

Survey Responses

07 July 2023 - 25 March 2025

Waste Collection Survey

Engage Georgian Bluffs

Project: Waste Collection Services



VISITORS					
302					
CONTRIBUTORS			RESPONSES		
218			228		
0	0	218	0	0	228
Registered	Unverified	Anonymous	Registered	Unverified	Anonymous



Respondent No: 1
Login: Anonymous

Responded At: May 24, 2024 13:13:12 pm
Last Seen: May 24, 2024 13:13:12 pm

Q1. **Overall, how satisfied are you with the current collection program?** Unhappy

Q2. **Why did you answer that way?**

The frequency of both waste and recycling is fine. We are required to sort our recyclables and the collector puts it all into one bin! This doesn't make sense to me!

Q3. **What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)**

1. Convenience (ease of placing out garbage)
2. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
3. Cost (to taxes and for garbage tags)
4. Frequency of Collection
5. Ability to pick up a wide range of materials
6. Responsive Customer Service

Q4. **What Challenges, if any, have you experienced with curbside waste pickup?** Missed Collection

Q5. **Would you like to see any additional services as part of the waste collection service?** No additional services

Q6. **Do you have any additional comments or suggestions regarding our waste services?**

not answered



Respondent No: 2
Login: Anonymous

Responded At: May 24, 2024 13:15:17 pm
Last Seen: May 24, 2024 13:15:17 pm

Q1. **Overall, how satisfied are you with the current collection program?** Very happy

Q2. **Why did you answer that way?**

Collection frequency on Mondays at bass lake works well. It was a pleasant surprise to find out that the cottage that we purchased on bass lake was on municipal collection frequency.

Q3. **What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)**

1. Frequency of Collection
2. Ability to pick up a wide range of materials
3. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
4. Cost (to taxes and for garbage tags)
5. Responsive Customer Service
6. Convenience (ease of placing out garbage)

Q4. **What Challenges, if any, have you experienced with curbside waste pickup?** I have not experienced challenges

Q5. **Would you like to see any additional services as part of the waste collection service?** No additional services

Q6. **Do you have any additional comments or suggestions regarding our waste services?**

System of bin collection at bass lake road works well and very happy with the service on this road



Respondent No: 3

Login: Anonymous

Responded At: May 24, 2024 13:16:33 pm

Last Seen: May 24, 2024 13:16:33 pm

Q1. Overall, how satisfied are you with the current collection program? Neutral

Q2. Why did you answer that way?

Our waste is collected at different times, or sometimes (like this week, Thursday instead of Wednesday), on different days. As consistent as possible would be greatly appreciated.

Q3. What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)

1. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
2. Frequency of Collection
3. Ability to pick up a wide range of materials
4. Cost (to taxes and for garbage tags)
5. Convenience (ease of placing out garbage)
6. Responsive Customer Service

Q4. What Challenges, if any, have you experienced with curbside waste pickup?

Missed Collection
Lack of special collection services (e.g., for bulky items, hazardous waste)

Q5. Would you like to see any additional services as part of the waste collection service?

Organics/Yard waste collection
Hazardous waste collection

Q6. Do you have any additional comments or suggestions regarding our waste services?

not answered



Respondent No: 4
Login: Anonymous

Responded At: May 24, 2024 13:20:12 pm
Last Seen: May 24, 2024 13:20:12 pm

Q1. Overall, how satisfied are you with the current collection program? Neutral

Q2. Why did you answer that way?

Coming from a Town that had recycling and garbage waste pickup every week. We are a family that generally goes through more recyclables than waste, and storing for the extra week isn't always ideal.

Q3. What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)

1. Frequency of Collection
2. Cost (to taxes and for garbage tags)
3. Convenience (ease of placing out garbage)
4. Ability to pick up a wide range of materials
5. Responsive Customer Service
6. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)

Q4. What Challenges, if any, have you experienced with curbside waste pickup?

Missed Collection
Pickup not Frequent Enough
Issues with bin damage and replacement

Q5. Would you like to see any additional services as part of the waste collection service?

Organics/Yard waste collection

Q6. Do you have any additional comments or suggestions regarding our waste services?

not answered



Respondent No: 5

Login: Anonymous

Responded At: May 24, 2024 13:21:18 pm

Last Seen: May 24, 2024 13:21:18 pm

Q1. Overall, how satisfied are you with the current collection program?

Happy

Q2. Why did you answer that way?

Garbage has been collected most scheduled days except for the odd weather related incident.

Q3. What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)

1. Frequency of Collection
2. Cost (to taxes and for garbage tags)
3. Ability to pick up a wide range of materials
4. Convenience (ease of placing out garbage)
5. Responsive Customer Service
6. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)

Q4. What Challenges, if any, have you experienced with curbside waste pickup?

Other (please specify)

Operator did not see nag tag on the bag. Had to drive down the road to catch the truck.

Q5. Would you like to see any additional services as part of the waste collection service?

Bulky item pick up
Hazardous waste collection

Q6. Do you have any additional comments or suggestions regarding our waste services?

Would there be a chance of a small sized contractor picking up scrap metal in the township?



Respondent No: 6

Login: Anonymous

Responded At: May 24, 2024 13:25:10 pm

Last Seen: May 24, 2024 13:25:10 pm

Q1. **Overall, how satisfied are you with the current collection program?** Happy

Q2. **Why did you answer that way?**

It's fine. I'm hopeful we move to wheelie bins one day, although I'm fine with the current process.

Q3. **What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)**

1. Convenience (ease of placing out garbage)
2. Cost (to taxes and for garbage tags)
3. Ability to pick up a wide range of materials
4. Frequency of Collection
5. Responsive Customer Service
6. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)

Q4. **What Challenges, if any, have you experienced with curbside waste pickup?**

Missed Collection

Q5. **Would you like to see any additional services as part of the waste collection service?**

Bulky item pick up

Q6. **Do you have any additional comments or suggestions regarding our waste services?**

I am happy with it, I think we were missed one time and customer service very quickly remedied the situation which was a pleasant surprise. I am also fine with the bag tag process, as I believe we have more control over costs and I aim to squeeze out as much as I can from my bag tag rather than be wasteful! Biweekly pickup of one blue bin sometimes isn't enough, but I see people put out cardboard boxes etc so I think that's suitable. Thanks for a great job done each week.



Respondent No: 7

Login: Anonymous

Responded At: May 24, 2024 13:29:57 pm

Last Seen: May 24, 2024 13:29:57 pm

Q1. Overall, how satisfied are you with the current collection program?

Happy

Q2. Why did you answer that way?

not answered

Q3. What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)

1. Responsive Customer Service
2. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
3. Ability to pick up a wide range of materials
4. Frequency of Collection
5. Convenience (ease of placing out garbage)
6. Cost (to taxes and for garbage tags)

Q4. What Challenges, if any, have you experienced with curbside waste pickup?

Missed Collection
Not Enough Capacity (Over 4 bag limit)
Lack of special collection services (e.g., for bulky items, hazardous waste)

Q5. Would you like to see any additional services as part of the waste collection service?

Bulky item pick up
Organics/Yard waste collection

Q6. Do you have any additional comments or suggestions regarding our waste services?

not answered



Respondent No: 8

Login: Anonymous

Responded At: May 24, 2024 13:30:56 pm

Last Seen: May 24, 2024 13:30:56 pm

Q1. **Overall, how satisfied are you with the current collection program?** Neutral

Q2. **Why did you answer that way?**

Current process is functional, not remarkable good or bad.

Q3. **What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)**

1. Convenience (ease of placing out garbage)
2. Frequency of Collection
3. Ability to pick up a wide range of materials
4. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
5. Cost (to taxes and for garbage tags)
6. Responsive Customer Service

Q4. **What Challenges, if any, have you experienced with curbside waste pickup?**

Pickup not Frequent Enough
Lack of special collection services (e.g., for bulky items, hazardous waste)
Issues with bin damage and replacement

Q5. **Would you like to see any additional services as part of the waste collection service?**

Organics/Yard waste collection
Hazardous waste collection

Q6. **Do you have any additional comments or suggestions regarding our waste services?**

Recycling frequency of once per week would be helpful and encourage more recycling. Compost pickup would also be helpful, food cycler program was helpful to reduce amount of garbage every week and was worthwhile.



Respondent No: 9

Login: Anonymous

Responded At: May 24, 2024 13:43:24 pm

Last Seen: May 24, 2024 13:43:24 pm

Q1. **Overall, how satisfied are you with the current collection program?** Neutral

Q2. **Why did you answer that way?**

They seem to have trouble with their electric trucks. It seems they break down frequently.

Q3. **What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)**

1. Cost (to taxes and for garbage tags)
2. Responsive Customer Service
3. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
4. Frequency of Collection
5. Ability to pick up a wide range of materials
6. Convenience (ease of placing out garbage)

Q4. **What Challenges, if any, have you experienced with curbside waste pickup?** Missed Collection

Q5. **Would you like to see any additional services as part of the waste collection service?** Bulky item pick up

Q6. **Do you have any additional comments or suggestions regarding our waste services?**

not answered



Respondent No: 10

Login: Anonymous

Responded At: May 24, 2024 13:45:16 pm

Last Seen: May 24, 2024 13:45:16 pm

Q1. Overall, how satisfied are you with the current collection program? Happy

Q2. Why did you answer that way?

they are very consistent. they have only missed a couple of times over the whole year and they always reply when we call to say we were missed.

Q3. What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)

1. Frequency of Collection
2. Responsive Customer Service
3. Cost (to taxes and for garbage tags)
4. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
5. Ability to pick up a wide range of materials
6. Convenience (ease of placing out garbage)

Q4. What Challenges, if any, have you experienced with curbside waste pickup?

I have not experienced challenges

Q5. Would you like to see any additional services as part of the waste collection service?

Bulky item pick up

Q6. Do you have any additional comments or suggestions regarding our waste services?

there are often times there are items to go to garbage that don't fit in a bag - just random things that are broken like say a lamp etc. (so not the size of a couch). it would be handy if items like that could be added to weekly pick ups. otherwise, we tend to have to take them to the transfer station in own sound and it seems silly to go for 1 random item. thank you!! :)



Respondent No: 11

Login: Anonymous

Responded At: May 24, 2024 13:53:56 pm

Last Seen: May 24, 2024 13:53:56 pm

Q1. Overall, how satisfied are you with the current collection program?

Happy

Q2. Why did you answer that way?

Weekly, no need to sort recycling

Q3. What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)

1. Convenience (ease of placing out garbage)
2. Cost (to taxes and for garbage tags)
3. Ability to pick up a wide range of materials
4. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
5. Frequency of Collection
6. Responsive Customer Service

Q4. What Challenges, if any, have you experienced with curbside waste pickup?

Lack of special collection services (e.g., for bulky items, hazardous waste)

Other (please specify)

Recycling items often on lawn after pick up and /or items not emptied completely from bins

Q5. Would you like to see any additional services as part of the waste collection service?

Bulky item pick up
Organics/Yard waste collection
Hazardous waste collection

Q6. Do you have any additional comments or suggestions regarding our waste services?

not answered



Respondent No: 12

Login: Anonymous

Responded At: May 24, 2024 13:56:42 pm

Last Seen: May 24, 2024 13:56:42 pm

Q1. Overall, how satisfied are you with the current collection program?

Very happy

Q2. Why did you answer that way?

Dependable and reliable.

Q3. What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)

1. Frequency of Collection
2. Cost (to taxes and for garbage tags)
3. Responsive Customer Service
4. Convenience (ease of placing out garbage)
5. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
6. Ability to pick up a wide range of materials

Q4. What Challenges, if any, have you experienced with curbside waste pickup?

Missed Collection
Lack of special collection services (e.g., for bulky items, hazardous waste)

Q5. Would you like to see any additional services as part of the waste collection service?

Bulky item pick up
Hazardous waste collection

Q6. Do you have any additional comments or suggestions regarding our waste services?

It seems to be good for my needs.



Respondent No: 13

Login: Anonymous

Responded At: May 24, 2024 14:01:32 pm

Last Seen: May 24, 2024 14:01:32 pm

Q1. **Overall, how satisfied are you with the current collection program?** Very happy

Q2. **Why did you answer that way?**

we have garbage collection every week and recycling every 2 weeks

Q3. **What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)**

1. Ability to pick up a wide range of materials
2. Convenience (ease of placing out garbage)
3. Responsive Customer Service
4. Cost (to taxes and for garbage tags)
5. Frequency of Collection
6. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)

Q4. **What Challenges, if any, have you experienced with curbside waste pickup?**

I have not experienced challenges

Q5. **Would you like to see any additional services as part of the waste collection service?**

Bulky item pick up
Organics/Yard waste collection

Q6. **Do you have any additional comments or suggestions regarding our waste services?**

not answered



Respondent No: 14

Login: Anonymous

Responded At: May 24, 2024 14:02:43 pm

Last Seen: May 24, 2024 14:02:43 pm

Q1. Overall, how satisfied are you with the current collection program?

Happy

Q2. Why did you answer that way?

Seems to work fairly well. Sometimes they are a bit messy but overall its been good.

Q3. What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)

1. Convenience (ease of placing out garbage)
2. Ability to pick up a wide range of materials
3. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
4. Cost (to taxes and for garbage tags)
5. Frequency of Collection
6. Responsive Customer Service

Q4. What Challenges, if any, have you experienced with curbside waste pickup?

I have not experienced challenges

Q5. Would you like to see any additional services as part of the waste collection service?

Bulky item pick up
Hazardous waste collection

Q6. Do you have any additional comments or suggestions regarding our waste services?

I think garbage could be picked up every other week like recycling. I would NOT like to see a move to huge bins that I have seen waste management using in other municipalities. They are too big, too difficult to store and not attractive when left out, which most people do because they take up too much room in a garage. I would be open to bulky items and hazardous waste but not if it costs more. The drop off at Miller Waste works for us.



Respondent No: 15

Login: Anonymous

Responded At: May 24, 2024 14:05:52 pm

Last Seen: May 24, 2024 14:05:52 pm

Q1. **Overall, how satisfied are you with the current collection program?** Very happy

Q2. **Why did you answer that way?**

I appreciate having weekly garbage collection even though I don't usually have waste to go out every week. Especially in the summer months when it can get really gross sitting for more than a week The bi-weekly recycling pick up is perfect for us and I like that cardboard is included every recycling day, not just once per month like other places.

Q3. **What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)**

1. Ability to pick up a wide range of materials
2. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
3. Convenience (ease of placing out garbage)
4. Cost (to taxes and for garbage tags)
5. Frequency of Collection
6. Responsive Customer Service

Q4. **What Challenges, if any, have you experienced with curbside waste pickup?**

Lack of special collection services (e.g., for bulky items, hazardous waste)

Q5. **Would you like to see any additional services as part of the waste collection service?**

Hazardous waste collection

Q6. **Do you have any additional comments or suggestions regarding our waste services?**

not answered



Respondent No: 16

Login: Anonymous

Responded At: May 24, 2024 14:07:59 pm

Last Seen: May 24, 2024 14:07:59 pm

Q1. Overall, how satisfied are you with the current collection program?

Happy

Q2. Why did you answer that way?

Collection has rarely been missed on our regularly scheduled day

Q3. What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)

1. Cost (to taxes and for garbage tags)
2. Frequency of Collection
3. Ability to pick up a wide range of materials
4. Convenience (ease of placing out garbage)
5. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
6. Responsive Customer Service

Q4. What Challenges, if any, have you experienced with curbside waste pickup?

I have not experienced challenges

Q5. Would you like to see any additional services as part of the waste collection service?

Bulky item pick up
Organics/Yard waste collection
Hazardous waste collection

Q6. Do you have any additional comments or suggestions regarding our waste services?

not answered



Respondent No: 17

Login: Anonymous

Responded At: May 24, 2024 14:17:24 pm

Last Seen: May 24, 2024 14:17:24 pm

Q1. **Overall, how satisfied are you with the current collection program?** Unhappy

Q2. **Why did you answer that way?**

We currently have too frequent garbage days and too few blue box days. I think pickup could be done on only one side of the road to save pickup costs.

Q3. **What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)**

1. Frequency of Collection
2. Cost (to taxes and for garbage tags)
3. Ability to pick up a wide range of materials
4. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
5. Responsive Customer Service
6. Convenience (ease of placing out garbage)

Q4. **What Challenges, if any, have you experienced with curbside waste pickup?**

Missed Collection
Lack of special collection services (e.g., for bulky items, hazardous waste)

Q5. **Would you like to see any additional services as part of the waste collection service?**

Bulky item pick up
Hazardous waste collection

Q6. **Do you have any additional comments or suggestions regarding our waste services?**

I think having both garbage and recycle on the same biweek schedule. Consider pickup on only one side of each road.



Respondent No: 18

Login: Anonymous

Responded At: May 24, 2024 14:19:26 pm

Last Seen: May 24, 2024 14:19:26 pm

Q1. **Overall, how satisfied are you with the current collection program?** Happy

Q2. **Why did you answer that way?**

Not always being collected Route also seems to change so not sure of the time to actually put the garbage out at

Q3. **What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)**

1. Frequency of Collection
2. Convenience (ease of placing out garbage)
3. Cost (to taxes and for garbage tags)
4. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
5. Responsive Customer Service
6. Ability to pick up a wide range of materials

Q4. **What Challenges, if any, have you experienced with curbside waste pickup?**

Missed Collection
Pickup not Frequent Enough

Q5. **Would you like to see any additional services as part of the waste collection service?**

No additional services

Q6. **Do you have any additional comments or suggestions regarding our waste services?**

Consistency in route / time of pick up and also if missed just earlier communication on if it will be picked up the next day We are sometimes already gone before it's posted that it will be picked up if missed the previous day



Respondent No: 19

Login: Anonymous

Responded At: May 24, 2024 14:50:36 pm

Last Seen: May 24, 2024 14:50:36 pm

Q1. Overall, how satisfied are you with the current collection program?

Very unhappy

Q2. Why did you answer that way?

Missing garbage all the time or weeks at a time

Q3. What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)

1. Frequency of Collection
2. Responsive Customer Service
3. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
4. Ability to pick up a wide range of materials
5. Convenience (ease of placing out garbage)
6. Cost (to taxes and for garbage tags)

Q4. What Challenges, if any, have you experienced with curbside waste pickup?

Missed Collection

Q5. Would you like to see any additional services as part of the waste collection service?

Bulky item pick up

Q6. Do you have any additional comments or suggestions regarding our waste services?

not answered



Respondent No: 20

Login: Anonymous

Responded At: May 24, 2024 14:55:54 pm

Last Seen: May 24, 2024 14:55:54 pm

Q1. **Overall, how satisfied are you with the current collection program?** Neutral

Q2. **Why did you answer that way?**

Recycling Collection is frequent enough, garbage is to frequent and bag tags are over priced.

Q3. **What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)**

1. Cost (to taxes and for garbage tags)
2. Frequency of Collection
3. Ability to pick up a wide range of materials
4. Responsive Customer Service
5. Convenience (ease of placing out garbage)
6. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)

Q4. **What Challenges, if any, have you experienced with curbside waste pickup?** High Cost

Q5. **Would you like to see any additional services as part of the waste collection service?** Organics/Yard waste collection

Q6. **Do you have any additional comments or suggestions regarding our waste services?**

not answered



Respondent No: 21

Login: Anonymous

Responded At: May 24, 2024 15:01:33 pm

Last Seen: May 24, 2024 15:01:33 pm

Q1. **Overall, how satisfied are you with the current collection program?** Neutral

Q2. **Why did you answer that way?**

Some x not picked up At all. We have had pretty good luck but know many Have not.

Q3. **What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)**

1. Frequency of Collection
2. Ability to pick up a wide range of materials
3. Convenience (ease of placing out garbage)
4. Cost (to taxes and for garbage tags)
5. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
6. Responsive Customer Service

Q4. **What Challenges, if any, have you experienced with curbside waste pickup?**

Lack of special collection services (e.g., for bulky items, hazardous waste)

Q5. **Would you like to see any additional services as part of the waste collection service?**

Bulky item pick up

Q6. **Do you have any additional comments or suggestions regarding our waste services?**

not answered



Respondent No: 22

Login: Anonymous

Responded At: May 24, 2024 15:04:50 pm

Last Seen: May 24, 2024 15:04:50 pm

Q1. Overall, how satisfied are you with the current collection program?

Happy

Q2. Why did you answer that way?

Convenience

Q3. What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)

1. Convenience (ease of placing out garbage)
2. Frequency of Collection
3. Cost (to taxes and for garbage tags)
4. Ability to pick up a wide range of materials
5. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
6. Responsive Customer Service

Q4. What Challenges, if any, have you experienced with curbside waste pickup?

I have not experienced challenges

Q5. Would you like to see any additional services as part of the waste collection service?

Organics/Yard waste collection

Q6. Do you have any additional comments or suggestions regarding our waste services?

not answered



Respondent No: 23

Login: Anonymous

Responded At: May 24, 2024 15:10:54 pm

Last Seen: May 24, 2024 15:10:54 pm

Q1. Overall, how satisfied are you with the current collection program?

Unhappy

Q2. Why did you answer that way?

not answered

Q3. What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)

1. Cost (to taxes and for garbage tags)
2. Responsive Customer Service
3. Ability to pick up a wide range of materials
4. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
5. Frequency of Collection
6. Convenience (ease of placing out garbage)

Q4. What Challenges, if any, have you experienced with curbside waste pickup?

Customer Service Challenges
Lack of special collection services (e.g., for bulky items, hazardous waste)

Q5. Would you like to see any additional services as part of the waste collection service?

Bulky item pick up
Organics/Yard waste collection
Hazardous waste collection

Q6. Do you have any additional comments or suggestions regarding our waste services?

Green Bins would be beneficial



Respondent No: 24

Login: Anonymous

Responded At: May 24, 2024 15:13:10 pm

Last Seen: May 24, 2024 15:13:10 pm

Q1. **Overall, how satisfied are you with the current collection program?** Neutral

Q2. **Why did you answer that way?**

Most of the time the garbages get picked up. Sometimes they don't. I understand that things happen but I'd like to be informed if they are coming the next day or not ...

Q3. **What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)**

1. Ability to pick up a wide range of materials
2. Responsive Customer Service
3. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
4. Convenience (ease of placing out garbage)
5. Cost (to taxes and for garbage tags)
6. Frequency of Collection

Q4. **What Challenges, if any, have you experienced with curbside waste pickup?**

Missed Collection

Q5. **Would you like to see any additional services as part of the waste collection service?**

Bulky item pick up
Organics/Yard waste collection
Hazardous waste collection

Q6. **Do you have any additional comments or suggestions regarding our waste services?**

not answered



Respondent No: 25

Login: Anonymous

Responded At: May 24, 2024 15:30:32 pm

Last Seen: May 24, 2024 15:30:32 pm

Q1. **Overall, how satisfied are you with the current collection program?** Very happy

Q2. **Why did you answer that way?**

My garbage and recycling is picked up every pickup day. Only when there is a truck issue does it not get picked up that day but usually the very next day. It's very convenient that it's pickup at the end of my driveway! Staff are courteous!

Q3. **What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)**

1. Responsive Customer Service
2. Ability to pick up a wide range of materials
3. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
4. Convenience (ease of placing out garbage)
5. Frequency of Collection
6. Cost (to taxes and for garbage tags)

Q4. **What Challenges, if any, have you experienced with curbside waste pickup?**

I have not experienced challenges

Q5. **Would you like to see any additional services as part of the waste collection service?**

Hazardous waste collection

Q6. **Do you have any additional comments or suggestions regarding our waste services?**

The current system works great and I have no issues. Hazardous waste is something I don't have a lot of but waiting on line at the depot isn't enjoyable. Maybe a drop off location would be easier. Pickup would be a bit more challenging and costly. Keep up the great work!



Respondent No: 26

Login: Anonymous

Responded At: May 24, 2024 15:32:15 pm

Last Seen: May 24, 2024 15:32:15 pm

Q1. **Overall, how satisfied are you with the current collection program?** Neutral

Q2. **Why did you answer that way?**

We came from Wasaga Beach and moved to Georgian Bluffs. In Wasaga we had garbage collection every other week. We had recycling and organic green bin each week. There were also times to put out batteries, leaves/yardwaste, etc. It worked well and you would see a lot more people recycling and composing since it was weekly.

Q3. **What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)**

1. Ability to pick up a wide range of materials
2. Cost (to taxes and for garbage tags)
3. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
4. Frequency of Collection
5. Convenience (ease of placing out garbage)
6. Responsive Customer Service

Q4. **What Challenges, if any, have you experienced with curbside waste pickup?**

Lack of special collection services (e.g., for bulky items, hazardous waste)

Q5. **Would you like to see any additional services as part of the waste collection service?**

Organics/Yard waste collection
Hazardous waste collection

Q6. **Do you have any additional comments or suggestions regarding our waste services?**

Suggestions: Recycling weekly. Organics green bin.



Respondent No: 27

Login: Anonymous

Responded At: May 24, 2024 15:35:36 pm

Last Seen: May 24, 2024 15:35:36 pm

Q1. **Overall, how satisfied are you with the current collection program?** Neutral

Q2. **Why did you answer that way?**

Not sure why we are hiring out of the area when there was capable waste facility in Owen Sound

Q3. **What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)**

1. Frequency of Collection
2. Cost (to taxes and for garbage tags)
3. Convenience (ease of placing out garbage)
4. Responsive Customer Service
5. Ability to pick up a wide range of materials
6. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)

Q4. **What Challenges, if any, have you experienced with curbside waste pickup?**

I have not experienced challenges

Q5. **Would you like to see any additional services as part of the waste collection service?**

No additional services

Q6. **Do you have any additional comments or suggestions regarding our waste services?**

Hire local, keep business here.



Respondent No: 28

Login: Anonymous

Responded At: May 24, 2024 15:41:12 pm

Last Seen: May 24, 2024 15:41:12 pm

Q1. **Overall, how satisfied are you with the current collection program?** Happy

Q2. **Why did you answer that way?**

Garbage collection every week and recycling every other fits my household well.

Q3. **What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)**

1. Cost (to taxes and for garbage tags)
2. Frequency of Collection
3. Convenience (ease of placing out garbage)
4. Ability to pick up a wide range of materials
5. Responsive Customer Service
6. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)

Q4. **What Challenges, if any, have you experienced with curbside waste pickup?**

Missed Collection
Not Enough Capacity (Over 4 bag limit)
High Cost

Q5. **Would you like to see any additional services as part of the waste collection service?**

Bulky item pick up

Q6. **Do you have any additional comments or suggestions regarding our waste services?**

not answered



Respondent No: 29

Login: Anonymous

Responded At: May 24, 2024 15:50:19 pm

Last Seen: May 24, 2024 15:50:19 pm

Q1. **Overall, how satisfied are you with the current collection program?** Very unhappy

Q2. **Why did you answer that way?**

Current carrier suddenly quit picking up refuse from a pail if there was not a tag on each bag. It was my practice to hold garbage in the kitchen until a small bag was accumulated and then place outside in the pail. One tag on top and away they go for over 10 years. Then they just took the top bag. Now, the little bags must be put in a larger bag just sending more plastic bags to the landfill.

Q3. **What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)**

1. Ability to pick up a wide range of materials
2. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
3. Responsive Customer Service
4. Convenience (ease of placing out garbage)
5. Cost (to taxes and for garbage tags)
6. Frequency of Collection

Q4. **What Challenges, if any, have you experienced with curbside waste pickup?**

Not Enough Capacity (Over 4 bag limit)
Lack of special collection services (e.g., for bulky items, hazardous waste)

Q5. **Would you like to see any additional services as part of the waste collection service?**

Bulky item pick up
Hazardous waste collection

Q6. **Do you have any additional comments or suggestions regarding our waste services?**

The exclusion of bulky items and hazardous waste from pick-up promotes burning, dumping, and improper disposal of hazardous waste; all of which is bad for the environment. Waste disposal policies have turned a blind eye to this and bad practices have been adopted as a result. Hazardous waste disposal should be available during normal business hours including Saturdays so long lineups are not part of the process. Infrequent days for disposal of hazardous waste just encourages dumping and bad disposal practices.



Respondent No: 30

Login: Anonymous

Responded At: May 24, 2024 15:54:02 pm

Last Seen: May 24, 2024 15:54:02 pm

Q1. Overall, how satisfied are you with the current collection program?

Neutral

Q2. Why did you answer that way?

not answered

Q3. What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)

1. Frequency of Collection
2. Cost (to taxes and for garbage tags)
3. Convenience (ease of placing out garbage)
4. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
5. Responsive Customer Service
6. Ability to pick up a wide range of materials

Q4. What Challenges, if any, have you experienced with curbside waste pickup?

Lack of special collection services (e.g., for bulky items, hazardous waste)

Q5. Would you like to see any additional services as part of the waste collection service?

Bulky item pick up

Q6. Do you have any additional comments or suggestions regarding our waste services?

not answered



Respondent No: 31

Login: Anonymous

Responded At: May 24, 2024 16:02:56 pm

Last Seen: May 24, 2024 16:02:56 pm

Q1. Overall, how satisfied are you with the current collection program? Neutral

Q2. Why did you answer that way?

Current company seems to have lots of problems completing pick ups on scheduled day. Also, comes later in day compared to previous provider so more chance for animals/birds etc. to get into garbage.

Q3. What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)

1. Convenience (ease of placing out garbage)
2. Ability to pick up a wide range of materials
3. Cost (to taxes and for garbage tags)
4. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
5. Frequency of Collection
6. Responsive Customer Service

Q4. What Challenges, if any, have you experienced with curbside waste pickup?

Missed Collection
Lack of special collection services (e.g., for bulky items, hazardous waste)

Q5. Would you like to see any additional services as part of the waste collection service?

Bulky item pick up
Organics/Yard waste collection
Hazardous waste collection

Q6. Do you have any additional comments or suggestions regarding our waste services?

not answered



Respondent No: 32

Login: Anonymous

Responded At: May 24, 2024 16:07:38 pm

Last Seen: May 24, 2024 16:07:38 pm

Q1. Overall, how satisfied are you with the current collection program?

Happy

Q2. Why did you answer that way?

Regular pickup and I only put garbage out every two weeks

Q3. What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)

1. Cost (to taxes and for garbage tags)
2. Convenience (ease of placing out garbage)
3. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
4. Responsive Customer Service
5. Ability to pick up a wide range of materials
6. Frequency of Collection

Q4. What Challenges, if any, have you experienced with curbside waste pickup?

I have not experienced challenges

Q5. Would you like to see any additional services as part of the waste collection service?

Organics/Yard waste collection

Q6. Do you have any additional comments or suggestions regarding our waste services?

Being a family of two I am fine with garbage pickup every two weeks. I may not be that majority though



Respondent No: 33

Login: Anonymous

Responded At: May 24, 2024 16:25:07 pm

Last Seen: May 24, 2024 16:25:07 pm

Q1. Overall, how satisfied are you with the current collection program?

Happy

Q2. Why did you answer that way?

Enjoy having garbage collection weekly in our area

Q3. What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)

1. Frequency of Collection
2. Cost (to taxes and for garbage tags)
3. Ability to pick up a wide range of materials
4. Responsive Customer Service
5. Convenience (ease of placing out garbage)
6. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)

Q4. What Challenges, if any, have you experienced with curbside waste pickup?

Missed Collection

Q5. Would you like to see any additional services as part of the waste collection service?

Bulky item pick up
Organics/Yard waste collection
Hazardous waste collection

Q6. Do you have any additional comments or suggestions regarding our waste services?

not answered



Respondent No: 34

Login: Anonymous

Responded At: May 24, 2024 16:28:19 pm

Last Seen: May 24, 2024 16:28:19 pm

Q1. **Overall, how satisfied are you with the current collection program?** Very unhappy

Q2. **Why did you answer that way?**

After garbage pickup day there is always pieces of garbage/recycling littering the road. If it falls out of the truck they just leave it and don't pick it up. I just love going out and cleaning up after them and it's not even my garbage.

Q3. **What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)**

1. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
2. Cost (to taxes and for garbage tags)
3. Convenience (ease of placing out garbage)
4. Responsive Customer Service
5. Ability to pick up a wide range of materials
6. Frequency of Collection

Q4. **What Challenges, if any, have you experienced with curbside waste pickup?**

Missed Collection
High Cost

Q5. **Would you like to see any additional services as part of the waste collection service?**

Organics/Yard waste collection

Q6. **Do you have any additional comments or suggestions regarding our waste services?**

not answered



Respondent No: 35

Login: Anonymous

Responded At: May 24, 2024 16:41:56 pm

Last Seen: May 24, 2024 16:41:56 pm

Q1. **Overall, how satisfied are you with the current collection program?** Very happy

Q2. **Why did you answer that way?**

I really enjoy that garbage is collected weekly - it helps keep animals out of it (like raccoons). I also like the recycling is done bi-weekly, it's just enough time to get a decent amount of recyclables into the bin.

Q3. **What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)**

1. Ability to pick up a wide range of materials
2. Responsive Customer Service
3. Frequency of Collection
4. Convenience (ease of placing out garbage)
5. Cost (to taxes and for garbage tags)
6. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)

Q4. **What Challenges, if any, have you experienced with curbside waste pickup?** I have not experienced challenges

Q5. **Would you like to see any additional services as part of the waste collection service?** Bulky item pick up

Q6. **Do you have any additional comments or suggestions regarding our waste services?**

not answered



Respondent No: 36

Login: Anonymous

Responded At: May 24, 2024 16:42:15 pm

Last Seen: May 24, 2024 16:42:15 pm

Q1. Overall, how satisfied are you with the current collection program?

Happy

Q2. Why did you answer that way?

not answered

Q3. What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)

1. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
2. Cost (to taxes and for garbage tags)
3. Ability to pick up a wide range of materials
4. Frequency of Collection
5. Convenience (ease of placing out garbage)
6. Responsive Customer Service

Q4. What Challenges, if any, have you experienced with curbside waste pickup?

Other (please specify)

Would like to not have to use an extra garbage bag in my bin

Q5. Would you like to see any additional services as part of the waste collection service?

Organics/Yard waste collection

Hazardous waste collection

Q6. Do you have any additional comments or suggestions regarding our waste services?

not answered



Respondent No: 37

Login: Anonymous

Responded At: May 24, 2024 16:49:44 pm

Last Seen: May 24, 2024 16:49:44 pm

Q1. **Overall, how satisfied are you with the current collection program?** Very happy

Q2. **Why did you answer that way?**

All of our waste & recycling is collected in a timely fashion

Q3. **What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)**

1. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
2. Frequency of Collection
3. Ability to pick up a wide range of materials
4. Convenience (ease of placing out garbage)
5. Cost (to taxes and for garbage tags)
6. Responsive Customer Service

Q4. **What Challenges, if any, have you experienced with curbside waste pickup?**

Lack of special collection services (e.g., for bulky items, hazardous waste)

Q5. **Would you like to see any additional services as part of the waste collection service?**

Bulky item pick up

Q6. **Do you have any additional comments or suggestions regarding our waste services?**

It would be helpful to know well before Jan 1 2026 what the Province of Ont plans to discontinue to pick up for recycling. This may impact an increase to local waste management volume.



Respondent No: 38

Login: Anonymous

Responded At: May 24, 2024 16:52:39 pm

Last Seen: May 24, 2024 16:52:39 pm

Q1. Overall, how satisfied are you with the current collection program?

Happy

Q2. Why did you answer that way?

Reliable, scheduled and efficient

Q3. What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)

1. Frequency of Collection
2. Cost (to taxes and for garbage tags)
3. Convenience (ease of placing out garbage)
4. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
5. Ability to pick up a wide range of materials
6. Responsive Customer Service

Q4. What Challenges, if any, have you experienced with curbside waste pickup?

Lack of special collection services (e.g., for bulky items, hazardous waste)

Q5. Would you like to see any additional services as part of the waste collection service?

Bulky item pick up
Organics/Yard waste collection
Hazardous waste collection

Q6. Do you have any additional comments or suggestions regarding our waste services?

Would like large rolling bins.



Respondent No: 39

Login: Anonymous

Responded At: May 24, 2024 16:53:41 pm

Last Seen: May 24, 2024 16:53:41 pm

Q1. **Overall, how satisfied are you with the current collection program?** Very happy

Q2. **Why did you answer that way?**

Pickup occurs when scheduled. It is a marvel how little effort it takes to put out the garbage. I am not sure we appreciate the truck and driver(s) that magically makes it go away.

Q3. **What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)**

1. Convenience (ease of placing out garbage)
2. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
3. Cost (to taxes and for garbage tags)
4. Frequency of Collection
5. Ability to pick up a wide range of materials
6. Responsive Customer Service

Q4. **What Challenges, if any, have you experienced with curbside waste pickup?**

I have not experienced challenges

Q5. **Would you like to see any additional services as part of the waste collection service?**

No additional services

Q6. **Do you have any additional comments or suggestions regarding our waste services?**

not answered



Respondent No: 40

Login: Anonymous

Responded At: May 24, 2024 17:28:25 pm

Last Seen: May 24, 2024 17:28:25 pm

Q1. Overall, how satisfied are you with the current collection program? Unhappy

Q2. Why did you answer that way?

Our garbage is regularly not picked up on the day it should be. I have had three seperate times where my garbage was left due to no tag but one was on it. I live on Derby Keppel Townline

Q3. What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)

1. Frequency of Collection
2. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
3. Cost (to taxes and for garbage tags)
4. Ability to pick up a wide range of materials
5. Responsive Customer Service
6. Convenience (ease of placing out garbage)

Q4. What Challenges, if any, have you experienced with curbside waste pickup?

Missed Collection
Customer Service Challenges
Issues with bin damage and replacement

Q5. Would you like to see any additional services as part of the waste collection service?

Bulky item pick up
Organics/Yard waste collection
Hazardous waste collection

Q6. Do you have any additional comments or suggestions regarding our waste services?

not answered



Respondent No: 41

Login: Anonymous

Responded At: May 24, 2024 17:38:42 pm

Last Seen: May 24, 2024 17:38:42 pm

Q1. **Overall, how satisfied are you with the current collection program?** Very happy

Q2. **Why did you answer that way?**

1. reliable. 2. weekly pick up for garbage. 3. every other week recycle is sufficient.

Q3. **What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)**

1. Frequency of Collection
2. Convenience (ease of placing out garbage)
3. Responsive Customer Service
4. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
5. Ability to pick up a wide range of materials
6. Cost (to taxes and for garbage tags)

Q4. **What Challenges, if any, have you experienced with curbside waste pickup?**

Lack of special collection services (e.g., for bulky items, hazardous waste)

Q5. **Would you like to see any additional services as part of the waste collection service?**

Bulky item pick up

Q6. **Do you have any additional comments or suggestions regarding our waste services?**

Weekly pick up of garbage is a must. Every other week is not a good option re: country living = pests (racoons, mice, etc) and having garbage around for 2 weeks will attract pests and cause issues. Recycling every other week is sufficient.



Respondent No: 42

Login: Anonymous

Responded At: May 24, 2024 17:44:03 pm

Last Seen: May 24, 2024 17:44:03 pm

Q1. Overall, how satisfied are you with the current collection program?

Very happy

Q2. Why did you answer that way?

no problems

Q3. What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)

1. Convenience (ease of placing out garbage)
2. Frequency of Collection
3. Ability to pick up a wide range of materials
4. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
5. Cost (to taxes and for garbage tags)
6. Responsive Customer Service

Q4. What Challenges, if any, have you experienced with curbside waste pickup?

Lack of special collection services (e.g., for bulky items, hazardous waste)

Q5. Would you like to see any additional services as part of the waste collection service?

Bulky item pick up
Hazardous waste collection

Q6. Do you have any additional comments or suggestions regarding our waste services?

not answered



Respondent No: 43

Login: Anonymous

Responded At: May 24, 2024 17:45:55 pm

Last Seen: May 24, 2024 17:45:55 pm

Q1. **Overall, how satisfied are you with the current collection program?**

Very unhappy

Q2. **Why did you answer that way?**

Extremely inconsistent pick up times, most times stuff left behind, example dump some recycling on lawn and leave or take 1 of 2 bags

Q3. **What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)**

1. Responsive Customer Service
2. Convenience (ease of placing out garbage)
3. Frequency of Collection
4. Ability to pick up a wide range of materials
5. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
6. Cost (to taxes and for garbage tags)

Q4. **What Challenges, if any, have you experienced with curbside waste pickup?**

Missed Collection
High Cost
Other (please specify)
Inconsistent poor crappy service

Q5. **Would you like to see any additional services as part of the waste collection service?**

No additional services

Q6. **Do you have any additional comments or suggestions regarding our waste services?**

Lower costs and figure how to be consistent example 1 time pick up before 7 am next time after 6 pm.



Respondent No: 44

Login: Anonymous

Responded At: May 24, 2024 17:48:23 pm

Last Seen: May 24, 2024 17:48:23 pm

Q1. **Overall, how satisfied are you with the current collection program?** Neutral

Q2. **Why did you answer that way?**

I believe that the municipality should be collecting green garbage to cut down on the garbage that is sent to the landfill. If it works well in the entire of Simcoe County why can it not be done here.

Q3. **What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)**

1. Ability to pick up a wide range of materials
2. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
3. Frequency of Collection
4. Convenience (ease of placing out garbage)
5. Responsive Customer Service
6. Cost (to taxes and for garbage tags)

Q4. **What Challenges, if any, have you experienced with curbside waste pickup?**

Lack of special collection services (e.g., for bulky items, hazardous waste)

Other (please specify)

Green waste needs to be picked up by the municipality

Q5. **Would you like to see any additional services as part of the waste collection service?**

Organics/Yard waste collection

Other (please specify)

Regular green waste pick-up

Q6. **Do you have any additional comments or suggestions regarding our waste services?**

I feel that picking up green waste needs to be a priority.



Respondent No: 45

Login: Anonymous

Responded At: May 24, 2024 17:49:07 pm

Last Seen: May 24, 2024 17:49:07 pm

Q1. Overall, how satisfied are you with the current collection program?

Unhappy

Q2. Why did you answer that way?

Limited products we are able to recycle and it is collected every other week instead of weekly

Q3. What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)

1. Responsive Customer Service
2. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
3. Convenience (ease of placing out garbage)
4. Ability to pick up a wide range of materials
5. Frequency of Collection
6. Cost (to taxes and for garbage tags)

Q4. What Challenges, if any, have you experienced with curbside waste pickup?

Sorting Waste too Complicated
Pickup not Frequent Enough
Lack of special collection services (e.g., for bulky items, hazardous waste)

Q5. Would you like to see any additional services as part of the waste collection service?

Organics/Yard waste collection

Q6. Do you have any additional comments or suggestions regarding our waste services?

not answered



Respondent No: 46

Login: Anonymous

Responded At: May 24, 2024 17:55:22 pm

Last Seen: May 24, 2024 17:55:22 pm

Q1. **Overall, how satisfied are you with the current collection program?** Unhappy

Q2. **Why did you answer that way?**

I find it very wasteful and counter environmental that I have to put my plastic kitchen waste bags into another larger garbage bag. I thought we were try to reduce single use plastic bag usage. Makes zero sense to me

Q3. **What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)**

1. Convenience (ease of placing out garbage)
2. Frequency of Collection
3. Cost (to taxes and for garbage tags)
4. Ability to pick up a wide range of materials
5. Responsive Customer Service
6. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)

Q4. **What Challenges, if any, have you experienced with curbside waste pickup?**

Missed Collection
Customer Service Challenges
Issues with bin damage and replacement

Q5. **Would you like to see any additional services as part of the waste collection service?**

No additional services

Q6. **Do you have any additional comments or suggestions regarding our waste services?**

I would rank the current waste collection company a 1 out of 10. Worst we have ever had. I have been a GB resident for over 30 years. Absolutely horrible. Bins and cans are thrown wherever. Almost seems like the collection employee hates his job. Let's move on to someone else.



Respondent No: 47

Login: Anonymous

Responded At: May 24, 2024 17:58:55 pm

Last Seen: May 24, 2024 17:58:55 pm

Q1. Overall, how satisfied are you with the current collection program?

Very unhappy

Q2. Why did you answer that way?

Waste Management are very unreliable. I am sick of their BS excuses

Q3. What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)

1. Cost (to taxes and for garbage tags)
2. Responsive Customer Service
3. Frequency of Collection
4. Ability to pick up a wide range of materials
5. Convenience (ease of placing out garbage)
6. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)

Q4. What Challenges, if any, have you experienced with curbside waste pickup?

Sorting Waste too Complicated
Customer Service Challenges
High Cost

Q5. Would you like to see any additional services as part of the waste collection service?

Bulky item pick up

Q6. Do you have any additional comments or suggestions regarding our waste services?

not answered



Respondent No: 48

Login: Anonymous

Responded At: May 24, 2024 18:03:58 pm

Last Seen: May 24, 2024 18:03:58 pm

Q1. Overall, how satisfied are you with the current collection program?

Happy

Q2. Why did you answer that way?

Regular collection and never had a problem

Q3. What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)

1. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
2. Convenience (ease of placing out garbage)
3. Cost (to taxes and for garbage tags)
4. Ability to pick up a wide range of materials
5. Frequency of Collection
6. Responsive Customer Service

Q4. What Challenges, if any, have you experienced with curbside waste pickup?

I have not experienced challenges

Q5. Would you like to see any additional services as part of the waste collection service?

Organics/Yard waste collection

Q6. Do you have any additional comments or suggestions regarding our waste services?

not answered



Respondent No: 49

Login: Anonymous

Responded At: May 24, 2024 18:07:40 pm

Last Seen: May 24, 2024 18:07:40 pm

Q1. **Overall, how satisfied are you with the current collection program?** Very happy

Q2. **Why did you answer that way?**

We have never had a problem. Our garbage has always been taken promptly.

Q3. **What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)**

1. Cost (to taxes and for garbage tags)
2. Frequency of Collection
3. Convenience (ease of placing out garbage)
4. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
5. Responsive Customer Service
6. Ability to pick up a wide range of materials

Q4. **What Challenges, if any, have you experienced with curbside waste pickup?**

I have not experienced challenges

Q5. **Would you like to see any additional services as part of the waste collection service?**

Organics/Yard waste collection

Q6. **Do you have any additional comments or suggestions regarding our waste services?**

We have been very happy with the current services.



Respondent No: 50

Login: Anonymous

Responded At: May 24, 2024 18:08:14 pm

Last Seen: May 24, 2024 18:08:14 pm

Q1. **Overall, how satisfied are you with the current collection program?** Very happy

Q2. **Why did you answer that way?**

I love weekly garbage pick up. I moved from Owen sound and hated biweekly pick up.

Q3. **What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)**

1. Frequency of Collection
2. Cost (to taxes and for garbage tags)
3. Ability to pick up a wide range of materials
4. Responsive Customer Service
5. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
6. Convenience (ease of placing out garbage)

Q4. **What Challenges, if any, have you experienced with curbside waste pickup?**

Missed Collection
I have not experienced challenges

Q5. **Would you like to see any additional services as part of the waste collection service?**

No additional services

Q6. **Do you have any additional comments or suggestions regarding our waste services?**

not answered



Respondent No: 51

Login: Anonymous

Responded At: May 24, 2024 18:12:01 pm

Last Seen: May 24, 2024 18:12:01 pm

Q1. **Overall, how satisfied are you with the current collection program?** Unhappy

Q2. **Why did you answer that way?**

Collection rarely happens on the scheduled day. Typically the next evening.

Q3. **What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)**

1. Ability to pick up a wide range of materials
2. Responsive Customer Service
3. Convenience (ease of placing out garbage)
4. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
5. Frequency of Collection
6. Cost (to taxes and for garbage tags)

Q4. **What Challenges, if any, have you experienced with curbside waste pickup?** Missed Collection

Q5. **Would you like to see any additional services as part of the waste collection service?** Organics/Yard waste collection

Q6. **Do you have any additional comments or suggestions regarding our waste services?**

not answered



Respondent No: 52

Login: Anonymous

Responded At: May 24, 2024 18:16:39 pm

Last Seen: May 24, 2024 18:16:39 pm

Q1. **Overall, how satisfied are you with the current collection program?** Neutral

Q2. **Why did you answer that way?**

I often take my own waste to the transfer station myself

Q3. **What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)**

1. Responsive Customer Service
2. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
3. Frequency of Collection
4. Convenience (ease of placing out garbage)
5. Cost (to taxes and for garbage tags)
6. Ability to pick up a wide range of materials

Q4. **What Challenges, if any, have you experienced with curbside waste pickup?**

I have not experienced challenges

Q5. **Would you like to see any additional services as part of the waste collection service?**

Hazardous waste collection

Q6. **Do you have any additional comments or suggestions regarding our waste services?**

not answered



Respondent No: 53

Login: Anonymous

Responded At: May 24, 2024 18:32:57 pm

Last Seen: May 24, 2024 18:32:57 pm

Q1. Overall, how satisfied are you with the current collection program?

Neutral

Q2. Why did you answer that way?

Pickup is inconsistent

Q3. What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)

1. Convenience (ease of placing out garbage)
2. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
3. Frequency of Collection
4. Cost (to taxes and for garbage tags)
5. Responsive Customer Service
6. Ability to pick up a wide range of materials

Q4. What Challenges, if any, have you experienced with curbside waste pickup?

Missed Collection

Other (please specify)

Requirement to use a certain blue box instead of our own perfectly suitable bins.

Q5. Would you like to see any additional services as part of the waste collection service?

Organics/Yard waste collection

Hazardous waste collection

Q6. Do you have any additional comments or suggestions regarding our waste services?

Longer customer service hours. Township office is open 9-4 but issues arise before 9 and we get home from work after 4.



Respondent No: 54

Login: Anonymous

Responded At: May 24, 2024 18:33:34 pm

Last Seen: May 24, 2024 18:33:34 pm

Q1. Overall, how satisfied are you with the current collection program?

Happy

Q2. Why did you answer that way?

Wry dependable

Q3. What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)

1. Cost (to taxes and for garbage tags)
2. Convenience (ease of placing out garbage)
3. Frequency of Collection
4. Ability to pick up a wide range of materials
5. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
6. Responsive Customer Service

Q4. What Challenges, if any, have you experienced with curbside waste pickup?

Missed Collection
Pickup not Frequent Enough
Lack of special collection services (e.g., for bulky items, hazardous waste)

Q5. Would you like to see any additional services as part of the waste collection service?

Bulky item pick up
Organics/Yard waste collection
Hazardous waste collection

Q6. Do you have any additional comments or suggestions regarding our waste services?

not answered



Respondent No: 55

Login: Anonymous

Responded At: May 24, 2024 18:34:27 pm

Last Seen: May 24, 2024 18:34:27 pm

Q1. **Overall, how satisfied are you with the current collection program?** Happy

Q2. **Why did you answer that way?**

Maybe missed a couple of times in the past year, but they have taken way more than ever before so I'm pretty happy about that.

Q3. **What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)**

1. Ability to pick up a wide range of materials
2. Cost (to taxes and for garbage tags)
3. Convenience (ease of placing out garbage)
4. Frequency of Collection
5. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
6. Responsive Customer Service

Q4. **What Challenges, if any, have you experienced with curbside waste pickup?**

Missed Collection

Q5. **Would you like to see any additional services as part of the waste collection service?**

Bulky item pick up
Hazardous waste collection

Q6. **Do you have any additional comments or suggestions regarding our waste services?**

Overall, I think it was pretty good service. I do like the idea of Bruce Service or Miller as they are local.



Respondent No: 56

Login: Anonymous

Responded At: May 24, 2024 18:36:10 pm

Last Seen: May 24, 2024 18:36:10 pm

Q1. **Overall, how satisfied are you with the current collection program?** Unhappy

Q2. **Why did you answer that way?**

Missed pick ups, inconsistent pick up times = leaving bags out all day and hauling them back in when the truck doesn't show up

Q3. **What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)**

1. Convenience (ease of placing out garbage)
2. Frequency of Collection
3. Cost (to taxes and for garbage tags)
4. Responsive Customer Service
5. Ability to pick up a wide range of materials
6. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)

Q4. **What Challenges, if any, have you experienced with curbside waste pickup?**

Missed Collection
Not Enough Capacity (Over 4 bag limit)
Lack of special collection services (e.g., for bulky items, hazardous waste)

Q5. **Would you like to see any additional services as part of the waste collection service?**

Bulky item pick up
Hazardous waste collection

Q6. **Do you have any additional comments or suggestions regarding our waste services?**

not answered



Respondent No: 57

Login: Anonymous

Responded At: May 24, 2024 18:42:35 pm

Last Seen: May 24, 2024 18:42:35 pm

Q1. **Overall, how satisfied are you with the current collection program?** Neutral

Q2. **Why did you answer that way?**

Most of the time its ok, however there is no extra effort from our driver. If the wind blows a bag 5 feet from the pile he won't take a few extra steps to grab it.

Q3. **What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)**

1. Convenience (ease of placing out garbage)
2. Frequency of Collection
3. Ability to pick up a wide range of materials
4. Cost (to taxes and for garbage tags)
5. Responsive Customer Service
6. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)

Q4. **What Challenges, if any, have you experienced with curbside waste pickup?**

Missed Collection
Customer Service Challenges
Lack of special collection services (e.g., for bulky items, hazardous waste)

Q5. **Would you like to see any additional services as part of the waste collection service?**

Bulky item pick up

Q6. **Do you have any additional comments or suggestions regarding our waste services?**

not answered



Respondent No: 58

Login: Anonymous

Responded At: May 24, 2024 19:12:02 pm

Last Seen: May 24, 2024 19:12:02 pm

Q1. **Overall, how satisfied are you with the current collection program?** Neutral

Q2. **Why did you answer that way?**

They don't actually recycle. And they have missed my house a few times.

Q3. **What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)**

1. Cost (to taxes and for garbage tags)
2. Responsive Customer Service
3. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
4. Ability to pick up a wide range of materials
5. Frequency of Collection
6. Convenience (ease of placing out garbage)

Q4. **What Challenges, if any, have you experienced with curbside waste pickup?**

Missed Collection
Lack of special collection services (e.g., for bulky items, hazardous waste)

Q5. **Would you like to see any additional services as part of the waste collection service?**

Bulky item pick up
Organics/Yard waste collection

Q6. **Do you have any additional comments or suggestions regarding our waste services?**

not answered



Respondent No: 59

Login: Anonymous

Responded At: May 24, 2024 19:12:53 pm

Last Seen: May 24, 2024 19:12:53 pm

Q1. **Overall, how satisfied are you with the current collection program?** Unhappy

Q2. **Why did you answer that way?**

Don't like that recycling is every 2 weeks Don't like the fact we had to change to open blue boxes Don't like there's no green bin pick up Don't like that we don't get at least one free bag like other counties

Q3. **What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)**

1. Frequency of Collection
2. Cost (to taxes and for garbage tags)
3. Convenience (ease of placing out garbage)
4. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
5. Ability to pick up a wide range of materials
6. Responsive Customer Service

Q4. **What Challenges, if any, have you experienced with curbside waste pickup?**

I have not experienced challenges

Q5. **Would you like to see any additional services as part of the waste collection service?**

Bulky item pick up
Organics/Yard waste collection
Hazardous waste collection

Q6. **Do you have any additional comments or suggestions regarding our waste services?**

Recycling should be every week Green Bin pickup At least one free bag every week



Respondent No: 60

Login: Anonymous

Responded At: May 24, 2024 19:17:03 pm

Last Seen: May 24, 2024 19:17:03 pm

Q1. Overall, how satisfied are you with the current collection program?

Happy

Q2. Why did you answer that way?

Satisfied with the pickup.

Q3. What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)

1. Ability to pick up a wide range of materials
2. Cost (to taxes and for garbage tags)
3. Convenience (ease of placing out garbage)
4. Frequency of Collection
5. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
6. Responsive Customer Service

Q4. What Challenges, if any, have you experienced with curbside waste pickup?

I have not experienced challenges

Q5. Would you like to see any additional services as part of the waste collection service?

Bulky item pick up

Q6. Do you have any additional comments or suggestions regarding our waste services?

Do it every 2 weeks, same schedule as recycling.



Respondent No: 61

Login: Anonymous

Responded At: May 24, 2024 19:23:11 pm

Last Seen: May 24, 2024 19:23:11 pm

Q1. **Overall, how satisfied are you with the current collection program?** Neutral

Q2. **Why did you answer that way?**

I have to haul my garbage up a hill; it's not picked up at my drive. The lack of knowledge of some of the seasonal residents in this area means we have to be concerned about bears and garbage which is sometimes strewn around the road. The second is not necessarily a municipal issue but education of property owners could be provided by council.

Q3. **What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)**

1. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
2. Ability to pick up a wide range of materials
3. Convenience (ease of placing out garbage)
4. Frequency of Collection
5. Cost (to taxes and for garbage tags)
6. Responsive Customer Service

Q4. **What Challenges, if any, have you experienced with curbside waste pickup?**

I have not experienced challenges

Q5. **Would you like to see any additional services as part of the waste collection service?**

No additional services

Q6. **Do you have any additional comments or suggestions regarding our waste services?**

not answered



Respondent No: 62

Login: Anonymous

Responded At: May 24, 2024 19:27:57 pm

Last Seen: May 24, 2024 19:27:57 pm

Q1. **Overall, how satisfied are you with the current collection program?** Unhappy

Q2. **Why did you answer that way?**

Waste pick up times never consistent, many times they did not collect on designated day. Became very picky about the bags they did collect.

Q3. **What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)**

1. Frequency of Collection
2. Cost (to taxes and for garbage tags)
3. Convenience (ease of placing out garbage)
4. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
5. Ability to pick up a wide range of materials
6. Responsive Customer Service

Q4. **What Challenges, if any, have you experienced with curbside waste pickup?**

Missed Collection

Q5. **Would you like to see any additional services as part of the waste collection service?**

No additional services

Q6. **Do you have any additional comments or suggestions regarding our waste services?**

not answered



Respondent No: 63

Login: Anonymous

Responded At: May 24, 2024 19:29:10 pm

Last Seen: May 24, 2024 19:29:10 pm

Q1. **Overall, how satisfied are you with the current collection program?** Neutral

Q2. **Why did you answer that way?**

At times our garbage has not been picked up and it was not known why.

Q3. **What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)**

1. Cost (to taxes and for garbage tags)
2. Ability to pick up a wide range of materials
3. Frequency of Collection
4. Responsive Customer Service
5. Convenience (ease of placing out garbage)
6. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)

Q4. **What Challenges, if any, have you experienced with curbside waste pickup?**

Lack of special collection services (e.g., for bulky items, hazardous waste)

Q5. **Would you like to see any additional services as part of the waste collection service?**

Bulky item pick up
Hazardous waste collection

Q6. **Do you have any additional comments or suggestions regarding our waste services?**

Taxes are high enough for the limited services that we receive . Kindly do not raise the fees for garbage collection.



Respondent No: 64

Login: Anonymous

Responded At: May 24, 2024 19:40:32 pm

Last Seen: May 24, 2024 19:40:32 pm

Q1. Overall, how satisfied are you with the current collection program?

Happy

Q2. Why did you answer that way?

Same day, every week works for us

Q3. What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)

1. Frequency of Collection
2. Cost (to taxes and for garbage tags)
3. Convenience (ease of placing out garbage)
4. Ability to pick up a wide range of materials
5. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
6. Responsive Customer Service

Q4. What Challenges, if any, have you experienced with curbside waste pickup?

I have not experienced challenges

Q5. Would you like to see any additional services as part of the waste collection service?

No additional services

Q6. Do you have any additional comments or suggestions regarding our waste services?

Do not follow Owen Sound's thoughtless, irresponsible, terrible decision to reduce garbage collection to every other week. During the heat of summer, smelly garbage stored in sheds and outdoor bins attracts rodents, pests and unwelcome wildlife. In winter, a bag of 2 weeks of garbage would be too difficult for seniors or physically compromised residents to get to the road in snowy, icy conditions, especially down a long rural gravel driveway.



Respondent No: 65

Login: Anonymous

Responded At: May 24, 2024 19:56:45 pm

Last Seen: May 24, 2024 19:56:45 pm

Q1. Overall, how satisfied are you with the current collection program?

Unhappy

Q2. Why did you answer that way?

Recycling should be weekly. Garbage should be less money

Q3. What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)

1. Frequency of Collection
2. Ability to pick up a wide range of materials
3. Cost (to taxes and for garbage tags)
4. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
5. Convenience (ease of placing out garbage)
6. Responsive Customer Service

Q4. What Challenges, if any, have you experienced with curbside waste pickup?

Pickup not Frequent Enough
High Cost
Lack of special collection services (e.g., for bulky items, hazardous waste)

Q5. Would you like to see any additional services as part of the waste collection service?

Bulky item pick up
Organics/Yard waste collection
Hazardous waste collection
Other (please specify)
Larger bins with wheels that are picked up by the truck.

Q6. Do you have any additional comments or suggestions regarding our waste services?

Organic bin, garbage bin, recycle bin. Large bins with wheels.



Respondent No: 66

Login: Anonymous

Responded At: May 24, 2024 19:57:36 pm

Last Seen: May 24, 2024 19:57:36 pm

Q1. Overall, how satisfied are you with the current collection program?

Neutral

Q2. Why did you answer that way?

It would be great to have blue bin collection every week

Q3. What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)

1. Frequency of Collection
2. Cost (to taxes and for garbage tags)
3. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
4. Responsive Customer Service
5. Ability to pick up a wide range of materials
6. Convenience (ease of placing out garbage)

Q4. What Challenges, if any, have you experienced with curbside waste pickup?

Missed Collection
Pickup not Frequent Enough
High Cost

Q5. Would you like to see any additional services as part of the waste collection service?

Other (please specify)
Increase frequency of blue bin collection

Q6. Do you have any additional comments or suggestions regarding our waste services?

not answered



Respondent No: 67

Login: Anonymous

Responded At: May 24, 2024 20:05:15 pm

Last Seen: May 24, 2024 20:05:15 pm

Q1. **Overall, how satisfied are you with the current collection program?** Happy

Q2. **Why did you answer that way?**

I would like to also be able to have organic waste included in the garbage pick up.

Q3. **What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)**

1. Convenience (ease of placing out garbage)
2. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
3. Ability to pick up a wide range of materials
4. Responsive Customer Service
5. Frequency of Collection
6. Cost (to taxes and for garbage tags)

Q4. **What Challenges, if any, have you experienced with curbside waste pickup?**

I have not experienced challenges

Q5. **Would you like to see any additional services as part of the waste collection service?**

Organics/Yard waste collection

Q6. **Do you have any additional comments or suggestions regarding our waste services?**

not answered



Respondent No: 68

Login: Anonymous

Responded At: May 24, 2024 20:05:35 pm

Last Seen: May 24, 2024 20:05:35 pm

Q1. Overall, how satisfied are you with the current collection program? Unhappy

Q2. Why did you answer that way?

Missed my garbage pickup atleast 5 times. Once in back to back weeks in middle of hot summer

Q3. What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)

1. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
2. Responsive Customer Service
3. Convenience (ease of placing out garbage)
4. Ability to pick up a wide range of materials
5. Cost (to taxes and for garbage tags)
6. Frequency of Collection

Q4. What Challenges, if any, have you experienced with curbside waste pickup?

Missed Collection

Q5. Would you like to see any additional services as part of the waste collection service?

Hazardous waste collection

Q6. Do you have any additional comments or suggestions regarding our waste services?

When they miss picking up garbage on one day. A Facebook post the NEXT day telling us to put garbage back out and it ll get picked up doesn't help. Most people work weekdays and aren't home when message gets posted to put out garbage. I would suggest either post it the day the garbage pickup is missed or post a day in advance of when rescheduled garbage pick up is. Posting it the day after garbage pickup is missed at 10 am doesn't help the people who don't work from home



Respondent No: 69

Login: Anonymous

Responded At: May 24, 2024 20:05:51 pm

Last Seen: May 24, 2024 20:05:51 pm

Q1. Overall, how satisfied are you with the current collection program?

Happy

Q2. Why did you answer that way?

not answered

Q3. What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)

1. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
2. Ability to pick up a wide range of materials
3. Cost (to taxes and for garbage tags)
4. Frequency of Collection
5. Convenience (ease of placing out garbage)
6. Responsive Customer Service

Q4. What Challenges, if any, have you experienced with curbside waste pickup?

Lack of special collection services (e.g., for bulky items, hazardous waste)

Q5. Would you like to see any additional services as part of the waste collection service?

Bulky item pick up
Organics/Yard waste collection

Q6. Do you have any additional comments or suggestions regarding our waste services?

not answered



Respondent No: 70

Login: Anonymous

Responded At: May 24, 2024 20:07:43 pm

Last Seen: May 24, 2024 20:07:43 pm

Q1. Overall, how satisfied are you with the current collection program?

Neutral

Q2. Why did you answer that way?

Could use a green bin.

Q3. What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)

1. Ability to pick up a wide range of materials
2. Frequency of Collection
3. Cost (to taxes and for garbage tags)
4. Convenience (ease of placing out garbage)
5. Responsive Customer Service
6. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)

Q4. What Challenges, if any, have you experienced with curbside waste pickup?

Missed Collection

Q5. Would you like to see any additional services as part of the waste collection service?

Organics/Yard waste collection

Q6. Do you have any additional comments or suggestions regarding our waste services?

not answered



Respondent No: 71

Login: Anonymous

Responded At: May 24, 2024 20:13:41 pm

Last Seen: May 24, 2024 20:13:41 pm

Q1. **Overall, how satisfied are you with the current collection program?** Unhappy

Q2. **Why did you answer that way?**

Garbage is frequently missed. When I call to let them know, they just give excuses. They drive a huge truck down our road that easily gets stuck if there's any snow or ice. In winter they often don't come down our road even if it is plowed and maintained. The previous garbage service we had was much better all around - no bs.

Q3. **What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)**

1. Frequency of Collection
2. Responsive Customer Service
3. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
4. Cost (to taxes and for garbage tags)
5. Ability to pick up a wide range of materials
6. Convenience (ease of placing out garbage)

Q4. **What Challenges, if any, have you experienced with curbside waste pickup?**

Missed Collection
Customer Service Challenges

Q5. **Would you like to see any additional services as part of the waste collection service?**

Bulky item pick up
Organics/Yard waste collection

Q6. **Do you have any additional comments or suggestions regarding our waste services?**

The service provided by the garbage collector of the previous contract was much better. They rarely missed a pick up, they drove a reasonably sized vehicle down our road with winter appropriate tires. They consistently had the same driver who knew where to turn around instead of trying to turn around and getting stuck on our lawns. When we have issues with the current provider, their customer service is usually non-existent. The current provider's service has been seriously lacking and a constant source of issues.



Respondent No: 72

Login: Anonymous

Responded At: May 24, 2024 20:14:35 pm

Last Seen: May 24, 2024 20:14:35 pm

Q1. **Overall, how satisfied are you with the current collection program?** Happy

Q2. **Why did you answer that way?**

Like garbage weekly. Would be very happy except I wish there was a composting program.

Q3. **What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)**

1. Frequency of Collection
2. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
3. Convenience (ease of placing out garbage)
4. Cost (to taxes and for garbage tags)
5. Ability to pick up a wide range of materials
6. Responsive Customer Service

Q4. **What Challenges, if any, have you experienced with curbside waste pickup?**

I have not experienced challenges

Q5. **Would you like to see any additional services as part of the waste collection service?**

Organics/Yard waste collection

Q6. **Do you have any additional comments or suggestions regarding our waste services?**

Would definitely love to see composting programs added into the mix. This is a huge amount of waste per household!!



Respondent No: 73

Login: Anonymous

Responded At: May 24, 2024 20:32:25 pm

Last Seen: May 24, 2024 20:32:25 pm

Q1. Overall, how satisfied are you with the current collection program?

Happy

Q2. Why did you answer that way?

Recycling and garbage is picked up at our laneway The last contract was picked at the end of the road

Q3. What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)

1. Convenience (ease of placing out garbage)
2. Cost (to taxes and for garbage tags)
3. Frequency of Collection
4. Ability to pick up a wide range of materials
5. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
6. Responsive Customer Service

Q4. What Challenges, if any, have you experienced with curbside waste pickup?

Missed Collection
High Cost
Lack of special collection services (e.g., for bulky items, hazardous waste)

Q5. Would you like to see any additional services as part of the waste collection service?

Hazardous waste collection

Q6. Do you have any additional comments or suggestions regarding our waste services?

Overall satisfied



Respondent No: 74

Login: Anonymous

Responded At: May 24, 2024 20:38:03 pm

Last Seen: May 24, 2024 20:38:03 pm

Q1. Overall, how satisfied are you with the current collection program?

Very happy

Q2. Why did you answer that way?

not answered

Q3. What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)

1. Ability to pick up a wide range of materials
2. Cost (to taxes and for garbage tags)
3. Convenience (ease of placing out garbage)
4. Frequency of Collection
5. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
6. Responsive Customer Service

Q4. What Challenges, if any, have you experienced with curbside waste pickup?

I have not experienced challenges

Q5. Would you like to see any additional services as part of the waste collection service?

Bulky item pick up
Organics/Yard waste collection
Hazardous waste collection

Q6. Do you have any additional comments or suggestions regarding our waste services?

not answered



Respondent No: 75

Login: Anonymous

Responded At: May 24, 2024 20:45:10 pm

Last Seen: May 24, 2024 20:45:10 pm

Q1. **Overall, how satisfied are you with the current collection program?** Neutral

Q2. **Why did you answer that way?**

Lots of issues last summer but service has been more reliable lately.

Q3. **What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)**

1. Convenience (ease of placing out garbage)
2. Ability to pick up a wide range of materials
3. Frequency of Collection
4. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
5. Cost (to taxes and for garbage tags)
6. Responsive Customer Service

Q4. **What Challenges, if any, have you experienced with curbside waste pickup?**

Missed Collection
Pickup not Frequent Enough
Customer Service Challenges

Q5. **Would you like to see any additional services as part of the waste collection service?**

Organics/Yard waste collection
Hazardous waste collection

Q6. **Do you have any additional comments or suggestions regarding our waste services?**

More frequent recycling pickup.



Respondent No: 76

Login: Anonymous

Responded At: Jul 01, 2024 08:38:04 am

Last Seen: Jul 01, 2024 08:38:04 am

Q1. Overall, how satisfied are you with the current collection program?

Neutral

Q2. Why did you answer that way?

not answered

Q3. What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)

1. Convenience (ease of placing out garbage)
2. Ability to pick up a wide range of materials
3. Frequency of Collection
4. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
5. Cost (to taxes and for garbage tags)
6. Responsive Customer Service

Q4. What Challenges, if any, have you experienced with curbside waste pickup?

Missed Collection
Pickup not Frequent Enough
Customer Service Challenges

Q5. Would you like to see any additional services as part of the waste collection service?

Organics/Yard waste collection
Hazardous waste collection

Q6. Do you have any additional comments or suggestions regarding our waste services?

Move to wheeled bin system



Respondent No: 77

Login: Anonymous

Responded At: May 24, 2024 22:34:01 pm

Last Seen: May 24, 2024 22:34:01 pm

Q1. **Overall, how satisfied are you with the current collection program?** Neutral

Q2. **Why did you answer that way?**

Because some things are good like being able to put out garbage every week. But some things are not great, like sometimes they don't pick up all of the blue box items as something may have wedged itself and then they throw the bins on the road and they break them or let any remaining items fall out and onto the ground.

Q3. **What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)**

1. Responsive Customer Service
2. Frequency of Collection
3. Ability to pick up a wide range of materials
4. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
5. Cost (to taxes and for garbage tags)
6. Convenience (ease of placing out garbage)

Q4. **What Challenges, if any, have you experienced with curbside waste pickup?**

Missed Collection
High Cost
Issues with bin damage and replacement

Q5. **Would you like to see any additional services as part of the waste collection service?**

Organics/Yard waste collection
Hazardous waste collection

Q6. **Do you have any additional comments or suggestions regarding our waste services?**

Our bins are damaged because they are tossed on the road after they are picked up. Not impressed.



Respondent No: 78

Login: Anonymous

Responded At: May 25, 2024 04:35:29 am

Last Seen: May 25, 2024 04:35:29 am

Q1. Overall, how satisfied are you with the current collection program?

Happy

Q2. Why did you answer that way?

We have had no problem with service. Operators are polite.

Q3. What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)

1. Ability to pick up a wide range of materials
2. Convenience (ease of placing out garbage)
3. Frequency of Collection
4. Cost (to taxes and for garbage tags)
5. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
6. Responsive Customer Service

Q4. What Challenges, if any, have you experienced with curbside waste pickup?

Pickup not Frequent Enough
High Cost
Lack of special collection services (e.g., for bulky items, hazardous waste)

Q5. Would you like to see any additional services as part of the waste collection service?

Bulky item pick up
Organics/Yard waste collection
Hazardous waste collection

Q6. Do you have any additional comments or suggestions regarding our waste services?

Only complaint is the maintenance of the waste trucks. They have left oil stains up and down the street on more than one occasion which they should be responsible for cleaning.



Respondent No: 79

Login: Anonymous

Responded At: May 25, 2024 04:53:14 am

Last Seen: May 25, 2024 04:53:14 am

Q1. Overall, how satisfied are you with the current collection program?

Happy

Q2. Why did you answer that way?

Never a problem other than not a standard consistent time for the truck to pass by

Q3. What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)

1. Cost (to taxes and for garbage tags)
2. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
3. Ability to pick up a wide range of materials
4. Frequency of Collection
5. Convenience (ease of placing out garbage)
6. Responsive Customer Service

Q4. What Challenges, if any, have you experienced with curbside waste pickup?

Lack of special collection services (e.g., for bulky items, hazardous waste)

Other (please specify)

Truck not coming at the same time of day

Q5. Would you like to see any additional services as part of the waste collection service?

Hazardous waste collection

Q6. Do you have any additional comments or suggestions regarding our waste services?

not answered



Respondent No: 80

Login: Anonymous

Responded At: May 25, 2024 05:19:06 am

Last Seen: May 25, 2024 05:19:06 am

Q1. Overall, how satisfied are you with the current collection program?

Happy

Q2. Why did you answer that way?

We only had one day when it was not picked up, because a truck broke down, but other than that, it's been pretty consistent

Q3. What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)

1. Cost (to taxes and for garbage tags)
2. Ability to pick up a wide range of materials
3. Convenience (ease of placing out garbage)
4. Frequency of Collection
5. Responsive Customer Service
6. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)

Q4. What Challenges, if any, have you experienced with curbside waste pickup?

I have not experienced challenges

Q5. Would you like to see any additional services as part of the waste collection service?

Hazardous waste collection

Q6. Do you have any additional comments or suggestions regarding our waste services?

not answered



Respondent No: 81

Login: Anonymous

Responded At: May 25, 2024 05:23:30 am

Last Seen: May 25, 2024 05:23:30 am

Q1. Overall, how satisfied are you with the current collection program? Unhappy

Q2. Why did you answer that way?

We do not have a garage and do not have space to keep recycling for 2 weeks at a time. We are often missed on our run so I take my garbage to work. Other than that the service is suitable

Q3. What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)

1. Ability to pick up a wide range of materials
2. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
3. Responsive Customer Service
4. Cost (to taxes and for garbage tags)
5. Convenience (ease of placing out garbage)
6. Frequency of Collection

Q4. What Challenges, if any, have you experienced with curbside waste pickup?

Missed Collection
Pickup not Frequent Enough

Q5. Would you like to see any additional services as part of the waste collection service?

Hazardous waste collection
Other (please specify)
I wish we had larger totes for recycling and garbage to help with pest control... and more frequent recycling pickup

Q6. Do you have any additional comments or suggestions regarding our waste services?

Thank you for the opportunity to provide feedback!



Respondent No: 82

Login: Anonymous

Responded At: May 25, 2024 05:28:53 am

Last Seen: May 25, 2024 05:28:53 am

Q1. **Overall, how satisfied are you with the current collection program?** Very happy

Q2. **Why did you answer that way?**

We get regular pick up of our garbage and recycling, the people that do this are efficient and consistent.

Q3. **What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)**

1. Convenience (ease of placing out garbage)
2. Responsive Customer Service
3. Frequency of Collection
4. Cost (to taxes and for garbage tags)
5. Ability to pick up a wide range of materials
6. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)

Q4. **What Challenges, if any, have you experienced with curbside waste pickup?**

I have not experienced challenges

Q5. **Would you like to see any additional services as part of the waste collection service?**

No additional services

Q6. **Do you have any additional comments or suggestions regarding our waste services?**

not answered



Respondent No: 83

Login: Anonymous

Responded At: May 25, 2024 05:37:06 am

Last Seen: May 25, 2024 05:37:06 am

Q1. **Overall, how satisfied are you with the current collection program?** Very happy

Q2. **Why did you answer that way?**

All the services I require are available and waste is collected on a good schedule and promptly

Q3. **What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)**

1. Frequency of Collection
2. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
3. Convenience (ease of placing out garbage)
4. Cost (to taxes and for garbage tags)
5. Ability to pick up a wide range of materials
6. Responsive Customer Service

Q4. **What Challenges, if any, have you experienced with curbside waste pickup?**

I have not experienced challenges

Q5. **Would you like to see any additional services as part of the waste collection service?**

No additional services

Q6. **Do you have any additional comments or suggestions regarding our waste services?**

not answered



Respondent No: 84

Login: Anonymous

Responded At: May 25, 2024 05:50:11 am

Last Seen: May 25, 2024 05:50:11 am

Q1. Overall, how satisfied are you with the current collection program?

Very unhappy

Q2. Why did you answer that way?

1) it's not a local small business 2) no consistency when they show up 3) I've had my garbage left because they couldn't lift it

Q3. What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)

1. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
2. Convenience (ease of placing out garbage)
3. Frequency of Collection
4. Responsive Customer Service
5. Cost (to taxes and for garbage tags)
6. Ability to pick up a wide range of materials

Q4. What Challenges, if any, have you experienced with curbside waste pickup?

Missed Collection
Accessibility Challenges

Q5. Would you like to see any additional services as part of the waste collection service?

Organics/Yard waste collection

Q6. Do you have any additional comments or suggestions regarding our waste services?

Should be done by Bruce Service locally family owned and operated business.



Respondent No: 85

Login: Anonymous

Responded At: May 25, 2024 06:13:34 am

Last Seen: May 25, 2024 06:13:34 am

Q1. Overall, how satisfied are you with the current collection program?

Unhappy

Q2. Why did you answer that way?

They show up late or don't show up at all

Q3. What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)

1. Frequency of Collection
2. Cost (to taxes and for garbage tags)
3. Convenience (ease of placing out garbage)
4. Responsive Customer Service
5. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
6. Ability to pick up a wide range of materials

Q4. What Challenges, if any, have you experienced with curbside waste pickup?

Missed Collection

Q5. Would you like to see any additional services as part of the waste collection service?

Hazardous waste collection

Q6. Do you have any additional comments or suggestions regarding our waste services?

not answered



Respondent No: 86

Login: Anonymous

Responded At: May 25, 2024 06:20:32 am

Last Seen: May 25, 2024 06:20:32 am

Q1. Overall, how satisfied are you with the current collection program? Neutral

Q2. Why did you answer that way?

Because the garbage people leave messes behind regularly and throw the recycle bins around causing them to break, however, I appreciate that the job actually sucks!

Q3. What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)

1. Responsive Customer Service
2. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
3. Cost (to taxes and for garbage tags)
4. Ability to pick up a wide range of materials
5. Convenience (ease of placing out garbage)
6. Frequency of Collection

Q4. What Challenges, if any, have you experienced with curbside waste pickup?

Not Enough Capacity (Over 4 bag limit)
Issues with bin damage and replacement

Other (please specify)

Pickup ranges from 7:30am to 2pm - I have to have my garbage out the night before to ensure I don't miss it someday. Consistency would be nice. It would also be great if I didn't have to pick up the recycling that missed the truck and landed on my yard!

Q5. Would you like to see any additional services as part of the waste collection service?

Organics/Yard waste collection

Q6. Do you have any additional comments or suggestions regarding our waste services?

not answered



Respondent No: 87

Login: Anonymous

Responded At: May 25, 2024 06:32:45 am

Last Seen: May 25, 2024 06:32:45 am

Q1. Overall, how satisfied are you with the current collection program? Neutral

Q2. Why did you answer that way?

Need organic pick up or leaf and yard waste. Could reduce bylaw issues regarding property standards. Especially with an aging population not all residents can haul to the Owen sound compost site

Q3. What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)

1. Responsive Customer Service
2. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
3. Cost (to taxes and for garbage tags)
4. Frequency of Collection
5. Convenience (ease of placing out garbage)
6. Ability to pick up a wide range of materials

Q4. What Challenges, if any, have you experienced with curbside waste pickup?

Lack of special collection services (e.g., for bulky items, hazardous waste)

Other (please specify)

Not all items emptied out of containers , then whatever remains goes all over yard

Q5. Would you like to see any additional services as part of the waste collection service?

- Bulky item pick up
- Organics/Yard waste collection
- Hazardous waste collection

Q6. Do you have any additional comments or suggestions regarding our waste services?

If cost to tax payers is going to rapidly increase (over 30%) then alternative options need to be considered. Michigan will stop taking Ontario garbage this needs to be considered now to mitigate future costs and program changes due to lack of forecasting.



Respondent No: 88

Login: Anonymous

Responded At: May 25, 2024 06:41:54 am

Last Seen: May 25, 2024 06:41:54 am

Q1. **Overall, how satisfied are you with the current collection program?** Very happy

Q2. **Why did you answer that way?**

I have had no problems whatsoever with the current pickups.

Q3. **What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)**

1. Cost (to taxes and for garbage tags)
2. Convenience (ease of placing out garbage)
3. Frequency of Collection
4. Ability to pick up a wide range of materials
5. Responsive Customer Service
6. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)

Q4. **What Challenges, if any, have you experienced with curbside waste pickup?**

I have not experienced challenges

Q5. **Would you like to see any additional services as part of the waste collection service?**

No additional services

Q6. **Do you have any additional comments or suggestions regarding our waste services?**

Obviously if more services are required, the cost of collection will go up, even with the province picking up the cost, it seems, of the recycling. I don't need any more services and don't want to pay more money.



Respondent No: 89

Login: Anonymous

Responded At: May 25, 2024 06:57:22 am

Last Seen: May 25, 2024 06:57:22 am

Q1. **Overall, how satisfied are you with the current collection program?** Unhappy

Q2. **Why did you answer that way?**

Inconsistent pick up times, some days not picked up and no communication as to when they are coming.

Q3. **What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)**

1. Frequency of Collection
2. Convenience (ease of placing out garbage)
3. Cost (to taxes and for garbage tags)
4. Responsive Customer Service
5. Ability to pick up a wide range of materials
6. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)

Q4. **What Challenges, if any, have you experienced with curbside waste pickup?**

Missed Collection

Q5. **Would you like to see any additional services as part of the waste collection service?**

No additional services

Q6. **Do you have any additional comments or suggestions regarding our waste services?**

The current provider seems unable to manage pick up/routes. We used to have gtd pickup, came at same time each week and ever since the switch the inconsistency is frustrating. Especially when garbage isn't picked up on scheduled days.



Respondent No: 90

Login: Anonymous

Responded At: May 25, 2024 07:08:02 am

Last Seen: May 25, 2024 07:08:02 am

Q1. **Overall, how satisfied are you with the current collection program?** Neutral

Q2. **Why did you answer that way?**

I have no complaints about the quality of service currently provided, but would really like expanded service to our area. Currently, recycling is picked up bi-weekly, and I am interested in weekly pick up. We have to pay for any garbage collection, where other municipalities have 1 free bag. I'd be willing to forego a free garbage bag for weekly recycling. I would also love organics/green bin pick up.

Q3. **What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)**

1. Frequency of Collection
2. Ability to pick up a wide range of materials
3. Convenience (ease of placing out garbage)
4. Cost (to taxes and for garbage tags)
5. Responsive Customer Service
6. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)

Q4. **What Challenges, if any, have you experienced with curbside waste pickup?**

Pickup not Frequent Enough
Not Enough Capacity (Over 4 bag limit)

Q5. **Would you like to see any additional services as part of the waste collection service?**

Organics/Yard waste collection

Q6. **Do you have any additional comments or suggestions regarding our waste services?**

not answered



Respondent No: 91

Login: Anonymous

Responded At: May 25, 2024 07:45:30 am

Last Seen: May 25, 2024 07:45:30 am

Q1. **Overall, how satisfied are you with the current collection program?** Very unhappy

Q2. **Why did you answer that way?**

I live on Derby Keppel townline and there have been so many days that garbage wasn't pickced up it seemed like it was every other week. I tried calling them once and just got a machine. I felt like dropping it off at the township office. It used to get picked up around noon, now we're lucky if it's picked up by 5. I put my reclying in blue bags one week it blew 2 feet away and they just left it.

Q3. **What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)**

1. Ability to pick up a wide range of materials
2. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
3. Convenience (ease of placing out garbage)
4. Frequency of Collection
5. Cost (to taxes and for garbage tags)
6. Responsive Customer Service

Q4. **What Challenges, if any, have you experienced with curbside waste pickup?**

Missed Collection
Not Enough Capacity (Over 4 bag limit)
Customer Service Challenges

Q5. **Would you like to see any additional services as part of the waste collection service?**

Bulky item pick up
Hazardous waste collection

Q6. **Do you have any additional comments or suggestions regarding our waste services?**

Current company needs to go



Respondent No: 92

Login: Anonymous

Responded At: May 25, 2024 08:16:53 am

Last Seen: May 25, 2024 08:16:53 am

Q1. Overall, how satisfied are you with the current collection program?

Happy

Q2. Why did you answer that way?

It's fine. Our garbage guy can be grumpy, but also has honked for the kids. Nothing major to report.

Q3. What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)

1. Convenience (ease of placing out garbage)
2. Ability to pick up a wide range of materials
3. Frequency of Collection
4. Cost (to taxes and for garbage tags)
5. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
6. Responsive Customer Service

Q4. What Challenges, if any, have you experienced with curbside waste pickup?

Customer Service Challenges
Lack of special collection services (e.g., for bulky items, hazardous waste)
Issues with bin damage and replacement

Q5. Would you like to see any additional services as part of the waste collection service?

Other (please specify)
Diapers, see below

Q6. Do you have any additional comments or suggestions regarding our waste services?

I wish diapers could be picked up at no cost. If in there own clear bag such as a diaper genie they should not require a sticker. If you were to put more than one sleeve in the black garbage bag it quickly increases the weight to be too heavy. Keeping them more than a week is very stinky. They are easy to pick up when in their own clear sleeve and should not cost an entire sticker to do so if left out.



Respondent No: 93

Login: Anonymous

Responded At: May 25, 2024 08:18:55 am

Last Seen: May 25, 2024 08:18:55 am

Q1. Overall, how satisfied are you with the current collection program?

Happy

Q2. Why did you answer that way?

I feel it meets my needs

Q3. What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)

1. Responsive Customer Service
2. Convenience (ease of placing out garbage)
3. Frequency of Collection
4. Ability to pick up a wide range of materials
5. Cost (to taxes and for garbage tags)
6. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)

Q4. What Challenges, if any, have you experienced with curbside waste pickup?

I have not experienced challenges

Q5. Would you like to see any additional services as part of the waste collection service?

Hazardous waste collection

Q6. Do you have any additional comments or suggestions regarding our waste services?

It would be nice to have hazardous waste collection as instead of just having it 3 times a year



Respondent No: 94

Login: Anonymous

Responded At: May 25, 2024 08:57:38 am

Last Seen: May 25, 2024 08:57:38 am

Q1. Overall, how satisfied are you with the current collection program?

Happy

Q2. Why did you answer that way?

No major issues

Q3. What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)

1. Frequency of Collection
2. Convenience (ease of placing out garbage)
3. Cost (to taxes and for garbage tags)
4. Ability to pick up a wide range of materials
5. Responsive Customer Service
6. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)

Q4. What Challenges, if any, have you experienced with curbside waste pickup?

Sorting Waste too Complicated
Pickup not Frequent Enough
Issues with bin damage and replacement

Q5. Would you like to see any additional services as part of the waste collection service?

Hazardous waste collection

Q6. Do you have any additional comments or suggestions regarding our waste services?

not answered



Respondent No: 95

Login: Anonymous

Responded At: May 25, 2024 09:00:27 am

Last Seen: May 25, 2024 09:00:27 am

Q1. Overall, how satisfied are you with the current collection program?

Happy

Q2. Why did you answer that way?

timely, consistent. not totally happy because i'm having garbage guilt and would love to see separate pick up

Q3. What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)

1. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
2. Ability to pick up a wide range of materials
3. Cost (to taxes and for garbage tags)
4. Convenience (ease of placing out garbage)
5. Frequency of Collection
6. Responsive Customer Service

Q4. What Challenges, if any, have you experienced with curbside waste pickup?

I have not experienced challenges

Q5. Would you like to see any additional services as part of the waste collection service?

Other (please specify)

maximized separation for climate

Q6. Do you have any additional comments or suggestions regarding our waste services?

not answered



Respondent No: 96

Login: Anonymous

Responded At: May 25, 2024 09:05:39 am

Last Seen: May 25, 2024 09:05:39 am

Q1. Overall, how satisfied are you with the current collection program?

Happy

Q2. Why did you answer that way?

Reliable

Q3. What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)

1. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
2. Cost (to taxes and for garbage tags)
3. Responsive Customer Service
4. Frequency of Collection
5. Ability to pick up a wide range of materials
6. Convenience (ease of placing out garbage)

Q4. What Challenges, if any, have you experienced with curbside waste pickup?

I have not experienced challenges

Q5. Would you like to see any additional services as part of the waste collection service?

Organics/Yard waste collection

Q6. Do you have any additional comments or suggestions regarding our waste services?

not answered



Respondent No: 97

Login: Anonymous

Responded At: May 25, 2024 09:21:37 am

Last Seen: May 25, 2024 09:21:37 am

Q1. Overall, how satisfied are you with the current collection program? Happy

Q2. Why did you answer that way?

It's picked up regularly as scheduled. There have been times where the recycling was left uncollected. I reached out to the township and did not receive a response. I assumed that it was because of the bins that the recycling was put in. It was very frustrating that I had to purchase specific bins just to ensure my recycling and cardboard would be collected. Since then I haven't had an issue.

Q3. What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)

1. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
2. Responsive Customer Service
3. Convenience (ease of placing out garbage)
4. Ability to pick up a wide range of materials
5. Frequency of Collection
6. Cost (to taxes and for garbage tags)

Q4. What Challenges, if any, have you experienced with curbside waste pickup?

Missed Collection
Customer Service Challenges
Lack of special collection services (e.g., for bulky items, hazardous waste)

Q5. Would you like to see any additional services as part of the waste collection service?

Organics/Yard waste collection

Q6. Do you have any additional comments or suggestions regarding our waste services?

not answered



Respondent No: 98

Login: Anonymous

Responded At: May 25, 2024 09:55:06 am

Last Seen: May 25, 2024 09:55:06 am

Q1. Overall, how satisfied are you with the current collection program?

Very unhappy

Q2. Why did you answer that way?

Half the time there trucks are broken or never show up

Q3. What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)

1. Responsive Customer Service
2. Frequency of Collection
3. Ability to pick up a wide range of materials
4. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
5. Convenience (ease of placing out garbage)
6. Cost (to taxes and for garbage tags)

Q4. What Challenges, if any, have you experienced with curbside waste pickup?

Missed Collection
Lack of special collection services (e.g., for bulky items, hazardous waste)
Issues with bin damage and replacement

Q5. Would you like to see any additional services as part of the waste collection service?

Organics/Yard waste collection

Q6. Do you have any additional comments or suggestions regarding our waste services?

Would love Miller or a different company that WM right now



Respondent No: 99

Login: Anonymous

Responded At: May 25, 2024 10:26:29 am

Last Seen: May 25, 2024 10:26:29 am

Q1. **Overall, how satisfied are you with the current collection program?** Very unhappy

Q2. **Why did you answer that way?**

I live at the end of a dead end road for 49 years. We are the only home on this 1/2 km. section. There are two other dead end roads within several kms. Our garbage pickup has been missed more than 7 times in the last 5 months. I have contacted Waste Management numerous times and they don't seem to have a solution but only excuses. After the 7th time they have said they will now "red flag" our position but I am skeptical that this will work long term. They offer site the change of drivers for the problem. We are very conscious of reducing our garbage and tend to put it out about every 6 weeks. So when it is put out it is one large bag. They have never refused to pick up my garbage or made any suggestions that I do anything different. When my pickup has been missed they will not send a vehicle to pick it up later in the day but tell me to put it out the following week. We are seniors and have a long driveway and it is absolutely not convenient for us to return the bag or garbage pail to the house. Further to the above, I have checked when our pick up is missed and invariably the other residences on the other two dead end roads have received service. We are feeling like second class citizens. Prior to Waste Management taking over we never had problems with our pickups.

Q3. **What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)**

1. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
2. Responsive Customer Service
3. Convenience (ease of placing out garbage)
4. Frequency of Collection
5. Ability to pick up a wide range of materials
6. Cost (to taxes and for garbage tags)

Q4. **What Challenges, if any, have you experienced with curbside waste pickup?**

Missed Collection
Customer Service Challenges

Q5. **Would you like to see any additional services as part of the waste collection service?**

No additional services

Q6. **Do you have any additional comments or suggestions regarding our waste services?**

We would like to see some effort to reduce the amount of plastic that is encouraged through the pick up policy ie. one usually collects household waste in a plastic bag but then is required to put that plastic bag into another larger bag to be tagged. Being able to put numerous plastic household bags into a garbage pail and then placing the bag tag on the top bag would reduce the need for the larger plastic bag. Plastic is the scourge of our planet and we need to try and reduce it whenever we can. I am now using the paper yard waste bag to try and reduce my plastic use. I empty my household garbage bag into the yard waste bag and put it then in a garbage pail to keep it from the raccoons, bears, dogs et cetera.



Respondent No: 100

Login: Anonymous

Responded At: May 25, 2024 10:54:43 am

Last Seen: May 25, 2024 10:54:43 am

Q1. Overall, how satisfied are you with the current collection program?

Very happy

Q2. Why did you answer that way?

not answered

Q3. What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)

1. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
2. Ability to pick up a wide range of materials
3. Frequency of Collection
4. Cost (to taxes and for garbage tags)
5. Convenience (ease of placing out garbage)
6. Responsive Customer Service

Q4. What Challenges, if any, have you experienced with curbside waste pickup?

I have not experienced challenges

Q5. Would you like to see any additional services as part of the waste collection service?

Hazardous waste collection

Q6. Do you have any additional comments or suggestions regarding our waste services?

not answered



Respondent No: 101

Login: Anonymous

Responded At: May 25, 2024 11:12:38 am

Last Seen: May 25, 2024 11:12:38 am

Q1. Overall, how satisfied are you with the current collection program?

Very unhappy

Q2. Why did you answer that way?

Poor scheduling, mixing garbage and compost into same bin, late or no shows.

Q3. What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)

1. Frequency of Collection
2. Ability to pick up a wide range of materials
3. Convenience (ease of placing out garbage)
4. Responsive Customer Service
5. Cost (to taxes and for garbage tags)
6. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)

Q4. What Challenges, if any, have you experienced with curbside waste pickup?

Missed Collection
Lack of special collection services (e.g., for bulky items, hazardous waste)

Q5. Would you like to see any additional services as part of the waste collection service?

Hazardous waste collection
No additional services

Q6. Do you have any additional comments or suggestions regarding our waste services?

Hazardous waste could be done three times a year at the Township offices.



Respondent No: 102

Login: Anonymous

Responded At: May 25, 2024 11:22:51 am

Last Seen: May 25, 2024 11:22:51 am

Q1. Overall, how satisfied are you with the current collection program?

Unhappy

Q2. Why did you answer that way?

Not reliable

Q3. What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)

1. Frequency of Collection
2. Responsive Customer Service
3. Cost (to taxes and for garbage tags)
4. Convenience (ease of placing out garbage)
5. Ability to pick up a wide range of materials
6. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)

Q4. What Challenges, if any, have you experienced with curbside waste pickup?

Missed Collection
Not Enough Capacity (Over 4 bag limit)
Lack of special collection services (e.g., for bulky items, hazardous waste)

Q5. Would you like to see any additional services as part of the waste collection service?

Bulky item pick up
Organics/Yard waste collection

Q6. Do you have any additional comments or suggestions regarding our waste services?

Whoever does it now is horribly unreliable, so you can only go up from here.



Respondent No: 103

Login: Anonymous

Responded At: May 25, 2024 11:25:50 am

Last Seen: May 25, 2024 11:25:50 am

Q1. Overall, how satisfied are you with the current collection program?

Very unhappy

Q2. Why did you answer that way?

Multiple times our collection has been missed.

Q3. What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)

1. Responsive Customer Service
2. Convenience (ease of placing out garbage)
3. Cost (to taxes and for garbage tags)
4. Ability to pick up a wide range of materials
5. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
6. Frequency of Collection

Q4. What Challenges, if any, have you experienced with curbside waste pickup?

Missed Collection
Customer Service Challenges
Issues with bin damage and replacement

Q5. Would you like to see any additional services as part of the waste collection service?

Bulky item pick up
Organics/Yard waste collection
Hazardous waste collection

Q6. Do you have any additional comments or suggestions regarding our waste services?

Would like to see bulk or hazardous waste pickup as many do not have the means to take larger items to the landfill in Owen Sound.



Respondent No: 104

Login: Anonymous

Responded At: May 25, 2024 11:49:49 am

Last Seen: May 25, 2024 11:49:49 am

Q1. Overall, how satisfied are you with the current collection program?

Happy

Q2. Why did you answer that way?

Weekly gabarbe and biweekly recycling frequency works well.

Q3. What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)

1. Convenience (ease of placing out garbage)
2. Frequency of Collection
3. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
4. Ability to pick up a wide range of materials
5. Cost (to taxes and for garbage tags)
6. Responsive Customer Service

Q4. What Challenges, if any, have you experienced with curbside waste pickup?

Lack of special collection services (e.g., for bulky items, hazardous waste)

I have not experienced challenges

Q5. Would you like to see any additional services as part of the waste collection service?

Bulky item pick up

Hazardous waste collection

Q6. Do you have any additional comments or suggestions regarding our waste services?

Many times the collector drops items from blue box and does not pick up.



Respondent No: 105

Login: Anonymous

Responded At: May 25, 2024 12:07:46 pm

Last Seen: May 25, 2024 12:07:46 pm

Q1. Overall, how satisfied are you with the current collection program? Unhappy

Q2. Why did you answer that way?

Timing is never the same. One week they'll pick up at 8am, the next it's 3pm. Often times they miss a lot of properties. It's extremely frustrating. And when calling the township office they tell me to bring it inside and put it out next week. Difficult to do when you have a large family household and there is a limit that can be put out. No one should have to do that when it's the garbage collectors fault

Q3. What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)

1. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
2. Responsive Customer Service
3. Convenience (ease of placing out garbage)
4. Ability to pick up a wide range of materials
5. Frequency of Collection
6. Cost (to taxes and for garbage tags)

Q4. What Challenges, if any, have you experienced with curbside waste pickup?

Missed Collection
Not Enough Capacity (Over 4 bag limit)
Lack of special collection services (e.g., for bulky items, hazardous waste)

Q5. Would you like to see any additional services as part of the waste collection service?

Bulky item pick up
Hazardous waste collection

Q6. Do you have any additional comments or suggestions regarding our waste services?

A new company to do it. This last one was atrocious. A lot of the time the township would say it was due to snow. However, I found that to be the case only one time. The rest was just an excuse to not pick-up. Do better



Respondent No: 106

Login: Anonymous

Responded At: May 25, 2024 12:39:07 pm

Last Seen: May 25, 2024 12:39:07 pm

Q1. **Overall, how satisfied are you with the current collection program?** Happy

Q2. **Why did you answer that way?**

With some reservations because this year it has been so spotty and they have missed days or have been late several times. Drivers seem rude now compared to those in past. Happy with weekly collection, recycler program, bi weekly recycling

Q3. **What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)**

1. Convenience (ease of placing out garbage)
2. Frequency of Collection
3. Cost (to taxes and for garbage tags)
4. Ability to pick up a wide range of materials
5. Responsive Customer Service
6. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)

Q4. **What Challenges, if any, have you experienced with curbside waste pickup?**

Missed Collection

Q5. **Would you like to see any additional services as part of the waste collection service?**

No additional services

Q6. **Do you have any additional comments or suggestions regarding our waste services?**

Don't think the current company is as good as others have been. I'd pay a little more for reliability



Respondent No: 107

Login: Anonymous

Responded At: May 25, 2024 13:04:04 pm

Last Seen: May 25, 2024 13:04:04 pm

Q1. Overall, how satisfied are you with the current collection program?

Very unhappy

Q2. Why did you answer that way?

I pay taxes which should include garbage collection buying bag tags is infuriating. Recycling should be every week.

Q3. What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)

1. Cost (to taxes and for garbage tags)
2. Convenience (ease of placing out garbage)
3. Frequency of Collection
4. Ability to pick up a wide range of materials
5. Responsive Customer Service
6. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)

Q4. What Challenges, if any, have you experienced with curbside waste pickup?

Pickup not Frequent Enough
High Cost
Lack of special collection services (e.g., for bulky items, hazardous waste)

Q5. Would you like to see any additional services as part of the waste collection service?

Bulky item pick up
Hazardous waste collection

Q6. Do you have any additional comments or suggestions regarding our waste services?

not answered



Respondent No: 108

Login: Anonymous

Responded At: May 25, 2024 13:13:02 pm

Last Seen: May 25, 2024 13:13:02 pm

Q1. Overall, how satisfied are you with the current collection program?

Unhappy

Q2. Why did you answer that way?

We pay taxes plus an additional fee at Cobble

Q3. What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)

1. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
2. Cost (to taxes and for garbage tags)
3. Convenience (ease of placing out garbage)
4. Frequency of Collection
5. Responsive Customer Service
6. Ability to pick up a wide range of materials

Q4. What Challenges, if any, have you experienced with curbside waste pickup?

High Cost

Q5. Would you like to see any additional services as part of the waste collection service?

Bulky item pick up
Organics/Yard waste collection
Hazardous waste collection

Q6. Do you have any additional comments or suggestions regarding our waste services?

not answered



Respondent No: 109

Login: Anonymous

Responded At: May 25, 2024 13:33:51 pm

Last Seen: May 25, 2024 13:33:51 pm

Q1. Overall, how satisfied are you with the current collection program?

Neutral

Q2. Why did you answer that way?

Cost of bag tags to high. Should be 1 free per house hold.

Q3. What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)

1. Cost (to taxes and for garbage tags)
2. Ability to pick up a wide range of materials
3. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
4. Frequency of Collection
5. Convenience (ease of placing out garbage)
6. Responsive Customer Service

Q4. What Challenges, if any, have you experienced with curbside waste pickup?

Missed Collection
High Cost
Lack of special collection services (e.g., for bulky items, hazardous waste)

Q5. Would you like to see any additional services as part of the waste collection service?

Bulky item pick up
Organics/Yard waste collection
Hazardous waste collection

Q6. Do you have any additional comments or suggestions regarding our waste services?

not answered



Respondent No: 110

Login: Anonymous

Responded At: May 25, 2024 14:33:13 pm

Last Seen: May 25, 2024 14:33:13 pm

Q1. Overall, how satisfied are you with the current collection program?

Happy

Q2. Why did you answer that way?

not answered

Q3. What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)

1. Frequency of Collection
2. Ability to pick up a wide range of materials
3. Cost (to taxes and for garbage tags)
4. Responsive Customer Service
5. Convenience (ease of placing out garbage)
6. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)

Q4. What Challenges, if any, have you experienced with curbside waste pickup?

I have not experienced challenges

Q5. Would you like to see any additional services as part of the waste collection service?

Bulky item pick up

Q6. Do you have any additional comments or suggestions regarding our waste services?

not answered



Respondent No: 111

Login: Anonymous

Responded At: May 25, 2024 14:53:45 pm

Last Seen: May 25, 2024 14:53:45 pm

Q1. Overall, how satisfied are you with the current collection program?

Unhappy

Q2. Why did you answer that way?

not answered

Q3. What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)

1. Ability to pick up a wide range of materials
2. Cost (to taxes and for garbage tags)
3. Convenience (ease of placing out garbage)
4. Frequency of Collection
5. Responsive Customer Service
6. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)

Q4. What Challenges, if any, have you experienced with curbside waste pickup?

Missed Collection
High Cost
Lack of special collection services (e.g., for bulky items, hazardous waste)

Q5. Would you like to see any additional services as part of the waste collection service?

Bulky item pick up
Organics/Yard waste collection
Hazardous waste collection

Q6. Do you have any additional comments or suggestions regarding our waste services?

not answered



Respondent No: 112

Login: Anonymous

Responded At: May 25, 2024 15:01:37 pm

Last Seen: May 25, 2024 15:01:37 pm

Q1. **Overall, how satisfied are you with the current collection program?** Very happy

Q2. **Why did you answer that way?**

Always shows up at roughly the same time. Places recycling box in safe place

Q3. **What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)**

1. Frequency of Collection
2. Convenience (ease of placing out garbage)
3. Cost (to taxes and for garbage tags)
4. Responsive Customer Service
5. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
6. Ability to pick up a wide range of materials

Q4. **What Challenges, if any, have you experienced with curbside waste pickup?**

I have not experienced challenges

Q5. **Would you like to see any additional services as part of the waste collection service?**

No additional services

Q6. **Do you have any additional comments or suggestions regarding our waste services?**

not answered



Respondent No: 113

Login: Anonymous

Responded At: May 25, 2024 15:11:18 pm

Last Seen: May 25, 2024 15:11:18 pm

Q1. Overall, how satisfied are you with the current collection program?

Happy

Q2. Why did you answer that way?

not answered

Q3. What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)

1. Frequency of Collection
2. Cost (to taxes and for garbage tags)
3. Ability to pick up a wide range of materials
4. Convenience (ease of placing out garbage)
5. Responsive Customer Service
6. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)

Q4. What Challenges, if any, have you experienced with curbside waste pickup?

Missed Collection
High Cost
Lack of special collection services (e.g., for bulky items, hazardous waste)

Q5. Would you like to see any additional services as part of the waste collection service?

Bulky item pick up
Organics/Yard waste collection
Hazardous waste collection

Q6. Do you have any additional comments or suggestions regarding our waste services?

not answered



Respondent No: 114

Login: Anonymous

Responded At: May 25, 2024 15:30:33 pm

Last Seen: May 25, 2024 15:30:33 pm

Q1. Overall, how satisfied are you with the current collection program?

Very happy

Q2. Why did you answer that way?

It gets picked. That's good ♀

Q3. What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)

1. Ability to pick up a wide range of materials
2. Frequency of Collection
3. Cost (to taxes and for garbage tags)
4. Convenience (ease of placing out garbage)
5. Responsive Customer Service
6. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)

Q4. What Challenges, if any, have you experienced with curbside waste pickup?

Not Enough Capacity (Over 4 bag limit)
High Cost
Lack of special collection services (e.g., for bulky items, hazardous waste)

Q5. Would you like to see any additional services as part of the waste collection service?

Bulky item pick up

Q6. Do you have any additional comments or suggestions regarding our waste services?

Needs to be cheaper especially if you're now going to make us no doubt lose services with the blue box if the government decides not to take half the stuff and you only allow 4 to go to waste



Respondent No: 115

Login: Anonymous

Responded At: May 25, 2024 16:54:28 pm

Last Seen: May 25, 2024 16:54:28 pm

Q1. **Overall, how satisfied are you with the current collection program?** Very happy

Q2. **Why did you answer that way?**

I've never had a problem. Always been taken. I can't believe all the complaints. Live on grey road one

Q3. **What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)**

1. Frequency of Collection
2. Convenience (ease of placing out garbage)
3. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
4. Ability to pick up a wide range of materials
5. Responsive Customer Service
6. Cost (to taxes and for garbage tags)

Q4. **What Challenges, if any, have you experienced with curbside waste pickup?**

I have not experienced challenges

Q5. **Would you like to see any additional services as part of the waste collection service?**

Bulky item pick up
Hazardous waste collection

Q6. **Do you have any additional comments or suggestions regarding our waste services?**

I appreciate this service. Ty



Respondent No: 116

Login: Anonymous

Responded At: May 25, 2024 17:04:18 pm

Last Seen: May 25, 2024 17:04:18 pm

Q1. **Overall, how satisfied are you with the current collection program?** Neutral

Q2. **Why did you answer that way?**

I know there are more local companies that do the same job. There seems to be more missed pick ups with this company than others

Q3. **What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)**

1. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
2. Responsive Customer Service
3. Ability to pick up a wide range of materials
4. Cost (to taxes and for garbage tags)
5. Frequency of Collection
6. Convenience (ease of placing out garbage)

Q4. **What Challenges, if any, have you experienced with curbside waste pickup?**

Missed Collection
High Cost
Lack of special collection services (e.g., for bulky items, hazardous waste)

Q5. **Would you like to see any additional services as part of the waste collection service?**

Bulky item pick up
Hazardous waste collection

Q6. **Do you have any additional comments or suggestions regarding our waste services?**

Having a hazardous waste more frequent than just for Owen sound would be helpful. Too long of lines for the amount of time they are open for. The compost program I love!!! Has reduced our waste for our household.



Respondent No: 117

Login: Anonymous

Responded At: May 25, 2024 17:38:51 pm

Last Seen: May 25, 2024 17:38:51 pm

Q1. Overall, how satisfied are you with the current collection program?

Happy

Q2. Why did you answer that way?

Reliable and encourages the homeowner to reduce waste via bag tag system

Q3. What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)

1. Ability to pick up a wide range of materials
2. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
3. Convenience (ease of placing out garbage)
4. Responsive Customer Service
5. Cost (to taxes and for garbage tags)
6. Frequency of Collection

Q4. What Challenges, if any, have you experienced with curbside waste pickup?

Lack of special collection services (e.g., for bulky items, hazardous waste)

Other (please specify)

It would be great if they could grab used engine oil other municipalities offer this service.

Q5. Would you like to see any additional services as part of the waste collection service?

Organics/Yard waste collection
Hazardous waste collection

Q6. Do you have any additional comments or suggestions regarding our waste services?

The food cycled program helped reduce our was 50%. The requires us to only have garbage collection biweekly



Respondent No: 118

Login: Anonymous

Responded At: May 25, 2024 17:57:53 pm

Last Seen: May 25, 2024 17:57:53 pm

Q1. **Overall, how satisfied are you with the current collection program?** Happy

Q2. **Why did you answer that way?**

In general it has been good. The only thing is that they throw the bins on the ground and the lids away, so bugs get inside. It would be appreciated if they can stand the bins upright and put the lids back on. It doesn't take a lot of time and it would improve the service perception for us as customers.

Q3. **What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)**

1. Cost (to taxes and for garbage tags)
2. Ability to pick up a wide range of materials
3. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
4. Convenience (ease of placing out garbage)
5. Frequency of Collection
6. Responsive Customer Service

Q4. **What Challenges, if any, have you experienced with curbside waste pickup?**

High Cost
Lack of special collection services (e.g., for bulky items, hazardous waste)
Issues with bin damage and replacement

Q5. **Would you like to see any additional services as part of the waste collection service?**

Bulky item pick up
Organics/Yard waste collection
Other (please specify)
Weekly recycling collection

Q6. **Do you have any additional comments or suggestions regarding our waste services?**

As mentioned before, we would appreciate if they stopped throwing the bins to the floor, leave them upright and lids on to avoid bugs getting inside. Also, please continue with the Vitamix program, it has been great to have an organic waste management system, we are very satisfied with that purchase.



Respondent No: 119

Login: Anonymous

Responded At: May 25, 2024 19:05:53 pm

Last Seen: May 25, 2024 19:05:53 pm

Q1. Overall, how satisfied are you with the current collection program?

Very happy

Q2. Why did you answer that way?

Never had a problem always on time!

Q3. What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)

1. Ability to pick up a wide range of materials
2. Frequency of Collection
3. Convenience (ease of placing out garbage)
4. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
5. Cost (to taxes and for garbage tags)
6. Responsive Customer Service

Q4. What Challenges, if any, have you experienced with curbside waste pickup?

I have not experienced challenges

Q5. Would you like to see any additional services as part of the waste collection service?

Organics/Yard waste collection
Hazardous waste collection

Q6. Do you have any additional comments or suggestions regarding our waste services?

Have had great pickup services



Respondent No: 120

Login: Anonymous

Responded At: May 25, 2024 19:30:57 pm

Last Seen: May 25, 2024 19:30:57 pm

Q1. Overall, how satisfied are you with the current collection program?

Happy

Q2. Why did you answer that way?

No problems with trash pick up or recycling. Should have more large item pick up.

Q3. What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)

1. Cost (to taxes and for garbage tags)
2. Ability to pick up a wide range of materials
3. Frequency of Collection
4. Responsive Customer Service
5. Convenience (ease of placing out garbage)
6. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)

Q4. What Challenges, if any, have you experienced with curbside waste pickup?

Lack of special collection services (e.g., for bulky items, hazardous waste)

Q5. Would you like to see any additional services as part of the waste collection service?

Bulky item pick up

Q6. Do you have any additional comments or suggestions regarding our waste services?

not answered



Respondent No: 121

Login: Anonymous

Responded At: May 25, 2024 19:54:51 pm

Last Seen: May 25, 2024 19:54:51 pm

Q1. Overall, how satisfied are you with the current collection program?

Very happy

Q2. Why did you answer that way?

No issues

Q3. What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)

1. Ability to pick up a wide range of materials
2. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
3. Cost (to taxes and for garbage tags)
4. Convenience (ease of placing out garbage)
5. Responsive Customer Service
6. Frequency of Collection

Q4. What Challenges, if any, have you experienced with curbside waste pickup?

I have not experienced challenges

Q5. Would you like to see any additional services as part of the waste collection service?

No additional services

Q6. Do you have any additional comments or suggestions regarding our waste services?

not answered



Respondent No: 122

Login: Anonymous

Responded At: May 25, 2024 22:15:33 pm

Last Seen: May 25, 2024 22:15:33 pm

Q1. **Overall, how satisfied are you with the current collection program?** Happy

Q2. **Why did you answer that way?**

I have never had an issue I just wish recycling was every week.

Q3. **What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)**

1. Frequency of Collection
2. Convenience (ease of placing out garbage)
3. Cost (to taxes and for garbage tags)
4. Ability to pick up a wide range of materials
5. Responsive Customer Service
6. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)

Q4. **What Challenges, if any, have you experienced with curbside waste pickup?**

Pickup not Frequent Enough
I have not experienced challenges

Q5. **Would you like to see any additional services as part of the waste collection service?**

Organics/Yard waste collection

Q6. **Do you have any additional comments or suggestions regarding our waste services?**

Keep the same people just pickup recycling every week, and add yard waste.



Respondent No: 123
Login: Anonymous

Responded At: May 26, 2024 04:24:33 am
Last Seen: May 26, 2024 04:24:33 am

Q1. Overall, how satisfied are you with the current collection program? Happy

Q2. Why did you answer that way?

Generally, the curb side pickup works as expected. I wish we had more access to hazardous waste collection days.

Q3. What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)

- 1. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
- 2. Cost (to taxes and for garbage tags)
- 3. Ability to pick up a wide range of materials
- 4. Frequency of Collection
- 5. Convenience (ease of placing out garbage)
- 6. Responsive Customer Service

Q4. What Challenges, if any, have you experienced with curbside waste pickup?

Missed Collection
Lack of special collection services (e.g., for bulky items, hazardous waste)

Q5. Would you like to see any additional services as part of the waste collection service?

Bulky item pick up
Hazardous waste collection

Q6. Do you have any additional comments or suggestions regarding our waste services?

not answered



Respondent No: 124

Login: Anonymous

Responded At: May 26, 2024 04:38:39 am

Last Seen: May 26, 2024 04:38:39 am

Q1. Overall, how satisfied are you with the current collection program? Neutral

Q2. Why did you answer that way?

I would like to see our current day moved to be not on Mondays which often fall on Stat holidays when a lot of people are not able to put out their trash or recycling. These days should also be considered holidays for staff and things should be avoided to force them to work during time that should be spent with their families. I would also like to see an expansion on what can be recycled to reduce the amount of garbage going to landfills. There is so much more than can be done as options for landfill space is decreasing.

Q3. What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)

1. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
2. Ability to pick up a wide range of materials
3. Cost (to taxes and for garbage tags)
4. Frequency of Collection
5. Convenience (ease of placing out garbage)
6. Responsive Customer Service

Q4. What Challenges, if any, have you experienced with curbside waste pickup?

Lack of special collection services (e.g., for bulky items, hazardous waste)

Q5. Would you like to see any additional services as part of the waste collection service?

Hazardous waste collection

Q6. Do you have any additional comments or suggestions regarding our waste services?

I would like to see a more consistent approach for the recyclables. Every municipality seems to have different rules on what they can recycle. I would love Georgian Bluffs to follow the lead of Brockton and Meaford in allowing to recycle film plastics (there is a company in Listowel that will purchase film plastics from municipalities). This can greatly reduce the amount of garbage. Some other municipalities also allow for recycling milk cartons and Styrofoam. Every option should be explored to reduce the amount of things going into the landfills since we no longer have a dump within Georgian Bluffs. Adding the hazardous waste option for collection would also be greatly beneficial, or to even have a day for Georgian Bluffs residents only. The Owen Sound days are so overly busy since they're trying to service too large of an area. I've heard many anecdotes of residents putting hazardous waste in the trash because they don't have the time or patience to wait in the giant line-up on the hazardous waste days.



Respondent No: 125

Login: Anonymous

Responded At: May 26, 2024 07:21:36 am

Last Seen: May 26, 2024 07:21:36 am

Q1. **Overall, how satisfied are you with the current collection program?** Unhappy

Q2. **Why did you answer that way?**

My collection gets missed most weeks mainly on recycling days.

Q3. **What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)**

1. Frequency of Collection
2. Responsive Customer Service
3. Convenience (ease of placing out garbage)
4. Cost (to taxes and for garbage tags)
5. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
6. Ability to pick up a wide range of materials

Q4. **What Challenges, if any, have you experienced with curbside waste pickup?**

Missed Collection
Customer Service Challenges
Issues with bin damage and replacement

Q5. **Would you like to see any additional services as part of the waste collection service?**

Hazardous waste collection

Q6. **Do you have any additional comments or suggestions regarding our waste services?**

not answered



Respondent No: 126

Login: Anonymous

Responded At: May 26, 2024 07:44:39 am

Last Seen: May 26, 2024 07:44:39 am

Q1. **Overall, how satisfied are you with the current collection program?**

Neutral

Q2. **Why did you answer that way?**

Garbage collection too frequent. Sometimes unreliable.

Q3. **What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)**

1. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
2. Ability to pick up a wide range of materials
3. Responsive Customer Service
4. Convenience (ease of placing out garbage)
5. Frequency of Collection
6. Cost (to taxes and for garbage tags)

Q4. **What Challenges, if any, have you experienced with curbside waste pickup?**

Missed Collection
Lack of special collection services (e.g., for bulky items, hazardous waste)

Q5. **Would you like to see any additional services as part of the waste collection service?**

Hazardous waste collection

Q6. **Do you have any additional comments or suggestions regarding our waste services?**

Move to less frequent pickups



Respondent No: 127

Login: Anonymous

Responded At: May 26, 2024 13:01:06 pm

Last Seen: May 26, 2024 13:01:06 pm

Q1. **Overall, how satisfied are you with the current collection program?** Happy

Q2. **Why did you answer that way?**

It's consistent. If anything, more frequent that we need. As a household of two retirees, we don't generate a lot of garbage and we compost all our organic waste.

Q3. **What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)**

1. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
2. Cost (to taxes and for garbage tags)
3. Responsive Customer Service
4. Convenience (ease of placing out garbage)
5. Frequency of Collection
6. Ability to pick up a wide range of materials

Q4. **What Challenges, if any, have you experienced with curbside waste pickup?**

Other (please specify)

Our situation is unique in that the garbage truck needs to back into our driveway to turn around and on one occasion took out our mailbox. We tend to watch out now.

Q5. **Would you like to see any additional services as part of the waste collection service?**

No additional services

Q6. **Do you have any additional comments or suggestions regarding our waste services?**

We are very conscious of the need to divert waste from landfill. We believe waste management should also be an individual responsibility: in what we buy, what we do with the packaging, avoiding single use plastics, learning to reduce and reuse. Neighbourhood incentives in settlement areas/ community workshops on composting, upcycling, and waste diversion are some methods through which reductions can be achieved.



Respondent No: 128

Login: Anonymous

Responded At: May 26, 2024 13:33:25 pm

Last Seen: May 26, 2024 13:33:25 pm

Q1. **Overall, how satisfied are you with the current collection program?** Unhappy

Q2. **Why did you answer that way?**

Never know when and if they are going to show up. They throw and slam the bins around and if they drop recycling or it falls out of the truck they rarely pick it up.

Q3. **What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)**

1. Frequency of Collection
2. Ability to pick up a wide range of materials
3. Cost (to taxes and for garbage tags)
4. Convenience (ease of placing out garbage)
5. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
6. Responsive Customer Service

Q4. **What Challenges, if any, have you experienced with curbside waste pickup?**

Missed Collection

Q5. **Would you like to see any additional services as part of the waste collection service?**

Bulky item pick up
Organics/Yard waste collection

Q6. **Do you have any additional comments or suggestions regarding our waste services?**

I like that we don't have to sort our recycling anymore but am definitely willing to sort again if it means finding a company that is more reliable as we previously had. It seems like each week it is a different person showing up where as before it was the same two people every week and I feel that may have made the previous company more reliable.



Respondent No: 129

Login: Anonymous

Responded At: May 26, 2024 16:44:48 pm

Last Seen: May 26, 2024 16:44:48 pm

Q1. Overall, how satisfied are you with the current collection program?

Happy

Q2. Why did you answer that way?

I haven't experienced any issues thus far.

Q3. What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)

1. Convenience (ease of placing out garbage)
2. Ability to pick up a wide range of materials
3. Cost (to taxes and for garbage tags)
4. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
5. Frequency of Collection
6. Responsive Customer Service

Q4. What Challenges, if any, have you experienced with curbside waste pickup?

Lack of special collection services (e.g., for bulky items, hazardous waste)

I have not experienced challenges

Q5. Would you like to see any additional services as part of the waste collection service?

Hazardous waste collection

Q6. Do you have any additional comments or suggestions regarding our waste services?

not answered



Respondent No: 130

Login: Anonymous

Responded At: May 26, 2024 17:14:43 pm

Last Seen: May 26, 2024 17:14:43 pm

Q1. **Overall, how satisfied are you with the current collection program?** Happy

Q2. **Why did you answer that way?**

Some times they miss our road section (items are out before required time) and have to ask them to come back the next day.

Q3. **What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)**

1. Cost (to taxes and for garbage tags)
2. Ability to pick up a wide range of materials
3. Frequency of Collection
4. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
5. Convenience (ease of placing out garbage)
6. Responsive Customer Service

Q4. **What Challenges, if any, have you experienced with curbside waste pickup?**

Missed Collection
High Cost

Q5. **Would you like to see any additional services as part of the waste collection service?**

No additional services

Q6. **Do you have any additional comments or suggestions regarding our waste services?**

I have noticed over the last few years that both blue box items and household garbage bags are now thrown in the same truck garbage bin at pick up point. A few years ago our blue box pickup (by another provider) was actually being sorting at pickup point. Does that mean that everything has to be resorted again? If so how much is that added cost and how much is that an actual gain. I can be contacted at 519- 534-2106.



Respondent No: 131

Login: Anonymous

Responded At: May 26, 2024 19:01:31 pm

Last Seen: May 26, 2024 19:01:31 pm

Q1. **Overall, how satisfied are you with the current collection program?** Unhappy

Q2. **Why did you answer that way?**

Pick up has been bad since the last change. Bins lost, not picking up bags, throwing bins around

Q3. **What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)**

1. Ability to pick up a wide range of materials
2. Cost (to taxes and for garbage tags)
3. Frequency of Collection
4. Responsive Customer Service
5. Convenience (ease of placing out garbage)
6. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)

Q4. **What Challenges, if any, have you experienced with curbside waste pickup?**

Missed Collection
High Cost
Issues with bin damage and replacement

Q5. **Would you like to see any additional services as part of the waste collection service?**

Bulky item pick up
Organics/Yard waste collection

Q6. **Do you have any additional comments or suggestions regarding our waste services?**

Do it in house, don't contract it out. They don't care enough and don't look after the citizens. We deserve a better service. If there's a tag, pick up the bag.



Respondent No: 132

Login: Anonymous

Responded At: May 27, 2024 05:10:50 am

Last Seen: May 27, 2024 05:10:50 am

Q1. Overall, how satisfied are you with the current collection program?

Happy

Q2. Why did you answer that way?

Reliable service that meets my needs.

Q3. What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)

1. Cost (to taxes and for garbage tags)
2. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
3. Ability to pick up a wide range of materials
4. Frequency of Collection
5. Convenience (ease of placing out garbage)
6. Responsive Customer Service

Q4. What Challenges, if any, have you experienced with curbside waste pickup?

Lack of special collection services (e.g., for bulky items, hazardous waste)

Q5. Would you like to see any additional services as part of the waste collection service?

Bulky item pick up

Q6. Do you have any additional comments or suggestions regarding our waste services?

We purchased a food cycler and use it several times a week. It has diverted a significant amount of organic waste from our garbage.



Respondent No: 133

Login: Anonymous

Responded At: May 27, 2024 06:03:12 am

Last Seen: May 27, 2024 06:03:12 am

Q1. Overall, how satisfied are you with the current collection program?

Happy

Q2. Why did you answer that way?

They collect the waste as their contract states.

Q3. What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)

1. Frequency of Collection
2. Cost (to taxes and for garbage tags)
3. Convenience (ease of placing out garbage)
4. Ability to pick up a wide range of materials
5. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
6. Responsive Customer Service

Q4. What Challenges, if any, have you experienced with curbside waste pickup?

Lack of special collection services (e.g., for bulky items, hazardous waste)

Q5. Would you like to see any additional services as part of the waste collection service?

Organics/Yard waste collection

Q6. Do you have any additional comments or suggestions regarding our waste services?

We need a hazardous waste facility, curb side pick up is not appropriate for hazardous waste.



Respondent No: 134

Login: Anonymous

Responded At: May 27, 2024 07:31:10 am

Last Seen: May 27, 2024 07:31:10 am

Q1. Overall, how satisfied are you with the current collection program? Unhappy

Q2. Why did you answer that way?

Once a month my pick up is missed. I only put my garbage out on recycling days. Every second pick up is missed and needs to be picked up the next day. It's becoming predictable. That tells me that they don't have enough staff or they've overcommitted themselves. They seem to be missing pick ups in a rotation across the community

Q3. What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)

1. Cost (to taxes and for garbage tags)
2. Ability to pick up a wide range of materials
3. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
4. Frequency of Collection
5. Responsive Customer Service
6. Convenience (ease of placing out garbage)

Q4. What Challenges, if any, have you experienced with curbside waste pickup?

Missed Collection
Customer Service Challenges
Lack of special collection services (e.g., for bulky items, hazardous waste)

Q5. Would you like to see any additional services as part of the waste collection service?

Bulky item pick up
Organics/Yard waste collection

Q6. Do you have any additional comments or suggestions regarding our waste services?

They don't recycle. All waste goes into the same truck, into the same compartment. It is impossible that they are then going through all the garbage collected and sorting out what is recyclable. I feel like I'm being scammed.



Respondent No: 135

Login: Anonymous

Responded At: May 27, 2024 08:21:16 am

Last Seen: May 27, 2024 08:21:16 am

Q1. **Overall, how satisfied are you with the current collection program?** Neutral

Q2. **Why did you answer that way?**

Wish there was organic collected and recycling every week

Q3. **What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)**

1. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
2. Ability to pick up a wide range of materials
3. Cost (to taxes and for garbage tags)
4. Frequency of Collection
5. Responsive Customer Service
6. Convenience (ease of placing out garbage)

Q4. **What Challenges, if any, have you experienced with curbside waste pickup?**

Missed Collection

Q5. **Would you like to see any additional services as part of the waste collection service?**

Organics/Yard waste collection

Q6. **Do you have any additional comments or suggestions regarding our waste services?**

We could really cut down on the amount of waste if there was a municipal wide organics collection option.



Respondent No: 136

Login: Anonymous

Responded At: May 27, 2024 09:12:07 am

Last Seen: May 27, 2024 09:12:07 am

Q1. **Overall, how satisfied are you with the current collection program?** Neutral

Q2. **Why did you answer that way?**

it is what I expect it would be.

Q3. **What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)**

1. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
2. Cost (to taxes and for garbage tags)
3. Convenience (ease of placing out garbage)
4. Ability to pick up a wide range of materials
5. Frequency of Collection
6. Responsive Customer Service

Q4. **What Challenges, if any, have you experienced with curbside waste pickup?**

I have not experienced challenges

Q5. **Would you like to see any additional services as part of the waste collection service?**

Hazardous waste collection

Q6. **Do you have any additional comments or suggestions regarding our waste services?**

1) Currently collection is done with the truck travelling up one side of the road and then down the other - why not place the garbage and recycle on the same side as our mail box and have the truck just go up the street once. May not work on all streets - but should be a cost / time savings on most streets. 2) In the cold months - collection of waste every second week should be possible. 3) Share some information of where does the waste go after it is picked up - and where does it finally end up. thanks



Respondent No: 137

Login: Anonymous

Responded At: May 27, 2024 10:24:27 am

Last Seen: May 27, 2024 10:24:27 am

Q1. **Overall, how satisfied are you with the current collection program?** Happy

Q2. **Why did you answer that way?**

Mosyly, our garbage and recycle gets picked up when scheduled. But it has got missed and don't like the fact that I separate it...cans, pladtics and cardboard...it all gets dumped into one spot with the current truck that picks it up. Not good for our waste management system!!

Q3. **What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)**

1. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
2. Cost (to taxes and for garbage tags)
3. Frequency of Collection
4. Responsive Customer Service
5. Convenience (ease of placing out garbage)
6. Ability to pick up a wide range of materials

Q4. **What Challenges, if any, have you experienced with curbside waste pickup?**

Missed Collection

Other (please specify)

All gets dumped into one spot, why am I taking the time to sort...if you are mixing it altogether

Q5. **Would you like to see any additional services as part of the waste collection service?**

No additional services

Q6. **Do you have any additional comments or suggestions regarding our waste services?**

Main concern is it getting mixed altogether when truck picks it up at our gate!



Respondent No: 138

Login: Anonymous

Responded At: May 27, 2024 13:11:18 pm

Last Seen: May 27, 2024 13:11:18 pm

Q1. Overall, how satisfied are you with the current collection program?

Happy

Q2. Why did you answer that way?

not answered

Q3. What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)

1. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
2. Frequency of Collection
3. Cost (to taxes and for garbage tags)
4. Ability to pick up a wide range of materials
5. Convenience (ease of placing out garbage)
6. Responsive Customer Service

Q4. What Challenges, if any, have you experienced with curbside waste pickup?

I have not experienced challenges

Q5. Would you like to see any additional services as part of the waste collection service?

Organics/Yard waste collection

Q6. Do you have any additional comments or suggestions regarding our waste services?

I would like to see weekly green waste pick up and then alternating garbage and recycling pick up.



Respondent No: 139

Login: Anonymous

Responded At: May 27, 2024 13:21:30 pm

Last Seen: May 27, 2024 13:21:30 pm

Q1. **Overall, how satisfied are you with the current collection program?** Very happy

Q2. **Why did you answer that way?**

not answered

Q3. **What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)**

1. Cost (to taxes and for garbage tags)
2. Convenience (ease of placing out garbage)
3. Frequency of Collection
4. Responsive Customer Service
5. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
6. Ability to pick up a wide range of materials

Q4. **What Challenges, if any, have you experienced with curbside waste pickup?**

High Cost

Q5. **Would you like to see any additional services as part of the waste collection service?**

No additional services

Q6. **Do you have any additional comments or suggestions regarding our waste services?**

I pay nearly \$8K in annual property taxes, that the township should use some of that towards garbage disposal. As I live on Grey Rd 1 and do not use or have in close proximity any other services from the township other then snow removal.



Respondent No: 140

Login: Anonymous

Responded At: May 27, 2024 15:55:48 pm

Last Seen: May 27, 2024 15:55:48 pm

Q1. **Overall, how satisfied are you with the current collection program?** Unhappy

Q2. **Why did you answer that way?**

Bag tags are a nuisance - a better option is to calculate one bag into taxes and require tags for any extra. The recycling program is restrictive in what plastics can be recycled.

Q3. **What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)**

1. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
2. Ability to pick up a wide range of materials
3. Frequency of Collection
4. Cost (to taxes and for garbage tags)
5. Convenience (ease of placing out garbage)
6. Responsive Customer Service

Q4. **What Challenges, if any, have you experienced with curbside waste pickup?**

Lack of special collection services (e.g., for bulky items, hazardous waste)
Issues with bin damage and replacement

Q5. **Would you like to see any additional services as part of the waste collection service?**

Hazardous waste collection

Q6. **Do you have any additional comments or suggestions regarding our waste services?**

Although the province is leading the recycling program in the near future, environmental impacts of our waste should be a top priority for the township. Many people are still burning garbage and recycling due to perceived difficulties with the current collection program. Calculating the cost into taxes and a robust and supported recycling program could avoid residential garbage burning.



Respondent No: 141

Login: Anonymous

Responded At: May 27, 2024 17:36:19 pm

Last Seen: May 27, 2024 17:36:19 pm

Q1. **Overall, how satisfied are you with the current collection program?** Neutral

Q2. **Why did you answer that way?**

It's very rare that my garbage gets missed. The recycling pick up every two weeks was great, but now that aspect of waste management is out of the townships hands. Other than that, I've just taken garbage pick up for granted.

Q3. **What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)**

1. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
2. Responsive Customer Service
3. Ability to pick up a wide range of materials
4. Convenience (ease of placing out garbage)
5. Frequency of Collection
6. Cost (to taxes and for garbage tags)

Q4. **What Challenges, if any, have you experienced with curbside waste pickup?**

Lack of special collection services (e.g., for bulky items, hazardous waste)

Q5. **Would you like to see any additional services as part of the waste collection service?**

Bulky item pick up
Organics/Yard waste collection
Hazardous waste collection

Q6. **Do you have any additional comments or suggestions regarding our waste services?**

The fact that I live in big Bay requires me to travel quite a distance to dispose of hazardous waste materials and organic materials such as limbs and other organics.



Respondent No: 142

Login: Anonymous

Responded At: May 27, 2024 17:54:47 pm

Last Seen: May 27, 2024 17:54:47 pm

Q1. Overall, how satisfied are you with the current collection program?

Happy

Q2. Why did you answer that way?

Dependable

Q3. What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)

1. Frequency of Collection
2. Convenience (ease of placing out garbage)
3. Cost (to taxes and for garbage tags)
4. Ability to pick up a wide range of materials
5. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
6. Responsive Customer Service

Q4. What Challenges, if any, have you experienced with curbside waste pickup?

High Cost

Q5. Would you like to see any additional services as part of the waste collection service?

No additional services

Q6. Do you have any additional comments or suggestions regarding our waste services?

not answered



Respondent No: 143

Login: Anonymous

Responded At: May 27, 2024 19:33:29 pm

Last Seen: May 27, 2024 19:33:29 pm

Q1. Overall, how satisfied are you with the current collection program?

Happy

Q2. Why did you answer that way?

not answered

Q3. What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)

1. Convenience (ease of placing out garbage)
2. Cost (to taxes and for garbage tags)
3. Responsive Customer Service
4. Ability to pick up a wide range of materials
5. Frequency of Collection
6. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)

Q4. What Challenges, if any, have you experienced with curbside waste pickup?

Missed Collection

Q5. Would you like to see any additional services as part of the waste collection service?

No additional services

Q6. Do you have any additional comments or suggestions regarding our waste services?

not answered



Respondent No: 144

Login: Anonymous

Responded At: May 28, 2024 05:25:21 am

Last Seen: May 28, 2024 05:25:21 am

Q1. Overall, how satisfied are you with the current collection program?

Neutral

Q2. Why did you answer that way?

Could be better.

Q3. What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)

1. Convenience (ease of placing out garbage)
2. Ability to pick up a wide range of materials
3. Cost (to taxes and for garbage tags)
4. Frequency of Collection
5. Responsive Customer Service
6. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)

Q4. What Challenges, if any, have you experienced with curbside waste pickup?

Issues with bin damage and replacement

Q5. Would you like to see any additional services as part of the waste collection service?

Bulky item pick up
Hazardous waste collection

Q6. Do you have any additional comments or suggestions regarding our waste services?

Get rid of bag tags. Move to property tax based model. Large wheel out bins supplied by municipality (charge on property tax).



Respondent No: 145

Login: Anonymous

Responded At: May 28, 2024 05:39:40 am

Last Seen: May 28, 2024 05:39:40 am

Q1. Overall, how satisfied are you with the current collection program? Happy

Q2. Why did you answer that way?

I have never had an issue with my garbage being picked up, which may be because mine is picked up earlier in the day, because I am early on the route any issues with equipment or drivers haven't happened yet. My neighbours on the other side of the road have their garbage picked up later in the day and are often missed especially in the winter.

Q3. What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)

1. Cost (to taxes and for garbage tags)
2. Responsive Customer Service
3. Convenience (ease of placing out garbage)
4. Ability to pick up a wide range of materials
5. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
6. Frequency of Collection

Q4. What Challenges, if any, have you experienced with curbside waste pickup?

Lack of special collection services (e.g., for bulky items, hazardous waste)

I have not experienced challenges

Q5. Would you like to see any additional services as part of the waste collection service?

Other (please specify)

A drop off place for bulkier items would be helpful.

Q6. Do you have any additional comments or suggestions regarding our waste services?

Has any thought been given to community locations for residents to drop their garbage off at so that garbage trucks pick up at select locations, perhaps more often, instead of going door to door. That would mean residents don't have to store garbage at their home but could drop off one or two bags at a time. Cottage owners could deliver garbage to these locations instead of leaving it at the end of their driveways on Monday morning.



Respondent No: 146

Login: Anonymous

Responded At: May 28, 2024 05:56:16 am

Last Seen: May 28, 2024 05:56:16 am

Q1. Overall, how satisfied are you with the current collection program?

Neutral

Q2. Why did you answer that way?

not answered

Q3. What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)

1. Cost (to taxes and for garbage tags)
2. Frequency of Collection
3. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
4. Responsive Customer Service
5. Convenience (ease of placing out garbage)
6. Ability to pick up a wide range of materials

Q4. What Challenges, if any, have you experienced with curbside waste pickup?

I have not experienced challenges

Q5. Would you like to see any additional services as part of the waste collection service?

Bulky item pick up
Hazardous waste collection

Q6. Do you have any additional comments or suggestions regarding our waste services?

not answered



Respondent No: 147

Login: Anonymous

Responded At: May 28, 2024 08:25:57 am

Last Seen: May 28, 2024 08:25:57 am

Q1. **Overall, how satisfied are you with the current collection program?** Very happy

Q2. **Why did you answer that way?**

the current program with weekly garbage pick up and bi-weekly works well for my household.

Q3. **What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)**

1. Convenience (ease of placing out garbage)
2. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
3. Ability to pick up a wide range of materials
4. Frequency of Collection
5. Responsive Customer Service
6. Cost (to taxes and for garbage tags)

Q4. **What Challenges, if any, have you experienced with curbside waste pickup?**

I have not experienced challenges

Q5. **Would you like to see any additional services as part of the waste collection service?**

Organics/Yard waste collection

Q6. **Do you have any additional comments or suggestions regarding our waste services?**

Having relocated to Georgian Bluffs from a community where organic and Yard Waste collection was provided - this is a service that I really miss.



Respondent No: 148

Login: Anonymous

Responded At: May 28, 2024 09:54:30 am

Last Seen: May 28, 2024 09:54:30 am

Q1. Overall, how satisfied are you with the current collection program?

Happy

Q2. Why did you answer that way?

Biweekly recycle works for us. Bag tags are a decent price.

Q3. What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)

1. Cost (to taxes and for garbage tags)
2. Ability to pick up a wide range of materials
3. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
4. Frequency of Collection
5. Convenience (ease of placing out garbage)
6. Responsive Customer Service

Q4. What Challenges, if any, have you experienced with curbside waste pickup?

Missed Collection
Lack of special collection services (e.g., for bulky items, hazardous waste)

Q5. Would you like to see any additional services as part of the waste collection service?

Bulky item pick up

Q6. Do you have any additional comments or suggestions regarding our waste services?

not answered



Respondent No: 149

Login: Anonymous

Responded At: May 28, 2024 10:38:55 am

Last Seen: May 28, 2024 10:38:55 am

Q1. **Overall, how satisfied are you with the current collection program?** Neutral

Q2. **Why did you answer that way?**

With recycling being every other week, we always have multiple containers to drag to the road on recycling week. I would prefer recycling every week, although that is probably outside of this conversation. I would support a green bin initiative if one were financially viable. If we didn't have stinky non-compost-pile-compatible waste, we could probably reduce our garbage collection to every other week.

Q3. **What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)**

1. Ability to pick up a wide range of materials
2. Convenience (ease of placing out garbage)
3. Cost (to taxes and for garbage tags)
4. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
5. Frequency of Collection
6. Responsive Customer Service

Q4. **What Challenges, if any, have you experienced with curbside waste pickup?**

Missed Collection
Pickup not Frequent Enough
Issues with bin damage and replacement

Q5. **Would you like to see any additional services as part of the waste collection service?**

Bulky item pick up
Organics/Yard waste collection
Hazardous waste collection

Q6. **Do you have any additional comments or suggestions regarding our waste services?**

expanding the services would be great but I'm realistic - I know these things add cost, and we have the ability to purchase a green cone, compost, piggyback on Owen Sound's hazardous waste days and take bulky items directly to Miller's depot.



Respondent No: 150

Login: Anonymous

Responded At: May 28, 2024 10:39:05 am

Last Seen: May 28, 2024 10:39:05 am

Q1. **Overall, how satisfied are you with the current collection program?** Unhappy

Q2. **Why did you answer that way?**

Instead of just picking up the container that the wind had blown over (nothing had spilled), it and its contents were left. Additionally, I am quite angry with the decision that I could no longer use my wheeled blue box container. I had been using it for a number as part of a fall prevention program.

Q3. **What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)**

1. Convenience (ease of placing out garbage)
2. Responsive Customer Service
3. Ability to pick up a wide range of materials
4. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
5. Cost (to taxes and for garbage tags)
6. Frequency of Collection

Q4. **What Challenges, if any, have you experienced with curbside waste pickup?**

Customer Service Challenges
Lack of special collection services (e.g., for bulky items, hazardous waste)

Q5. **Would you like to see any additional services as part of the waste collection service?**

Bulky item pick up
Hazardous waste collection

Q6. **Do you have any additional comments or suggestions regarding our waste services?**

not answered



Respondent No: 151

Login: Anonymous

Responded At: May 28, 2024 12:22:52 pm

Last Seen: May 28, 2024 12:22:52 pm

Q1. **Overall, how satisfied are you with the current collection program?** Neutral

Q2. **Why did you answer that way?**

Disposal of hazardous waste, old furniture, metals, etc is a nuisance. It's a 20-25 minute drive plus fees to the private disposal company's compound. Inconvenient and expensive! Properly tagged garbage have left behind sometimes. Apparently, it's too hard to tip our wheeled container over to slide the bag or bags. Makes more sense than the collector having to lift up to 22kg bag up and over the rim. It's not rocket science!

Q3. **What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)**

1. Convenience (ease of placing out garbage)
2. Frequency of Collection
3. Cost (to taxes and for garbage tags)
4. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
5. Ability to pick up a wide range of materials
6. Responsive Customer Service

Q4. **What Challenges, if any, have you experienced with curbside waste pickup?**

Not Enough Capacity (Over 4 bag limit)
Lack of special collection services (e.g., for bulky items, hazardous waste)
Accessibility Challenges

Q5. **Would you like to see any additional services as part of the waste collection service?**

Bulky item pick up
Hazardous waste collection

Q6. **Do you have any additional comments or suggestions regarding our waste services?**

not answered



Respondent No: 152

Login: Anonymous

Responded At: May 28, 2024 18:52:19 pm

Last Seen: May 28, 2024 18:52:19 pm

Q1. Overall, how satisfied are you with the current collection program?

Very happy

Q2. Why did you answer that way?

not answered

Q3. What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)

1. Cost (to taxes and for garbage tags)
2. Frequency of Collection
3. Convenience (ease of placing out garbage)
4. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
5. Ability to pick up a wide range of materials
6. Responsive Customer Service

Q4. What Challenges, if any, have you experienced with curbside waste pickup?

I have not experienced challenges

Q5. Would you like to see any additional services as part of the waste collection service?

No additional services

Q6. Do you have any additional comments or suggestions regarding our waste services?

I am happy with current system and bag tag cost is reasonable



Respondent No: 153

Login: Anonymous

Responded At: May 28, 2024 19:38:23 pm

Last Seen: May 28, 2024 19:38:23 pm

Q1. Overall, how satisfied are you with the current collection program? Neutral

Q2. Why did you answer that way?

pretty consistent pick up and driver/collector usually picks up items that fall on the ground as the transfer to the truck takes place

Q3. What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)

1. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
2. Responsive Customer Service
3. Cost (to taxes and for garbage tags)
4. Frequency of Collection
5. Ability to pick up a wide range of materials
6. Convenience (ease of placing out garbage)

Q4. What Challenges, if any, have you experienced with curbside waste pickup?

Lack of special collection services (e.g., for bulky items, hazardous waste)
I have not experienced challenges

Q5. Would you like to see any additional services as part of the waste collection service?

Hazardous waste collection

Q6. Do you have any additional comments or suggestions regarding our waste services?

not answered



Respondent No: 154

Login: Anonymous

Responded At: May 28, 2024 23:21:15 pm

Last Seen: May 28, 2024 23:21:15 pm

Q1. **Overall, how satisfied are you with the current collection program?** Neutral

Q2. **Why did you answer that way?**

Garbage pickup is good, recycling is not, always leaving items on the ground etc

Q3. **What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)**

1. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
2. Convenience (ease of placing out garbage)
3. Cost (to taxes and for garbage tags)
4. Frequency of Collection
5. Responsive Customer Service
6. Ability to pick up a wide range of materials

Q4. **What Challenges, if any, have you experienced with curbside waste pickup?**

Missed Collection
Lack of special collection services (e.g., for bulky items, hazardous waste)

Q5. **Would you like to see any additional services as part of the waste collection service?**

Bulky item pick up
Hazardous waste collection

Q6. **Do you have any additional comments or suggestions regarding our waste services?**

not answered



Respondent No: 155

Login: Anonymous

Responded At: May 29, 2024 05:38:50 am

Last Seen: May 29, 2024 05:38:50 am

Q1. **Overall, how satisfied are you with the current collection program?** Very unhappy

Q2. **Why did you answer that way?**

Waste Management is horrible, inconsistent, and non responsive.

Q3. **What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)**

1. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
2. Cost (to taxes and for garbage tags)
3. Responsive Customer Service
4. Frequency of Collection
5. Ability to pick up a wide range of materials
6. Convenience (ease of placing out garbage)

Q4. **What Challenges, if any, have you experienced with curbside waste pickup?**

Missed Collection
Customer Service Challenges

Q5. **Would you like to see any additional services as part of the waste collection service?**

No additional services

Q6. **Do you have any additional comments or suggestions regarding our waste services?**

not answered



Respondent No: 156

Login: Anonymous

Responded At: May 29, 2024 09:12:37 am

Last Seen: May 29, 2024 09:12:37 am

Q1. Overall, how satisfied are you with the current collection program?

Neutral

Q2. Why did you answer that way?

I wish recycling was every week.

Q3. What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)

1. Frequency of Collection
2. Ability to pick up a wide range of materials
3. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
4. Cost (to taxes and for garbage tags)
5. Convenience (ease of placing out garbage)
6. Responsive Customer Service

Q4. What Challenges, if any, have you experienced with curbside waste pickup?

Pickup not Frequent Enough
I have not experienced challenges

Q5. Would you like to see any additional services as part of the waste collection service?

Bulky item pick up
Organics/Yard waste collection
Hazardous waste collection

Q6. Do you have any additional comments or suggestions regarding our waste services?

not answered



Respondent No: 157

Login: Anonymous

Responded At: May 29, 2024 13:09:02 pm

Last Seen: May 29, 2024 13:09:02 pm

Q1. **Overall, how satisfied are you with the current collection program?** Neutral

Q2. **Why did you answer that way?**

timing is unpredictable, sometimes not picked up at all, but majority of the time everything is fine

Q3. **What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)**

1. Frequency of Collection
2. Cost (to taxes and for garbage tags)
3. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
4. Convenience (ease of placing out garbage)
5. Ability to pick up a wide range of materials
6. Responsive Customer Service

Q4. **What Challenges, if any, have you experienced with curbside waste pickup?**

Missed Collection
Customer Service Challenges

Q5. **Would you like to see any additional services as part of the waste collection service?**

No additional services

Q6. **Do you have any additional comments or suggestions regarding our waste services?**

not answered



Respondent No: 158

Login: Anonymous

Responded At: May 29, 2024 13:24:38 pm

Last Seen: May 29, 2024 13:24:38 pm

Q1. **Overall, how satisfied are you with the current collection program?** Neutral

Q2. **Why did you answer that way?**

Our pick up day has been missed several times. Late pick up. Inconsistency on what it's taken and how it's taken. Garbage and recycle bins thrown across driveway/ditch after collection. Leaving garage/recycle that has fallen when empty bins into truck on property (not picking up mess).

Q3. **What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)**

1. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
2. Convenience (ease of placing out garbage)
3. Cost (to taxes and for garbage tags)
4. Ability to pick up a wide range of materials
5. Responsive Customer Service
6. Frequency of Collection

Q4. **What Challenges, if any, have you experienced with curbside waste pickup?**

Missed Collection
Lack of special collection services (e.g., for bulky items, hazardous waste)
Issues with bin damage and replacement

Q5. **Would you like to see any additional services as part of the waste collection service?**

Bulky item pick up

Q6. **Do you have any additional comments or suggestions regarding our waste services?**

not answered



Respondent No: 159

Login: Anonymous

Responded At: May 29, 2024 15:37:49 pm

Last Seen: May 29, 2024 15:37:49 pm

Q1. Overall, how satisfied are you with the current collection program? Neutral

Q2. Why did you answer that way?

Much of the time with the recycling pick up many objects don't make their way to the garbage truck. They are just heaved and left on my lawn and the road. These include not only my recycling but, that of my neighbours

Q3. What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)

1. Ability to pick up a wide range of materials
2. Cost (to taxes and for garbage tags)
3. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
4. Convenience (ease of placing out garbage)
5. Responsive Customer Service
6. Frequency of Collection

Q4. What Challenges, if any, have you experienced with curbside waste pickup?

Lack of special collection services (e.g., for bulky items, hazardous waste)
Issues with bin damage and replacement

Q5. Would you like to see any additional services as part of the waste collection service?

Organics/Yard waste collection

Q6. Do you have any additional comments or suggestions regarding our waste services?

not answered



Respondent No: 160

Login: Anonymous

Responded At: May 30, 2024 16:23:13 pm

Last Seen: May 30, 2024 16:23:13 pm

Q1. **Overall, how satisfied are you with the current collection program?** Neutral

Q2. **Why did you answer that way?**

Wednesday service is very impractical for weekend residents. Most municipalities with cottage residents allow for Monday pickup. Garbage outside for days can lead to pests and unwanted animals and is unsightly for the neighbours.

Q3. **What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)**

1. Frequency of Collection
2. Cost (to taxes and for garbage tags)
3. Ability to pick up a wide range of materials
4. Convenience (ease of placing out garbage)
5. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
6. Responsive Customer Service

Q4. **What Challenges, if any, have you experienced with curbside waste pickup?**

Pickup not Frequent Enough

Q5. **Would you like to see any additional services as part of the waste collection service?**

Bulky item pick up
Organics/Yard waste collection

Q6. **Do you have any additional comments or suggestions regarding our waste services?**

The questions focuses on collection frequency but not day. Currently N and S Kepple benefits from Monday pickup but not Derby or Sarawak. Could there be alternating weeks?



Respondent No: 161

Login: Anonymous

Responded At: May 31, 2024 07:18:42 am

Last Seen: May 31, 2024 07:18:42 am

Q1. Overall, how satisfied are you with the current collection program? Neutral

Q2. Why did you answer that way?

We had issues with garbage collection in the past, our house had been missed MULTIPLE times- 6-8 weeks in a row. Otherwise I do find it sufficient, but I may suggest weekly recycling.

Q3. What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)

1. Ability to pick up a wide range of materials
2. Cost (to taxes and for garbage tags)
3. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
4. Responsive Customer Service
5. Convenience (ease of placing out garbage)
6. Frequency of Collection

Q4. What Challenges, if any, have you experienced with curbside waste pickup?

Missed Collection
High Cost
Lack of special collection services (e.g., for bulky items, hazardous waste)

Q5. Would you like to see any additional services as part of the waste collection service?

Bulky item pick up
Organics/Yard waste collection
Hazardous waste collection

Q6. Do you have any additional comments or suggestions regarding our waste services?

not answered



Respondent No: 162

Login: Anonymous

Responded At: May 31, 2024 20:46:55 pm

Last Seen: May 31, 2024 20:46:55 pm

Q1. Overall, how satisfied are you with the current collection program?

Happy

Q2. Why did you answer that way?

The collection is on time and efficient.

Q3. What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)

1. Cost (to taxes and for garbage tags)
2. Convenience (ease of placing out garbage)
3. Frequency of Collection
4. Responsive Customer Service
5. Ability to pick up a wide range of materials
6. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)

Q4. What Challenges, if any, have you experienced with curbside waste pickup?

Lack of special collection services (e.g., for bulky items, hazardous waste)

Q5. Would you like to see any additional services as part of the waste collection service?

Bulky item pick up

Q6. Do you have any additional comments or suggestions regarding our waste services?

not answered



Respondent No: 163

Login: Anonymous

Responded At: May 31, 2024 21:24:20 pm

Last Seen: May 31, 2024 21:24:20 pm

Q1. Overall, how satisfied are you with the current collection program? Neutral

Q2. Why did you answer that way?

A person gets used to a certain pick up time then they change the route and you miss it. I know you have set up a pick up time between 7 and 5.

Q3. What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)

1. Frequency of Collection
2. Convenience (ease of placing out garbage)
3. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
4. Ability to pick up a wide range of materials
5. Cost (to taxes and for garbage tags)
6. Responsive Customer Service

Q4. What Challenges, if any, have you experienced with curbside waste pickup?

Missed Collection
Pickup not Frequent Enough
Lack of special collection services (e.g., for bulky items, hazardous waste)

Q5. Would you like to see any additional services as part of the waste collection service?

Bulky item pick up
Hazardous waste collection

Q6. Do you have any additional comments or suggestions regarding our waste services?

not answered



Respondent No: 164

Login: Anonymous

Responded At: Jun 01, 2024 08:33:28 am

Last Seen: Jun 01, 2024 08:33:28 am

Q1. **Overall, how satisfied are you with the current collection program?** Happy

Q2. **Why did you answer that way?**

We have limited garbage so not impacted overly by collection. I know there have been some issues with trucks not getting everyone's garbage picked up (i.e. truck break down, weather etc.). We also use the food digester so have limited garbage (about 1 bag every 3-4 weeks)

Q3. **What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)**

1. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
2. Ability to pick up a wide range of materials
3. Cost (to taxes and for garbage tags)
4. Responsive Customer Service
5. Frequency of Collection
6. Convenience (ease of placing out garbage)

Q4. **What Challenges, if any, have you experienced with curbside waste pickup?**

Missed Collection
Lack of special collection services (e.g., for bulky items, hazardous waste)

Q5. **Would you like to see any additional services as part of the waste collection service?**

Hazardous waste collection

Q6. **Do you have any additional comments or suggestions regarding our waste services?**

not answered



Respondent No: 165

Login: Anonymous

Responded At: Jun 01, 2024 12:06:47 pm

Last Seen: Jun 01, 2024 12:06:47 pm

Q1. **Overall, how satisfied are you with the current collection program?** Neutral

Q2. **Why did you answer that way?**

Think more plastic material, such as bags and wrapping, and styrofoam should be collected.

Q3. **What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)**

1. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
2. Ability to pick up a wide range of materials
3. Frequency of Collection
4. Responsive Customer Service
5. Cost (to taxes and for garbage tags)
6. Convenience (ease of placing out garbage)

Q4. **What Challenges, if any, have you experienced with curbside waste pickup?**

I have not experienced challenges

Q5. **Would you like to see any additional services as part of the waste collection service?**

Hazardous waste collection

Q6. **Do you have any additional comments or suggestions regarding our waste services?**

not answered



Respondent No: 166

Login: Anonymous

Responded At: Jun 01, 2024 21:06:35 pm

Last Seen: Jun 01, 2024 21:06:35 pm

Q1. **Overall, how satisfied are you with the current collection program?** Neutral

Q2. **Why did you answer that way?**

Because we don't currently live in Georgian Bluffs, but we've purchased a home there - two weeks until close. So we don't have an opinion on how it's currently operating, but we care about how it will be in the future.

Q3. **What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)**

1. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
2. Frequency of Collection
3. Convenience (ease of placing out garbage)
4. Cost (to taxes and for garbage tags)
5. Ability to pick up a wide range of materials
6. Responsive Customer Service

Q4. **What Challenges, if any, have you experienced with curbside waste pickup?**

Other (please specify)

We don't live there yet so we have nothing to report

Q5. **Would you like to see any additional services as part of the waste collection service?**

Bulky item pick up

Organics/Yard waste collection

Q6. **Do you have any additional comments or suggestions regarding our waste services?**

not answered



Respondent No: 167

Login: Anonymous

Responded At: Jun 02, 2024 15:43:59 pm

Last Seen: Jun 02, 2024 15:43:59 pm

Q1. **Overall, how satisfied are you with the current collection program?** Unhappy

Q2. **Why did you answer that way?**

1. Missed collections 2. recycling every two weeks does not encourage recycling and actually encourages garbage as it is more frequent - should be Weekly 3. No green bin to minimize waste - should be weekly

Q3. **What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)**

1. Ability to pick up a wide range of materials
2. Cost (to taxes and for garbage tags)
3. Frequency of Collection
4. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
5. Convenience (ease of placing out garbage)
6. Responsive Customer Service

Q4. **What Challenges, if any, have you experienced with curbside waste pickup?**

Lack of special collection services (e.g., for bulky items, hazardous waste)
I have not experienced challenges

Q5. **Would you like to see any additional services as part of the waste collection service?**

Hazardous waste collection

Q6. **Do you have any additional comments or suggestions regarding our waste services?**

not answered



Respondent No: 168

Login: Anonymous

Responded At: Jun 02, 2024 19:45:17 pm

Last Seen: Jun 02, 2024 19:45:17 pm

Q1. **Overall, how satisfied are you with the current collection program?** Unhappy

Q2. **Why did you answer that way?**

They have refused to take our garbage. They have had multiple problems with truck break downs and unable to do their runs. Limited communication. They do not even sort the recycling to the garbage ?!

Q3. **What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)**

1. Cost (to taxes and for garbage tags)
2. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
3. Responsive Customer Service
4. Convenience (ease of placing out garbage)
5. Frequency of Collection
6. Ability to pick up a wide range of materials

Q4. **What Challenges, if any, have you experienced with curbside waste pickup?**

Missed Collection
Sorting Waste too Complicated
Lack of special collection services (e.g., for bulky items, hazardous waste)

Q5. **Would you like to see any additional services as part of the waste collection service?**

Bulky item pick up

Q6. **Do you have any additional comments or suggestions regarding our waste services?**

not answered



Respondent No: 169

Login: Anonymous

Responded At: Jun 03, 2024 11:50:27 am

Last Seen: Jun 03, 2024 11:50:27 am

Q1. Overall, how satisfied are you with the current collection program?

Happy

Q2. Why did you answer that way?

It would be nice to put plastic bags in recycle

Q3. What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)

1. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
2. Convenience (ease of placing out garbage)
3. Ability to pick up a wide range of materials
4. Cost (to taxes and for garbage tags)
5. Frequency of Collection
6. Responsive Customer Service

Q4. What Challenges, if any, have you experienced with curbside waste pickup?

Lack of special collection services (e.g., for bulky items, hazardous waste)

I have not experienced challenges

Q5. Would you like to see any additional services as part of the waste collection service?

Bulky item pick up

Organics/Yard waste collection

Hazardous waste collection

Q6. Do you have any additional comments or suggestions regarding our waste services?

not answered



Respondent No: 170

Login: Anonymous

Responded At: Jun 04, 2024 12:34:32 pm

Last Seen: Jun 04, 2024 12:34:32 pm

Q1. Overall, how satisfied are you with the current collection program? Unhappy

Q2. Why did you answer that way?

Want Monday collection for Sarawak, and weekly collection of recycling. Want the collection of yard waste.

Q3. What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)

1. Ability to pick up a wide range of materials
2. Frequency of Collection
3. Convenience (ease of placing out garbage)
4. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
5. Responsive Customer Service
6. Cost (to taxes and for garbage tags)

Q4. What Challenges, if any, have you experienced with curbside waste pickup?

Other (please specify)

Pick up for Sarawak should be earlier in the week. Recycling pick up should be weekly, yard waste should be included in pick up, at least every other week.

Q5. Would you like to see any additional services as part of the waste collection service?

Organics/Yard waste collection

Q6. Do you have any additional comments or suggestions regarding our waste services?

Pick up for Sarawak should be earlier in the week. Recycling pick up should be weekly, yard waste should be included in pick up, at least every other week.



Respondent No: 171

Login: Anonymous

Responded At: Jun 05, 2024 09:15:18 am

Last Seen: Jun 05, 2024 09:15:18 am

Q1. **Overall, how satisfied are you with the current collection program?** Unhappy

Q2. **Why did you answer that way?**

Garbage should only be collected on the same biweekly schedule as the recycling. The people that do the collection are very rough with the blue bins and garbage cans. Mine have been cracked and broken at least twice for each by the throwing of the plastic in the freezing temps. As well, if anything falls out of the recyle bins they don't bother to pick it up they just leave it on the side of the road. You need to look into getting another waste company.

Q3. **What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)**

1. Cost (to taxes and for garbage tags)
2. Responsive Customer Service
3. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
4. Frequency of Collection
5. Convenience (ease of placing out garbage)
6. Ability to pick up a wide range of materials

Q4. **What Challenges, if any, have you experienced with curbside waste pickup?**

Lack of special collection services (e.g., for bulky items, hazardous waste)
Issues with bin damage and replacement

Q5. **Would you like to see any additional services as part of the waste collection service?**

Organics/Yard waste collection
Hazardous waste collection

Q6. **Do you have any additional comments or suggestions regarding our waste services?**

Garbage needs to be biweekly.



Respondent No: 172

Login: Anonymous

Responded At: Jun 05, 2024 11:07:33 am

Last Seen: Jun 05, 2024 11:07:33 am

Q1. Overall, how satisfied are you with the current collection program?

Happy

Q2. Why did you answer that way?

Timely collection of garbage and re-cycling material

Q3. What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)

1. Frequency of Collection
2. Convenience (ease of placing out garbage)
3. Ability to pick up a wide range of materials
4. Cost (to taxes and for garbage tags)
5. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
6. Responsive Customer Service

Q4. What Challenges, if any, have you experienced with curbside waste pickup?

High Cost
Lack of special collection services (e.g., for bulky items, hazardous waste)

Q5. Would you like to see any additional services as part of the waste collection service?

Bulky item pick up
Hazardous waste collection

Q6. Do you have any additional comments or suggestions regarding our waste services?

not answered



Respondent No: 173

Login: Anonymous

Responded At: Jun 05, 2024 15:30:53 pm

Last Seen: Jun 05, 2024 15:30:53 pm

Q1. Overall, how satisfied are you with the current collection program?

Unhappy

Q2. Why did you answer that way?

To many times we have been missed.

Q3. What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)

1. Responsive Customer Service
2. Ability to pick up a wide range of materials
3. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
4. Cost (to taxes and for garbage tags)
5. Frequency of Collection
6. Convenience (ease of placing out garbage)

Q4. What Challenges, if any, have you experienced with curbside waste pickup?

Missed Collection
Lack of special collection services (e.g., for bulky items, hazardous waste)

Q5. Would you like to see any additional services as part of the waste collection service?

Hazardous waste collection

Q6. Do you have any additional comments or suggestions regarding our waste services?

not answered



Respondent No: 174

Login: Anonymous

Responded At: Jun 06, 2024 18:07:49 pm

Last Seen: Jun 06, 2024 18:07:49 pm

Q1. Overall, how satisfied are you with the current collection program?

Happy

Q2. Why did you answer that way?

They collect on time and are very reliable in my area.

Q3. What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)

1. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
2. Frequency of Collection
3. Responsive Customer Service
4. Convenience (ease of placing out garbage)
5. Ability to pick up a wide range of materials
6. Cost (to taxes and for garbage tags)

Q4. What Challenges, if any, have you experienced with curbside waste pickup?

I have not experienced challenges

Q5. Would you like to see any additional services as part of the waste collection service?

No additional services

Q6. Do you have any additional comments or suggestions regarding our waste services?

not answered



Respondent No: 175

Login: Anonymous

Responded At: Jun 09, 2024 14:08:09 pm

Last Seen: Jun 09, 2024 14:08:09 pm

Q1. Overall, how satisfied are you with the current collection program? Neutral

Q2. Why did you answer that way?

Would love to see green bins and recycle pick up every week, garbage every other week

Q3. What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)

1. Ability to pick up a wide range of materials
2. Cost (to taxes and for garbage tags)
3. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
4. Frequency of Collection
5. Convenience (ease of placing out garbage)
6. Responsive Customer Service

Q4. What Challenges, if any, have you experienced with curbside waste pickup?

Missed Collection

Q5. Would you like to see any additional services as part of the waste collection service?

Organics/Yard waste collection
Hazardous waste collection

Q6. Do you have any additional comments or suggestions regarding our waste services?

More frequent recycle pick up



Respondent No: 176

Login: Anonymous

Responded At: Jun 09, 2024 14:15:21 pm

Last Seen: Jun 09, 2024 14:15:21 pm

Q1. **Overall, how satisfied are you with the current collection program?** Very unhappy

Q2. **Why did you answer that way?**

Because they always miss our stuff. Then they either don't come at all, or to late. There have been numerous time we have put our garbage away thinking they're not coming and then they come. Something has to be done about how garbage waste management is.

Q3. **What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)**

1. Cost (to taxes and for garbage tags)
2. Frequency of Collection
3. Responsive Customer Service
4. Ability to pick up a wide range of materials
5. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
6. Convenience (ease of placing out garbage)

Q4. **What Challenges, if any, have you experienced with curbside waste pickup?**

Missed Collection

Q5. **Would you like to see any additional services as part of the waste collection service?**

Hazardous waste collection

Q6. **Do you have any additional comments or suggestions regarding our waste services?**

Just be nice to not have the garbage out all day so they animals can pick at it and there's a huge mess to clean when you come home.



Respondent No: 177

Login: Anonymous

Responded At: Jun 09, 2024 14:31:06 pm

Last Seen: Jun 09, 2024 14:31:06 pm

Q1. Overall, how satisfied are you with the current collection program?

Unhappy

Q2. Why did you answer that way?

Too many missed collections.

Q3. What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)

1. Frequency of Collection
2. Ability to pick up a wide range of materials
3. Cost (to taxes and for garbage tags)
4. Responsive Customer Service
5. Convenience (ease of placing out garbage)
6. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)

Q4. What Challenges, if any, have you experienced with curbside waste pickup?

Missed Collection
Pickup not Frequent Enough
Lack of special collection services (e.g., for bulky items, hazardous waste)

Q5. Would you like to see any additional services as part of the waste collection service?

Organics/Yard waste collection
Hazardous waste collection

Q6. Do you have any additional comments or suggestions regarding our waste services?

I would like to see recycling collected on a weekly basis. If Miller gets the new contract, I would like to see scheduled hazardous waste collection.



Respondent No: 178

Login: Anonymous

Responded At: Jun 09, 2024 14:55:02 pm

Last Seen: Jun 09, 2024 14:55:02 pm

Q1. Overall, how satisfied are you with the current collection program?

Very happy

Q2. Why did you answer that way?

Our waste and recycle is picked up consistently.

Q3. What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)

1. Convenience (ease of placing out garbage)
2. Ability to pick up a wide range of materials
3. Cost (to taxes and for garbage tags)
4. Frequency of Collection
5. Responsive Customer Service
6. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)

Q4. What Challenges, if any, have you experienced with curbside waste pickup?

Lack of special collection services (e.g., for bulky items, hazardous waste)

I have not experienced challenges

Q5. Would you like to see any additional services as part of the waste collection service?

Bulky item pick up

Q6. Do you have any additional comments or suggestions regarding our waste services?

Sitting in line with my hazardous waste items is a pain since it happens very rarely and never when I have a day off. How about an area at miller's where we can just drop off things one day a week and a call in service for bulky items.



Respondent No: 179

Login: Anonymous

Responded At: Jun 09, 2024 15:09:08 pm

Last Seen: Jun 09, 2024 15:09:08 pm

Q1. **Overall, how satisfied are you with the current collection program?** Neutral

Q2. **Why did you answer that way?**

It is picked up at an inconsistent time. At times it has been picked up before 7 and we missed it...although not recently.

Q3. **What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)**

1. Frequency of Collection
2. Cost (to taxes and for garbage tags)
3. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
4. Convenience (ease of placing out garbage)
5. Ability to pick up a wide range of materials
6. Responsive Customer Service

Q4. **What Challenges, if any, have you experienced with curbside waste pickup?**

Missed Collection
Pickup not Frequent Enough
Lack of special collection services (e.g., for bulky items, hazardous waste)

Q5. **Would you like to see any additional services as part of the waste collection service?**

Bulky item pick up
Hazardous waste collection

Q6. **Do you have any additional comments or suggestions regarding our waste services?**

not answered



Respondent No: 180

Login: Anonymous

Responded At: Jun 09, 2024 15:39:36 pm

Last Seen: Jun 09, 2024 15:39:36 pm

Q1. Overall, how satisfied are you with the current collection program?

Unhappy

Q2. Why did you answer that way?

Cost and lack of types if recyclables that are being picked up.

Q3. What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)

1. Convenience (ease of placing out garbage)
2. Ability to pick up a wide range of materials
3. Cost (to taxes and for garbage tags)
4. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
5. Frequency of Collection
6. Responsive Customer Service

Q4. What Challenges, if any, have you experienced with curbside waste pickup?

Missed Collection
High Cost
Lack of special collection services (e.g., for bulky items, hazardous waste)

Q5. Would you like to see any additional services as part of the waste collection service?

Bulky item pick up
Organics/Yard waste collection
Hazardous waste collection

Q6. Do you have any additional comments or suggestions regarding our waste services?

not answered



Respondent No: 181

Login: Anonymous

Responded At: Jun 09, 2024 17:13:57 pm

Last Seen: Jun 09, 2024 17:13:57 pm

Q1. Overall, how satisfied are you with the current collection program?

Happy

Q2. Why did you answer that way?

not answered

Q3. What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)

1. Frequency of Collection
2. Cost (to taxes and for garbage tags)
3. Ability to pick up a wide range of materials
4. Convenience (ease of placing out garbage)
5. Responsive Customer Service
6. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)

Q4. What Challenges, if any, have you experienced with curbside waste pickup?

I have not experienced challenges

Q5. Would you like to see any additional services as part of the waste collection service?

Organics/Yard waste collection

Q6. Do you have any additional comments or suggestions regarding our waste services?

not answered



Respondent No: 182

Login: Anonymous

Responded At: Jun 09, 2024 18:32:45 pm

Last Seen: Jun 09, 2024 18:32:45 pm

Q1. **Overall, how satisfied are you with the current collection program?** Happy

Q2. **Why did you answer that way?**

They come the same time each week. If there are truck complications, the township lets us know and the company picks up next day.

Q3. **What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)**

1. Ability to pick up a wide range of materials
2. Convenience (ease of placing out garbage)
3. Responsive Customer Service
4. Frequency of Collection
5. Cost (to taxes and for garbage tags)
6. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)

Q4. **What Challenges, if any, have you experienced with curbside waste pickup?**

Customer Service Challenges

Q5. **Would you like to see any additional services as part of the waste collection service?**

No additional services

Q6. **Do you have any additional comments or suggestions regarding our waste services?**

I am happy with our service.



Respondent No: 183

Login: Anonymous

Responded At: Jun 10, 2024 05:34:53 am

Last Seen: Jun 10, 2024 05:34:53 am

Q1. **Overall, how satisfied are you with the current collection program?** Happy

Q2. **Why did you answer that way?**

Our garbage is often missed in winter (due to our narrow road, I get it)... but otherwise our waste is always collected efficiently. We have the best waste collector who waves and gives a horn toot for my young son, it makes his day!!!

Q3. **What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)**

1. Ability to pick up a wide range of materials
2. Cost (to taxes and for garbage tags)
3. Responsive Customer Service
4. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
5. Convenience (ease of placing out garbage)
6. Frequency of Collection

Q4. **What Challenges, if any, have you experienced with curbside waste pickup?**

Missed Collection

Q5. **Would you like to see any additional services as part of the waste collection service?**

Bulky item pick up

Q6. **Do you have any additional comments or suggestions regarding our waste services?**

Keep doing a superb job.



Respondent No: 184

Login: Anonymous

Responded At: Jun 10, 2024 06:09:37 am

Last Seen: Jun 10, 2024 06:09:37 am

Q1. Overall, how satisfied are you with the current collection program?

Happy

Q2. Why did you answer that way?

Garbage is usually picked up on time, they have missed a few times or have been late.

Q3. What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)

1. Ability to pick up a wide range of materials
2. Cost (to taxes and for garbage tags)
3. Convenience (ease of placing out garbage)
4. Frequency of Collection
5. Responsive Customer Service
6. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)

Q4. What Challenges, if any, have you experienced with curbside waste pickup?

Missed Collection
Lack of special collection services (e.g., for bulky items, hazardous waste)

Q5. Would you like to see any additional services as part of the waste collection service?

Bulky item pick up

Q6. Do you have any additional comments or suggestions regarding our waste services?

No



Respondent No: 185

Login: Anonymous

Responded At: Jun 10, 2024 08:52:06 am

Last Seen: Jun 10, 2024 08:52:06 am

Q1. **Overall, how satisfied are you with the current collection program?** Neutral

Q2. **Why did you answer that way?**

I've had my garbage pickup missed 3 times through no fault of my own.

Q3. **What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)**

1. Convenience (ease of placing out garbage)
2. Cost (to taxes and for garbage tags)
3. Frequency of Collection
4. Ability to pick up a wide range of materials
5. Responsive Customer Service
6. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)

Q4. **What Challenges, if any, have you experienced with curbside waste pickup?**

Missed Collection

Q5. **Would you like to see any additional services as part of the waste collection service?**

Bulky item pick up

Q6. **Do you have any additional comments or suggestions regarding our waste services?**

not answered



Respondent No: 186

Login: Anonymous

Responded At: Jun 10, 2024 18:59:49 pm

Last Seen: Jun 10, 2024 18:59:49 pm

Q1. Overall, how satisfied are you with the current collection program? Neutral

Q2. Why did you answer that way?

I am neither happy nor unhappy with the garbage collection. I put it out and it gets picked up

Q3. What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)

1. Cost (to taxes and for garbage tags)
2. Convenience (ease of placing out garbage)
3. Frequency of Collection
4. Responsive Customer Service
5. Ability to pick up a wide range of materials
6. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)

Q4. What Challenges, if any, have you experienced with curbside waste pickup?

Lack of special collection services (e.g., for bulky items, hazardous waste)

Other (please specify)

Almost every week there is garbage on the road from the truck or for some reason items are left in the recycling bin. All of which were recyclable

Q5. Would you like to see any additional services as part of the waste collection service?

Bulky item pick up
Hazardous waste collection

Q6. Do you have any additional comments or suggestions regarding our waste services?

Hazardous waste collection would be great. The line in Owen sound on those days is literally a mile long



Respondent No: 187

Login: Anonymous

Responded At: Jun 10, 2024 19:13:28 pm

Last Seen: Jun 10, 2024 19:13:28 pm

Q1. **Overall, how satisfied are you with the current collection program?** Unhappy

Q2. **Why did you answer that way?**

Because the driver toss my recycling boxes without care, leave some behind or doesn't empty them at all.

Q3. **What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)**

1. Frequency of Collection
2. Ability to pick up a wide range of materials
3. Cost (to taxes and for garbage tags)
4. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
5. Responsive Customer Service
6. Convenience (ease of placing out garbage)

Q4. **What Challenges, if any, have you experienced with curbside waste pickup?**

Pickup not Frequent Enough
Lack of special collection services (e.g., for bulky items, hazardous waste)
Issues with bin damage and replacement

Q5. **Would you like to see any additional services as part of the waste collection service?**

Bulky item pick up
Organics/Yard waste collection
Hazardous waste collection

Q6. **Do you have any additional comments or suggestions regarding our waste services?**

not answered



Respondent No: 188

Login: Anonymous

Responded At: Jun 11, 2024 06:15:37 am

Last Seen: Jun 11, 2024 06:15:37 am

Q1. Overall, how satisfied are you with the current collection program?

Neutral

Q2. Why did you answer that way?

not answered

Q3. What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)

1. Responsive Customer Service
2. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
3. Ability to pick up a wide range of materials
4. Convenience (ease of placing out garbage)
5. Frequency of Collection
6. Cost (to taxes and for garbage tags)

Q4. What Challenges, if any, have you experienced with curbside waste pickup?

Missed Collection
High Cost
Issues with bin damage and replacement

Q5. Would you like to see any additional services as part of the waste collection service?

Organics/Yard waste collection
Hazardous waste collection

Q6. Do you have any additional comments or suggestions regarding our waste services?

Bins! No bags! Just a big lidded recycling and garbage bin. The same as Grey highlands just got!



Respondent No: 189

Login: Anonymous

Responded At: Jun 11, 2024 14:02:57 pm

Last Seen: Jun 11, 2024 14:02:57 pm

Q1. **Overall, how satisfied are you with the current collection program?** Very unhappy

Q2. **Why did you answer that way?**

They often miss our laneway. There is no usual time they are going to show up. They often let garbage blow away. Their trucks are always broke down. I routinely find my blue boxes scattered everywhere

Q3. **What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)**

1. Frequency of Collection
2. Cost (to taxes and for garbage tags)
3. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
4. Ability to pick up a wide range of materials
5. Responsive Customer Service
6. Convenience (ease of placing out garbage)

Q4. **What Challenges, if any, have you experienced with curbside waste pickup?**

Sorting Waste too Complicated
High Cost
Lack of special collection services (e.g., for bulky items, hazardous waste)

Q5. **Would you like to see any additional services as part of the waste collection service?**

Bulky item pick up
Organics/Yard waste collection
Hazardous waste collection

Q6. **Do you have any additional comments or suggestions regarding our waste services?**

We need a reliable contractor. Cheapest is not always the best



Respondent No: 190

Login: Anonymous

Responded At: Jun 11, 2024 15:13:53 pm

Last Seen: Jun 11, 2024 15:13:53 pm

Q1. **Overall, how satisfied are you with the current collection program?** Happy

Q2. **Why did you answer that way?**

We have weekly garbage pick up. I would like to see weekly recycling pick up as well or even a green bin program for compostable items.

Q3. **What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)**

1. Cost (to taxes and for garbage tags)
2. Convenience (ease of placing out garbage)
3. Frequency of Collection
4. Responsive Customer Service
5. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
6. Ability to pick up a wide range of materials

Q4. **What Challenges, if any, have you experienced with curbside waste pickup?**

Missed Collection
I have not experienced challenges

Q5. **Would you like to see any additional services as part of the waste collection service?**

Bulky item pick up
Organics/Yard waste collection
Hazardous waste collection

Q6. **Do you have any additional comments or suggestions regarding our waste services?**

It would be nice that if a recycled item gets blown out or falls out ilof our bins that the person would please pick it up especially if it is near the bins.



Respondent No: 191

Login: Anonymous

Responded At: Jun 11, 2024 16:56:10 pm

Last Seen: Jun 11, 2024 16:56:10 pm

Q1. **Overall, how satisfied are you with the current collection program?** Very unhappy

Q2. **Why did you answer that way?**

When a whole street has missed collection and people refuse to believe that it is possible. We have missed collection 3 times this year when previously we had exceptional service with the previous company.

Q3. **What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)**

1. Frequency of Collection
2. Cost (to taxes and for garbage tags)
3. Convenience (ease of placing out garbage)
4. Responsive Customer Service
5. Ability to pick up a wide range of materials
6. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)

Q4. **What Challenges, if any, have you experienced with curbside waste pickup?**

Missed Collection
High Cost

Q5. **Would you like to see any additional services as part of the waste collection service?**

Bulky item pick up

Q6. **Do you have any additional comments or suggestions regarding our waste services?**

Please consider that GPS is not the only thing that determines if a road was collected. A whole street of people are now waiting on garbage pickup and it is getting into the hotter months.



Respondent No: 192

Login: Anonymous

Responded At: Jun 11, 2024 20:13:08 pm

Last Seen: Jun 11, 2024 20:13:08 pm

Q1. Overall, how satisfied are you with the current collection program?

Very happy

Q2. Why did you answer that way?

not answered

Q3. What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)

1. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
2. Convenience (ease of placing out garbage)
3. Frequency of Collection
4. Ability to pick up a wide range of materials
5. Responsive Customer Service
6. Cost (to taxes and for garbage tags)

Q4. What Challenges, if any, have you experienced with curbside waste pickup?

I have not experienced challenges

Q5. Would you like to see any additional services as part of the waste collection service?

No additional services

Q6. Do you have any additional comments or suggestions regarding our waste services?

We currently have excellent waste pickup. With the current partnerships for other waste, I think the situation is fine. People need to reduce their waste and manufacturing needs to reduce packaging.



Respondent No: 193

Login: Anonymous

Responded At: Jun 12, 2024 07:26:03 am

Last Seen: Jun 12, 2024 07:26:03 am

Q1. Overall, how satisfied are you with the current collection program?

Happy

Q2. Why did you answer that way?

Meeting needs nicely

Q3. What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)

1. Responsive Customer Service
2. Cost (to taxes and for garbage tags)
3. Frequency of Collection
4. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
5. Convenience (ease of placing out garbage)
6. Ability to pick up a wide range of materials

Q4. What Challenges, if any, have you experienced with curbside waste pickup?

I have not experienced challenges

Q5. Would you like to see any additional services as part of the waste collection service?

No additional services

Q6. Do you have any additional comments or suggestions regarding our waste services?

Pickup garbage and recycling every two weeks would be ideal. DO NOT WANT THOSE STUPID BIG WHEELED BINS UNDER ANY CIRCUMSTANCES



Respondent No: 194

Login: Anonymous

Responded At: Jun 12, 2024 07:34:48 am

Last Seen: Jun 12, 2024 07:34:48 am

Q1. Overall, how satisfied are you with the current collection program?

Unhappy

Q2. Why did you answer that way?

Numerous missed pickup

Q3. What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)

1. Responsive Customer Service
2. Cost (to taxes and for garbage tags)
3. Ability to pick up a wide range of materials
4. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
5. Frequency of Collection
6. Convenience (ease of placing out garbage)

Q4. What Challenges, if any, have you experienced with curbside waste pickup?

Missed Collection
Lack of special collection services (e.g., for bulky items, hazardous waste)

Q5. Would you like to see any additional services as part of the waste collection service?

Hazardous waste collection

Q6. Do you have any additional comments or suggestions regarding our waste services?

not answered



Respondent No: 195

Login: Anonymous

Responded At: Jun 12, 2024 07:51:59 am

Last Seen: Jun 12, 2024 07:51:59 am

Q1. Overall, how satisfied are you with the current collection program? Neutral

Q2. Why did you answer that way?

I find that too heavy tags are put on bags that are not overweight. It is a major inconvenience I have torn tendons and so if I can get it out there they should be able to lift the 40lb bag

Q3. What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)

1. Ability to pick up a wide range of materials
2. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
3. Convenience (ease of placing out garbage)
4. Responsive Customer Service
5. Cost (to taxes and for garbage tags)
6. Frequency of Collection

Q4. What Challenges, if any, have you experienced with curbside waste pickup?

Missed Collection
Issues with bin damage and replacement

Q5. Would you like to see any additional services as part of the waste collection service?

Organics/Yard waste collection

Q6. Do you have any additional comments or suggestions regarding our waste services?

not answered



Respondent No: 196

Login: Anonymous

Responded At: Jun 12, 2024 08:48:51 am

Last Seen: Jun 12, 2024 08:48:51 am

Q1. Overall, how satisfied are you with the current collection program? Happy

Q2. Why did you answer that way?

It's great that we can get recycling and trash pickup. It's sometimes inconsistent for how much weight we are allowed per bag, and it would be better if it was more consistent between drivers.

Q3. What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)

1. Convenience (ease of placing out garbage)
2. Ability to pick up a wide range of materials
3. Frequency of Collection
4. Cost (to taxes and for garbage tags)
5. Responsive Customer Service
6. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)

Q4. What Challenges, if any, have you experienced with curbside waste pickup?

Missed Collection
Other (please specify)
Weight reading inconsistency

Q5. Would you like to see any additional services as part of the waste collection service?

Bulky item pick up
Organics/Yard waste collection
Hazardous waste collection

Q6. Do you have any additional comments or suggestions regarding our waste services?

Overall waste collection has been great! It would be the nicest to have bulky item pickup to reduce the clutter or without the requirement to use old items or yard waste to burn in a fire and produce more impact to the environment.



Respondent No: 197

Login: Anonymous

Responded At: Jun 12, 2024 09:44:47 am

Last Seen: Jun 12, 2024 09:44:47 am

Q1. **Overall, how satisfied are you with the current collection program?** Happy

Q2. **Why did you answer that way?**

We are satisfied with the collection service however we have had a few missed collections and had difficulty getting accurate information from the service provider. While we use the foodcycler we don't find it is the best way to manage food waste.

Q3. **What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)**

1. Convenience (ease of placing out garbage)
2. Ability to pick up a wide range of materials
3. Responsive Customer Service
4. Frequency of Collection
5. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
6. Cost (to taxes and for garbage tags)

Q4. **What Challenges, if any, have you experienced with curbside waste pickup?**

Missed Collection
Customer Service Challenges
Other (please specify)
Lack of organic bin collection

Q5. **Would you like to see any additional services as part of the waste collection service?**

Organics/Yard waste collection

Q6. **Do you have any additional comments or suggestions regarding our waste services?**

I note the order of your list items on your paper and online survey differ which could result in tabulation errors and give inaccurate results.



Respondent No: 198

Login: Anonymous

Responded At: Jun 12, 2024 11:24:59 am

Last Seen: Jun 12, 2024 11:24:59 am

Q1. **Overall, how satisfied are you with the current collection program?** Unhappy

Q2. **Why did you answer that way?**

There should be composting. People are putting compost In the garbage and in this day and age there is no excuse. This should be a priority. There should also be recycling weekly and garbage every two weeks - you have it backwards. That's how large municipalities do it.

Q3. **What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)**

1. Convenience (ease of placing out garbage)
2. Cost (to taxes and for garbage tags)
3. Frequency of Collection
4. Responsive Customer Service
5. Ability to pick up a wide range of materials
6. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)

Q4. **What Challenges, if any, have you experienced with curbside waste pickup?**

Other (please specify)

Compost pickup. Garbage should be every two weeks and recycling weekly

Q5. **Would you like to see any additional services as part of the waste collection service?**

Organics/Yard waste collection

Q6. **Do you have any additional comments or suggestions regarding our waste services?**

I don't think enough emphasis is placed on being environmentally friendly. Having a compost program and not enough units to give it, too high of cost or making them pay at all. You should be incentivizing compost reduction and recycling to get food out of our landfill and being more proactive with its use. For recycling have a program like Hamilton and give gold bins for those who do well. Do weekly recycle pick up. Compost pick up. The food cyclers are far too small, increasing my electric bill and too cumbersome of a unit taking up space in my home that I don't have. I like that your doing a survey but I think the township can do much better.



Respondent No: 199

Login: Anonymous

Responded At: Jun 12, 2024 20:40:14 pm

Last Seen: Jun 12, 2024 20:40:14 pm

Q1. Overall, how satisfied are you with the current collection program? Unhappy

Q2. Why did you answer that way?

Because I just currently bought a property in the area and I am use to garage bins that I pay on my property taxes. We have bins (black for waste and free blue bins for recycling) that I can just roll out. I also live in Morris-Turnberry Township which works great. I feel that I use too many garbage bags now with small bags in a large black bag which feels wasteful.

Q3. What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)

1. Convenience (ease of placing out garbage)
2. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
3. Cost (to taxes and for garbage tags)
4. Frequency of Collection
5. Ability to pick up a wide range of materials
6. Responsive Customer Service

Q4. What Challenges, if any, have you experienced with curbside waste pickup?

Sorting Waste too Complicated

Not Enough Capacity (Over 4 bag limit)

Other (please specify)

Just having bags and not in one large bin that I can set out the night or a couple days before if I am not going to be around. As my place is just a part time home for me.

Q5. Would you like to see any additional services as part of the waste collection service?

No additional services

Q6. Do you have any additional comments or suggestions regarding our waste services?

I feel too restricted on time of being to put it out if I want to leave the day before and having a large recycling bin with a lid so light stuff isn't blowing on the road and going into ditches.



Respondent No: 200

Login: Anonymous

Responded At: Jun 17, 2024 09:36:53 am

Last Seen: Jun 17, 2024 09:36:53 am

Q1. Overall, how satisfied are you with the current collection program? Happy

Q2. Why did you answer that way?

I am always very impressed by the professionalism of the garbage team. They come at a consistent time each week and have always collected everything. I wish I didn't have to buy tags though. I moved here from Mississauga couple years ago where it was free. Mississauga also provided a very large garbage bin with a lid that swing open and was attached and was on wheels.

Q3. What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)

1. Ability to pick up a wide range of materials
2. Cost (to taxes and for garbage tags)
3. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
4. Convenience (ease of placing out garbage)
5. Frequency of Collection
6. Responsive Customer Service

Q4. What Challenges, if any, have you experienced with curbside waste pickup?

High Cost
Lack of special collection services (e.g., for bulky items, hazardous waste)

Q5. Would you like to see any additional services as part of the waste collection service?

Bulky item pick up

Q6. Do you have any additional comments or suggestions regarding our waste services?

Thanks for asking for feedback! I know this is not about the recycling program but I have been very happy with them too. I wish it was weekly though. Bi-weekly recycling leads to way more product and doesn't incentivize recycling efforts since I can have it picked up sooner if I put recyclables in the trash (which I don't do, but some might). Thanks!



Respondent No: 201

Login: Anonymous

Responded At: Jun 19, 2024 14:52:53 pm

Last Seen: Jun 19, 2024 14:52:53 pm

Q1. Overall, how satisfied are you with the current collection program?

Unhappy

Q2. Why did you answer that way?

Never know if it will be picked up. Sometimes spotty.

Q3. What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)

1. Frequency of Collection
2. Responsive Customer Service
3. Cost (to taxes and for garbage tags)
4. Ability to pick up a wide range of materials
5. Convenience (ease of placing out garbage)
6. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)

Q4. What Challenges, if any, have you experienced with curbside waste pickup?

Missed Collection
Issues with bin damage and replacement

Q5. Would you like to see any additional services as part of the waste collection service?

Organics/Yard waste collection

Q6. Do you have any additional comments or suggestions regarding our waste services?

not answered



Respondent No: 202

Login: Anonymous

Responded At: Jun 25, 2024 16:14:56 pm

Last Seen: Jun 25, 2024 16:14:56 pm

Q1. Overall, how satisfied are you with the current collection program?

Happy

Q2. Why did you answer that way?

not answered

Q3. What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)

1. Convenience (ease of placing out garbage)
2. Frequency of Collection
3. Responsive Customer Service
4. Ability to pick up a wide range of materials
5. Cost (to taxes and for garbage tags)
6. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)

Q4. What Challenges, if any, have you experienced with curbside waste pickup?

Missed Collection
Customer Service Challenges
Lack of special collection services (e.g., for bulky items, hazardous waste)

Q5. Would you like to see any additional services as part of the waste collection service?

Bulky item pick up
Organics/Yard waste collection
Hazardous waste collection

Q6. Do you have any additional comments or suggestions regarding our waste services?

not answered



Respondent No: 203

Login: Anonymous

Responded At: Jun 25, 2024 16:20:12 pm

Last Seen: Jun 25, 2024 16:20:12 pm

Q1. **Overall, how satisfied are you with the current collection program?** Unhappy

Q2. **Why did you answer that way?**

Because the service has gone way down in the last couple years since you changed companies

Q3. **What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)**

1. Convenience (ease of placing out garbage)
2. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
3. Ability to pick up a wide range of materials
4. Frequency of Collection
5. Cost (to taxes and for garbage tags)
6. Responsive Customer Service

Q4. **What Challenges, if any, have you experienced with curbside waste pickup?**

Missed Collection
Pickup not Frequent Enough
Customer Service Challenges

Q5. **Would you like to see any additional services as part of the waste collection service?**

Organics/Yard waste collection

Q6. **Do you have any additional comments or suggestions regarding our waste services?**

Better waste pick up times. Waste being picked up in the morning not late afternoon allowing animals to get into it while we're at work.



Respondent No: 204

Login: Anonymous

Responded At: Jun 25, 2024 16:34:26 pm

Last Seen: Jun 25, 2024 16:34:26 pm

Q1. Overall, how satisfied are you with the current collection program?

Happy

Q2. Why did you answer that way?

Mostly happy with service

Q3. What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)

1. Convenience (ease of placing out garbage)
2. Ability to pick up a wide range of materials
3. Responsive Customer Service
4. Cost (to taxes and for garbage tags)
5. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
6. Frequency of Collection

Q4. What Challenges, if any, have you experienced with curbside waste pickup?

Missed Collection
Lack of special collection services (e.g., for bulky items, hazardous waste)

Q5. Would you like to see any additional services as part of the waste collection service?

Bulky item pick up
Hazardous waste collection

Q6. Do you have any additional comments or suggestions regarding our waste services?

not answered



Respondent No: 205

Login: Anonymous

Responded At: Jun 25, 2024 16:41:25 pm

Last Seen: Jun 25, 2024 16:41:25 pm

Q1. Overall, how satisfied are you with the current collection program? Neutral

Q2. Why did you answer that way?

It seems not as consistent & reliable as when Miller's had the contract. I feel a local service provider is better than the current one out of Mount Forest. I had missed garbage & went thru all the proper channels starting with the provider & no response to my voicemail. I had to go all the way to the Mayor before getting a response. The mayor & CAO were excellent to deal with. I feel that calls should be returned. It was a frustrating & time consuming exercise.

Q3. What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)

1. Frequency of Collection
2. Cost (to taxes and for garbage tags)
3. Convenience (ease of placing out garbage)
4. Responsive Customer Service
5. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
6. Ability to pick up a wide range of materials

Q4. What Challenges, if any, have you experienced with curbside waste pickup?

Missed Collection
Customer Service Challenges
Lack of special collection services (e.g., for bulky items, hazardous waste)

Q5. Would you like to see any additional services as part of the waste collection service?

Organics/Yard waste collection

Q6. Do you have any additional comments or suggestions regarding our waste services?

Support local if possible. I realize cost will play a big factor in awarding a contract. I would be willing to pay a bit more local vendor. They I feel would be more accountable & provide good customer service. Keep weekly garbage collection. I support the green blue bin separating organic matter like the City of Guelph has.



Respondent No: 206

Login: Anonymous

Responded At: Jun 25, 2024 17:14:38 pm

Last Seen: Jun 25, 2024 17:14:38 pm

Q1. **Overall, how satisfied are you with the current collection program?** Very happy

Q2. **Why did you answer that way?**

Because I have never had any issues or problems with the current collection program since I moved in the area the past few years

Q3. **What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)**

1. Frequency of Collection
2. Convenience (ease of placing out garbage)
3. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
4. Ability to pick up a wide range of materials
5. Responsive Customer Service
6. Cost (to taxes and for garbage tags)

Q4. **What Challenges, if any, have you experienced with curbside waste pickup?**

I have not experienced challenges

Q5. **Would you like to see any additional services as part of the waste collection service?**

Bulky item pick up
Organics/Yard waste collection
Hazardous waste collection

Q6. **Do you have any additional comments or suggestions regarding our waste services?**

No



Respondent No: 207

Login: Anonymous

Responded At: Jun 25, 2024 18:19:19 pm

Last Seen: Jun 25, 2024 18:19:19 pm

Q1. **Overall, how satisfied are you with the current collection program?** Neutral

Q2. **Why did you answer that way?**

Current program is fine but I'd like see see a movement to bi-weekly garbage pick up.

Q3. **What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)**

1. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
2. Cost (to taxes and for garbage tags)
3. Ability to pick up a wide range of materials
4. Responsive Customer Service
5. Frequency of Collection
6. Convenience (ease of placing out garbage)

Q4. **What Challenges, if any, have you experienced with curbside waste pickup?**

Lack of special collection services (e.g., for bulky items, hazardous waste)

Q5. **Would you like to see any additional services as part of the waste collection service?**

Hazardous waste collection

Q6. **Do you have any additional comments or suggestions regarding our waste services?**

not answered



Respondent No: 208

Login: Anonymous

Responded At: Jun 25, 2024 18:59:32 pm

Last Seen: Jun 25, 2024 18:59:32 pm

Q1. Overall, how satisfied are you with the current collection program?

Neutral

Q2. Why did you answer that way?

not answered

Q3. What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)

1. Frequency of Collection
2. Cost (to taxes and for garbage tags)
3. Ability to pick up a wide range of materials
4. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
5. Convenience (ease of placing out garbage)
6. Responsive Customer Service

Q4. What Challenges, if any, have you experienced with curbside waste pickup?

Lack of special collection services (e.g., for bulky items, hazardous waste)

Q5. Would you like to see any additional services as part of the waste collection service?

Bulky item pick up
Hazardous waste collection
Other (please specify)
Weekly recycling pickup

Q6. Do you have any additional comments or suggestions regarding our waste services?

not answered



Respondent No: 209

Login: Anonymous

Responded At: Jun 25, 2024 20:16:16 pm

Last Seen: Jun 25, 2024 20:16:16 pm

Q1. Overall, how satisfied are you with the current collection program?

Very unhappy

Q2. Why did you answer that way?

My garbage is routinely missed being picked up.

Q3. What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)

1. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
2. Ability to pick up a wide range of materials
3. Responsive Customer Service
4. Frequency of Collection
5. Convenience (ease of placing out garbage)
6. Cost (to taxes and for garbage tags)

Q4. What Challenges, if any, have you experienced with curbside waste pickup?

Missed Collection
Customer Service Challenges

Q5. Would you like to see any additional services as part of the waste collection service?

No additional services

Q6. Do you have any additional comments or suggestions regarding our waste services?

If the garbage bag is out on time and tagged, please collect it. 4 weeks in a row the truck drive by out tagged bags. I keep calling WM and they say they'll get it next time



Respondent No: 210

Login: Anonymous

Responded At: Jun 26, 2024 05:00:26 am

Last Seen: Jun 26, 2024 05:00:26 am

Q1. **Overall, how satisfied are you with the current collection program?** Neutral

Q2. **Why did you answer that way?**

I would like to see green bin pickup and recycling every week

Q3. **What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)**

1. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
2. Cost (to taxes and for garbage tags)
3. Frequency of Collection
4. Responsive Customer Service
5. Ability to pick up a wide range of materials
6. Convenience (ease of placing out garbage)

Q4. **What Challenges, if any, have you experienced with curbside waste pickup?**

Missed Collection

Q5. **Would you like to see any additional services as part of the waste collection service?**

Organics/Yard waste collection

Q6. **Do you have any additional comments or suggestions regarding our waste services?**

Other areas (Elmira) collects green bins and recycling weekly, waste biweekly. When the green bins are used effectively the waste biweekly is doable.



Respondent No: 211

Login: Anonymous

Responded At: Jun 26, 2024 05:21:57 am

Last Seen: Jun 26, 2024 05:21:57 am

Q1. Overall, how satisfied are you with the current collection program?

Unhappy

Q2. Why did you answer that way?

We have had our garbage missed multiple times

Q3. What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)

1. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
2. Ability to pick up a wide range of materials
3. Convenience (ease of placing out garbage)
4. Cost (to taxes and for garbage tags)
5. Responsive Customer Service
6. Frequency of Collection

Q4. What Challenges, if any, have you experienced with curbside waste pickup?

Pickup not Frequent Enough
Lack of special collection services (e.g., for bulky items, hazardous waste)

Q5. Would you like to see any additional services as part of the waste collection service?

Bulky item pick up
Organics/Yard waste collection

Q6. Do you have any additional comments or suggestions regarding our waste services?

not answered



Respondent No: 212

Login: Anonymous

Responded At: Jun 26, 2024 06:01:05 am

Last Seen: Jun 26, 2024 06:01:05 am

Q1. **Overall, how satisfied are you with the current collection program?**

Happy

Q2. **Why did you answer that way?**

Wish recycling was every week

Q3. **What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)**

1. Ability to pick up a wide range of materials
2. Responsive Customer Service
3. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
4. Cost (to taxes and for garbage tags)
5. Frequency of Collection
6. Convenience (ease of placing out garbage)

Q4. **What Challenges, if any, have you experienced with curbside waste pickup?**

I have not experienced challenges

Q5. **Would you like to see any additional services as part of the waste collection service?**

Bulky item pick up

Q6. **Do you have any additional comments or suggestions regarding our waste services?**

not answered



Respondent No: 213

Login: Anonymous

Responded At: Jun 26, 2024 12:47:10 pm

Last Seen: Jun 26, 2024 12:47:10 pm

Q1. Overall, how satisfied are you with the current collection program?

Happy

Q2. Why did you answer that way?

not answered

Q3. What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)

1. Frequency of Collection
2. Cost (to taxes and for garbage tags)
3. Responsive Customer Service
4. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
5. Convenience (ease of placing out garbage)
6. Ability to pick up a wide range of materials

Q4. What Challenges, if any, have you experienced with curbside waste pickup?

I have not experienced challenges

Q5. Would you like to see any additional services as part of the waste collection service?

No additional services

Q6. Do you have any additional comments or suggestions regarding our waste services?

not answered



Respondent No: 214

Login: Anonymous

Responded At: Jun 26, 2024 20:04:42 pm

Last Seen: Jun 26, 2024 20:04:42 pm

Q1. Overall, how satisfied are you with the current collection program?

Unhappy

Q2. Why did you answer that way?

Waste management has done a terribly inconsistent job

Q3. What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)

1. Ability to pick up a wide range of materials
2. Frequency of Collection
3. Convenience (ease of placing out garbage)
4. Responsive Customer Service
5. Cost (to taxes and for garbage tags)
6. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)

Q4. What Challenges, if any, have you experienced with curbside waste pickup?

High Cost
Lack of special collection services (e.g., for bulky items, hazardous waste)

Q5. Would you like to see any additional services as part of the waste collection service?

Bulky item pick up
Organics/Yard waste collection
Hazardous waste collection

Q6. Do you have any additional comments or suggestions regarding our waste services?

not answered



Respondent No: 215

Login: Anonymous

Responded At: Jun 26, 2024 20:14:43 pm

Last Seen: Jun 26, 2024 20:14:43 pm

Q1. **Overall, how satisfied are you with the current collection program?** Unhappy

Q2. **Why did you answer that way?**

I would like to see a green bin program. The people who pick up our recycle drop things out of the bins and don't bother to pick it up. I don't overfill my bins specifically so they don't need to spill over when picked up.

Q3. **What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)**

1. Ability to pick up a wide range of materials
2. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
3. Responsive Customer Service
4. Cost (to taxes and for garbage tags)
5. Frequency of Collection
6. Convenience (ease of placing out garbage)

Q4. **What Challenges, if any, have you experienced with curbside waste pickup?**

Lack of special collection services (e.g., for bulky items, hazardous waste)

Q5. **Would you like to see any additional services as part of the waste collection service?**

Bulky item pick up
Organics/Yard waste collection
Hazardous waste collection

Q6. **Do you have any additional comments or suggestions regarding our waste services?**

I would like to see more hazardous waste days.



Respondent No: 216

Login: Anonymous

Responded At: Jun 27, 2024 08:50:39 am

Last Seen: Jun 27, 2024 08:50:39 am

Q1. Overall, how satisfied are you with the current collection program?

Happy

Q2. Why did you answer that way?

not answered

Q3. What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)

1. Convenience (ease of placing out garbage)
2. Responsive Customer Service
3. Frequency of Collection
4. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
5. Cost (to taxes and for garbage tags)
6. Ability to pick up a wide range of materials

Q4. What Challenges, if any, have you experienced with curbside waste pickup?

Missed Collection

Q5. Would you like to see any additional services as part of the waste collection service?

Organics/Yard waste collection

Q6. Do you have any additional comments or suggestions regarding our waste services?

the implementation of a green bin program would be valuable.



Respondent No: 217

Login: Anonymous

Responded At: Jun 27, 2024 09:09:45 am

Last Seen: Jun 27, 2024 09:09:45 am

Q1. **Overall, how satisfied are you with the current collection program?** Very unhappy

Q2. **Why did you answer that way?**

The current collection program is fantastic. Weekly garbage collection plus bi-weekly recycle is great. Working with Owen Sound for hazardous waste disposal and composting is a great program. Waste management is a big problem. This winter, problems with weather and vehicle breakdowns caused numerous missed collections. On May 29th, the waste management drivers stopped their truck at the end of our road. One driver urinated on the road and the other urinated in the grass. On June 5th the truck must have been overfilled. Every time they opened the hatch to throw garbage in, garbage fell out and has been scattered down the entire road.

Q3. **What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)**

1. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
2. Responsive Customer Service
3. Cost (to taxes and for garbage tags)
4. Ability to pick up a wide range of materials
5. Frequency of Collection
6. Convenience (ease of placing out garbage)

Q4. **What Challenges, if any, have you experienced with curbside waste pickup?**

Missed Collection
Customer Service Challenges
Other (please specify)
Poor work ethic, do not pick up garbage that falls out of truck, urinating at end of road

Q5. **Would you like to see any additional services as part of the waste collection service?**

Organics/Yard waste collection

Q6. **Do you have any additional comments or suggestions regarding our waste services?**

not answered



Respondent No: 218

Login: Anonymous

Responded At: Jun 27, 2024 09:15:28 am

Last Seen: Jun 27, 2024 09:15:28 am

Q1. **Overall, how satisfied are you with the current collection program?** Unhappy

Q2. **Why did you answer that way?**

We've had several times that our waste has not been taken for various reasons. Never had that issue when we lived in Tara. And when they don't take our garbage, they take our bag tags which we have paid for so I would consider that theft. Bag tags are a joke, our waste should be included in our taxes.

Q3. **What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)**

1. Cost (to taxes and for garbage tags)
2. Convenience (ease of placing out garbage)
3. Ability to pick up a wide range of materials
4. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
5. Frequency of Collection
6. Responsive Customer Service

Q4. **What Challenges, if any, have you experienced with curbside waste pickup?**

Missed Collection
High Cost

Q5. **Would you like to see any additional services as part of the waste collection service?**

No additional services

Q6. **Do you have any additional comments or suggestions regarding our waste services?**

not answered



Respondent No: 219

Login: Anonymous

Responded At: Jun 27, 2024 18:14:22 pm

Last Seen: Jun 27, 2024 18:14:22 pm

Q1. Overall, how satisfied are you with the current collection program?

Happy

Q2. Why did you answer that way?

pick up is routinely as expected. cost is reasonable

Q3. What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)

1. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
2. Cost (to taxes and for garbage tags)
3. Frequency of Collection
4. Convenience (ease of placing out garbage)
5. Ability to pick up a wide range of materials
6. Responsive Customer Service

Q4. What Challenges, if any, have you experienced with curbside waste pickup?

I have not experienced challenges

Q5. Would you like to see any additional services as part of the waste collection service?

Organics/Yard waste collection

Other (please specify)

separating out as much as possible to ensure minimum environmental impact. i'd rather do more work separating and know that everything is going where it should.

Q6. Do you have any additional comments or suggestions regarding our waste services?

not answered



Respondent No: 220

Login: Anonymous

Responded At: Jun 28, 2024 05:47:38 am

Last Seen: Jun 28, 2024 05:47:38 am

Q1. **Overall, how satisfied are you with the current collection program?** Very happy

Q2. **Why did you answer that way?**

always on time in 3h window, pleasant, hard working drives

Q3. **What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)**

1. Cost (to taxes and for garbage tags)
2. Frequency of Collection
3. Ability to pick up a wide range of materials
4. Convenience (ease of placing out garbage)
5. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
6. Responsive Customer Service

Q4. **What Challenges, if any, have you experienced with curbside waste pickup?**

I have not experienced challenges

Q5. **Would you like to see any additional services as part of the waste collection service?**

Hazardous waste collection

Q6. **Do you have any additional comments or suggestions regarding our waste services?**

no issues with current provider, for other routes with complaints they should look at individual drivers, as the one on ours is great



Respondent No: 221

Login: Anonymous

Responded At: Jun 29, 2024 08:09:50 am

Last Seen: Jun 29, 2024 08:09:50 am

Q1. Overall, how satisfied are you with the current collection program?

Unhappy

Q2. Why did you answer that way?

No collection of food waste or hazardous waste

Q3. What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)

1. Ability to pick up a wide range of materials
2. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
3. Frequency of Collection
4. Convenience (ease of placing out garbage)
5. Responsive Customer Service
6. Cost (to taxes and for garbage tags)

Q4. What Challenges, if any, have you experienced with curbside waste pickup?

Pickup not Frequent Enough
Lack of special collection services (e.g., for bulky items, hazardous waste)

Q5. Would you like to see any additional services as part of the waste collection service?

Bulky item pick up
Organics/Yard waste collection
Hazardous waste collection

Q6. Do you have any additional comments or suggestions regarding our waste services?

More frequent drop-off of hazardous waste Regular food waste collection Weekly recycling collection



Respondent No: 222

Login: Anonymous

Responded At: Jun 29, 2024 08:20:06 am

Last Seen: Jun 29, 2024 08:20:06 am

Q1. **Overall, how satisfied are you with the current collection program?** Neutral

Q2. **Why did you answer that way?**

Happy with garbage and recycling collection. Unhappy with lack of food waste collection. Unhappy with difficulties in disposing of household hazardous waste.

Q3. **What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)**

1. Ability to pick up a wide range of materials
2. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
3. Convenience (ease of placing out garbage)
4. Frequency of Collection
5. Cost (to taxes and for garbage tags)
6. Responsive Customer Service

Q4. **What Challenges, if any, have you experienced with curbside waste pickup?**

Lack of special collection services (e.g., for bulky items, hazardous waste)

Q5. **Would you like to see any additional services as part of the waste collection service?**

Organics/Yard waste collection
Hazardous waste collection

Q6. **Do you have any additional comments or suggestions regarding our waste services?**

We need curbside collection of organic waste. We also need the ability to drop off hazardous waste often and not just a few days a year.



Respondent No: 223

Login: Anonymous

Responded At: Jun 29, 2024 09:36:03 am

Last Seen: Jun 29, 2024 09:36:03 am

Q1. Overall, how satisfied are you with the current collection program?

Happy

Q2. Why did you answer that way?

not answered

Q3. What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)

1. Convenience (ease of placing out garbage)
2. Cost (to taxes and for garbage tags)
3. Ability to pick up a wide range of materials
4. Frequency of Collection
5. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
6. Responsive Customer Service

Q4. What Challenges, if any, have you experienced with curbside waste pickup?

Missed Collection
Not Enough Capacity (Over 4 bag limit)
Lack of special collection services (e.g., for bulky items, hazardous waste)

Q5. Would you like to see any additional services as part of the waste collection service?

Bulky item pick up
Organics/Yard waste collection
Hazardous waste collection

Q6. Do you have any additional comments or suggestions regarding our waste services?

not answered



Respondent No: 224

Login: Anonymous

Responded At: Jul 09, 2024 08:01:25 am

Last Seen: Jul 09, 2024 08:01:25 am

Q1. **Overall, how satisfied are you with the current collection program?** Happy

Q2. **Why did you answer that way?**

Happy but: - Would like blue box pick up every week - Find garbage bag tags a nuisance but like the 4 bag limit - No issues with collectors

Q3. **What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)**

1. Cost (to taxes and for garbage tags)
2. Frequency of Collection
3. Ability to pick up a wide range of materials
4. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
5. Responsive Customer Service
6. Convenience (ease of placing out garbage)

Q4. **What Challenges, if any, have you experienced with curbside waste pickup?**

Pickup not Frequent Enough
High Cost

Q5. **Would you like to see any additional services as part of the waste collection service?**

Bulky item pick up
Organics/Yard waste collection
Hazardous waste collection

Q6. **Do you have any additional comments or suggestions regarding our waste services?**

Weekly pick up of blue box



Respondent No: 225

Login: Anonymous

Responded At: Jul 09, 2024 08:06:04 am

Last Seen: Jul 09, 2024 08:06:04 am

Q1. **Overall, how satisfied are you with the current collection program?**

Happy

Q2. **Why did you answer that way?**

It serves my needs

Q3. **What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)**

1. Cost (to taxes and for garbage tags)
2. Ability to pick up a wide range of materials
3. Convenience (ease of placing out garbage)
4. Frequency of Collection
5. Responsive Customer Service
6. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)

Q4. **What Challenges, if any, have you experienced with curbside waste pickup?**

I have not experienced challenges

Q5. **Would you like to see any additional services as part of the waste collection service?**

Bulky item pick up

Q6. **Do you have any additional comments or suggestions regarding our waste services?**

not answered



Respondent No: 226

Login: Anonymous

Responded At: Jul 09, 2024 08:08:09 am

Last Seen: Jul 09, 2024 08:08:09 am

Q1. Overall, how satisfied are you with the current collection program?

Happy

Q2. Why did you answer that way?

- Regular, good pick up

Q3. What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)

1. Convenience (ease of placing out garbage)
2. Cost (to taxes and for garbage tags)
3. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
4. Ability to pick up a wide range of materials
5. Responsive Customer Service
6. Frequency of Collection

Q4. What Challenges, if any, have you experienced with curbside waste pickup?

High Cost

Q5. Would you like to see any additional services as part of the waste collection service?

Hazardous waste collection

Q6. Do you have any additional comments or suggestions regarding our waste services?

not answered



Respondent No: 227

Login: Anonymous

Responded At: Jul 09, 2024 08:12:30 am

Last Seen: Jul 09, 2024 08:12:30 am

Q1. Overall, how satisfied are you with the current collection program?

Happy

Q2. Why did you answer that way?

Weekly garbage + bi-weekly recycling works for us.

Q3. What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)

1. Convenience (ease of placing out garbage)
2. Frequency of Collection
3. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
4. Responsive Customer Service
5. Ability to pick up a wide range of materials
6. Cost (to taxes and for garbage tags)

Q4. What Challenges, if any, have you experienced with curbside waste pickup?

Lack of special collection services (e.g., for bulky items, hazardous waste)

Q5. Would you like to see any additional services as part of the waste collection service?

Hazardous waste collection

Q6. Do you have any additional comments or suggestions regarding our waste services?

Love the compost program that the township promoted. Garbage + recycling are always picked up + the workers are much appreciated.



Respondent No: 228

Login: Anonymous

Responded At: Jul 09, 2024 08:16:21 am

Last Seen: Jul 09, 2024 08:16:21 am

Q1. Overall, how satisfied are you with the current collection program?

Happy

Q2. Why did you answer that way?

Collection days are fine. Would be nice if recycling could be more often but we upgraded our bins so we can manage

Q3. What aspects of Waste Management are most important to you? Rank all options from most important (1) to least important (6)

1. Ability to pick up a wide range of materials
2. Environmental Impact (incentives to reduce waste, where waste goes, vehicles collecting it etc.)
3. Frequency of Collection
4. Cost (to taxes and for garbage tags)
5. Convenience (ease of placing out garbage)
6. Responsive Customer Service

Q4. What Challenges, if any, have you experienced with curbside waste pickup?

Lack of special collection services (e.g., for bulky items, hazardous waste)

Q5. Would you like to see any additional services as part of the waste collection service?

Hazardous waste collection

Q6. Do you have any additional comments or suggestions regarding our waste services?

It would be nice if we could have our own hazardous waste days. O.S Day are way too busy with long lines.

