MORRISON HERSHFIELD now Stantec

# CITY OF LLOYDMINSTER

## Solid Waste Master Plan Public Engagement

## What We Heard Report

Presented to:

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# 1. ABOUT THE PROJECT

Morrison Hershfield (MH) now Stantec is assisting the City of Lloydminster (City) with completing an Integrated Waste Management and Facility Master Plan (Master Plan), which will provide a comprehensive roadmap for solid waste management in the City for the next twenty years.

The City runs a three-stream residential curbside collection program offering curbside waste, organics, and recycling collection in addition to operating the City's landfill. On average, the City diverts approximately 35% of the materials through recycling and organics diversion and landfills approximately 24,000 tonnes of garbage per year. Due to the rising landfill operating costs and potential future liability concerns, the City would like to explore alternatives for managing its waste.

The Master Plan is intended to provide a comprehensive roadmap for solid waste management in the City for the next twenty years. The City's objectives for the Master Plan include;

- Outlining a comprehensive waste management strategy that encompasses all stages of the waste management cycle, from generation to disposal/recycle/reuse/recovery.
- Providing a sustainable financial framework and infrastructure development that establishes a financially sustainable structure to support ongoing waste activities and ensure long-term viability.
- Being a primary document and guiding framework for all waste management-related plans, reports, assessments, and initiatives.

# 2. ENGAGEMENT TACTICS

The City of Lloydminster aims to engage residents and visitors via inclusive and accessible techniques. An online survey was published on the public engagement website from October 7 to November 3, 2024, to reach a large audience as a digital means of engagement. In addition to the survey being available digitally, it was also available physically at City Hall and the Operations Centre. The survey had a total of 195 visitors with 147 final submissions. There was also a question and answer box available on the Your Voice Solid Waste Master Plan website which was visited by 77 individuals with 1 submission. The following section provides an overview of the data collected through these submissions.

## 2.1 Advertising Methods

The City of Lloydminster used a series of traditional and digital advertising methods to educate residents on consultation opportunities. These methods include:

- Website: Your Voice Lloydminster (yourvoicelloyd.ca/LUB)
- Social Media
    - Facebook

- LinkedIn
- Instagram
- X (formerly known as Twitter)

- Emails
  - Emails sent to interested parties via the City's local email lists (e.g., waste haulers, business license email list, and economic newsletter for businesses)
- Radio Advertising
  - The Goat
  - Stingray (New Country 95.9, Boom 101.9, Hot 93.7)
- Print Media
  - The Bean
  - Morning News
  - Meridian Source
- Additional Techniques
  - Posters at City facilities (e.g., landfill, library)

Figure 1 below shows the distribution of advertising methods where respondents heard about the survey.[1]

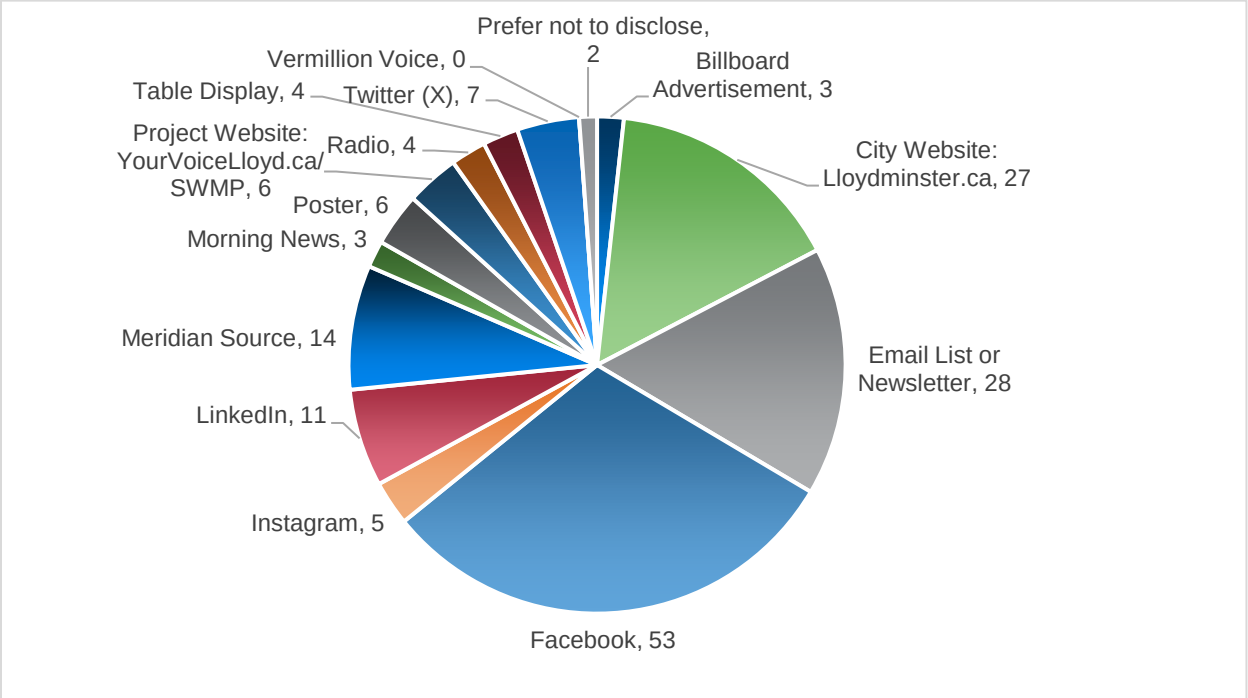



*Figure 1: Number and type of advertising methods where respondents heard about the survey*

[1] Respondents were directed to select all that apply, so the total number on the figure does not match the number of survey responses.

# 3. DETAILED FEEDBACK SUMMARY

The survey consisted of nine questions, one of which was a long-answer question. The survey started by asking some general demographic questions, while keeping the respondents anonymous. This included whether they were a resident in a single- or multi-family home, or a business owner. The majority of respondents reside in single-family homes (115 total) as shown in Figure 2 below. Respondents were also asked to select the neighbourhood of their primary residence (Figure 3).

The survey then presented solid waste specific questions, including what services and facilities are regularly used, how satisfied they are with the current services and facilities. what they believe the priority of the City is with solid waste management over the next 10-20 years, and lastly, what ideas they have to improve future waste management. For solid waste management priorities, respondents were asked to rank the following options:

- Curbside collection services to divert more waste.
- Cost-effective waste management.
- Education and outreach about waste reduction (reduce and reuse), recycling and proper waste disposal.
- Landfill services to divert more waste.
- Funding based on polluter-pay with waste generators paying through tipping fees rather than funded through taxes.
- Reducing greenhouse gas emissions from the landfill.

A copy of the survey can be found in Appendix A.

Respondents were asked to specify if they were a resident in a single-family dwelling, multi-family dwelling, or if they were a business owner. Figure 2 below shows the distribution of respondents, with 115 (78%) representing single-family dwellings, and 16 (11%) representing both multi-family dwellings and businesses.

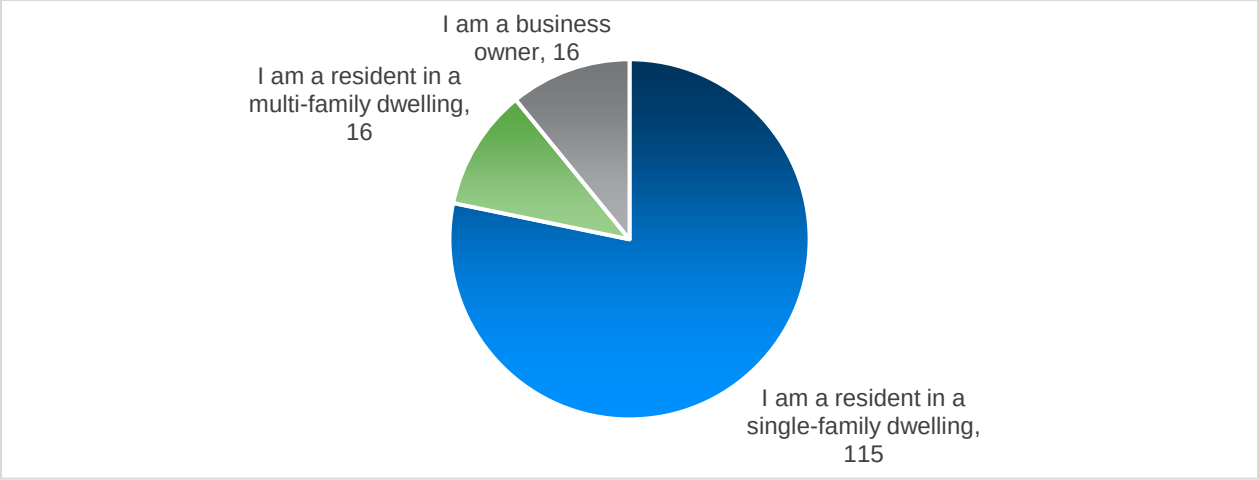



*Figure 2: Number of respondents representing single-family homes, multi-family homes, and businesses*

Lastly, to understand demographics, respondents were asked to specify what neighbourhood their primary residence (or business) was located in. The largest representation of respondents (32 or 22%) resides in College Park (see Figure 3 below).

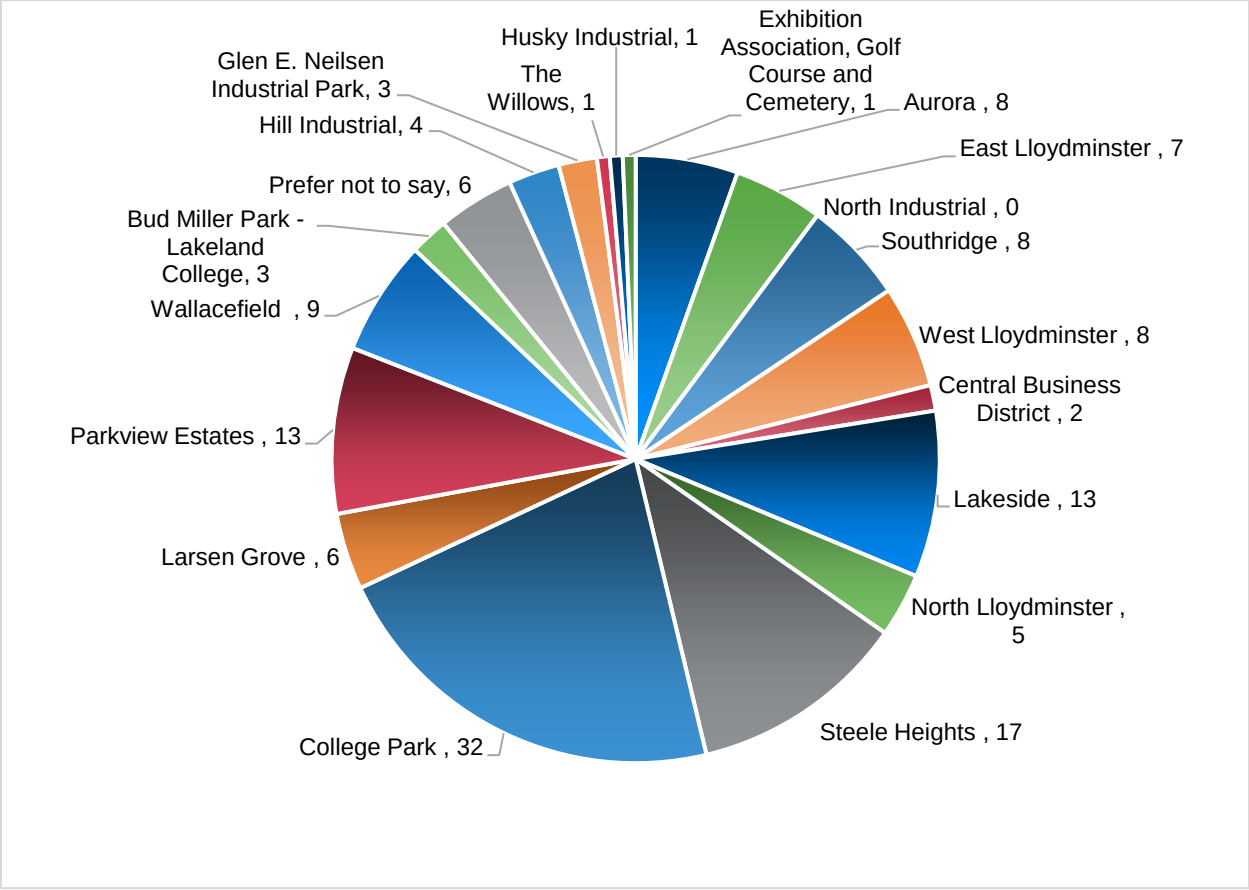



*Figure 3: Primary residence and business location for all respondents*

## 3.1 Single-Family Residents

The majority of responses came from individuals living in single-family homes (115 responses in total). Residents represented 14 neighbourhoods (in addition to those who chose 'prefer not to disclose'). The largest representation of respondents (29) resides in College Park (see Figure 4 below).

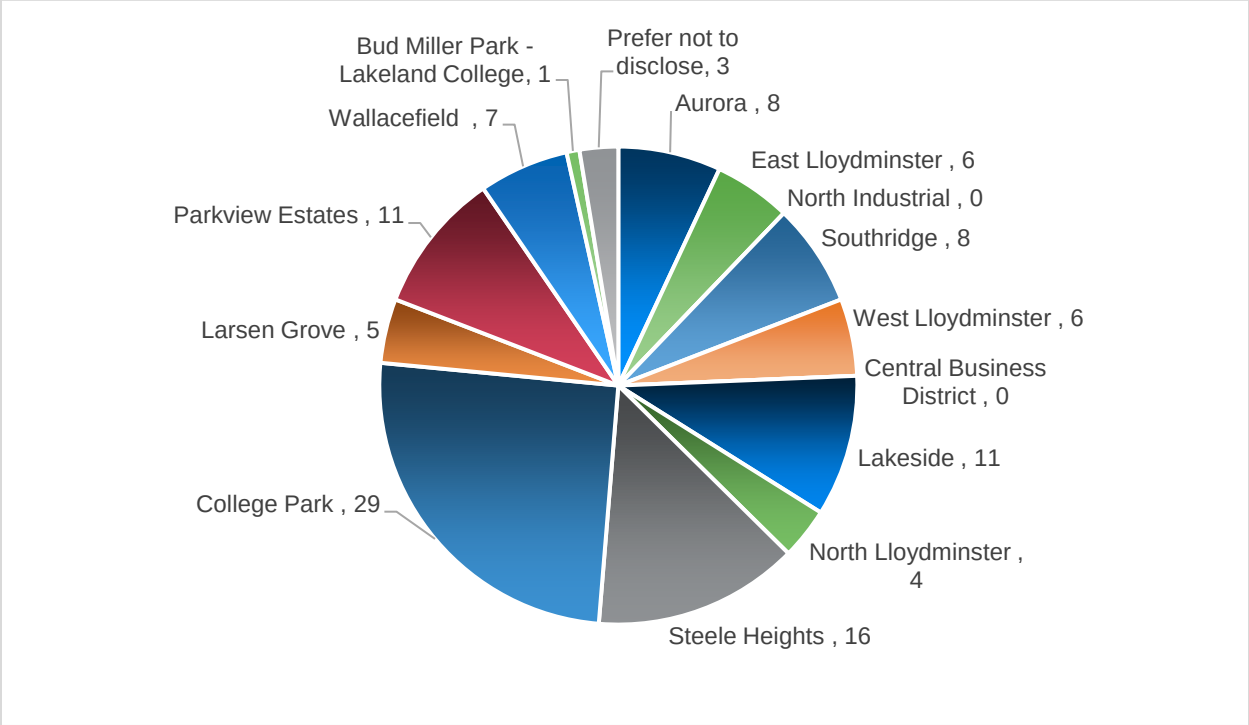



*Figure 4: Primary residence location of Single-family residents*

### 3.1.1 Facilities and Services Used Regularly

Single-family residents use curbside collection services most often as well as waste management services at the City's landfill. Other services used included private collection services, Blue Wave Recycling Facility, the Bottle Depot, and home composting. See Figure 5 below for the distribution of facilities and services used. Please note, respondents were allowed to select more than one service.

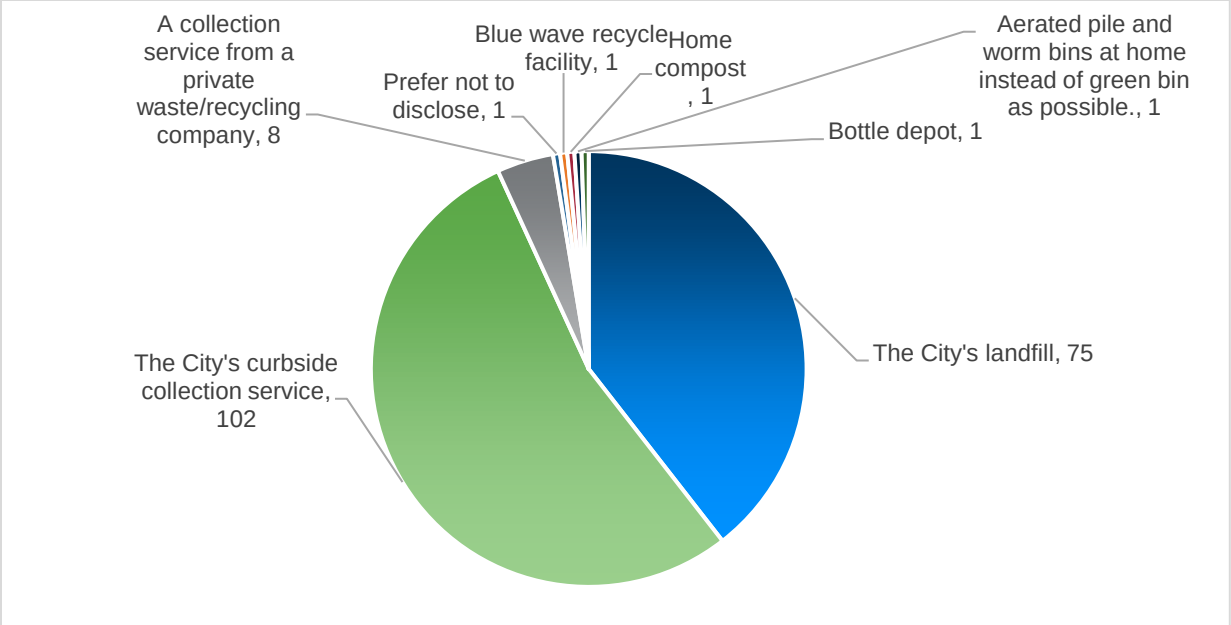



*Figure 5: Waste facilities and services regularly used by single-family residents*

### 3.1.2 Satisfaction with the Current Waste Facilities and Services

Figure 6 shows the distribution of satisfaction among single-family residents relating to current waste facilities and services. Of the 115 single-family resident responses, 48% stated they were happy with the current waste facilities and services and 23% were very satisfied. Approximately one in ten (11%) stated they were dissatisfied and only 1% stated they were very dissatisfied. The remaining respondents were neutral (17%).

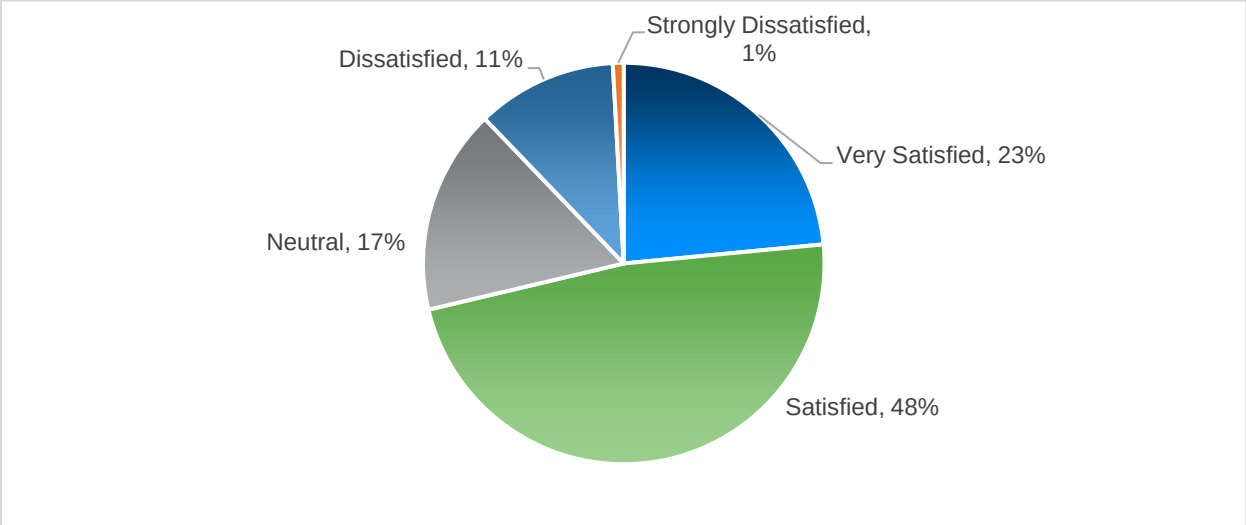



*Figure 6: Satisfaction of single-family residents with the City's waste facilities and services*

### 3.1.3 City Priorities

Figure 7 demonstrates how single-family residents ranked the City's priorities over the next 10-20 years (1 representing a higher priority and 6 representing a lower priority).

Overall, *curbside collection services to divert more waste* was ranked as the highest priority, while *reducing greenhouse gas emissions from the landfill* was ranked as the lowest priority.

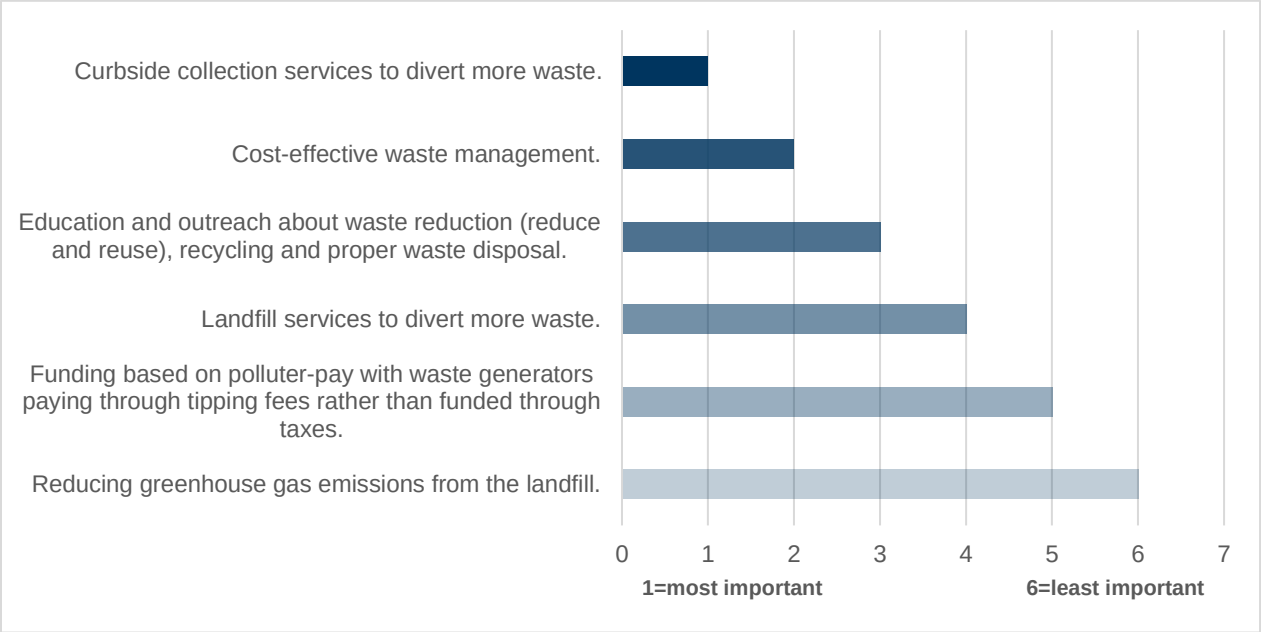



*Figure 7: Ranked solid waste management priorities for single-family residents*

### 3.1.4 Improving Waste Management Services

Of the 115 single-family residents who filled out the survey, 71 responded to the question "do you have any ideas for how to improve waste management services in the City?" Overall, residents engaged well with this question and provided thorough responses.

A significant number of responses related to recyclables. Many comments referred to the desire for the municipal curbside recycling collection to be using bins to avoid the current use of plastic bags, and a desire to increase the number of curbside items that can be recycled. Other comments included:

- Wanting to see increased regulations/more polluter-pay principles implemented.
- Better/increased education/behaviour change campaigns.
- Local composting, for example at the landfill.
- Increased reuse opportunities, such as through a 'share shack'.

- A change in curbside collection frequency to encourage further diversion, for example bi-weekly garbage collection.
- Route optimization, for example the use of smart sensors to track fill levels.

## 3.2 Multi-Family Residents

A total of 16 responses came from individuals living in multi-family homes. Residents represented 15 neighbourhoods (in addition to those who chose 'prefer not to disclose'). Residents were evenly distributed across the 15 neighbourhoods with 1 or 2 responses from each (see Figure 8 below).

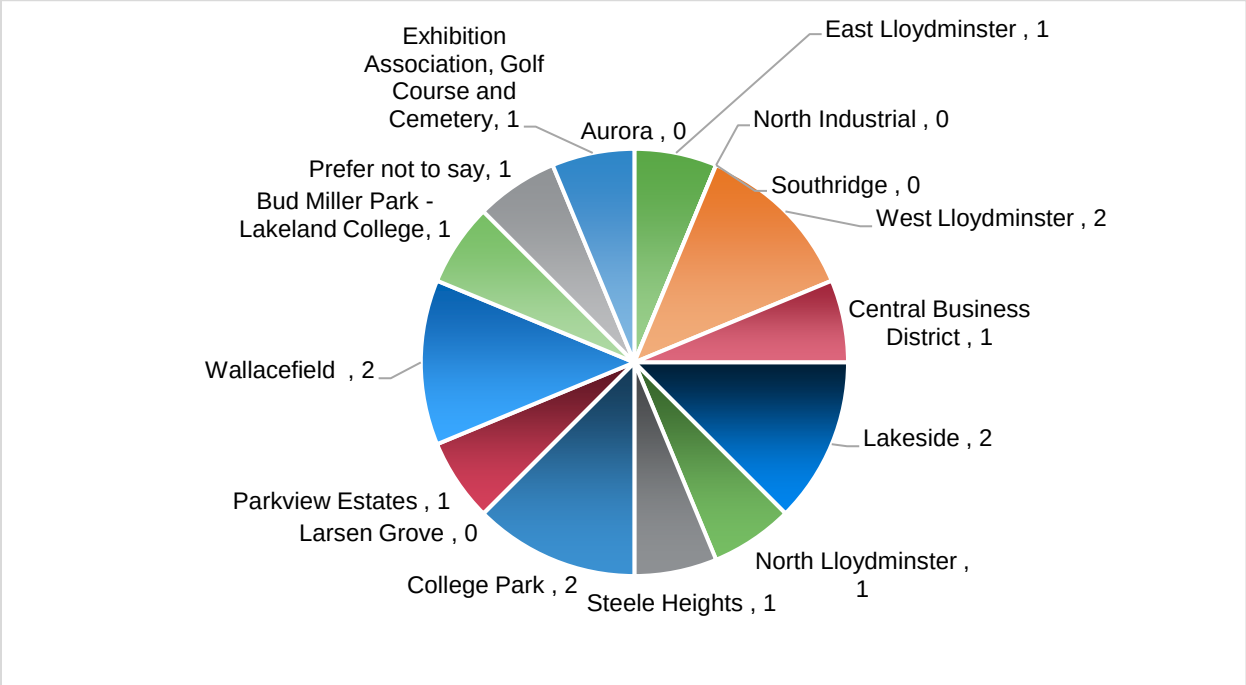



*Figure 8: Multi-family residents primary residence location*

### 3.2.1 Facilities and Services Used Regularly

Multi-family residents use the landfill most often as well as curbside collection services.[2] Other services used include private collection services. See Figure 9 below for the distribution of facilities and services used. Please note, respondents were allowed to choose more than one service.

[2] The City of Lloydminster does not provide curbside collection for MF residential. It is assumed that responses for MF residential for "The City's curbside collection service" selected the most appropriate answer for private curbside collection.

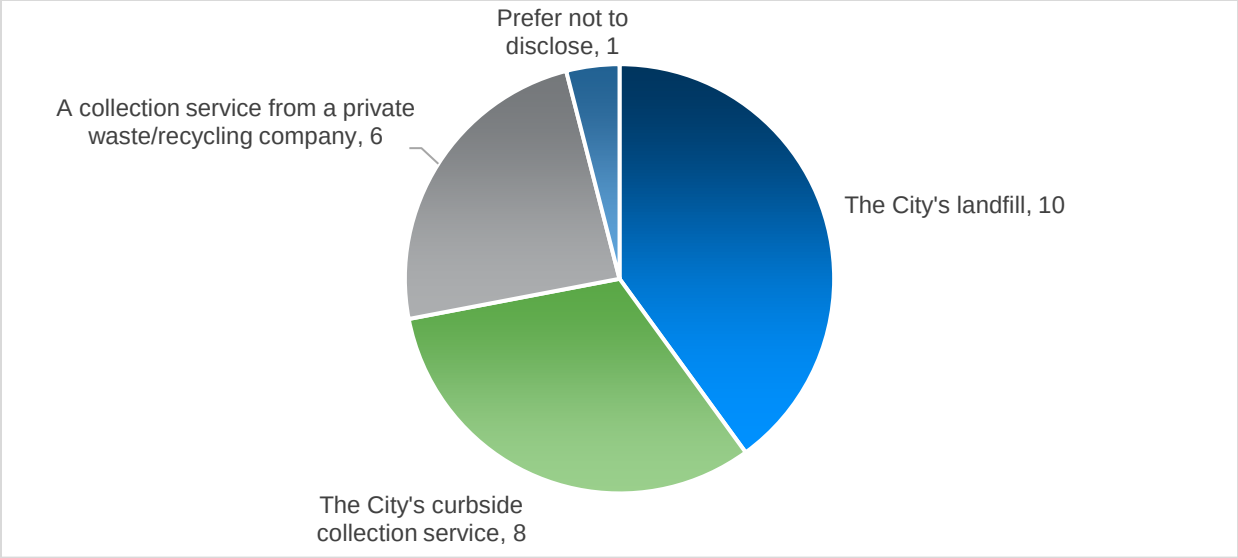



*Figure 9: Waste facilities and services regularly used by multi-family residents*

### 3.2.2 Satisfaction with the Current Waste Facilities and Services

Figure 10 shows the distribution of satisfaction levels among multi-family residents relating to current waste facilities and services. Of the 16 multi-family resident responses, 50% stated they felt neutral about their satisfaction with the current waste facilities and services and 38% stated they were satisfied. The remaining responses were split with 6% each for very satisfied and dissatisfied. No one was strongly dissatisfied.

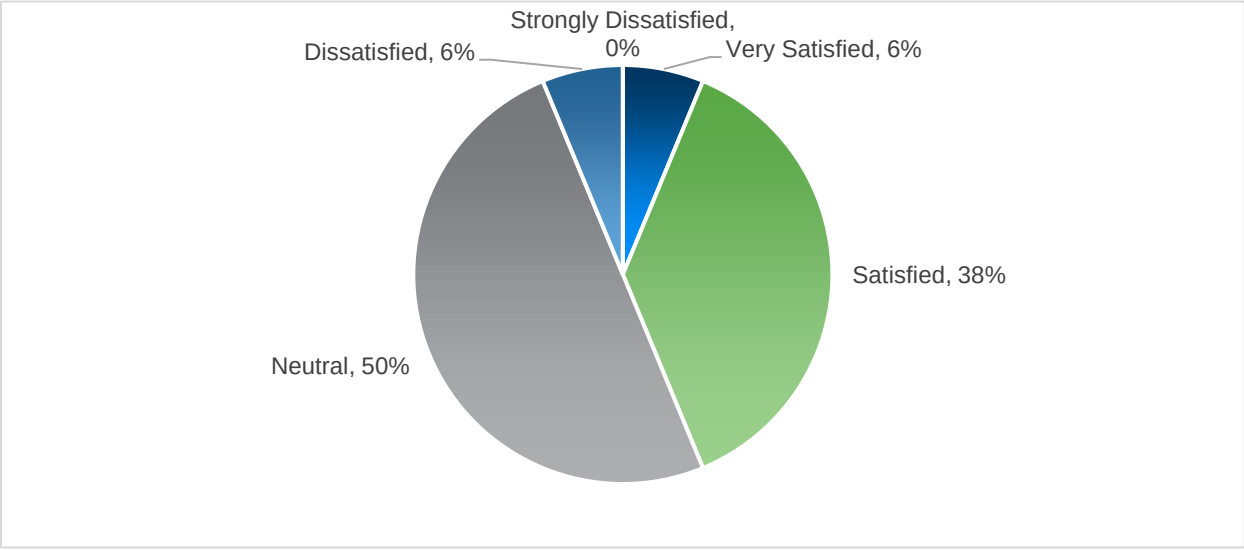



*Figure 10: Satisfaction of multi-family residents with the City's waste facilities and services*

### 3.2.3 City Priorities

Figure 11 below demonstrates how multi-family residents ranked City priorities over the next 10-20 years (1 representing a higher priority and 6 representing a lower priority).

Overall, *education and outreach about waste reduction (reduce and reuse), recycling and proper waste disposal* was ranked as the highest priority, while *reducing greenhouse gas emissions from the landfill* was ranked as the lowest priority.

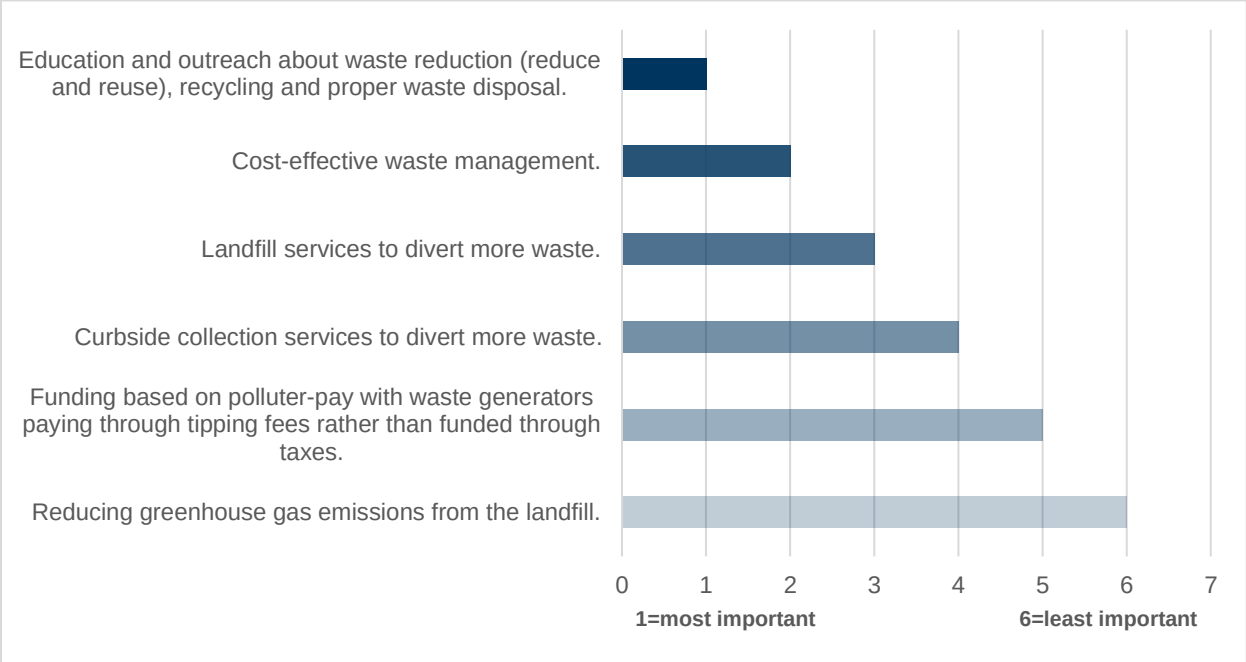



*Figure 11: Ranked solid waste management priorities for multi-family residents*

### 3.2.4 Improving Waste Management Services

Of the 16 multi-family residents who filled out the survey, 11 responded to the question “do you have any ideas for how to improve waste management services in the City?”

Responses varied from implementing more regulations, such as polluter-pay at the landfill so that waste generators pay to cover their disposal fees to considering contracting municipal services out to reduce cost. Other comments included:

- Encouraging more recycling and reuse in multi-family homes.
- Curbside collection frequency to encourage further diversion through organics and recycling.

## 3.3 Businesses

A total of 16 responses came from business owners and they evenly represented 15 neighbourhoods (in addition to those who chose ‘prefer not to disclose’). Figure 12 shows the distribution of business locations.

Business owners were also asked to identify the type of business that they represent. As shown in Figure 13 most respondents were *haulers*, followed by *none of these*, and then *collectors*.

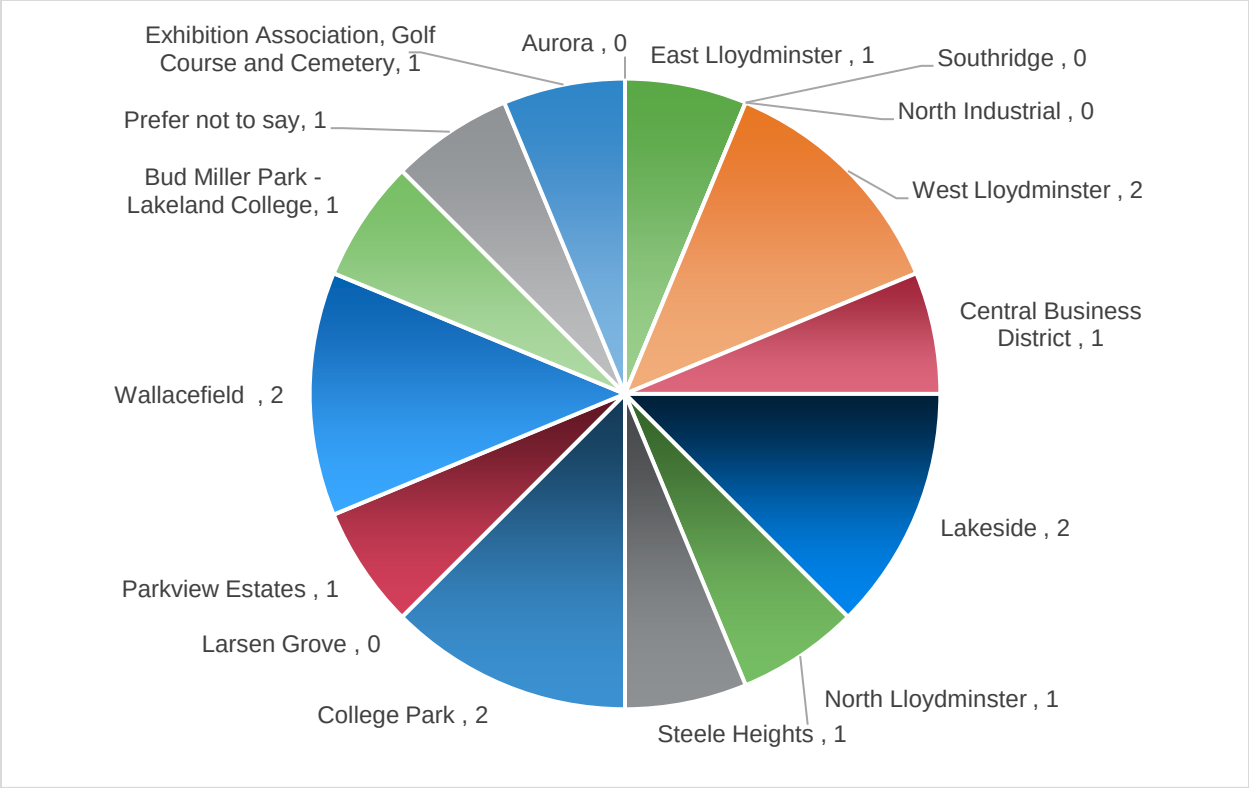



*Figure 12: Business owners' primary location*

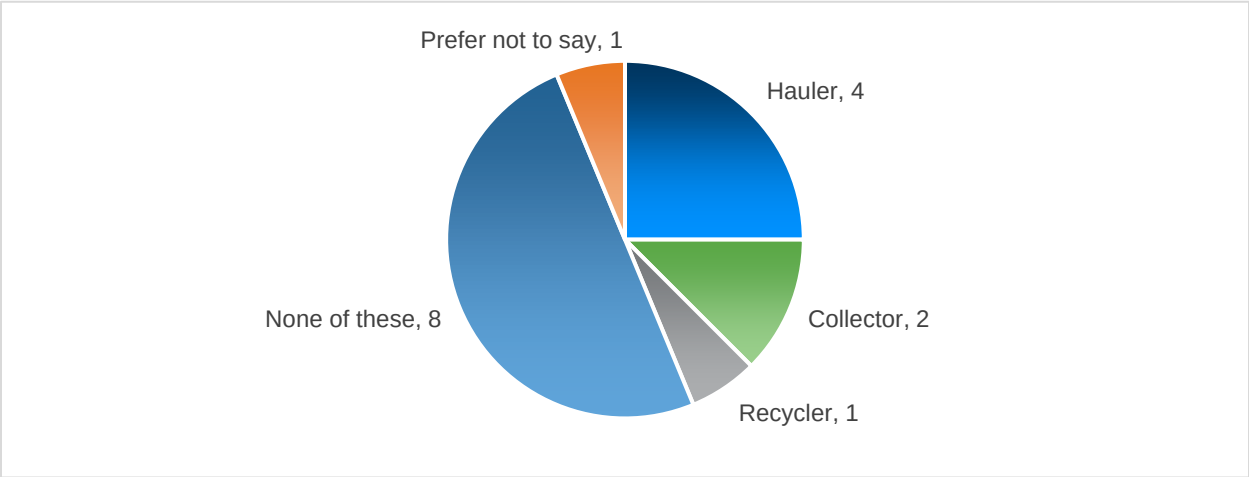



*Figure 13: Type of business represented by business owners*

### 3.3.1 Facilities and Services Used Regularly

Business owners use the landfill most often followed by private collection/recycling services. Figure 14 shows the distribution of facilities and services used. Please note, respondents were allowed to choose more than one service.[3]

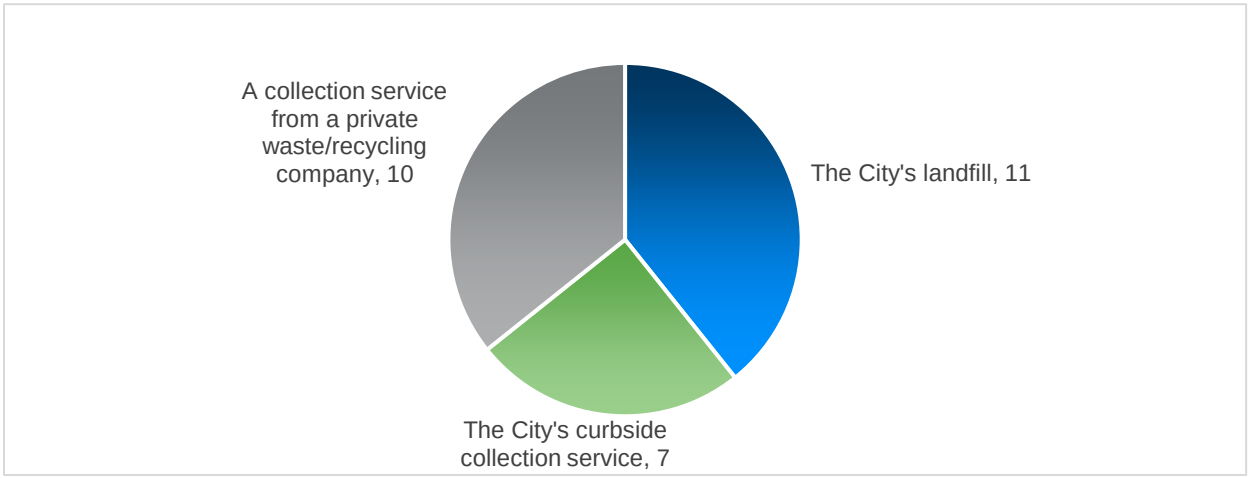



*Figure 14: Waste facilities and services regularly used by business owners*

### 3.3.2 Satisfaction with the Current Waste Facilities and Services

Figure 15 illustrates the distribution of satisfaction levels among business owners relating to current waste facilities and services. Of the 16 business owner responses, 38% stated they were satisfied, 13% were very satisfied, 19% were neutral, 19% were dissatisfied, and 13% stated they were very dissatisfied.

[3] The City of Lloydminster does not provide curbside collection for businesses. It is assumed that responses for businesses for "The City's curbside collection service" selected the most appropriate answer for private curbside collection.

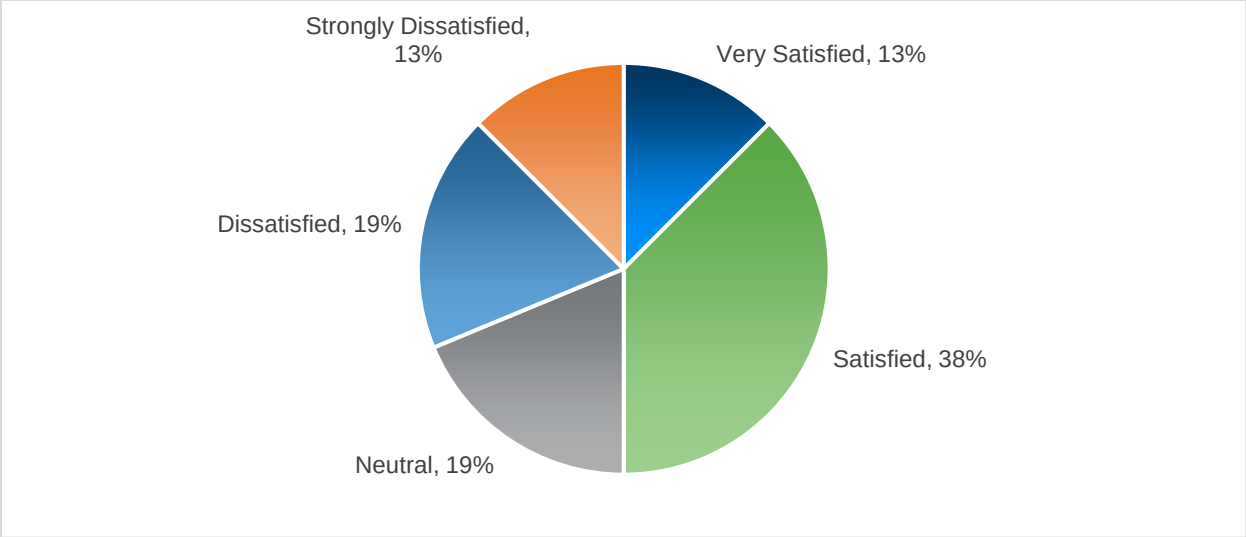



*Figure 15: Satisfaction of business owners with the City's waste facilities and services*

### 3.3.3 City Priorities

Figure 16 below demonstrates how business owners ranked City priorities over the next 10-20 years (1 representing a higher priority and 6 representing a lower priority).

Overall, f*unding based on polluter-pay with waste generators paying through tipping fees rather than funded through taxes* was ranked as the highest priority, while *reducing greenhouse gas emissions from the landfill* was ranked as the lowest priority.

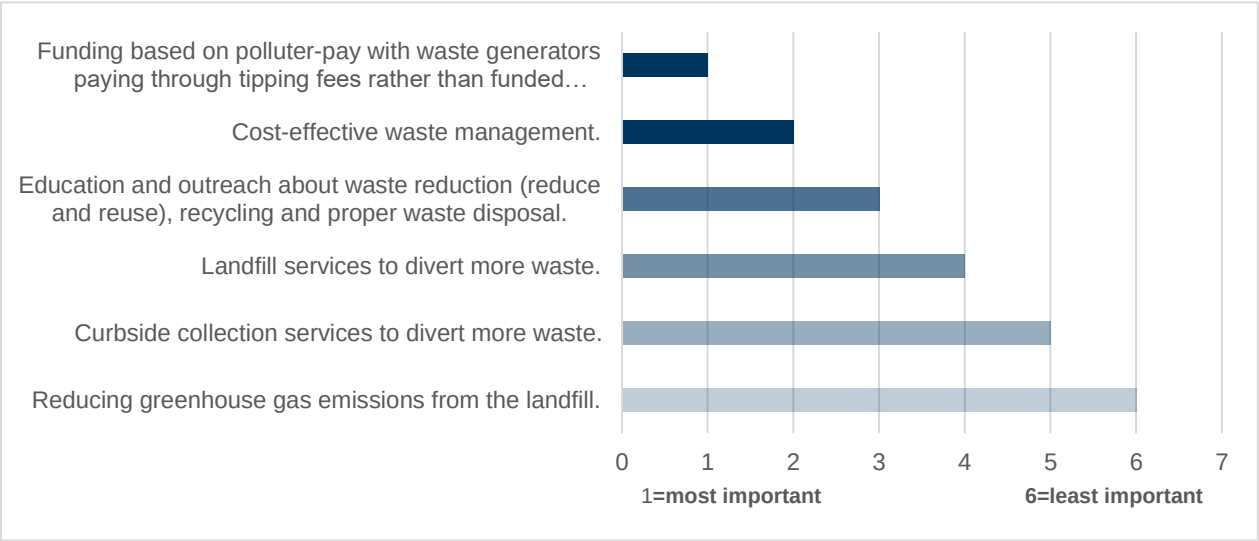



*Figure 16: Ranked solid waste management priorities for business owners*

### 3.3.4 Improving Waste Management Services

Of the 16 business owners that filled out the survey, 12 responded to the question “do you have any ideas for how to improve waste management services in the City?” Responses varied from having a weigh in and out scale at the landfill and better wayfinding at the landfill. Other comments included:

- Wanting to see a local composting site.
- More education around waste management
- Looking for outside sources of waste disposal services.

# 4. CONCLUSION

Overall, survey respondents were satisfied with the current solid waste management system in the City. There were a total of 3 mentions in the long-answer question that mentioned they were happy with the current system. There were no other mentions to satisfaction levels. There were lower satisfaction levels among multi-family residents and business owners. Figure 17 shows the satisfaction levels of each group together for easy comparison. Residents did not comment on satisfaction in the written question, which asked *“Do you have any ideas for how to improve waste management services?”*

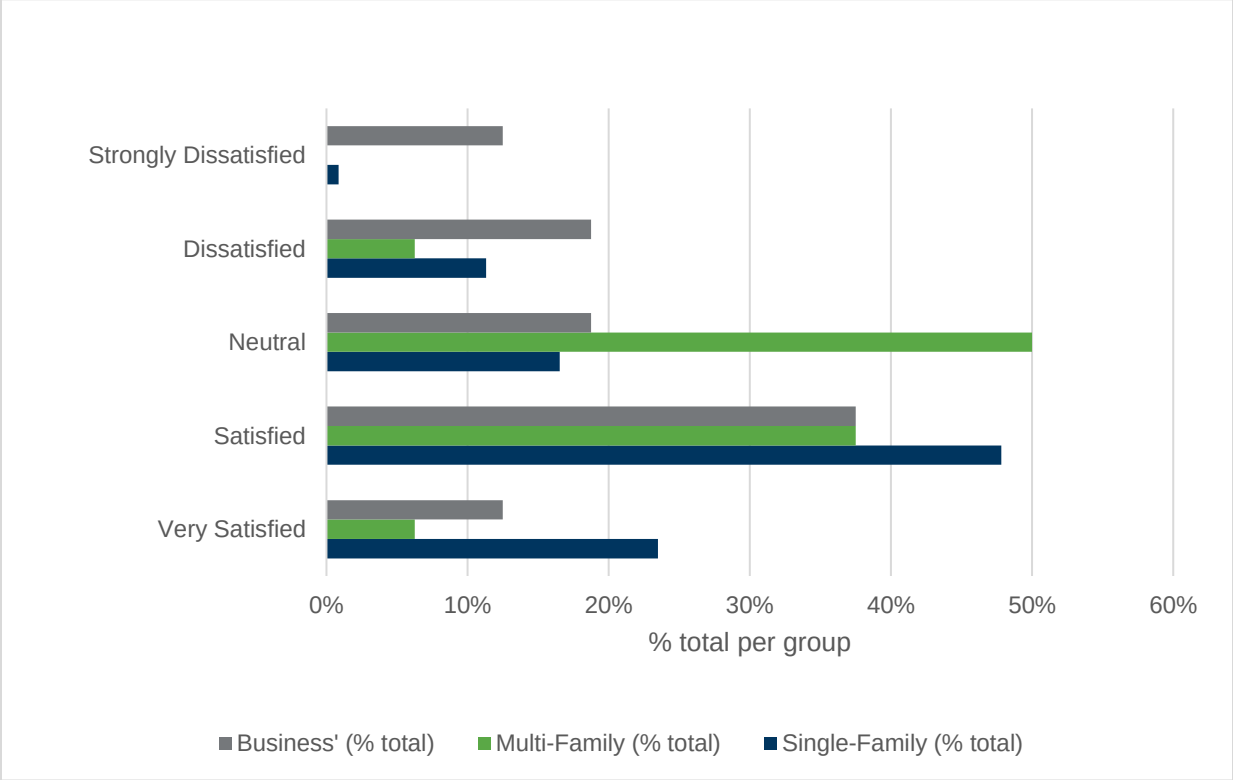



*Figure 17: Satisfaction level for single-family, multi-family, and business'*

Single- and Multi-family residents stated they most often used curbside collection and the landfill, while businesses also use private collection services.

Across all three groups (single-family, multi-family, and businesses) respondents voted that *reducing greenhouse gas emissions from the landfill* was the least important priority for the City of Lloydminster moving forward. The most important priority differed among each of the groups with curbside collection ranking highest for single-family, education and outreach ranking highest for multi-family, and polluter pay funding ranking highest for businesses. As well, cost-effective waste management was consistently ranked as the second highest priority. Figure 18 shows the results across the three groups for comparison.

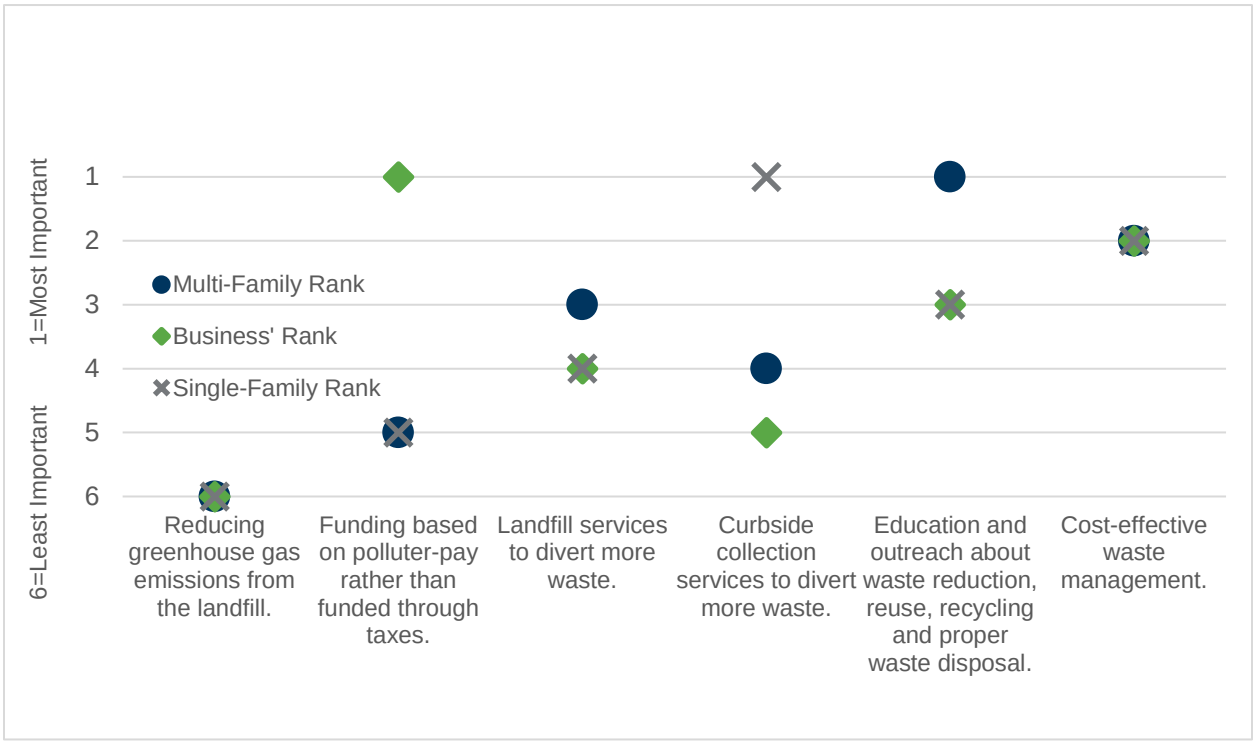



*Figure 18: Ranked solid waste management priorities of all respondents*

Overall, many residents commented on how to improve the waste management services. Responses varied, including:

- Wanting to see an increase in recycling, reuse, and diversion (29 out of 121 references to topics or 24%[4]),

[4] Some comments included mention of more than one topic, which is why there are more total references (121) than comments provided (83).

- Better curbside collection services, such as wanting curbside recycling to be collected in bins and an increase in the recyclable materials accepted in curbside collection (20 out of 121 references to topics or 17%)
- Wanting to see more polluter-pay principles implemented (9 out of 121 references to topics or 7%),
- Better education/behaviour change campaigns (9 out of 121 references to topics or 7%),

Other topics mentioned in comments include collection frequency, the desire for increased landfill services, local composting options, and cost-effective waste management.

# APPENDIX A: Solid Waste Master Plan Survey