

CONSULTATION REPORT

TOWARD BETTER WASTE
MANAGEMENT – HAVE YOUR
SAY!

TABLE OF CONTENTS

Summary	2
Participants Profile	3
Detailed Results	4
Warm up questions	5
Organics and Waste Collection	9
Recycling and Diversion Programs (excluding Blue Box)	19
Waste Reduction and Circular Economy	23
ICI Sector, Landfill, and Drop-off Sites	30
Communication and Participation	36

SUMMARY

Participants had access to an introductory video and a list of frequently asked questions that they could consult before completing the questionnaire. The survey aimed to better understand the community's habits, needs, and concerns in order to tailor waste and organic waste management services. The questionnaire covered a variety of topics such as curbside collection, recycling, source reduction, access to the landfill site, and communication preferences.

The questionnaire was available online from July 23 to August 9, 2025, and 563 people had the opportunity to respond to 17 questions. A total of 7,994 votes were recorded. This report presents the results.

PARTICIPANTS PROFILE

OVERVIEW

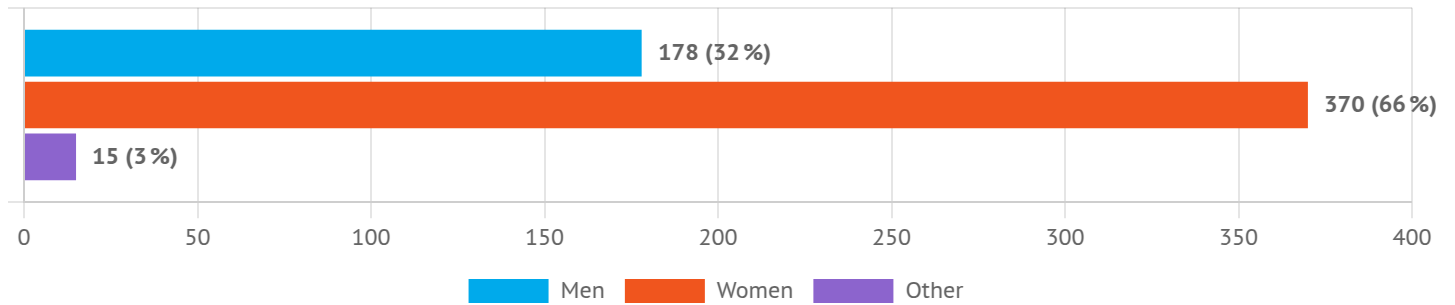
6 Sections

17 Questions

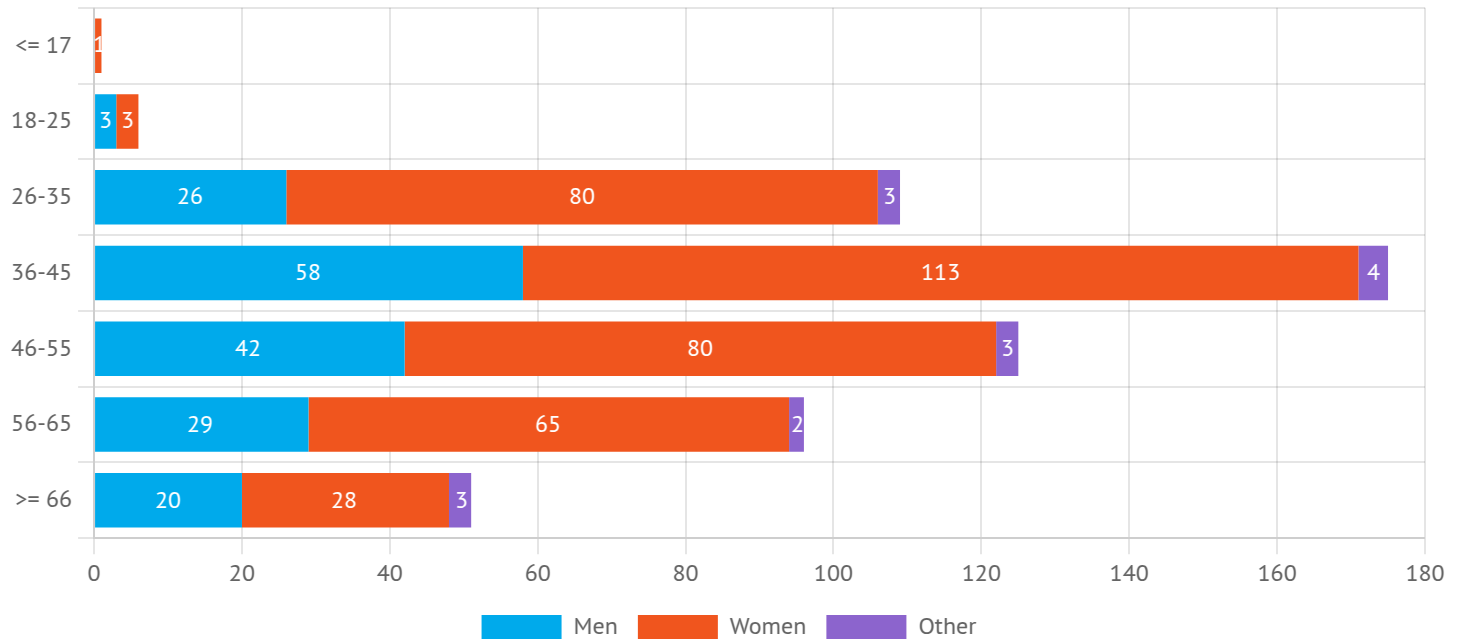
563 Participants

7994 Votes

Distribution by gender



Distribution by age



DETAILED RESULTS

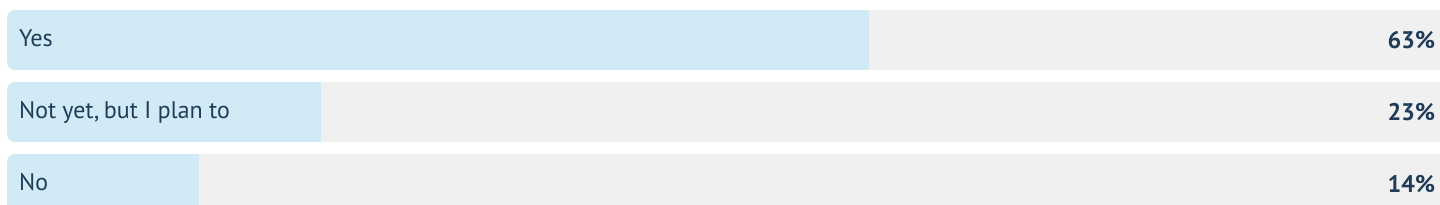
Section 1

WARM UP QUESTIONS

Warm up questions

Did you watch the public consultation video?

Only one answer



Number of respondents to the question, by gender

	Total
Men	100
Women	204
Other	10
Total	314

Number of respondents to the question, by age group

	Total
<= 17 years	0
18 to 25 years	5
26 to 35 years	72
36 to 45 years	92
46 to 55 years	75
56 to 65 years	47
>= 66 years	23
Total	314

Percentage of selected responses, by gender (among those who answered this question)

	Total	Men	Women	Other
Yes	63%	55%	65%	90%
Not yet, but I plan to	23%	28%	22%	10%
No	14%	17%	13%	0%

Percentage of selected responses, by age (among those who answered this question)

	Total	<= 17 years	18 to 25 years	26 to 35 years	36 to 45 years	46 to 55 years	56 to 65 years	>= 66 years
Yes	63%	0%	60%	61%	62%	67%	62%	61%
Not yet, but I plan to	23%	0%	0%	26%	27%	16%	26%	22%
No	14%	0%	40%	13%	11%	17%	13%	17%

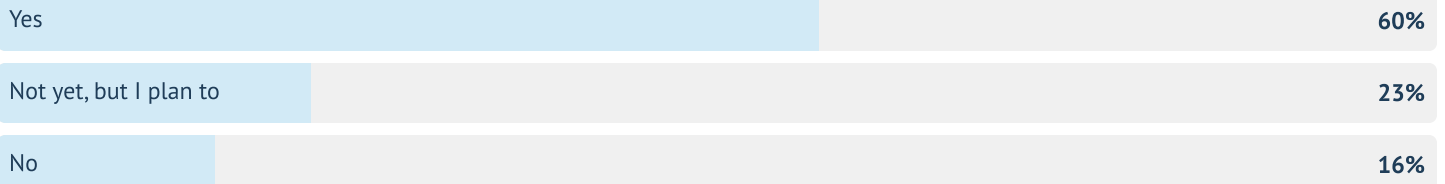
Comments summary

- **Waste management**
 - The addition of the green bin is seen as a positive step for waste management.
 - The frequency of household waste collection must not be reduced.
- **About the video**
 - The video is too long.
 - Watching the video was an unpleasant experience.
- **Information format preferences**
 - I prefer to read the information rather than watch it on video.

Warm up questions

Did you take the time to read through the FAQs?

Only one answer



Number of respondents to the question, by gender

	Total
Men	114
Women	217
Other	10
Total	341

Number of respondents to the question, by age group

	Total
<= 17 years	0
18 to 25 years	4
26 to 35 years	77
36 to 45 years	96
46 to 55 years	82
56 to 65 years	57
>= 66 years	25
Total	341

Percentage of selected responses, by gender (among those who answered this question)

	Total	Men	Women	Other
Yes	60%	57%	61%	80%
Not yet, but I plan to	23%	21%	24%	10%
No	16%	21%	14%	10%

Percentage of selected responses, by age (among those who answered this question)

	Total	<= 17 years	18 to 25 years	26 to 35 years	36 to 45 years	46 to 55 years	56 to 65 years	>= 66 years
Yes	60%	0%	25%	58%	66%	59%	63%	56%
Not yet, but I plan to	23%	0%	25%	31%	18%	22%	27%	12%
No	16%	0%	50%	10%	17%	20%	11%	32%

Comments summary

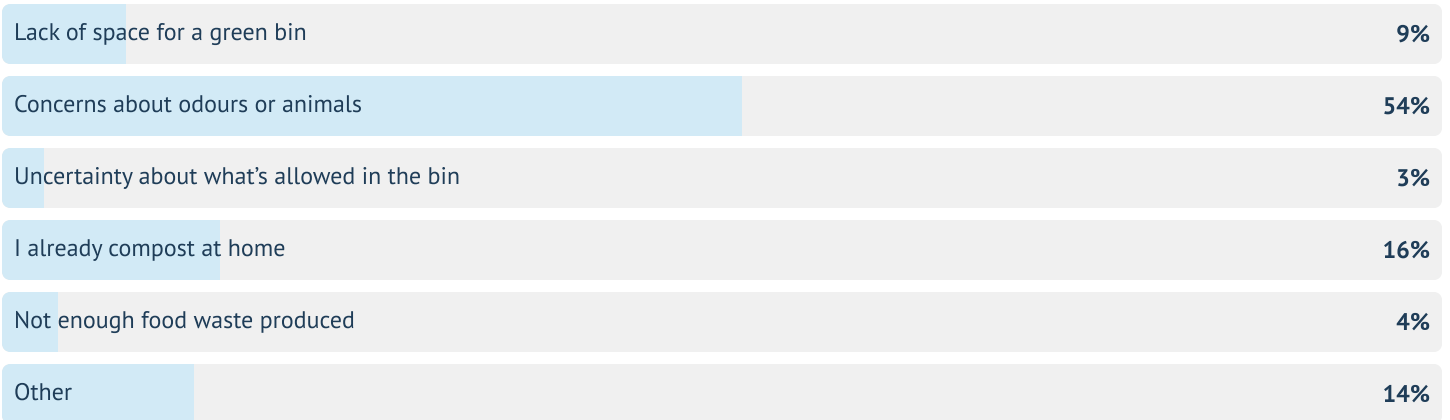
- **Adapting the system to local realities**
 - The proposed system does not sufficiently take into account the diversity of household needs, which could cause hygiene problems and illegal dumping.
 - The current system is better suited to the specific characteristics of rural areas than the new proposal.
 - The multitude of proposals has caused confusion among users.
- **Transparency and fairness in waste management**
 - Greater transparency regarding costs, savings, and environmental impacts is necessary to enable informed assessment and facilitate acceptance of changes in waste management. (2x)
 - Consultation on waste management must ensure transparency and fairness, allowing citizens to express a nuanced opinion. (2x)
 - Residents should not be penalized for things they have no control over, such as packaging.
 - Improvements in waste management should not result in an increased financial burden on families.
 - Alternatives such as larger bins or composting should be considered in the event of changes to the waste management system.
 - There is a feeling that the city is manipulating information regarding waste management.
- **Financial impact of waste management**
 - The pay-as-you-throw model and additional waste disposal fees are perceived as a disguised tax increase and an increased financial burden on families, particularly those already affected by the cost of living. (2x)
 - The transfer of waste management costs to taxpayers following a tax increase is considered unfair.
 - The reduction in the bag limit particularly penalizes large families, who produce more waste.
 - The city should introduce a program for collecting organic waste without imposing additional fees.
 - It would be preferable to consider reductions in other less essential services if the cost of waste management is a problem.
- **Frequency of waste collection**
 - Reducing the frequency of waste collection poses problems for hygiene, public health, and families' disposal capacity. (2x)

Section 2

ORGANICS AND WASTE COLLECTION

What barriers might prevent your household from fully participating in a curbside organics (kitchen waste) collection program?

Only one answer



Number of respondents to the question, by gender

	Total
Men	155
Women	317
Other	15
Total	487

Number of respondents to the question, by age group

	Total
<= 17 years	0
18 to 25 years	5
26 to 35 years	95
36 to 45 years	145
46 to 55 years	111
56 to 65 years	86
>= 66 years	45
Total	487

Percentage of selected responses, by gender (among those who answered this question)

	Total	Men	Women	Other
Lack of space for a green bin	9%	10%	9%	7%
Concerns about odours or animals	54%	49%	56%	53%
Uncertainty about what's allowed in the bin	3%	2%	4%	7%
I already compost at home	16%	15%	16%	7%
Not enough food waste produced	4%	6%	3%	7%
Other	14%	18%	11%	13%

Organics and Waste Collection

Percentage of selected responses, by age (among those who answered this question)

	Total	<= 17 years	18 to 25 years	26 to 35 years	36 to 45 years	46 to 55 years	56 to 65 years	>= 66 years
Lack of space for a green bin	9%	0%	40%	13%	8%	10%	8%	2%
Concerns about odours or animals	54%	0%	40%	57%	56%	58%	47%	48%
Uncertainty about what's allowed in the...	3%	0%	0%	2%	4%	2%	3%	7%
I already compost at home	16%	0%	20%	16%	18%	13%	13%	20%
Not enough food waste produced	4%	0%	0%	2%	1%	4%	8%	11%
Other	14%	0%	0%	10%	13%	14%	21%	11%

Other Choice Summary

- No barriers (39X)
- The cost of the program (6X)
- Creates maggots and attracts animals (5X)
- Lack of space (2X)
- Large family home with special needs. (2X)
- Consider rural areas and the presence of animals messing with the bin (1X)
- High contamination rates make the program ineffective (1X)
- If the city will not pick up the bin and we would have to hire an outside company for our condo, then it's a barrier (1X)
- It creates maggots and attracts animals (1X)
- Lack of time (1X)
- Learn from the program in Ottawa (1X)
- Looking at the Halifax model with a large bin for organics and yard waste would be better (1X)
- Not enough food waste produced (1X)
- Pickup routinely causes damage to bins leading to a leaky/broken bin inviting pests, odors and mess (1X)
- Smaller green bins and weekly pick up will help eliminate odours and rodent (1X)
- The bin would be one more attraction for the major amount of stray cats in our neighborhood (1X)
- The timeline seems far out (1X)

Organics and Waste Collection

If garbage collection changed to every other week, while organics collection was done weekly, how would this affect your household?

Only one answer

We would adapt easily	27%
We would need to change our waste management habits	23%
We might need more tags or containers	27%
Other	22%

Number of respondents to the question, by gender

	Total
Men	155
Women	326
Other	15
Total	496

Number of respondents to the question, by age group

	Total
<= 17 years	0
18 to 25 years	5
26 to 35 years	98
36 to 45 years	152
46 to 55 years	114
56 to 65 years	83
>= 66 years	44
Total	496

Percentage of selected responses, by gender (among those who answered this question)

	Total	Men	Women	Other
We would adapt easily	27%	22%	30%	13%
We would need to change our waste management habits	23%	21%	25%	13%
We might need more tags or containers	27%	31%	25%	27%
Other	22%	26%	19%	40%

Percentage of selected responses, by age (among those who answered this question)

	Total	<= 17 years	18 to 25 years	26 to 35 years	36 to 45 years	46 to 55 years	56 to 65 years	>= 66 years
We would adapt easily	27%	0%	25%	19%	23%	29%	34%	41%
We would need to change our waste...	23%	0%	75%	25%	21%	18%	27%	32%
We might need more tags or containers	27%	0%	0%	36%	26%	34%	20%	9%
Other	22%	0%	0%	19%	29%	19%	20%	18%

Other Choice Summary

- Storing garbage outside the home would attract pests and create smells (e.g.: cat litter, dog waste, non compostable perishable garbage) (29X)
- Families with babies, seniors, or people with medical needs generate large amounts of non-organic, odor-causing waste (e.g., diapers, incontinence products). (18X)
- Not paying more taxes for garbage collection (15X)
- Not possible (14X)
- Lack of space to store bags for two weeks (11X)
- People will dump garbage in other places (7X)
- Biggest concern is managing diapers (6X)
- A terrible ideal for rural properties Already dealing with wildlife, critters and animals (3X)
- Concern about animal waste (3X)
- Would expect a decrease in our property taxes if services were reduced (3X)
- Compost at home (2X)
- I would start burning my garbage (2X)
- It's a concern for big families (e.g. diapers) (2X)
- The amount of organics is not enough to replace weekly garbage pickup with green bin (2X)
- We don't create enough organic waste to justify weekly collections (2X)
- Would not affect my household (2X)
- Already put our garbage out every two weeks (1X)
- An unacceptable change (1X)
- Concern about managing pet waste (1X)
- Cutting more than half our garbage disposal allowance as I feel this is the only service I get from the city (1X)
- Evaluate with a phase where both collections are done weekly to get people used to it (1X)
- Fall and winter would be feasible (1X)
- I'm a single mom in a budget and already pay high taxes (1X)
- Its more trouble then anything since we are already trying the best we can not to throw away food (1X)
- Keep the frequency at once a week, but reduce the maximum number of bags (1X)
- People in apartments or townhomes would be especially impacted (1X)
- We already have very little waste and recycle well (1X)
- Weekly organics pickup is a good idea, but reducing garbage collection to every other week creates more problems than it solves (1X)
- Would adapt easily provided a green bin program is put in place at the same time (1X)
- Would be a major and unnecessary inconvenience (1X)

If the number of “free” garbage bags allowed at the curb was reduced, how would your household manage the extra waste?

Only one answer



Number of respondents to the question, by gender

	Total
Men	153
Women	322
Other	15
Total	490

Number of respondents to the question, by age group

	Total
<= 17 years	0
18 to 25 years	5
26 to 35 years	98
36 to 45 years	148
46 to 55 years	113
56 to 65 years	85
>= 66 years	41
Total	490

Percentage of selected responses, by gender (among those who answered this question)

	Total	Men	Women	Other
Purchase additional tags	23%	27%	22%	7%
Reduce waste production	22%	16%	25%	13%
Use private services or bring waste to the landfill	23%	20%	24%	40%
Other	32%	37%	30%	33%

Percentage of selected responses, by age (among those who answered this question)

	Total	<= 17 years	18 to 25 years	26 to 35 years	36 to 45 years	46 to 55 years	56 to 65 years	>= 66 years
Purchase additional tags	23%	0%	40%	22%	25%	24%	25%	7%
Reduce waste production	22%	0%	40%	18%	22%	22%	23%	27%
Use private services or bring waste to...	23%	0%	20%	28%	24%	27%	13%	20%
Other	32%	0%	0%	32%	30%	27%	39%	46%

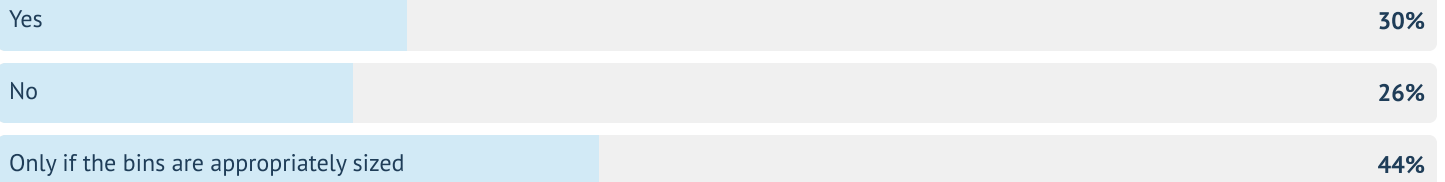
Other Choice Summary

- Already have less garbage than that (29X)
- People will dump garbage in other inappropriate places (25X)
- Not paying more for garbage collection (24X)
- It's going to be an issue (12X)
- The current three-bag limit already places strain on larger families (10X)
- Easier to reduce the number of bags if the green bin is introduced at the same time (7X)
- Do not agree (6X)
- We can manage it (6X)
- Charging for additional garbage bags on top of that only adds to the financial burden of families (5X)
- I dont know, money is already tight (4X)
- Garbage will get mixed up with compost and recycling (3X)
- Impact on the environment and odors, and increase the risk of animals around homes (3X)
- The current system works (3X)
- I live in an apartment so I often have many smaller kitchen garbage bags rather than large ones that a house would have (2X)
- Garbage would be burned (2X)
- People could manage it with their neighbors (2X)
- Purchasing tags is just another way to get money when we have already seen taxes increase and services decrease (2X)
- Encourage and spend money on getting people to recycle instead of putting it in the garbage (1X)
- I do not think I should have to pay more because I need to use small bags (1X)
- If there is a means of collection for organics, there would be no issue in meeting the limits put in place (1X)
- Need exception for families with special needs (special needs, large families, low income, etc.) (1X)
- Reduce to two bags but pick it every week (1X)
- We are also composting (1X)

Organics and Waste Collection

Would the use of standardized bins for garbage and organics (instead of bags) be suitable for your property?

Only one answer



Number of respondents to the question, by gender

	Total
Men	150
Women	324
Other	14
Total	488

Number of respondents to the question, by age group

	Total
<= 17 years	0
18 to 25 years	5
26 to 35 years	101
36 to 45 years	147
46 to 55 years	109
56 to 65 years	84
>= 66 years	42
Total	488

Percentage of selected responses, by gender (among those who answered this question)

	Total	Men	Women	Other
Yes	30%	35%	29%	7%
No	26%	22%	26%	57%
Only if the bins are appropriately sized	44%	43%	45%	36%

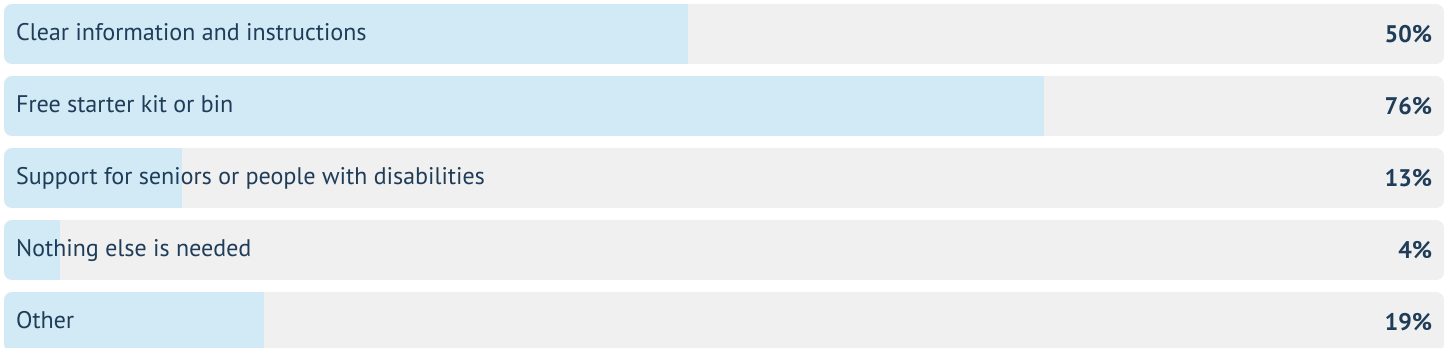
Percentage of selected responses, by age (among those who answered this question)

	Total	<= 17 years	18 to 25 years	26 to 35 years	36 to 45 years	46 to 55 years	56 to 65 years	>= 66 years
Yes	30%	0%	20%	28%	32%	30%	25%	40%
No	26%	0%	40%	23%	20%	30%	33%	21%
Only if the bins are appropriately...	44%	0%	40%	50%	48%	39%	42%	38%

Organics and Waste Collection

What conditions would help your household transition to a new curbside garbage and organics collection system? (Check all that apply)

Multiples answers question



Number of respondents to the question, by gender

	Total
Men	150
Women	327
Other	15
Total	492

Number of respondents to the question, by age group

	Total
<= 17 years	1
18 to 25 years	5
26 to 35 years	97
36 to 45 years	148
46 to 55 years	112
56 to 65 years	85
>= 66 years	44
Total	492

Percentage of selected responses, by gender (among those who answered this question)

	Total	Men	Women	Other
Clear information and instructions	50%	50%	51%	20%
Free starter kit or bin	76%	69%	81%	40%
Support for seniors or people with disabilities	13%	11%	13%	20%
Nothing else is needed	4%	5%	3%	7%
Other	19%	20%	18%	27%

Percentage of selected responses, by age (among those who answered this question)

	Total	<= 17 years	18 to 25 years	26 to 35 years	36 to 45 years	46 to 55 years	56 to 65 years	>= 66 years
Clear information and instructions	50%	0%	29%	29%	31%	30%	32%	30%
Free starter kit or bin	76%	100%	57%	52%	50%	48%	41%	39%
Support for seniors or people with...	13%	0%	0%	5%	4%	8%	12%	21%
Nothing else is needed	4%	0%	0%	3%	1%	2%	4%	1%
Other	19%	0%	14%	10%	14%	12%	10%	9%

Other Choice Summary

- Don't change anything (27X)
- Lower the municipal taxes (10X)
- Large garbage bins with locking lids provided for free by the city (7X)
- Add composting if necessary without taking away our weekly garbage collection (5X)
- Considerations for large families (more labels) (5X)
- More difficult to implement in rural areas (5X)
- Put in place organic collection every week (4X)
- A plan to support maintenance of the bins (and replacement) (3X)
- Already composting at home (3X)
- Develop / Support home composting (purchase a home food composter at a reduced cost) (2X)
- Pest control (2X)
- A slower transition (1X)
- An area of collective bins on city property for each neighborhood (1X)
- Confirm that taxes won't go up as a result (1X)
- Considerations for medical waste (1X)
- Considerations for people with low income (1X)
- Develop a diaper service collection (1X)
- Develop a service to clean the bins from maggots and criters (1X)
- Ensure apartments or duplex's get their own bins, especially their own smaller composting bins (1X)
- Give a transition period (1X)
- Hard to navigate the bin down the driveway (1X)
- Having access to the compost created from our organic waste free of charge (1X)
- If regulations are enforced (1X)
- If the bins are on wheels and automated trucks are used (1X)
- Lack of space for bins (1X)
- No additional cost to the residents (1X)
- Provide brown bags for the green bin (1X)
- Reduce excess packaging in stores (1X)
- The city offering to collect the garbage/recycling from my condo buildings, rather than having to hire an outside company (1X)
- The most important is that the city is collecting everything (1X)
- Their is no need in the rural areas (1X)
- Unlimited pet waste pick up (1X)

Section 3

**RECYCLING AND DIVERSION PROGRAMS
(EXCLUDING BLUE BOX)**

Recycling and Diversion Programs (excluding Blue Box)

What improvements to recycling would be most helpful for your household?

Only one answer

More curbside collection options (e.g., batteries, textiles)	44%
More local drop-off locations	18%
None – the current system works well	38%

Number of respondents to the question, by gender

	Total
Men	152
Women	312
Other	14
Total	478

Number of respondents to the question, by age group

	Total
<= 17 years	0
18 to 25 years	4
26 to 35 years	95
36 to 45 years	144
46 to 55 years	114
56 to 65 years	83
>= 66 years	38
Total	478

Percentage of selected responses, by gender (among those who answered this question)

	Total	Men	Women	Other
More curbside collection options (e.g., batteries, textiles)	44%	39%	48%	29%
More local drop-off locations	18%	16%	18%	21%
None – the current system works well	38%	45%	34%	50%

Percentage of selected responses, by age (among those who answered this question)

	Total	<= 17 years	18 to 25 years	26 to 35 years	36 to 45 years	46 to 55 years	56 to 65 years	>= 66 years
More curbside collection options (e.g.,...	44%	0%	50%	45%	48%	45%	41%	35%
More local drop-off locations	18%	0%	0%	15%	19%	16%	22%	16%
None – the current system works well	38%	0%	50%	40%	33%	39%	37%	49%

Recycling and Diversion Programs (excluding Blue Box)

How likely are you to use a curbside battery or textile recycling program if it were implemented?

Only one answer



Number of respondents to the question, by gender

	Total
Men	154
Women	318
Other	14
Total	486

Number of respondents to the question, by age group

	Total
<= 17 years	0
18 to 25 years	4
26 to 35 years	97
36 to 45 years	145
46 to 55 years	114
56 to 65 years	84
>= 66 years	42
Total	486

Percentage of selected responses, by gender (among those who answered this question)

	Total	Men	Women	Other
Very likely	42%	36%	45%	21%
Somewhat likely	29%	29%	30%	14%
Unlikely	22%	24%	19%	50%
I already use private or retailer programs	7%	10%	5%	14%

Percentage of selected responses, by age (among those who answered this question)

	Total	<= 17 years	18 to 25 years	26 to 35 years	36 to 45 years	46 to 55 years	56 to 65 years	>= 66 years
Very likely	42%	0%	25%	42%	40%	41%	44%	45%
Somewhat likely	29%	0%	25%	33%	32%	27%	25%	26%
Unlikely	22%	0%	50%	21%	21%	23%	24%	14%
I already use private or retailer...	7%	0%	0%	4%	6%	9%	7%	14%

Comments summary

- **Battery and textile recycling**
 - Many people dispose of their used batteries or textiles at existing collection points such as stores or their workplace. (4x)
 - A monthly curbside collection for batteries or textiles would be appreciated.
- **Recycling and waste management**
 - It is necessary to improve and expand recycling services and facilities in Rockland, while strengthening communication and incentives to encourage recycling and organic waste collection. (3x)
- **Costs and adaptation**
 - Implementing the program would generate additional costs and could lead to higher taxes.
 - Using the program requires a period of adjustment.
- **Recycling efficiency**
 - Reducing the frequency of collections is not effective for recycling.

Section 4

WASTE REDUCTION AND CIRCULAR ECONOMY

What barriers prevent your household from reducing food waste?

Only one answer

Lack of time to meal plan	4%
Unsure how to properly store leftovers	1%
Buy in bulk but don't consume everything	4%
We're already doing our best	85%
Other	6%

Number of respondents to the question, by gender

	Total
Men	155
Women	323
Other	14
Total	492

Number of respondents to the question, by age group

	Total
<= 17 years	0
18 to 25 years	4
26 to 35 years	96
36 to 45 years	150
46 to 55 years	112
56 to 65 years	87
>= 66 years	43
Total	492

Percentage of selected responses, by gender (among those who answered this question)

	Total	Men	Women	Other
Lack of time to meal plan	4%	3%	5%	0%
Unsure how to properly store leftovers	1%	1%	1%	0%
Buy in bulk but don't consume everything	4%	5%	5%	0%
We're already doing our best	85%	87%	84%	93%
Other	6%	4%	7%	7%

Percentage of selected responses, by age (among those who answered this question)

	Total	<= 17 years	18 to 25 years	26 to 35 years	36 to 45 years	46 to 55 years	56 to 65 years	>= 66 years
Lack of time to meal plan	4%	0%	0%	5%	5%	5%	1%	0%
Unsure how to properly store leftovers	1%	0%	25%	0%	1%	1%	0%	2%
Buy in bulk but don't consume everything	4%	0%	0%	4%	3%	5%	8%	0%
We're already doing our best	85%	0%	75%	88%	84%	84%	83%	93%
Other	6%	0%	0%	3%	7%	4%	8%	5%

Comments summary

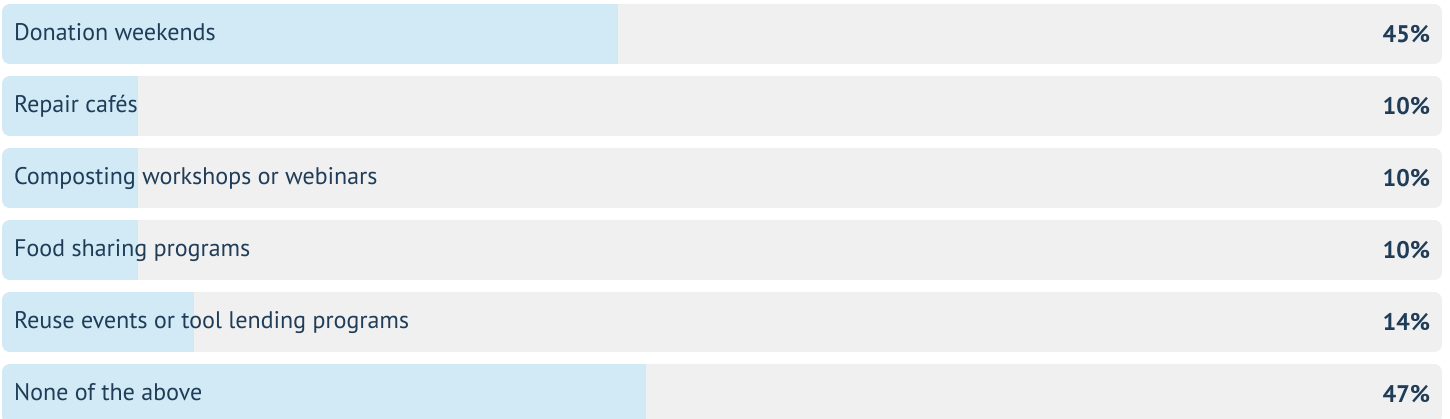
- **Personal constraints to reduce waste**
 - Personal constraints such as the number of occupants in the household, lack of time, or physical limitations make it difficult to reduce waste. (2x)
- **Reducing food waste**
 - Organize workshops to teach people how to use food scraps to reduce waste.
 - Composting kitchen waste reduces food waste while protecting the environment.
 - Using devices such as the Foodcycler helps households reduce food waste.
 - Feeding food scraps to pets helps prevent waste.
- **Reducing waste and packaging**
 - Children often waste food.
 - Products are often over-packaged.
- **Household waste management**
 - The high cost of taxes and garbage collection may discourage participation in organic waste collection.
 - The lack of clear guidelines on the disposal of cat litter complicates waste management in households with multiple cats.

Other Choice Summary

- We don't waste much (7X)
- No barriers (3X)
- A proper bin container (2X)
- Doing the best we can with a larger family (2X)
- A collection program (1X)
- Already composting at home and green bins would be problematic (1X)
- Animal getting into waste, attracting rodents (1X)
- Everything is brought to the farm animals in the neighborhood (1X)
- I don't have enough money to waste food. (1X)
- Lack of an organic waste system (1X)
- Lack of time (kids, work, etc.) (1X)
- No monetary benefit to participating in a curbside organics collection program (1X)
- Nothing needed (1X)
- Raising awareness and educating (1X)
- Think about cat litter and other animal waste (1X)
- Using a lot of fresh ingredients causes to have a lot of non edible food waste (peels, stems, leaves, etc.) (1X)
- Would like an electric composter at home (1X)

Which of the following waste reduction initiatives would you or your household participate in?

Multiples answers question



Number of respondents to the question, by gender

	Total
Men	153
Women	323
Other	15
Total	491

Number of respondents to the question, by age group

	Total
<= 17 years	0
18 to 25 years	4
26 to 35 years	96
36 to 45 years	150
46 to 55 years	112
56 to 65 years	87
>= 66 years	42
Total	491

Percentage of selected responses, by gender (among those who answered this question)

	Total	Men	Women	Other
Donation weekends	45%	34%	52%	20%
Repair cafés	10%	6%	12%	13%
Composting workshops or webinars	10%	7%	12%	0%
Food sharing programs	10%	3%	13%	13%
Reuse events or tool lending programs	14%	9%	16%	20%
None of the above	47%	59%	40%	67%

Waste Reduction and Circular Economy

Percentage of selected responses, by age (among those who answered this question)

	Total	<= 17 years	18 to 25 years	26 to 35 years	36 to 45 years	46 to 55 years	56 to 65 years	>= 66 years
Donation weekends	45%	0%	0%	31%	36%	35%	30%	34%
Repair cafés	10%	0%	0%	7%	10%	5%	8%	8%
Composting workshops or webinars	10%	0%	0%	8%	9%	5%	6%	8%
Food sharing programs	10%	0%	25%	9%	6%	9%	6%	2%
Reuse events or tool lending programs	14%	0%	25%	9%	12%	7%	13%	8%
None of the above	47%	0%	50%	35%	27%	39%	37%	42%

Comments summary

- **Repair Value**
 - The repair of objects should be encouraged rather than their disposal.
 - Repairing something can be a learning experience.
- **Donating and reusing items**
 - Facebook Buy Nothing groups allow you to give away items and reduce waste on a daily basis. (3x)
 - The local thrift store encourages reuse by regularly accepting donations.
 - I participate in zero waste initiatives.
- **Accessibility of donation drop off points**
 - Increasing the number of drop-off points and extending their hours makes it easier to donate. (2x)
 - The Rockland Food Bank accepts donations every week.
- **Waste management and collection**
 - Weekly garbage collection must be maintained, even with the addition of a green bin.
 - The high cost of taxes and weekly collection discourages participation in organic waste collection.

What concerns, if any, do you have about a clear garbage bag program (where all contents must be visible to collectors)?

Only one answer

Privacy concerns	65%
Discomfort with visible waste sorting	10%
No concerns	19%
Need support (information, materials)	6%

Number of respondents to the question, by gender

	Total
Men	142
Women	317
Other	15
Total	474

Number of respondents to the question, by age group

	Total
<= 17 years	0
18 to 25 years	4
26 to 35 years	94
36 to 45 years	147
46 to 55 years	107
56 to 65 years	80
>= 66 years	42
Total	474

Percentage of selected responses, by gender (among those who answered this question)

	Total	Men	Women	Other
Privacy concerns	65%	63%	66%	60%
Discomfort with visible waste sorting	10%	15%	7%	20%
No concerns	19%	19%	20%	13%
Need support (information, materials)	6%	4%	7%	7%

Percentage of selected responses, by age (among those who answered this question)

	Total	<= 17 years	18 to 25 years	26 to 35 years	36 to 45 years	46 to 55 years	56 to 65 years	>= 66 years
Privacy concerns	65%	0%	75%	68%	63%	70%	61%	55%
Discomfort with visible waste sorting	10%	0%	0%	12%	10%	7%	10%	10%
No concerns	19%	0%	25%	17%	20%	19%	19%	26%
Need support (information, materials)	6%	0%	0%	3%	7%	4%	10%	10%

Comments summary

- **Use of transparent bags**
 - Transparent bags make it easier to check sorting and comply with waste regulations.
 - Transparent bags are acceptable if they are placed in rolling bins to prevent damage caused by animals.
 - The visibility of waste in transparent bags detracts from the aesthetics of the neighborhood.
- **Free transparent bags**
 - Transparent bags should be provided free of charge if their use is mandatory.
 - Transparent bags should be free or cost the same as green bags.
 - Transparent bags must be provided without resulting in an increase in taxes.
 - The municipality must provide transparent bags.
- **Issues related to transparent bags**
 - The availability, cost, and durability of transparent bags are causing concern among citizens. (3x)
 - The transparency of the bags may increase the risk of theft by making their contents visible.
- **Privacy and waste security**
 - The use of transparent bags is perceived as an invasion of citizens' privacy. (3x)
 - Transparent bags can be torn open by crows, posing a waste safety issue.
- **Financial concerns**
 - The additional costs of the program for taxpayers are causing concern.
- **The complexity of waste sorting**
 - The addition of a new type of bag complicates waste management.

Section 5

ICI SECTOR, LANDFILL, AND DROP-OFF SITES

If more items (e.g., mattresses, electronics, construction and demolition waste) were banned from the landfill or subject to higher fees, how would your household manage them?

Only one answer

Bring to the local landfill	58%
Pay for a private service	7%
Store them at home longer	14%
Other	21%

Number of respondents to the question, by gender

	Total
Men	145
Women	307
Other	13
Total	465

Number of respondents to the question, by age group

	Total
<= 17 years	0
18 to 25 years	2
26 to 35 years	95
36 to 45 years	146
46 to 55 years	105
56 to 65 years	78
>= 66 years	39
Total	465

Percentage of selected responses, by gender (among those who answered this question)

	Total	Men	Women	Other
Bring to the local landfill	58%	59%	58%	54%
Pay for a private service	7%	11%	6%	0%
Store them at home longer	14%	8%	16%	23%
Other	21%	22%	21%	23%

Percentage of selected responses, by age (among those who answered this question)

	Total	<= 17 years	18 to 25 years	26 to 35 years	36 to 45 years	46 to 55 years	56 to 65 years	>= 66 years
Bring to the local landfill	58%	0%	50%	61%	52%	61%	58%	68%
Pay for a private service	7%	0%	0%	7%	9%	8%	5%	3%
Store them at home longer	14%	0%	50%	13%	16%	12%	13%	10%
Other	21%	0%	0%	19%	23%	19%	24%	20%

Comments summary

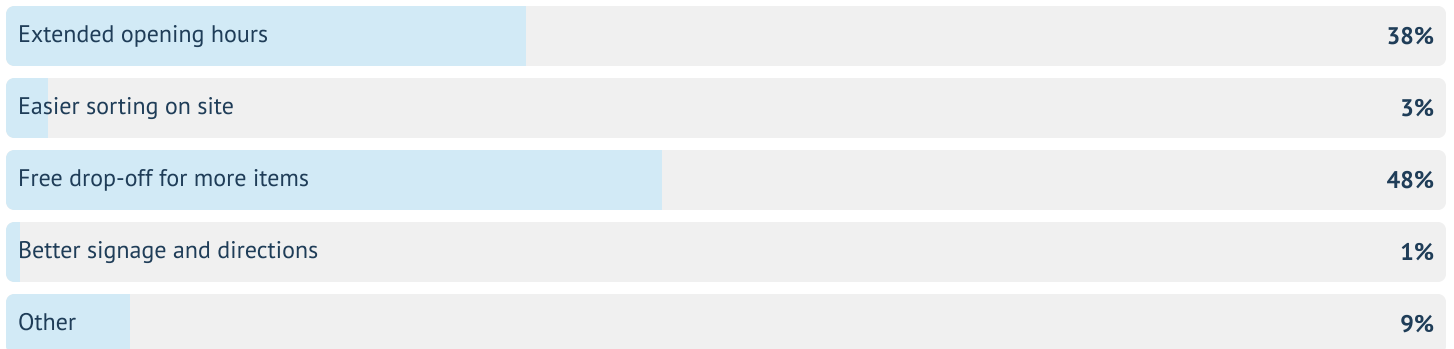
- **Bulky waste and waste management**
 - Seasonal or more frequent collections would facilitate the legal and appropriate disposal of bulky waste. (2x)
 - It is important to allow for occasional drop-offs of items at the landfill site.
 - Prioritize incentives for proper disposal of items.
 - Sell or give away these items.
 - I sort items for recycling as much as possible.
 - Adding the green bin is a good idea, but weekly garbage collection must be maintained.
- **Management of bulky waste in rural areas**
 - The lack of local solutions or transportation for bulky items complicates their proper disposal in rural areas. (2x)
 - Rural properties are at risk of becoming cluttered with large waste items.
- **Municipal finance management**
 - The management of municipal funds in Rockland needs to be improved.
- **Cost of municipal services**
 - Local taxes are considered too high to justify fees or a reduction in collection services. (3x)
 - Citizens want the savings made on municipal services to be passed on to them.
 - Rising costs and declining public services are causing discontent.
- **Responsible consumption**
 - I buy second-hand items and use them for a long time.
- **Risk of illegal dumping**
 - Restrictions or increased fees could encourage illegal or uncontrolled waste dumping. (3x)
 - Higher fees could prompt some people to resort to alternatives that are less environmentally friendly than landfill.

Other Choice Summary

- It would create more illegal dumping. (28X)
- It should be free as we pay enough taxes already. (8X)
- I will burn them. (6X)
- We don't have money to dispose of them. (5X)
- Best to allow drop off with one event to collect on the side of the road either spring or fall. (4X)
- I wouldn't have the means to take these items to a landfill. (4X)
- People will keep these items on their backyard. (4X)
- Bring them to landfill site (3X)
- Find a way to reuse or donate. (3X)
- A fee system is better and gives residents the ability to dispose of these things responsibly. (2X)
- Find a place to recycle these items. (2X)
- It should be picked up at the curb. (2X)
- Support online donations (Facebook groups) (2X)
- We already pay an environmental fee when we buy electronics and we should not have to pay again. (2X)
- As a small construction based business I would be quite upset about the construction material ban (1X)
- Find another landfill. (1X)
- Give to friends and family (1X)
- Households should have a limit per year of items instead of having a fee. (1X)
- I expect the City to provide resources to recycle or throw these items out. (1X)
- It should remain the same. (1X)
- Move to a different city where more services are offered. (1X)
- People should not be penalized for disposing of items that have lived their life span. (1X)
- People would break the items down to camouflage them in the bi-weekly garbage pickup. (1X)
- Reduce the taxes and I will use a private service when needed. (1X)
- Separate the cost: construction cost vs garbage cost could be different at the landfill. (1X)
- Support electronic recycling services (1X)
- The city should support initiatives from not for profit organizations. (1X)
- The cost has already jumped significantly at the dump. (1X)
- The stores that sell/deliver these items should take the discarded items. (1X)

What improvements would make the landfill or drop-off sites more accessible or useful to you?

Only one answer



Number of respondents to the question, by gender

	Total
Men	151
Women	309
Other	14
Total	474

Number of respondents to the question, by age group

	Total
<= 17 years	0
18 to 25 years	3
26 to 35 years	93
36 to 45 years	150
46 to 55 years	106
56 to 65 years	81
>= 66 years	41
Total	474

Percentage of selected responses, by gender (among those who answered this question)

	Total	Men	Women	Other
Extended opening hours	38%	41%	38%	14%
Easier sorting on site	3%	2%	3%	7%
Free drop-off for more items	48%	45%	49%	64%
Better signage and directions	1%	1%	1%	0%
Other	9%	11%	8%	14%

Percentage of selected responses, by age (among those who answered this question)

	Total	<= 17 years	18 to 25 years	26 to 35 years	36 to 45 years	46 to 55 years	56 to 65 years	>= 66 years
Extended opening hours	38%	0%	33%	37%	37%	46%	36%	32%
Easier sorting on site	3%	0%	0%	3%	2%	2%	5%	2%
Free drop-off for more items	48%	0%	33%	55%	49%	42%	46%	56%
Better signage and directions	1%	0%	0%	2%	0%	3%	0%	2%
Other	9%	0%	33%	3%	12%	8%	14%	7%

Comments summary

- **Hazardous waste management**
 - It is difficult to dispose of paint cans after renovations.
- **Innovative and affordable waste management**
 - The use of advanced technologies such as gasification should be considered to improve waste treatment at landfill sites.
 - Waste management must remain affordable for taxpayers.
- **Free admission and extended opening hours**
 - The site should offer free access periods each year.
 - The site should be open for more days.
- **Cost of collection services**
 - Taxes are considered too high in relation to the frequency or perceived benefit of collection services. (2x)
- **Easy access to the storage facility**
 - Allowing more items to be dropped off free of charge and offering extended hours, particularly in the evenings, would improve the accessibility of the service. (2x)
- **Quality of service at waste collection centers**
 - The staff and service at the waste disposal facility are considered pleasant and satisfactory. (2x)
 - It is requested that garden waste be deposited at the entrance to the site.
- **Deposit cost and incivility**
 - Excessively high disposal costs can encourage illegal dumping and promote the presence of pests.
- **Queue management**
 - The current system is considered inefficient due to queues at the entrance and exit.

Other Choice Summary

- Nothing to change (9X)
- Extended opening hours (6X)
- No means of transportation to go to the landfill (6X)
- Never been to the landfill (5X)
- Free drop-off for more items (4X)
- Friendly staff (3X)
- Most efficient service (3X)
- Spring and fall pick up in the city (3X)
- Easy and friendly to use (2X)
- Facilitate access to recycling and diversion facilities without having to wait in long lines at the landfill site (2X)
- Reduce wait times (2X)
- Add services to reuse products (1X)
- Easier too sort out items on site (1X)
- Free drop off (1X)
- Open a site in Rockland and transfer items to Bourget (1X)
- Respecting the posted hours (1X)
- Upgrade landfill policies to reduce illegal dumping (1X)

Section 6

COMMUNICATION AND PARTICIPATION

Communication and Participation

How do you prefer to receive information about changes to municipal waste management services?

Multiples answers question

City website clarence-rockland.com	42%
The City's Official Social Media Accounts (Facebook and Instagram)	47%
Local events or info sessions	5%
The bCiti+ Citizens Portal	26%
Other	16%

Number of respondents to the question, by gender

	Total
Men	158
Women	329
Other	14
Total	501

Number of respondents to the question, by age group

	Total
<= 17 years	1
18 to 25 years	5
26 to 35 years	96
36 to 45 years	158
46 to 55 years	114
56 to 65 years	84
>= 66 years	43
Total	501

Percentage of selected responses, by gender (among those who answered this question)

	Total	Men	Women	Other
City website clarence-rockland.com	42%	44%	42%	29%
The City's Official Social Media Accounts (Facebook and Instagram)	47%	39%	51%	21%
Local events or info sessions	5%	6%	5%	0%
The bCiti+ Citizens Portal	26%	26%	27%	7%
Other	16%	16%	15%	50%

Percentage of selected responses, by age (among those who answered this question)

	Total	<= 17 years	18 to 25 years	26 to 35 years	36 to 45 years	46 to 55 years	56 to 65 years	>= 66 years
City website clarence-rockland.com	42%	0%	0%	27%	28%	32%	34%	47%
The City's Official Social Media Account...	47%	0%	40%	44%	39%	34%	21%	20%
Local events or info sessions	5%	0%	0%	3%	5%	3%	5%	4%
The bCiti+ Citizens Portal	26%	100%	20%	19%	18%	17%	25%	22%
Other	16%	0%	40%	8%	11%	15%	16%	7%

Comments summary

- Receiving a notice on personal email there has been an update would be helpful as a reminder to check 'NEW' information. (1X) (2 Likes)

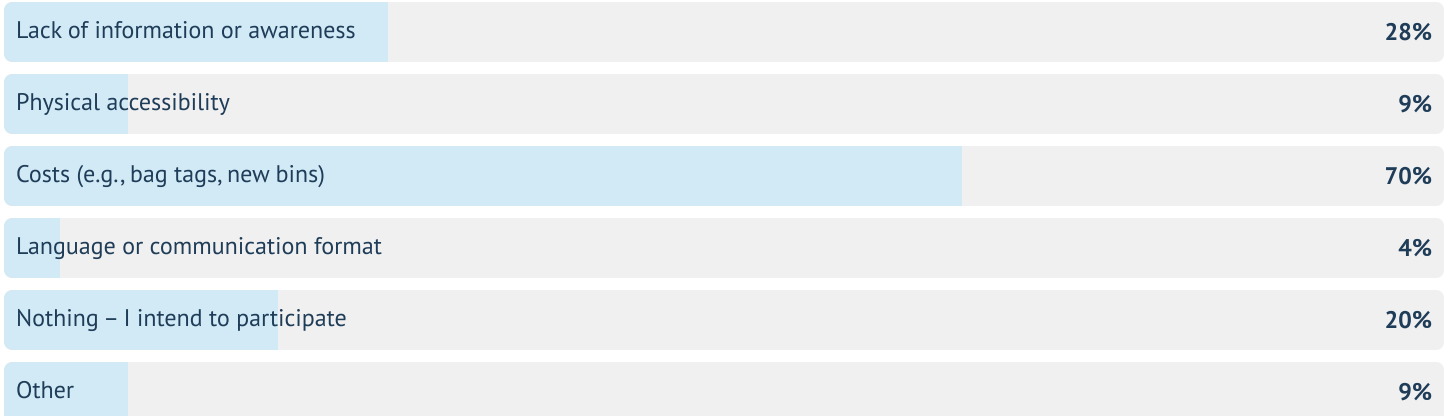
Other Choice Summary

- By email (38X)
- By mail (24X)
- By text messages (5X)
- Local newspaper (3X)
- Facebook Groups (2X)
- Newsletter by email (2X)
- As sequence: website, bciti and email (1X)
- By email through bciti (1X)
- Don't change anything (1X)
- Information at local home shows (1X)
- More user friendly app (1X)
- Posters on message boards and business windows (1X)
- Social media (1X)
- Take the time to answer questions (1X)
- What is bciti? (1X)

Communication and Participation

What might prevent you from participating in new or expanded municipal waste management programs? (Check all that apply)

Multiples answers question



Number of respondents to the question, by gender

	Total
Men	158
Women	333
Other	14
Total	505

Number of respondents to the question, by age group

	Total
<= 17 years	1
18 to 25 years	5
26 to 35 years	98
36 to 45 years	159
46 to 55 years	113
56 to 65 years	86
>= 66 years	43
Total	505

Percentage of selected responses, by gender (among those who answered this question)

	Total	Men	Women	Other
Lack of information or awareness	28%	28%	27%	36%
Physical accessibility	9%	9%	9%	7%
Costs (e.g., bag tags, new bins)	70%	75%	68%	71%
Language or communication format	4%	2%	5%	0%
Nothing – I intend to participate	20%	18%	22%	14%
Other	9%	10%	9%	0%

Communication and Participation

Percentage of selected responses, by age (among those who answered this question)

	Total	<= 17 years	18 to 25 years	26 to 35 years	36 to 45 years	46 to 55 years	56 to 65 years	>= 66 years
Lack of information or awareness	28%	25%	17%	20%	19%	19%	21%	25%
Physical accessibility	9%	25%	0%	4%	5%	8%	8%	6%
Costs (e.g., bag tags, new bins)	70%	25%	83%	56%	54%	48%	42%	40%
Language or communication format	4%	25%	0%	2%	3%	3%	3%	2%
Nothing – I intend to participate	20%	0%	0%	11%	14%	15%	16%	22%
Other	9%	0%	0%	8%	5%	6%	10%	5%

Comments summary

- **Consumer awareness**
 - Support is provided for initiatives that promote reflection on consumption.
- **Cost and fairness of services**
 - Citizens are concerned that tax increases will not be accompanied by improved services. (2x)
 - The cost of programs or services is a potential barrier to participation.
 - The lack of public transportation and the cost of water are sources of concern for some residents.
 - Equal tax rates do not reflect the unequal distribution of services between rural and urban areas.
- **Waste management and accessibility**
 - Reducing the number of weekly bags complicates waste management for large families, shelters, or those who produce a lot of waste, and does not take into account specific needs such as pets. (4x)
 - Taxes are considered too high in relation to the reduction or quality of waste management services. (3x)
 - Participation in new waste management programs should not result in additional costs or financial barriers for citizens. (3x)
 - The addition of the green bin is positive, but weekly garbage collection must be maintained.
 - Curbside collection of organic waste promotes more conscious waste management.
 - The city must help cover the cost of the bins prescribed for users.
 - Appropriate containers for garbage, recycling, and compost are necessary.
 - The use of transparent bags for waste is perceived as intrusive and excessive.
 - The green bin must be provided at the same time as the brown bags.
 - The inability to drive makes it difficult to access Bourget without transportation.
 - There are no barriers preventing participation in new waste management programs.
- **Concerns about property taxes**
 - Participation depends on property taxes remaining at the same level, without any increase. (2x)
 - High property taxes should guarantee robust services without cuts.
 - The cost represents a slight barrier to participation.

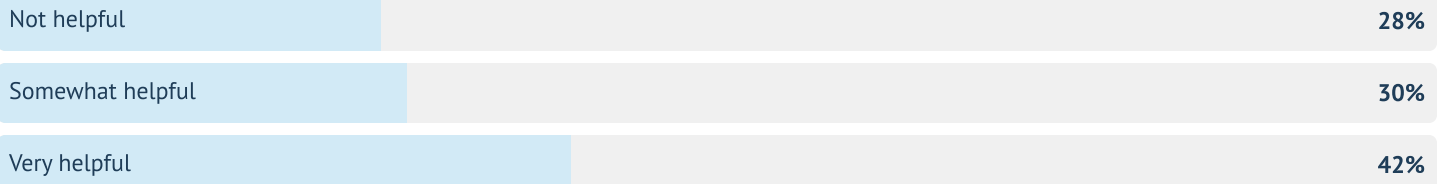
Other Choice Summary

- Less services for higher costs /taxes (8X)
- Not interesting / It's working as it is (5X)
- Having to deal with pests/messes (maggots, odors, animals, rodents, etc.) (4X)
- Option to participate or not / not imposing (4X)
- The cost of it is too high (3X)
- I would willingly participate as long as there are no additional costs / increase taxes (2X)
- Complex medical needs (1X)
- Garbage collection every 2 week (1X)
- I don't have the means to physically take large items to drop off locations (1X)
- I intend to participate to changes at my home (1X)
- I would willingly participate as long as there are no additional costs to the residents (1X)
- No services to pickup our garbage at condominiums (1X)
- Not interesting / It's working as it is (1X)
- Options aren't taking into consideration residents needs (1X)
- The city must provide the bins (1X)
- This will impact low income households (1X)
- Time and motivation (1X)
- Transportation to bring things to landfill (1X)

Communication and Participation

How helpful would it be to have a mobile app or digital tool that provides sorting tips and collection reminders?

Only one answer



Number of respondents to the question, by gender

	Total
Men	167
Women	339
Other	14
Total	520

Number of respondents to the question, by age group

	Total
<= 17 years	1
18 to 25 years	5
26 to 35 years	98
36 to 45 years	166
46 to 55 years	114
56 to 65 years	88
>= 66 years	48
Total	520

Percentage of selected responses, by gender (among those who answered this question)

	Total	Men	Women	Other
Not helpful	28%	32%	25%	57%
Somewhat helpful	30%	35%	28%	29%
Very helpful	42%	34%	47%	14%

Percentage of selected responses, by age (among those who answered this question)

	Total	<= 17 years	18 to 25 years	26 to 35 years	36 to 45 years	46 to 55 years	56 to 65 years	>= 66 years
Not helpful	28%	0%	40%	26%	29%	27%	34%	23%
Somewhat helpful	30%	100%	0%	32%	33%	31%	22%	33%
Very helpful	42%	0%	60%	43%	39%	42%	44%	44%