainfleet
 - k. Welland
 - l. West Lincoln
 - m. I own property in more than one city/town
 - n. My organization has offices in more than one city/town
2. Where is your property located?
 - a. Inside designated business area (typically downtown areas that receive alternate collection services like weekly garbage collection)
 - b. Outside designated business areas
 - c. Unsure
3. How would you describe your property(ies) or organization? Check all that apply.
 - a. A multi-purpose property (a single property with multiple types of businesses (e.g., a plaza)
 - b. Medical/dental office
 - c. Retail shopping establishment or complex
 - d. Office building
 - e. Sales/distribution
 - f. Construction site

- g. Food preparation/service/restaurant
- h. Government institution
- i. Non-profit organization
- j. Large manufacturing/assembly establishment
- k. Storage/warehouse
- l. Grocery store
- m. Hotel or motel
- n. Educational institution
- o. Service group or club
- p. Other, please specify

4. When you think about the future of waste management, how important are the following statements?

	Not important	Somewhat unimportant	Neutral	Somewhat important	Very important
Encourage people to change their habits so more materials are diverted from landfill through existing and new programs and services					
Consider impacts on public health (cleaner air, land and water)					
Aim for zero waste (next to no waste sent to the landfills)					
Eliminate food waste entering landfills, reduce food loss					

	Not important	Somewhat unimportant	Neutral	Somewhat important	Very important
Manage waste locally rather than transporting it out of the region (to reduce environmental impacts of transporting materials)					
Be customer focused (make the system user-friendly)					
Lead by example (find opportunities to reduce and manage the waste the Region generates more sustainably so the community will follow)					
Conserve landfill space (so we don't fill or add more landfills in the future)					
Use innovative and emerging technology (such as solar-powered trash compactors on garbage trucks)					
Consider local economic growth (consideration of options that will create local jobs and encourage investment in the community)					

	Not important	Somewhat unimportant	Neutral	Somewhat important	Very important
Align with other Region programs, policies and plans (such as the Official Plan, Council's Strategic Priorities and the Region's goal of net-zero greenhouse gas emissions by 2050)					
Foster partnerships (collaborate with interested parties, including other levels of government and large and small businesses) to achieve waste management goals					
Advocate to the Province of Ontario for tougher regulations (so that more items can be recycled and diverted from the landfill)					
Ensure the system is affordable (consider impact of potential increase in costs on households or businesses)					

5. In the future, I want Niagara Region to... (in a few words, describe what you believe should be the priority for the Niagara Region Waste Management Division.)
 - a. Open-ended response
6. In your day-to-day operations, what would help you the most to reduce, reuse or recycle more of your waste?
 - a. Open-ended response
7. How supportive would you be of Niagara Region accepting waste from other municipalities or cities outside the region to make alternative waste processing technology a viable option?
 - a. Very supportive
 - b. Supportive
 - c. Not supportive
 - d. Very unsupportive
 - e. I'm not sure
8. Would you be willing to pay an increase in municipal taxes to help Niagara Region support the goals of eliminating waste altogether and reducing the amount of waste sent to the landfill.
 - a. Yes, I would be willing to pay more for additional waste diversion programs
 - b. No, I would not be willing to pay more
 - c. Depends how much I'd have to pay
 - d. I'm not sure
9. How responsible would you say your organization is for helping Niagara Region achieve its waste diversion and waste management goals?
 - a. Very responsible
 - b. Responsible
 - c. Not responsible
 - d. I'm not sure
10. How satisfied are you with the current waste management programs offered by Niagara Region?

	Very satisfied	Satisfied	Neutral	Unsatisfied	Very satisfied	I don't have an opinion
Curbside program for garbage						
Curbside program for recycling						

	Very satisfied	Satisfied	Neutral	Unsatisfied	Very satisfied	I don't have an opinion
Curbside program for organics						
Niagara Region's drop-off depots						

11. Do you feel you have a good understanding of Region's services available to your business or organization? Check all that apply.
 - a. I actively use Niagara Region's curbside program for garbage and recycling
 - b. I actively use Niagara Region's curbside program for garbage, recycling and organics
 - c. I have used the landfill for waste/recycling/organics
 - d. I have used the landfill for hazardous and special products for my business
 - e. I have never used the landfill for any reason
12. Generally speaking, how satisfied are you with the level of waste collection service you receive?
 - a. Very satisfied
 - b. Satisfied
 - c. Dissatisfied
 - d. Very dissatisfied
 - e. I don't have an opinion
 - f. I don't receive waste collection service from Niagara Region
13. Why don't you receive waste collection service from Niagara Region?
 - a. My business doesn't qualify
 - b. Other, please specify
14. Do you see value in Niagara Region having a recognition program for outstanding sustainable business practices?
 - a. Yes
 - b. No
15. Why not?
 - a. Open-ended response
16. How do you receive information from Niagara Region about waste management programs and services? Check all that apply.
 - a. Direct mailouts (brochures, calendar, etc.)
 - b. Radio

- c. Advertisements on buses, TV displays throughout the region, or garbage truck decals
 - d. Classes or workshops to learn more about reducing and reusing waste
 - e. Niagara Region's website
 - f. Social media
 - g. Educational videos
 - h. Niagara Region Waste App
 - i. BIA/Chamber of Commerce
 - j. Unsure/ No opinion
 - k. Other, please specify
17. When you receive or search for information from Niagara Region about waste management programs and services, is the information easy to understand?
- a. Yes
 - b. No
 - c. I don't have an opinion
 - d. Unsure
18. Please tell us how you heard about this survey. Choose all that apply.
- a. Letter
 - b. Public notice/media release
 - c. Newspaper ad
 - d. Radio ad
 - e. Niagara Region website
 - f. Social media
 - g. Niagara Region Waste App
 - h. Local area municipality newsletter
 - i. My local service group/club
 - j. Other, please specify

Thank you!

Thank you for completing our survey! Your input will be used to help us decide how we should manage waste over the next 25 years and beyond. There will be more opportunities to provide input as we develop the Waste Management Strategic Plan. If you would like to be informed of next steps, please leave your name and contact information below.

- a. Name
- b. Business name
- c. Phone number
- d. Email address



¹ Statistics Canada. 2023. Census Profile. 2021 Census. Statistics Canada Catalogue no. 98-316-X2021001. Ottawa. Released February 8 2023. <https://www12.statcan.gc.ca/census-recensement/2021/dp-pd/prof/index.cfm?Lang=E>

² Niagara Region Highlights from the 2021 Census of Population. PDS 14-2023. <https://pub-niagararegion.escribemeetings.com/filestream.ashx?DocumentId=31554>

³ Statistics Canada. 2023. Census Profile. 2021 Census. Statistics Canada Catalogue no. 98-316-X2021001. Ottawa. Released February 8 2023. <https://www12.statcan.gc.ca/census-recensement/2021/dp-pd/prof/index.cfm?Lang=E>

⁴ Statistics Canada. 2023. Census Profile. 2021 Census. Statistics Canada Catalogue no. 98-316-X2021001. Ottawa. Released February 8 2023. <https://www12.statcan.gc.ca/census-recensement/2021/dp-pd/prof/index.cfm?Lang=E>

⁵ Niagara Region Highlights from the 2021 Census of Population. PDS 14-2023. <https://pub-niagararegion.escribemeetings.com/filestream.ashx?DocumentId=31554>

⁶ Statistics Canada. 2023. Census Profile. 2021 Census. Statistics Canada Catalogue no. 98-316-X2021001. Ottawa. Released February 8 2023. <https://www12.statcan.gc.ca/census-recensement/2021/dp-pd/prof/index.cfm?Lang=E>

⁷ Statistics Canada. 2023. Census Profile. 2021 Census. Statistics Canada Catalogue no. 98-316-X2021001. Ottawa. Released February 8 2023. <https://www12.statcan.gc.ca/census-recensement/2021/dp-pd/prof/index.cfm?Lang=E>

⁸ Statistics Canada. 2023. Census Profile. 2021 Census. Statistics Canada Catalogue no. 98-316-X2021001. Ottawa. Released February 8 2023. <https://www12.statcan.gc.ca/census-recensement/2021/dp-pd/prof/index.cfm?Lang=E>

⁹ 2023 Niagara Region Employment Inventory Results (<https://pub-niagararegion.escribemeetings.com/filestream.ashx?DocumentId=37003>)