



WHAT WE HEARD REPORT

Leduc County Solid Waste Strategic Plan survey

Executive summary

As Leduc County grows and changes, the way we manage solid waste and recycling may need to change as well. Leduc County recently gathered input from residents on the solid waste and recycling services Leduc County currently provides via a survey. More than 600 residents provided feedback on solid waste management in Leduc County. They shared their thoughts on areas that are working well, areas that could be improved and suggestions for future services, including waste diversion targets.

Project background

Leduc County is completing a solid waste strategic plan to identify service levels and waste management priorities. In early 2020, council directed administration to learn more about what residents thought of Leduc County's current programs and services and what their priorities were regarding waste reduction and waste diversion.

To learn more and gather resident feedback, a survey was launched in summer 2020. It ran from July 17 to Sept. 15.

Online survey feedback

The online survey received responses from **608** residents across Leduc County. Respondents provided feedback on the following themes:

- ▶ Amount of garbage and recycling generated each week
- ▶ Primary method for disposing of household waste and recyclables
- ▶ Frequency of waste and recycling disposal
- ▶ Most-used waste and recycling disposal facility
- ▶ Agricultural waste and recycling
- ▶ Transfer station usage, hours of operation and locations
- ▶ Curbside recycling and waste pick up
- ▶ Private haulers
- ▶ Waste diversion and reduction

Who filled out the survey

13,172 people live in Leduc County. Residents live in a variety of areas, including but not limited to, country residential, rural, urban and agricultural. Residents vary in age, backgrounds and in their access to technology. Keeping these demographics in mind, the communications tactics used to promote the survey included a wide variety to reach many audiences, including:

- ▶ Directly-mailed letters to every residence. The letter was sent out with Leduc County's Transfer Station Access Cards in early July.
- ▶ Frequent social media postings from Leduc County's Facebook and Twitter accounts.
- ▶ Four-week paid social media campaign, targeting social media account holders within the Leduc County region.
- ▶ Signage at each transfer station.
- ▶ Website notice on www.leduc-county.com.
- ▶ Newspaper advertisements in the Leduc REP, Devon Dispatch, Beaumont News, Thorsby Target and Warburg Bugle.
- ▶ Article in Ag Matters electronic newsletter.

In-person activities

Solid waste and recycling disposal affects everyone, and it was important to give Leduc County residents the opportunity to share their thoughts on current services. Due to COVID-19, in-person activities for information sharing were not considered at the time of the survey, but may be considered in the future if further public engagement is required.

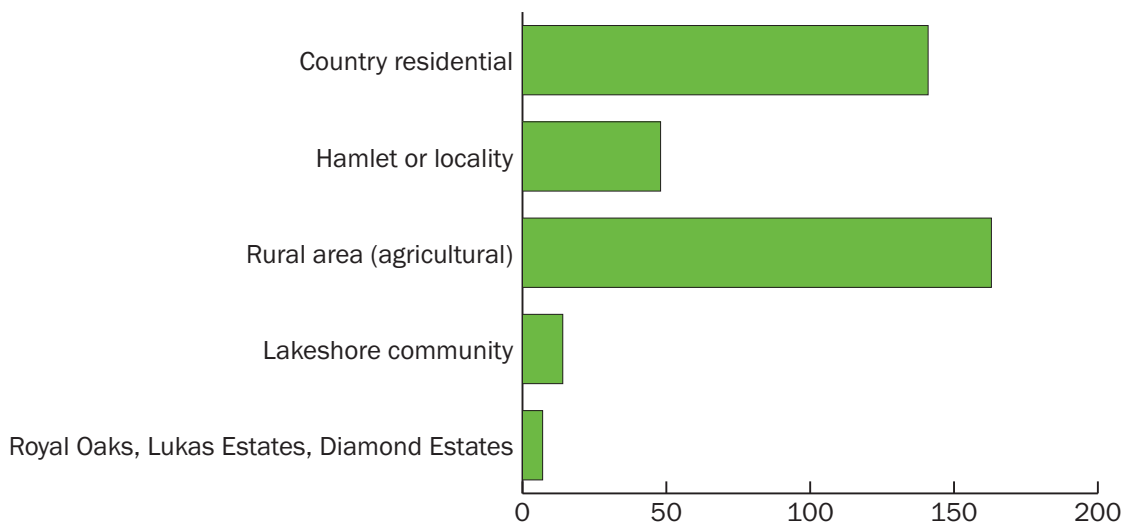
Survey results and findings

The survey included both demographic questions to gather information on who was providing input and service-based questions to gather information on areas related to solid waste management in Leduc County.

A one-page infographic on survey results can be viewed on the last page of this report.

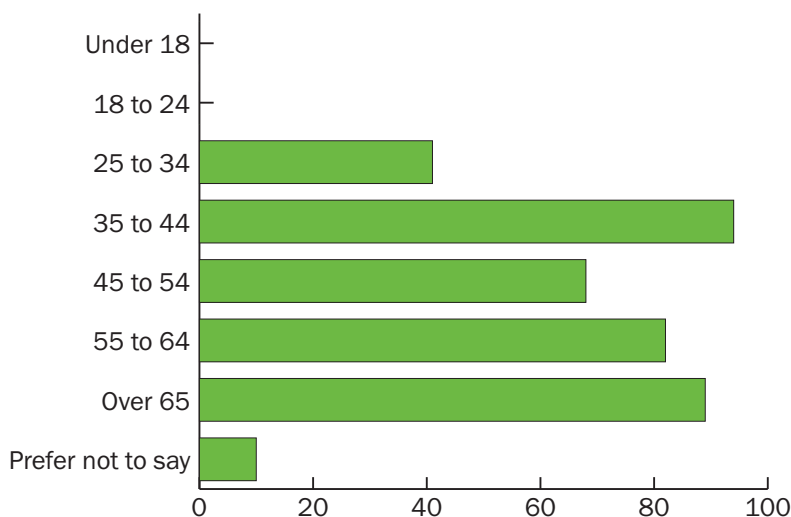
DEMOGRAPHICS

Where respondents live



The majority of respondents live in an agricultural area (**163**) or a country residential area (**141**). Other numbers included **48** from a hamlet or locality, **14** from a lakeshore community and **7** from Royal Oaks, Lukas Estates and Diamond Estates.

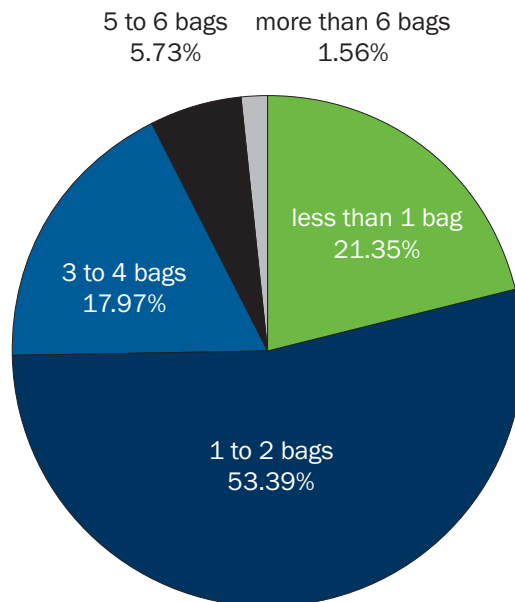
Age category of respondents



Other demographic questions included family size – the average household size of respondents was **2** people at **39.12 per cent** and **3 to 4** people at **38.08 per cent**.

WASTE AND RECYCLING DISPOSAL

Waste generated each week



PRIMARY METHOD OF WASTE AND RECYLING DISPOSAL

Waste disposal

► The primary method for waste disposal are Leduc County transfer stations at **48.03 per cent***, followed by curbside pick-up at **21.26 per cent**.

► **23.70 per cent** of respondents said they dispose of waste *once a week* at a transfer station or regional facility.

► **20.57 per cent** of respondents dispose of waste *once a month* at a transfer station or regional facility.

**This number refers to Leduc County transfer stations in general, not a specific transfer station. To view individual transfer station-use, please refer to the infographic at the end of this report.*

Recycling disposal

► **42.41 per cent** of respondents said they recycle *everything*.

► **39.27 per cent** said they recycle *most things*.

► **49.09 per cent** said they generate 1 to 2 bags of recyclables each week.

Curbside pick up

We asked respondents how many were part of the county's curbside pick-up program.

► **23.10 per cent** were part of the program

► **76.90 per cent** were not

We also asked if others would be interested in an expanded curbside pick-up program. Responses were more even for this question:

► **37.76 per cent** said yes

► **51.71 per cent** said no

Private haulers

When it comes to private haulers, the majority of respondents do not use them.

- ▶ **83.59 per cent** of respondents do not use a hauler.
- ▶ Those that do use a private hauler were split almost evenly between the services their private hauler provides:
 - ▶ curbside pick-up services at **7.90 per cent**
 - ▶ dumpster at **8.51 per cent**

AGRICULTURAL WASTE

We asked people if they were agricultural producers, and if so, if they utilized our agricultural chemical container recycling program. We also wanted to measure interest levels in an expanded agricultural recycling program.

64 respondents identified themselves as agricultural producers, or **16.93 per cent**.

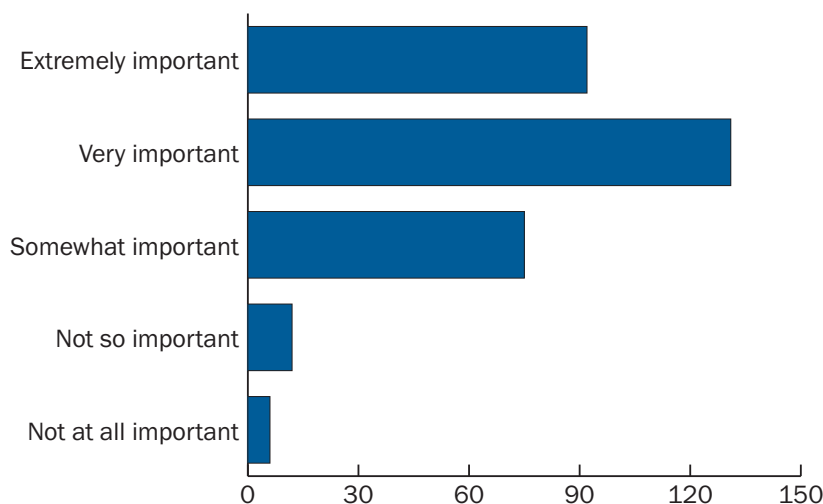
- ▶ **45.45 per cent** utilize our current agricultural chemical container recycling program
- ▶ **15.15 per cent** did not know about the program
- ▶ **7.58 per cent** did not know about the program, but will now begin to access it
- ▶ **27.27 per cent** do not use chemical containers in their operations

When we asked about expanded agricultural recycling opportunities, the interest was very high, as follows:

- ▶ Recycling opportunity for *silage bags*: **78.69 per cent** interested
- ▶ Recycling opportunity for *grain bags*: **77.97 per cent** interested
- ▶ Recycling opportunity for *bale wraps*: **80.33 per cent** interested
- ▶ Recycling opportunity for *twine*: **80.00 per cent** interested

WASTE DIVERSION

Many respondents indicated a high interest in waste diversion and reduction, as follows:

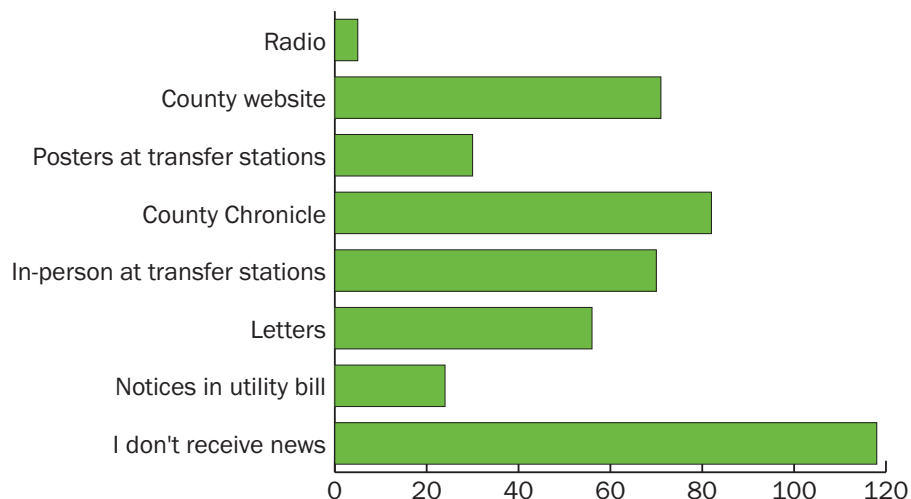


We also asked if Leduc County should set a waste diversion target closer to the provincial target.

- ▶ **21.79 per cent** strongly support
- ▶ **41.03 per cent** support
- ▶ **29.81 per cent** neither support nor oppose
- ▶ **4.81 per cent** oppose
- ▶ **2.56 per cent** strongly oppose

INFORMATION SHARING

Most Leduc County residents indicated they learn about county solid waste news from the Leduc County Chronicle external newsletter and in-person at transfer stations.



ADDITIONAL COMMENTS

The survey received **343** additional comments* about programs and services, including:

- ▶ 144 comments about changes in services offered at transfer stations
- ▶ 49 comments about an expanded curbside pick-up program
- ▶ 43 comments about yard waste disposal
- ▶ 66 comments about things we missed in the survey

**These comments are being compiled and grouped into themes by topic. Once ready, they will be added as an appendix to the WHAT WE HEARD REPORT.*

WHAT'S NEXT

The survey results will be shared with the Leduc County council on Oct. 27 at a workshop. Afterwards, a series of workshops will take place with council to help develop the Solid Waste Strategic Plan.

SOLID WASTE SURVEY: WHAT WE HEARD

JULY 17 TO SEPT. 15, 2020 | 608 RESPONSES



53 PER CENT
GENERATE 1 TO 2
BAGS OF GARBAGE
EACH WEEK



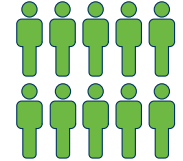
49 PER CENT
GENERATE 1 TO 2
BAGS OF RECYCLING
EACH WEEK



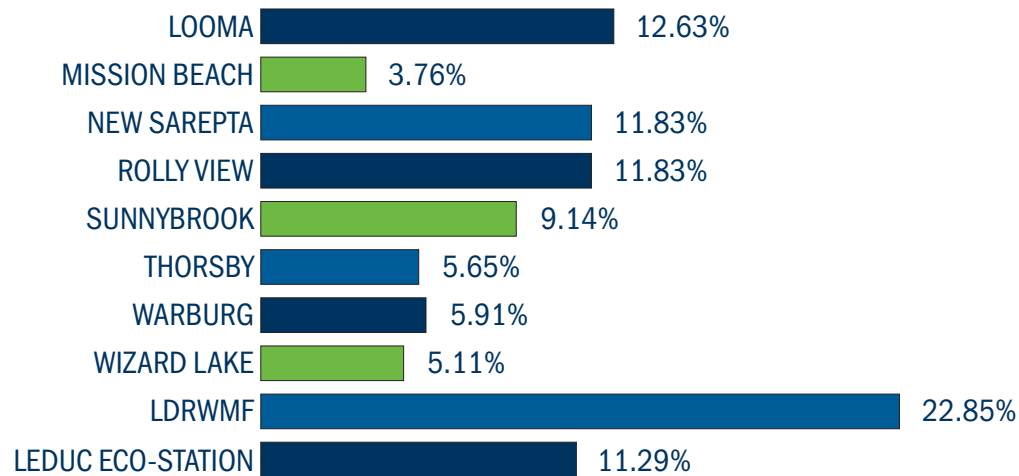
71 PER CENT
SAID WASTE DIVERSION AND
REDUCTION IS EXTREMELY OR
VERY IMPORTANT



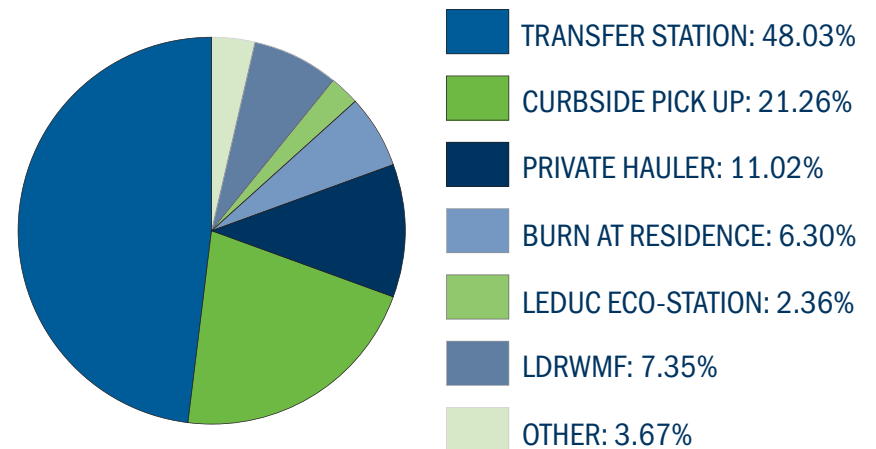
77 PER CENT
UTILIZE LEDUC COUNTY
TRANSFER STATIONS



PRIMARY WASTE DISPOSAL FACILITY



PRIMARY WASTE DISPOSAL METHOD



64

PRODUCERS FILLED
OUT THE SURVEY.
80 PER CENT
ARE INTERESTED IN
MORE AGRICULTURAL
RECYCLING OPTIONS

42 PER CENT
OF RESPONDENTS
RECYCLE EVERYTHING;
39 PER CENT
RECYCLE MOST
THINGS



36 PER CENT
ARE INTERESTED IN AN
EXPANDED CURBSIDE
PICK UP PROGRAM;
52 PER CENT
ARE NOT INTERESTED



86 PER CENT
DO NOT USE A
PRIVATE HAULER





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