

Report PW 2024-23  
Attachment 2

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

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

<b>Q1</b>	<b>What is your frequency of garbage collection?</b>	<b>Count of Municipalities</b>
	Bi-weekly	15
	Rural bi-weekly, towns weekly	1
	Summer weekly, winter bi-weekly	1
	Weekly	22
<b>Q2</b>	<b>Do you have fully automated or manual collection for garbage collection?</b>	<b>Count of Municipalities</b>
	Automated	7
	Manual	32
<b>Q3</b>	<b>Do you collect on Statutory Holidays?</b>	<b>Count of Municipalities</b>
	No	12
	Yes	27
<b>Q4</b>	<b>Do you have a clear bag program for garbage? Any concerns from residents about the program?</b>	<b>Count of Municipalities</b>
	Looking to implement	2
	No	26
	Yes	11
<b>Q5a</b>	<b>Do you have plans to implement a Green Bin Program?</b>	<b>Count of Municipalities</b>
	Looking to implement	6
	No	4
	No, looking at alternatives	11
<b>Q5b</b>	<b>How long has your municipality had a Green Bin program in place?</b>	<b>Count of Municipalities</b>
	10+ years	14
	Within the last 5 years	3

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

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

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

**Oxford County: Future of Curbside Collection, Municipal Scan**  
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**Long Answers**

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

- M1 We tried to complete delivery to the entire Region in 2 weeks, this was not enough time and there were a lot of missed locations. Need to have a contingency plan to deal with missed locations or delivering to incorrect locations.
- M4 The overall program was well received in the community. One lesson learned was to track the green bin distribution closely. In 2024, some residents still claim they did not get a bin.
- M5 It is important to provide training for staff in advance of the program and ensure that there is sufficient staff available for customer service inquiries during and after the program rollout.
- M6 I was not part of the green bin roll out in 2007, but I was a lead for the bi-weekly cart-based roll-out program in 2014 and am happy to discuss my lessons learned with you, if you like.
- M7 Provide as much information as possible about the new program. Let people know when they will receive their green bin and when an area has been delivered, so to avoid unnecessary calls about delivery times and who to call for missed deliveries. Perhaps include a hot stamp or sticker with a QR code for information/details either instead of, or in addition to, printed materials. If including a kitchen catcher inside the green bin, let people know it is in there, possibly with a sticker on top. Consider telling people not to start filling their green bin until the week before (or two weeks depending on collection frequency) of collection. We had quite a number of people who must have started filling their green bins as we had a lot of issues with liquid waste being spilled or leaking out of trucks in the first couple of weeks.
- M8 Good now, seeing consistent tonnages (increase during COVID), looking into doing a waste audit to get an idea of participation rates and how programs are performing.
- M9 Make sure you have a steel-clad RFP to purchase green bins - issues with the contract start date for the first delivery (bins came late and did not come all at the same time), be specific in your wording i.e. # of containers on a pallet for storage).
- M12 Jan 2 (awful time of year to start), ended up being short on carts for one community - some residents received smaller 120L cart due to supply issue.

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

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

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

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

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

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

M1 Cost of bags, concerns about odours and pests

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

M2 - Residents use black garbage bags instead of certified compostable bags and complain when it's not collected

- Some residents overfill their green bin, making them overweight and non-collectible which leads to some complaints

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

M4 Bins are small, animals get into them

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

M6 120L organics cart is too large

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

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

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

M10 Cold - materials freeze to bin

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

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

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

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

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

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

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

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**Green Bin Acceptable Materials**

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