



HALIFAX REGIONAL MUNICIPALITY

Solid Waste Strategy

Phase One Consultation Survey Results

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Introduction

Dillon Consulting Limited (Dillon) was retained by Halifax Regional Municipality (HRM) in July 2023 to support a review of HRM's Solid Waste Strategy (Strategy). As part of the Strategy, Dillon provided support to Phase One Public Consultation. This included the following activities:

- Development of a public survey. This included a draft for review and approval by HRM Solid Waste Resources and supporting departments;
- Monitoring of public survey results and provision of recommendations to HRM based on preliminary survey results (e.g., monitoring number of responses and demographics and providing recommendations for seeking additional input from underrepresented demographics);
- Evaluation of survey results; and
- Preparation of the Phase One Public Consultation Survey report.

2.0

Survey Methodology

The Phase One Public Consultation served as a platform for soliciting initial public feedback to inform the development of next Solid Waste Management Strategy. Through survey development, in consultation with HRM, questions focused on service levels and strategic priorities. Demographics were noted in the survey as well. Supported by an extensive promotional campaign encompassing diverse media channels and accessible survey avenues, the consultation aimed for broad community participation and meaningful input in shaping future initiatives.

2.1

Purpose

The purpose of Phase One Public Consultation was to gain initial public input and feedback on the following:

- Proposed objectives of the New Strategy;
- Current service levels; and
- Resident satisfaction.

2.2

Survey Development

The survey was developed based on the Phase One Consultation objectives and in consultation with HRM. A set of eight questions focused on service levels to understand the public's perspectives on the services that HRM is currently providing. Ten questions were developed that focused on the Strategy, including the priorities that should be considered for HRM. The final set of questions were demographic based questions so that an analysis of survey responses could be completed to understand how various demographic groups responded to the survey. Following development of the survey internal pilot testing was completed to identify and address any issues with question clarity, response options and survey flow. Through this methodical process a robust survey was developed to collect actionable insights for informed decision-making.

2.3

Survey Promotion

A public service announcement and memo to Council announcing the survey was provided by HRM staff. HRM developed a multi-media campaign to promote the survey to residents which included the following:

- Print ads in daily and community newspapers;
- Radio advertisements;
- Online/social media advertisements;
- Digital screens in HRM facilities;
- Printed cards at libraries and customer service centres;

- Councillor newsletters; and
- Employee bulletin.

HRM staff reached out through established connections to reach a diverse range of stakeholders including African Nova Scotian communities, Directions Council NS and ISANS to further promote the survey. Several options were available for the public to access the survey:

- Online via HRM's Shape Your City portal;
- Printed copies (regular and large font) which were mailed to residents that requested it via 311;
- Printed copies (regular and large font) which were available for pick-up at three municipal customer service centres; and
- In person with HRM staff at seven events held across HRM between October 12 and October 25, 2023.

Additionally, if an individual required accommodations to complete the survey either in-person, online or telephone, this could be requested by phoning 311 where staff were available to read questions and/or input responses on behalf of the resident. This was a new service that HRM offered to accommodate those with that needed assistance and to expand the survey reach.

The survey was available for the public to complete from September 25 to November 27, 2023. A copy of the survey questions is included in Appendix A.

3.0 Survey Summary

Overall, there were 1,638 responses to the survey. The survey results are summarized in the following subsections. Responses to open-ended questions are summarized by key themes. Where noted, multiple responses were permitted in the survey. An analysis of the survey results across demographics is provided in Section 4.0.

3.1 Current Service Levels

The following eight questions focus on the public's perspectives of HRM's current service levels.

Q1: How do you currently reduce, reuse and recycle your waste? (multiple responses permitted)

The top ways that survey participants indicated they currently reduce, reuse and recycle their waste include:

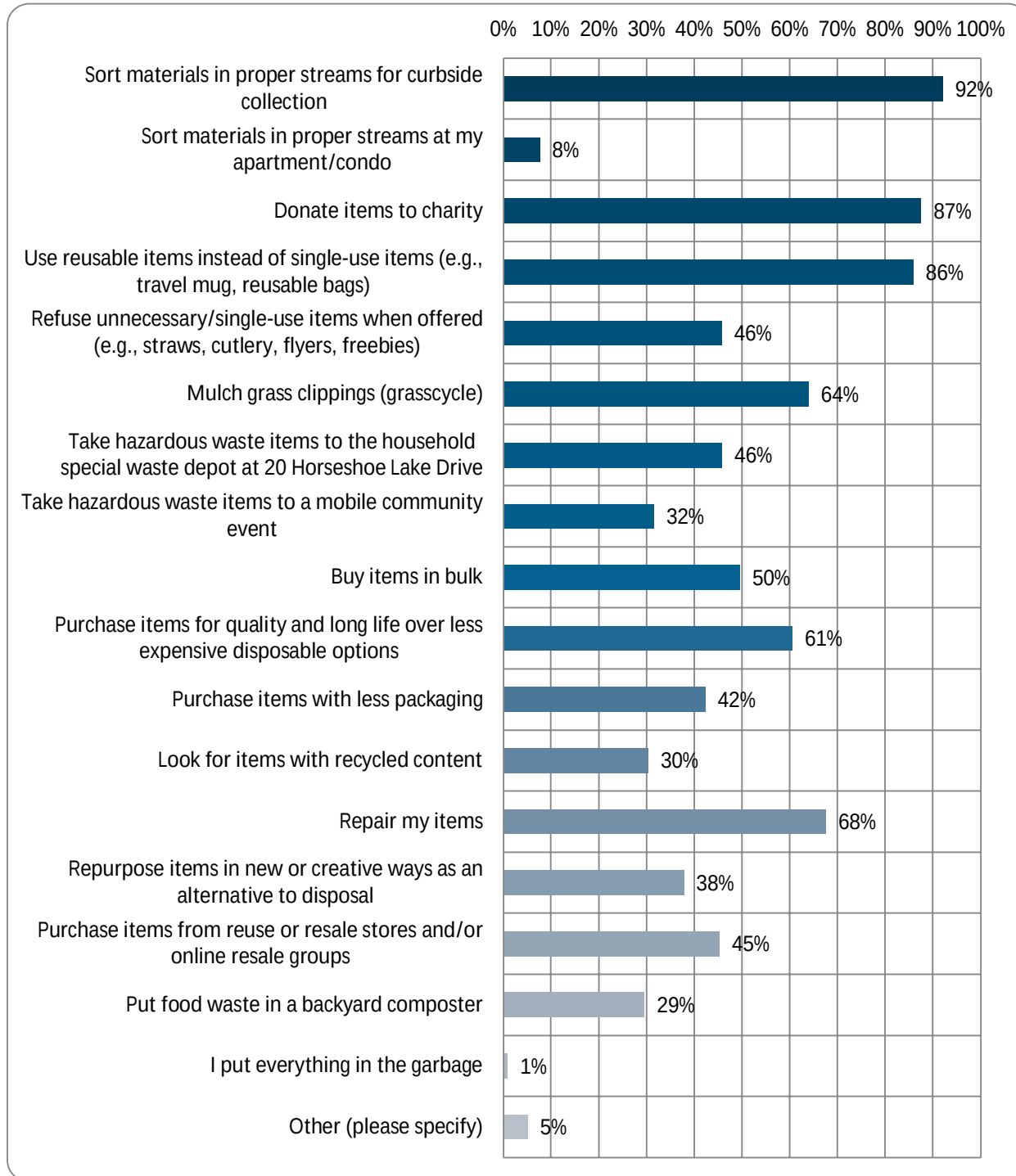
- Sort materials in proper streams for curbside collection (92%);
- Donate items for charity (87%); and
- Use reusable items instead of single-use items (e.g., travel mug, reusable bags) (86%).

The top responses to "other" included:

- Collect bottles and cans for refunds;
- Bring reusable containers when going to restaurants;
- Reduce food waste at home; and
- Compost at home.

A full summary of the responses can be found in Figure 1. As the survey question allowed respondents to select multiple responses, two similar responses were provided for selection 1) sort materials in proper streams for curbside collection (92% of question respondents) and 2) sort materials in proper streams at my apartment/condo (8% of question respondents). There is some respondent error to account for, as 23 respondents selected both sort materials in proper streams for curbside collection, and sort materials in proper streams at their apartment/condo. Even with this consideration, 100% of the question respondents currently sort materials into the proper streams to recycle.

Figure 1: Responses to how do you currently reduce, reuse and recycle your waste?



Q2: Where do you access information to learn about waste-related programs and/or services offered in HRM? (multiple responses permitted)

The top ways participants access information to learn about waste-related programs include:

- Halifax Recycles App (53%);
- Halifax.ca website (44%); and
- Municipally run social media accounts (38%).

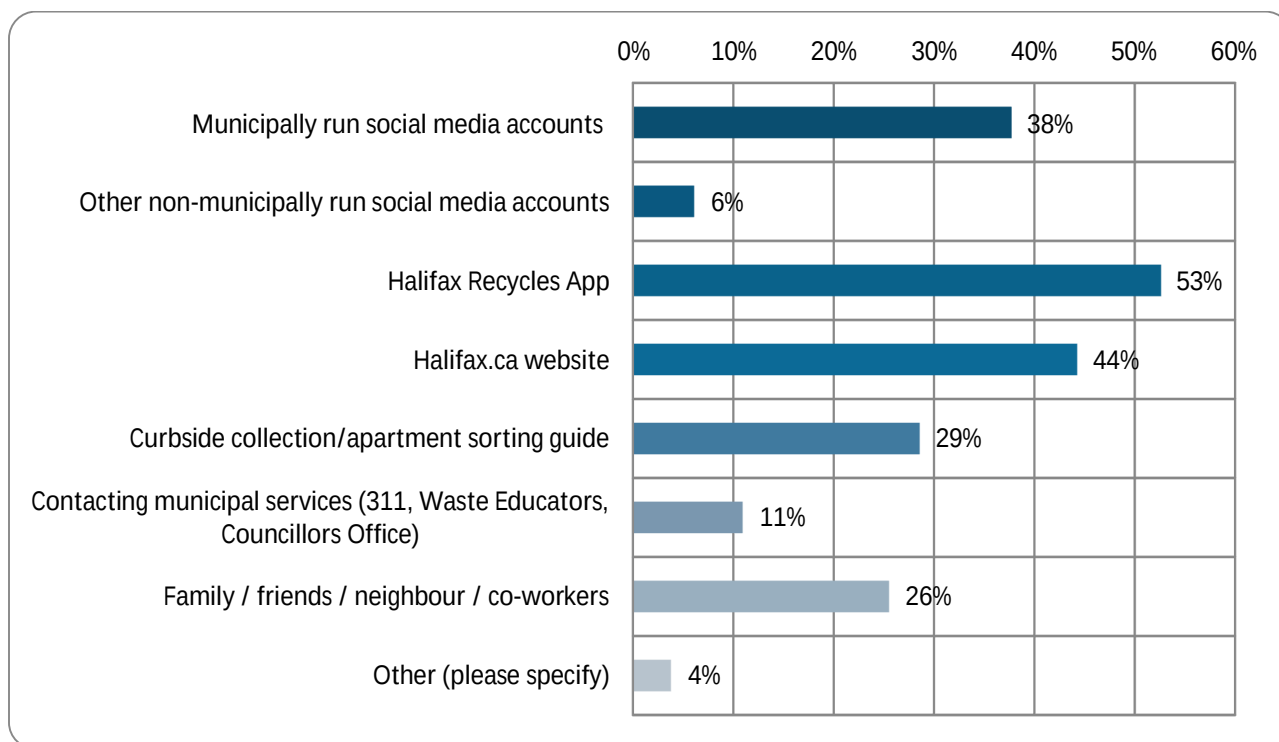
The top responses to “other” included:

- Paper flyers or newspapers;
- Community groups/institutions (such as schools);
- Radio; and
- Public signage, such as posters in public spaces and billboards.

In analyzing the responses to this survey question, there is a potential limitation in the survey methodology. While HRM provided opportunities to complete the survey either in-person, through the telephone or via printed copies the majority of the survey respondents completed the survey online. Therefore, the findings predominantly represent the perspectives of individuals who are actively engaged in online activities and that this may introduce a bias as it does not capture the perspectives of individuals that may not be online.

A full summary of the responses can be found in Figure 2.

Figure 2: Responses to where do you access information to learn about waste-related programs and/or services offered in HRM?



Q3: Have you used or are you aware of the following programs and/or services offered in HRM? If you have used the program, please identify your level of satisfaction.

Survey participants that specifically responded to this question indicated that they were very satisfied or satisfied with the following programs:

- Garbage curbside collection (81%);
- Bulky garbage curbside collection (68%);
- Recycling curbside collection (74%); and
- Green cart curbside collection (78%).

Participants noted that they are not aware of the following services:

- Renovation material curbside collection (39%);
- Free online or in-person workshops by a municipal waste education officer (72%);
- Materials Recycling Facility drop-off bins (20 Horseshoe Lake Drive) (49%); and
- Halifax C&D Recycling Ltd (Goodwood or Ross Road locations) (43%).

Survey participants are aware of the following services but have not used them:

- CFC removal (25%);
- Household Special Waste Drop-Off Depot at 20 Horseshoe Lake Drive (34%);
- Household Special Waste Drop-off at mobile community events (36%); and

- Otter Lake Waste Facility (Exit 3 off Highway 103) (31%).

Q4: If you selected “I am aware of this program/service but have not used it” for any of the above programs or services, please let us know why. (multiple responses permitted)

Table 1 outlines the top responses participants gave for why they have not used each waste program. The table shows the percentage of participants that selected “I am aware of this program/service but have not used it”, and the top response for why.

Table 1: Response summary for if you selected “I am aware of this program/service but have not used it” for any of the above programs or services, please let us know why.

Program	Top response
Bulky garbage curbside collection (i.e., appliances or furniture) (13%) - 216 responses	I don't need the service (38%) - 183 responses
Renovation material curbside collection (17%) - 273 responses	I was unaware of the service (45%) - 410 responses
CFC removal (i.e., fridge, freezer, dehumidifier) (25%) - 399 responses	I don't need the service (49%) - 380 responses
Household Special Waste Drop-Off Depot at 20 Horseshoe Lake Drive (34%) - 541 responses	The hours and/or locations are inconvenient (39%) - 302 responses
Household Special Waste Drop-off at mobile community events (36%) - 572 responses	I don't need the service (36%) - 290 responses
Free online or in-person workshops by a municipal waste education officer (19%) - 294 responses	I was unaware of the service (57%) - 633 responses
Otter Lake Waste Facility (Exit 3 off Highway 103) (40%) - 617 responses	I don't need the service (38%) - 363 responses
Materials Recycling Facility drop-off bins (20 Horseshoe Lake Drive) (30%) - 460 responses	I was unaware of the service (42%) - 420 responses
Halifax C&D Recycling Ltd (Goodwood or Ross Road locations) (22%) - 344 responses	I don't need the service (42%) - 386 responses

A low number of participants noted that they are not aware of the following programs:

- Garbage curbside collection (2%);
- Recycling (blue bag and paper) curbside collection (2%); and
- Green cart curbside collection (3%).

Q5: If you selected “There is an accessibility issue” please let us know what program(s) you experience accessibility issues with and information regarding the accessibility issue.

126 participants indicated there is an accessibility issue. Participants responded to this question by noting the following accessibility issues, rather than specific programs that have an accessibility issue:

- Transportation to facilities, including not having a drivers license, not owning a car, or not owning a vehicle large enough (mentioned 37 times);
- Mobility issues and limitations (mentioned 26 times); and
- Difficulty with moving bulky items (mentioned 3 times).

Q6: If you selected “other” for why you have not used any program/service(s), please provide more information.

The top other reasons why participants have not used programs or services include:

- Participants live in multi-residential buildings and do not have access to these program/services (mentioned 22 times); and
- The cost is too high (mentioned 19 times).

Q7: If you selected that you have used this program/service, when did you last use the service?

The majority of participants responded N/A to each program and frequency of use was generally split between all timeframes. Responses for each timeframe are outlined in Table 2, by program.

Table 2: Responses for if you selected that you have used this program/service, when did you last use the service?

Program	Total number of responses	Within the last six months	Within the last six to 12 months	Within the last 12 to 24 months	More than two years ago	N/A*
Household Special Waste Drop-Off Depot at 20 Horseshoe Lake Drive	1,316	15% 193	12% 164	14% 187	18% 236	41% 536
Household Special Waste Drop-off at Mobile Community Events	1,300	10% 131	10% 130	11% 149	11% 144	57% 746
CFC Removal (i.e., fridge, freezer, dehumidifier)	1,309	5% 71	4% 55	8% 106	29% 378	53% 699
Free online or in-person workshop by a municipal waste education officer	1,207	1% 13	1% 14	2% 24	5% 61	91% 1,095
Otter Lake Waste Facility (Exit 3 off Highway 103)	1,243	7% 81	3% 36	6% 73	13% 167	71% 886
Materials Recycling Facility Drop-off bins (20 horseshoe Lake Drive)	1,211	6% 73	3% 42	4% 49	9% 111	77% 936
Halifax C&D Recycling Ltd (Goodwood or Ross Road locations)	1,271	14% 174	6% 77	8% 104	11% 141	61% 775

* Percentages may not total to 100% due to rounding

Q8: On your collection day, how many do you typically set out for curbside collection?

On average, survey participants put out 1 to 2 carts, bags or cans of garbage, recycling and compost. The top responses are outlined in Table 3.

Table 3: Responses for on your collection day, how many do you typically set out for curbside collection?

Program	Response
Bags/cans of garbage every other week	1 (52%) - 849 responses
Bags of recycling every other week	2 (36%) - 584 responses
Green cart every other week	1 (89%) - 1,442 responses

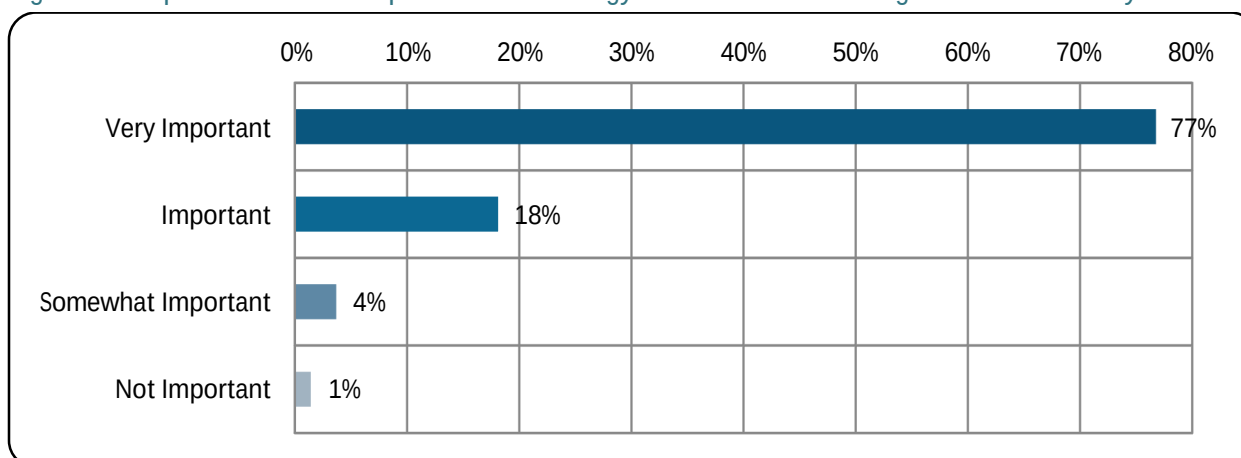
3.2 Solid Waste Strategy Review

The following ten questions focus on the Strategy including its importance and priorities for HRM to consider.

Q9: How important is a strategy for solid waste management in HRM to you?

Overall participants noted that having a solid waste strategy was very important (77%). Responses are outlined in Figure 3.

Figure 3: Responses for how important is a strategy for solid waste management in HRM to you?



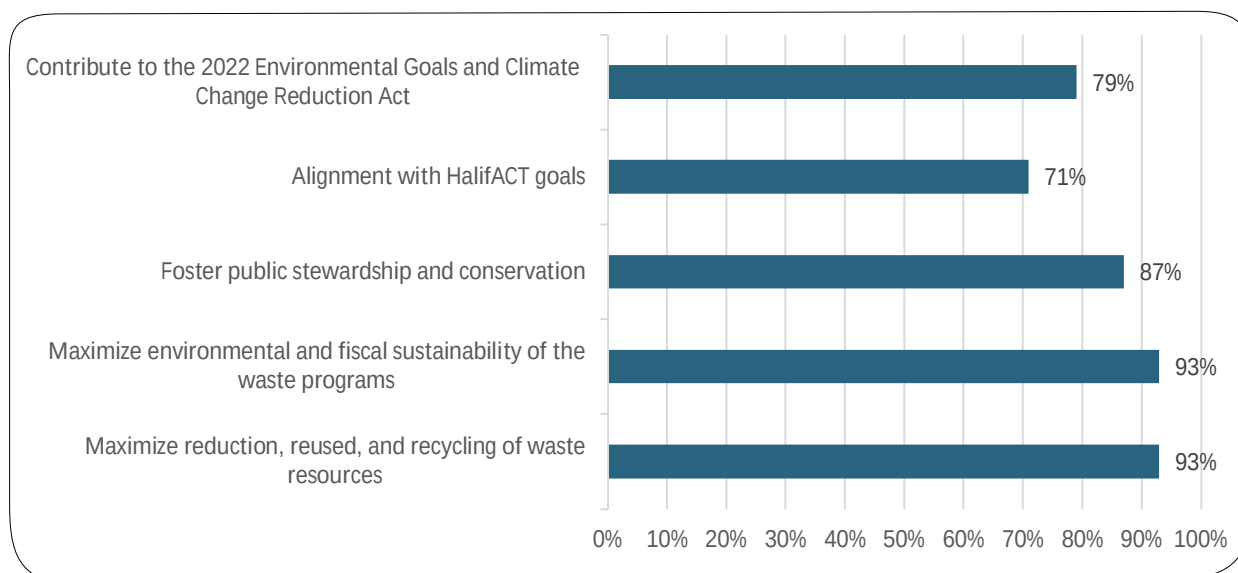
Q10: How important is it for the Waste Strategy Review to align with the following objectives?

Survey participants noted that it was important and very important to align with each objective. The objectives in the survey included:

- Maximize reduction, reuse, and recycling of waste resources (very important/important - 93%);
- Maximize environmental and fiscal sustainability of the waste programs (very important and important - 93%);
- Foster public stewardship and conservation (very important/important- 87%);
- Alignment with HalifACT goals (very important/important - 71%); and
- Contribute to the 2022 Environmental Goals and Climate Change Reduction Act (very important/important - 79%).

Responses are outlined in Figure 4.

Figure 4: Responses for 'Important and Very Important' to how important is it for the Waste Strategy Review to align with the following objectives?



Q11: If you disagree with any of the objectives, please explain why.

Top responses participants gave for disagreeing with the objectives included:

- Including environmental and fiscal sustainability in the same objective seems contradictory, and these should be separate objectives with the environment taking priority;
- The objectives place too much pressure on the individual, and should hold larger institutions accountable for producing waste, and contributing to climate change; and
- Cost needs to be a bigger consideration and more cost should not be passed down to households.

Q12: As part of the strategy, we will look at several options for managing waste. How important are the following options to you?

Survey participants noted that all the programs or services outlined in the survey are very important. The responses to each question are outlined in Table 4.

Table 4: Responses for as part of the Strategy, we will look at several options for managing waste. How important are the following options to you?

Program or Service	Total number of responses	Very Important	Important	Somewhat Important	Not Important
Transitioning curbside GARBAGE collection program to a service that uses carts (similar to green carts).	1,616	538 33%	360 22%	280 17%	438 27%
Transitioning curbside RECYCLING collection to a service that uses carts (similar to green carts).	1,610	560 35%	373 23%	299 19%	378 23%

Program or Service	Total number of responses	Very Important	Important	Somewhat Important	Not Important
New programs/policies to promote recycling in BUSINESSES (including public use bins in commercial spaces).	1,601	851 53%	477 30%	173 11%	100 6%
New programs/policies to promote recycling in MULTI-RESIDENTIAL PROPERTIES (e.g., apartment buildings, condominiums).	1,595	952 60%	430 27%	129 8%	84 5%
A Reuse Centre for capturing, repairing and reselling materials/items rescued from the landfill and/or donated by the public.	1,608	750 47%	488 30%	267 17%	103 6%
Living lab that brings together people to promote collaboration and to test new ideas for reducing waste.	1,593	400 25%	511 32%	442 28%	240 5%
Hazardous special waste depot that operates up to 40 hours per week and/or includes a second location.	1,605	527 33%	564 35%	382 24%	132 8%
Reducing greenhouse gas emissions associated with landfilling waste.	1,606	917 57%	430 27%	172 11%	87 5%
Reducing greenhouse gas emissions related to collection of waste and operation of waste management facilities.	1,590	858 54%	440 28%	198 15%	94 6%

* Percentages may not total to 100% due to rounding

Q13: Do you have any other suggestions for the strategy?

Most survey participants did not have other suggestions for the strategy (69%). Of the 31% that did have suggestions, the top suggestions included:

- Reduce the amount of packaging and single use items retailers/restaurants use;
- Weekly pick up for garbage, recycling and compost to address accumulation, limit odour and minimize pests; and
- Make the system easier to use including communicating clearly which items can be recycled.

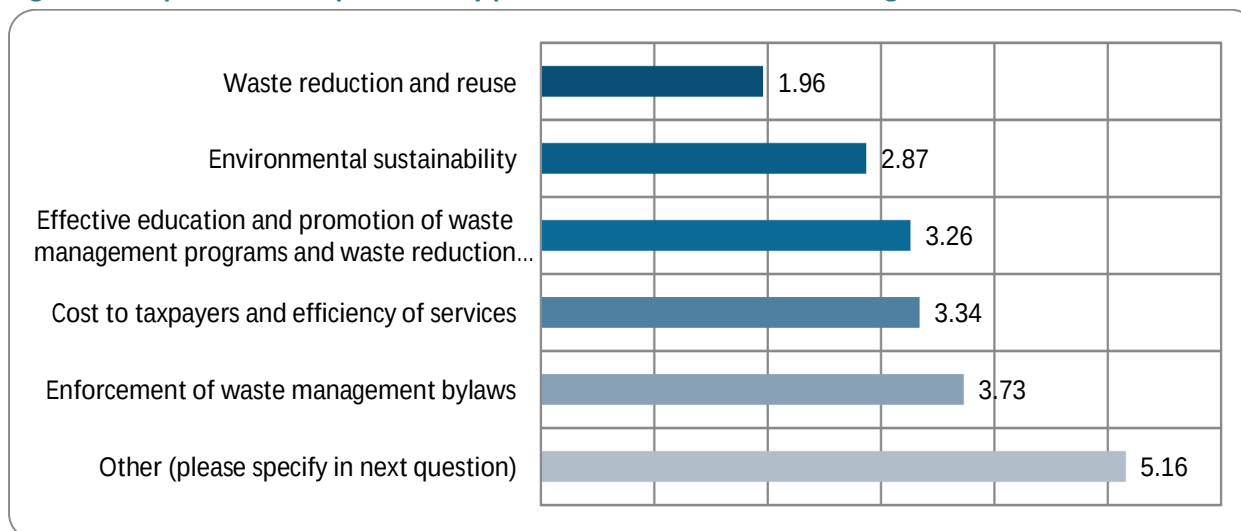
Q14: Help us identify priorities for how waste is managed in the future. When thinking about the future of waste management, what is most important to you? Please rank these options 1 to 6 where 1 is most important and 6 is least important.

Survey participants ranked the following top three as priorities for how waste is managed:

- Waste reduction and reuse;
- Environmental sustainability, and effective education and promotion of waste management programs; and
- Waste reduction opportunities as the top priorities for the future of waste management.

Responses are outlined in Figure 5 with the average ranking for each option. A ranking closer to 1 indicates priorities respondents find most important and priorities ranked closer to 6 indicate least important.

Figure 5: Responses for help us identify priorities for how waste is managed in the future



Q15: If you answered "other" in the previous question, please specify what that priority is.

The top responses to "other" included:

- Reduce plastics, packaging and single use items (mentioned 53 times);
- Make the waste management system clear and easy to use (mentioned 13 times); and
- Ensure businesses, industries and institutions are doing their part to reduce waste (mentioned 11 times).

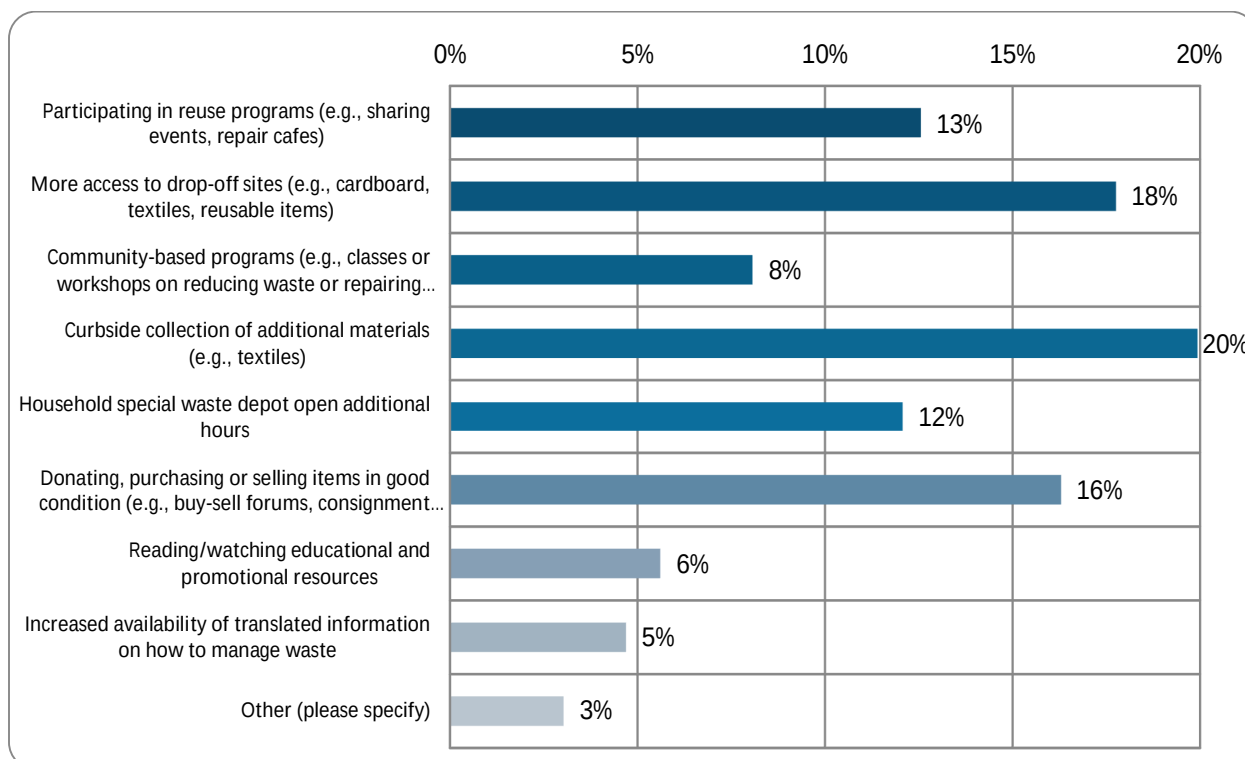
Q16: What type of programs would help you to reduce, reuse or recycle to help reduce the amount of household waste sent to landfill? (multiple responses permitted)

Survey participants identified that the following programs would help them reduce, reuse or recycle the most:

- Curbside collection of additional items (20%);
- More access to drop-off sites (18%); and
- Donating, purchasing, or selling items in good condition (16%).

All responses are outlined in Figure 6.

Figure 6: Responses for what type of programs would help you to reduce, reuse or recycle to help reduce the amount of household waste sent to landfill?



The top responses to “other” included:

- Reduce packaging and single use plastics;
- Improve education and awareness on how to use the waste management program, including making the system clear and easy to use;
- Improve diversion by encouraging businesses, and multi-residential buildings to participate in the programs;
- Weekly pick up of garbage, recycling and compost; and
- Easier and convenient drop off locations.

Q17: What waste reduction/reuse activities are you aware of that are happening in your community?

Survey participants identified that they are aware of the following waste reductions/reuse activities in their communities:

- Drop off centres for recyclables (67%);
- Sharing and reuse spaces (11%); and
- Community composting (10%).

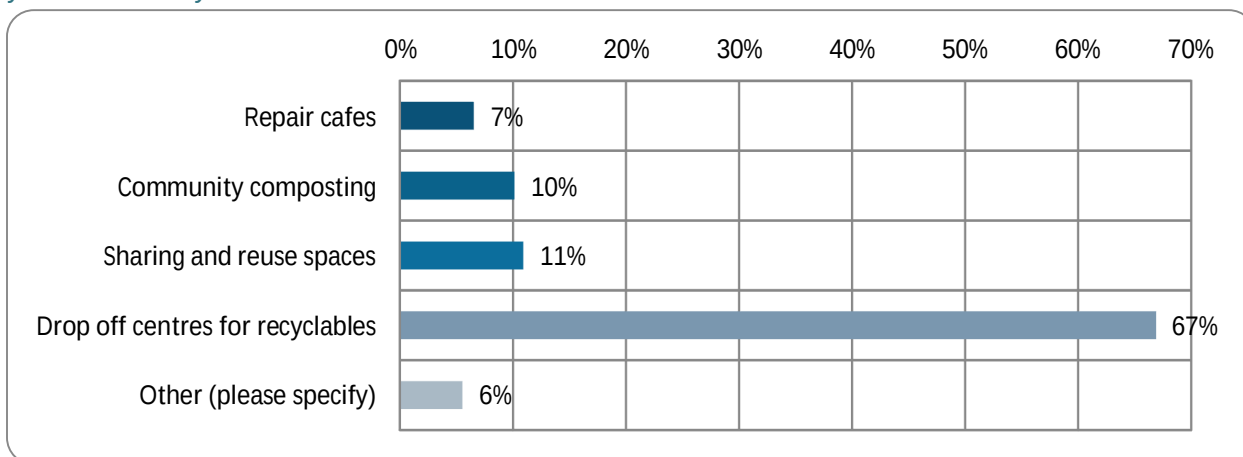
The top responses to other included:

- Clothing swaps;

- Donation bins;
- Free giveaway events; and
- Social media and sharing of items.

All responses are outlined in Figure 7.

Figure 7: Responses for what waste reduction/reuse activities are you aware of that are happening in your community?



Q18: Do you have any additional questions or comments on the Solid Waste Strategy Review??

488 participants noted other suggestions for the strategy. Top suggestions included:

- Reduce the amount of single use plastics (mentioned 39 times);
- Reduce the amount of packaging on items (mentioned 22 times);
- Increase collection frequency to weekly (mentioned 20 times); and
- Increase education programs that help people properly sort at home (mentioned 18 times).

3.3

Demographics

The following questions focus on the demographics of survey participants.

Q19: Are you a resident of Halifax Regional Municipality?

The majority of survey participants are residents of Halifax Regional Municipality (99%).

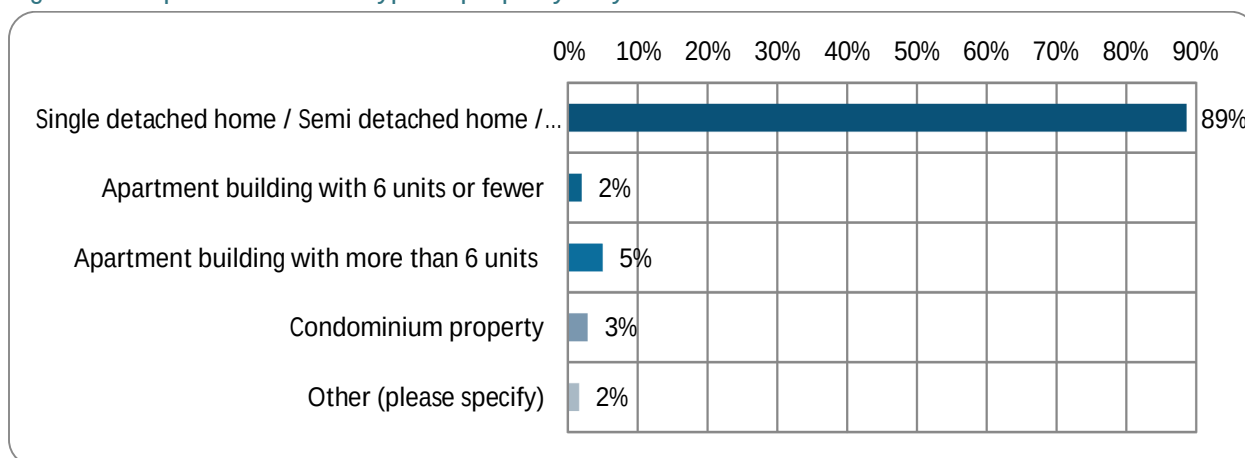
Q20: What type of property do you live in?

Most survey participants live in a single detached home, semi detached home, or duplex home (89%), with a low number of participants that live in the following:

- Apartment building with more than 6 units (5%);
- Condominium property (3%);
- Apartment building with 6 units or fewer (2%);
- Other (2%), which included:
 - Mobile homes;
 - Mini homes or tiny homes; and
 - Student housing.

All responses are summarized in Figure 8.

Figure 8: Responses for what type of property do you live in?



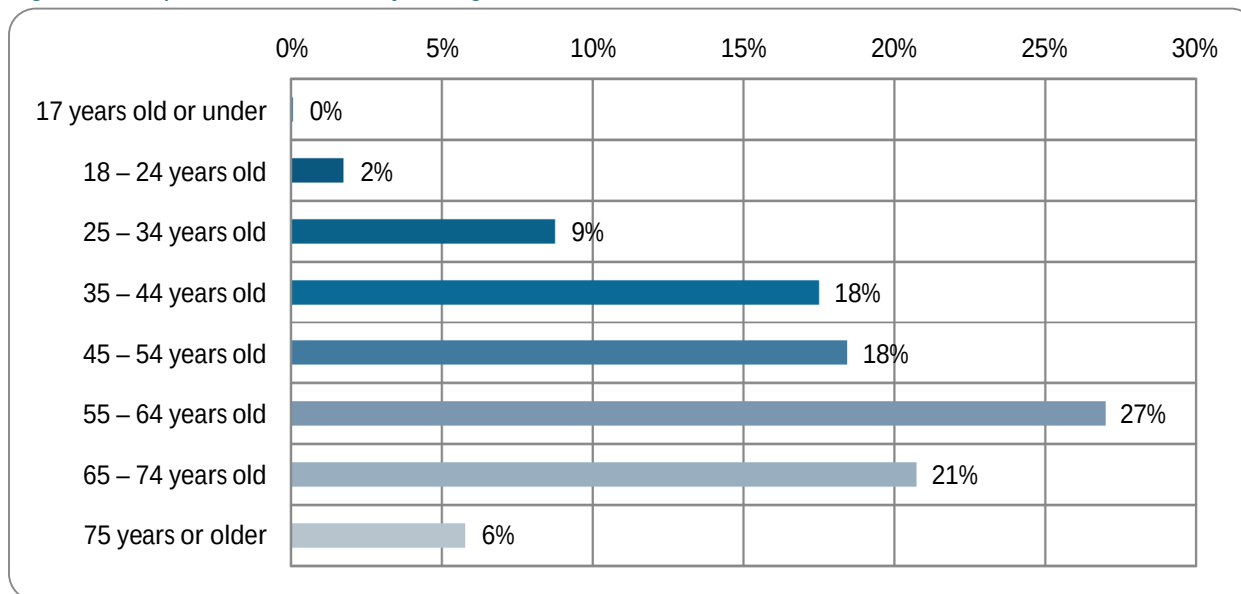
Q21: Do you own or represent a business in HRM?

148 participants (9%) own or represent a business in HRM.

Q22: What is your age?

Overall, the 55 to 64 age range had the highest number of survey participants (27%). The breakdown of survey participants by age range are outlined in Figure 9.

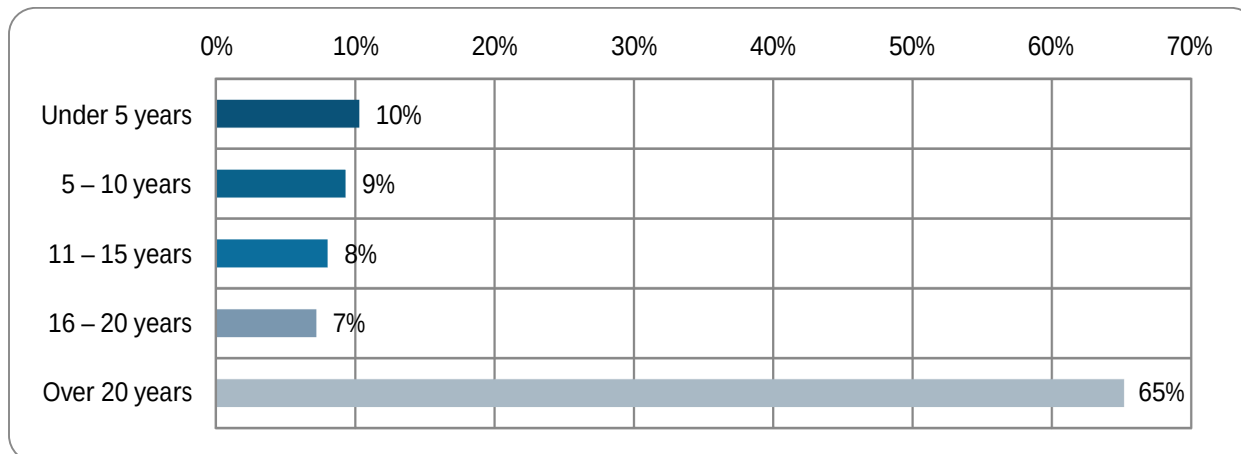
Figure 9: Responses for what is your age?



Q23: How long have you lived in HRM?

Most survey participants have lived in HRM for over 20 years (65%). Responses are provided in Figure 10.

Figure 10: Responses for how long have you lived in HRM?



4.0 Analysis

The survey analysis involved using both statistical and demographics methods. Statistical techniques supported determining the statistical validity of the data. Demographic analysis explored socio-economic and cultural characteristics.

4.1 Statistical Analysis

Statistical analysis was conducted on the number of responses received to determine if the survey was statistically valid. This was factored on the following:

- Population size: Both as an entire population and population range;
- Confidence level: Percent that indicates how confident one can be that the population would select an answer within a certain range; and
- Margin of error: Percent that indicates how much one can expect survey results to reflect the views of the overall population. The smaller the margin of error, the closer one is to having population views reflected in the responses.

Based on an estimated population size of 480,582, a confidence level of 99% and a margin of error of 5%, a representative number of total surveys to complete for statistical validity is 665. Similar to estimating statistical validity based on the total population size, estimates were made based on the estimated population for each age group. Estimated populations were based on Statistics Canada data. When analyzing based on the age groups, the data does not meet a 99% confidence level and 5% margin of error as 665 samples are needed.

The confidence level for each age group, based on the responses received and the 5% margin of error, is approximately as follows: 95.2% for ages 15 to 24, 96.4% for ages 25 to 34, 97.3% for ages 35 to 44, 97.1% for ages 45 to 54, 97.2% for ages 55 to 64, 96.9% for ages 65 to 74, and 95.0% for ages 75 and over. As a result, caution is needed when drawing conclusions regarding individual age group. It is difficult to obtain a perfect sample size with a large population based on age groups; however, the survey has an acceptable number of survey completed in in each age bracket to conduct analysis.

4.2 Demographic Analysis

Further analysis of the survey data was conducted through response comparisons to understand how different demographic groups responded to the survey. The primary methodology used was cross tab analysis within EngagementHQ. Cross tabs provided insight on how particular demographic groups answered the survey by comparing the categories of time spent living in HRM, housing typology and age by analyzing them against a range of options (e.g., waste initiative priorities and satisfaction with waste collection services). Thematic analysis was used for qualitative, open-ended responses to summarize the key themes that arose multiple times among respondents. Questions and demographics were selected to help understand:

- What types of programs people are using based on demographics and why survey participants are or are not using those programs;
- Different priorities for waste management based on demographics;
- What would help different demographics reduce, reuse, or recycle; and
- If different populations are aware of different programs.

In analyzing the responses to this survey, there is a potential limitation in the survey methodology as findings predominantly represent the perspectives of individuals who are actively engaged in online activities¹. While the survey provides valuable insights into the preferences of online participants, caution should be exercised in generalizing these findings to the broader population, particularly those who may not be digitally connected.

Survey results have been analyzed and outlined in Subsections 4.2.1 to 4.2.3 for input into the Strategy.

4.2.1 Newcomers

The survey responses show that newcomers (those who have lived in HRM for five years or less) and established HRM residents (those who have lived in the municipality for more than 20 years) provided similar responses for each question.

Both newcomers and established residents noted the following:

- Unaware of the free online or in-person workshops by municipal waste education officers (82% of newcomers are unaware compared to 69% of established residents who are unaware);
- Selected the following options most frequently as very important for waste reduction:
 - New programs and policies to promote recycling in multi-residential housing; and
 - Reducing greenhouse gas emissions associated with landfill waste;
- Identified the following as top priorities for how waste is managed:
 - Waste reduction and reuse;
 - Environmental sustainability; and
 - Effective education and promotion of waste management programs and waste reduction opportunities;
- Identified the following programs that would help them reduce, recycle, or reuse:
 - More access to drop-off sites;
 - Donating, purchasing, or selling items in good condition; and
 - Curbside collection of additional items.

Newcomers tended to have less awareness of services such as renovation material curbside collection (50% are unaware) and CFC removal (52% are unaware) compared to established residents (35% are unaware of the renovation material curbside collection program and 17% are unaware of the CFC removal program).

¹ 70 of the 1,638 survey responses were received by HRM as a hardcopy.

When considering the importance of options for managing waste, the following options had the most selections for ‘very important’:

1. New programs / policies to promote recycling in Multi-Residential Properties;
2. Reducing greenhouse gas emissions associated with landfilling waste; and
3. A Reuse Centre for capturing, repairing and reselling materials / items rescued from the landfill and/or donated from the public.

While established residents selected the following options as very important most frequently:

1. New programs / policies to promote recycling in Multi-Residential Properties;
2. Reducing greenhouse gas emissions associated with landfilling waste; and
3. New programs / policies to promote recycling in businesses (including public use bins in commercial spaces).

General comments on waste management submitted by newcomers include:

- Separating and diverting waste was hard at first, as this was not standard in their home country;
- Residents that have moved from other communities and provinces noted that those programs were more efficient (e.g., British Columbia, Alberta, and Winnipeg’s 4R depots, and Bible Hill (Nova Scotia); and
- Desire for transparency on the waste and recycling process and what happens once waste and recycling leave the house.

Established residents noted the following observations more than newcomers:

- More education on waste management;
- Additional information on what happens after waste is picked up;
- Reduce packaging by manufactures and producers;
- Bringing back weekly recycling pickup;
- Recycling bin program to replace the use of bags; and
- There is a need to improve the Otter Lake landfill (service speed and smell mitigation).

4.2.2 Housing Types

Participants were asked what type of housing they live in. Options included single-detached homes, apartments with six units or more, six units or fewer, and condominiums. Below are some key observations of how participants answered questions based on their housing typology.

- Those who live in single-detached homes represented the majority of survey participants (89%). Survey participants in single-detached homes were satisfied or very satisfied with curbside garbage collection (82%). The least satisfaction for single-detached home survey participants was expressed with curbside recycling, with 25% of survey participants being somewhat satisfied or not very satisfied.
- 9% of survey participants that have been in HRM for over 20 years live in an apartment with 6 units or fewer, apartment with 6 or more units, a condominium, or other typology (e.g., mobile home, min

home or student housing). Conversely, for newcomers, this proportion relates to 24% residing in similar housing arrangements. .

- Across housing types, there was a lack of awareness for free online or in-person workshops, CFC removal, and renovation material curbside collection.
- New programs and policies to promote recycling in multi-residential properties had the most selections for being very important across all property types. Those in apartment buildings over 6 units ranked the creation of a reuse centre for capturing, repairing, and reselling donated materials or materials rescued from the landfill as very important (63%), which is 18% higher than those in single-detached homes.
- Across all housing types, more access to drop-off sites and more curbside collection of additional materials were identified as ways to reduce the amount of household waste sent to landfills.
- General comments on waste management submitted by survey participants included the following recurring themes:
 - Single-detached housing:
 - Increase waste and recycling pickup. Two week waste and recycling pickup cycles create a backup of waste;
 - Desire for recycling carts;
 - Encourage manufacturers to reduce packaging; and
 - General support for the review of HRM's Solid Waste Strategy.
 - Apartment buildings (greater and less than 6 units):
 - Sorting guides in multiple languages;
 - A need to improve disposal in apartment buildings; and
 - A need for more waste sorting education initiatives.
 - Condominiums:
 - A need for greater enforcement of sorting rules.

4.2.3

Age

Participants were asked to identify their age range. Options included under 18, 18 to 24, 25 to 34, 55 to 64, 65 to 74, and 75+. For the purposes of analysis, younger adult answers were grouped by 18 to 34-year-old respondent answers, and older adult answers were grouped by 55 to 74-year-old respondent answers. Key observations of how survey participants answered questions based on their age group include the following:

- Younger adults and older adults had similar satisfaction levels across the waste collection services offered in the community.
- The top three methods used by older adults to access information about waste related programs and/or services were:
 1. Halifax.ca website
 2. Halifax Recycles app
 3. Municipally run social media accounts

- The top three methods used by younger adults to access information about waste related programs and/or services were:
 1. Halifax Recycles app
 2. Family / friends / neighbours / co-workers
 3. Halifax.ca website
- This indicates that older adults are more likely to consult municipal resources, which include digital options, than younger adults, who had a much higher propensity to ask family, friends, neighbours and/or co-workers for information. This also indicates that younger adults are using social media to access information less than older adults (15% of younger adults accessed information from social media versus 18% for older adults).
- 29% of older adults were aware of materials recycling at 20 Horseshoe Lake Drive but have not used the service.
- It was noted in Table 1 that 39% of survey participants found the hours and location of the household special waste drop-off depot at 20 Horseshoe Lake Drive inconvenient and a barrier to using the service.
- Younger adults indicated that reducing greenhouse gases associated with landfill waste was most important (67%); while older adults selected this as most important (58%). The most selected very important option for managing waste for older adults was new programs and policies to promote recycling in multi-residential properties (61%).
- Younger adults ranked environmental sustainability as more important than older adults, whereas older adults ranked enforcement of waste management bylaws as slightly more important than younger adults.
- Both older adults and younger adults prioritized the following programs that would help them reduce, recycle, or reuse:
 - Curbside collection of additional items;
 - Recycling / garbage bin program;
 - More access to drop-off sites; and
 - Donating, purchasing, or selling items in good condition.
- General comments on waste management submitted by survey participants included the following recurring themes:
 - Younger Adults:
 - More convenient hazardous waste and special material drop-off locations/services are desired by those that find current locations out of the way and difficult to access (particularly those without access to a vehicle);
 - Sorting guides in multiple languages; and
 - More education on separating garbage.
 - Older Adults:
 - Reduce manufacturer packaging (e.g., grocery store packaging);
 - Landfill at Otter Lake needs to be fixed (e.g., mitigating odour);
 - Weekly waste collection;

- Additional waste education (e.g., sorting); and
- Enforcement to prevent illegal dumping.

4.3

Alignment with Environmental Objectives

It is proposed for the Strategy to make significant contributions towards the following, as per the objectives of HalifACT:

- Net-zero corporate emissions by 2030;
- 75% reduction in community emissions by 2030 as compared to 2016 baseline;
- Net-zero community emissions by 2050;
- Reducing waste generation by 30% by 2050; and
- 100% waste diversion by 2050.

The Strategy is also to align with the objectives outlined in the Province's 2022 Environmental Goals and Climate Change Reduction Act to reduce Nova Scotia's disposal rate from 402 kg per capita to 300 kg per capita by 2030.

As part of the survey (question 12), respondents were asked how important it was to align with HalifACT goals which 71% indicated was very important or important. By comparison, where respondents were asked if reducing greenhouse gas emissions associated with landfill waste was important (question 14), 84% indicated that it was very important or important. Similarly, there was strong support (93%) for waste reduction, reuse and recycling which is line with the province's objectives to reduce the disposal rate and HalifACT. The survey results emphasize that respondents prioritize alignment to environmental sustainability.

5.0

Recommendations

As HRM moves forward with the Solid Waste Strategy, addressing the insights outlined in the survey results will be important in enhancing waste diversion initiatives and fostering a more informed and engaged community. Key takeaways from the survey suggest that respondents employ diverse methods to divert waste and engage with programs. Results indicate that there is room for improvement regarding informing individuals about services and programs. The recognition of the need for a comprehensive Strategy was a common agreement among respondents. Additionally, respondents emphasized the significance of prioritizing waste reduction and reuse, with concerns and comments focusing on the issue of single-use plastics. These insights underscore the need for strategic communication efforts, increased awareness, and a concentrated focus on waste reduction initiatives in response to public needs and concerns.

Based on the survey results, the following recommendations should be considered by HRM:

- Continue to:
 - Advertise the Halifax Recycles App to encourage the public to download and use the app as a source of information;
 - Advertise via digital platforms (webpage and social media) (e.g., accessing information via social media accounts could be improved for younger adults);
 - Promote the types of programs and services that are available to residents, as many residents are unaware of the programs (e.g., free online or in-person workshops related to waste sorting and reduction);
 - Enhance and/or expand on the educational resources currently provided to businesses and multi-residential buildings regarding existing programs and policies;
- Consider the following:
 - Some programs and services are not accessible to all residents. Consider providing information on service providers that could assist with the collection and delivery of waste materials (e.g., similar to HRM's website for textile recycling);
 - Additional educational resources for HRM newcomers to be distributed to apartment and condominium buildings as 24% of newcomers are residing in apartments;
 - Education or measures for dealing with pests due to composting bins;
 - Educational campaigns to show what happens to waste throughout the disposal process;
 - Partner with an organization or create a reuse centre for capturing, repairing, and reselling donated materials or materials rescued from landfills;
 - Recycling and Household Special Waste drop-off depots in addition to 20 Horseshoe Lake Drive should be considered in the future;
 - Evaluate the feasibility of moving from a bag-based program to a bin collection program;

- Greenhouse gas reduction was important to survey participants. HRM could promote the reduction of greenhouse gases as a result of any program and/or service changes; and
- Work with other levels of government and/or the private sector to reduce plastics, packaging and single use items.

Conclusion

The purpose of this survey was to gather initial public input and feedback on the proposed objectives of the Strategy, current service levels and resident satisfaction. Feedback and input collected from the survey will inform the new strategic direction for managing HRM's waste and help form the initiatives that will need to be implemented over the next five to seven years to achieve 2030 objectives. The following are key themes that emerged from respondents in the survey results:

- Support the re-evaluation of the waste strategy;
- Want the new waste strategy to continue prioritizing initiatives that promote waste reduction, reuse, and recycling of waste resources, sustainability, and fiscal responsibility;
- Working collaboratively to reduce single use plastic is important;
- More convenient drop-off locations for household special waste are needed;
- More awareness is needed for waste initiatives such as curbside collection and education initiatives e.g., online workshops;
- Educational resources on existing programs and policies are needed for businesses and multi-residential buildings; and
- It is important that the Strategy align with HalifACT goals and contribute to the 2022 Environmental Goals and Climate Change Reduction Act which aims to reduce Nova Scotia's disposal rate to 300 kg per capita by 2030.

Overall, the survey results provided insight on how respondents want to prioritize objectives for the new Strategy, collected thoughts and feedback around current service levels, and gauged resident satisfaction around services offered by HRM. The feedback provides HRM with guidance on new waste initiatives to prioritize moving forward. Next steps will occur from 2024 to early 2025 and will include technical studies, an update to regional council, phase two of public consultation, an analysis of data gaps, and a final report to regional council.

Appendix A

Survey Questions

Solid Waste Strategy Review

Shape Your City Halifax

Solid Waste Strategy Review Public Consultation Survey

As part of this review, we want to hear from you! Your feedback will help create a solid waste system that meets our objectives. The survey will take approximately 10 minutes to complete.

In accordance with Section 485 of the Municipal Government Act (MGA), any personal information collected on this survey form will only be used by municipal staff and, if necessary, individuals and/or organizations under service contract with the Halifax Regional Municipality for purposes relating to processing the Solid Waste Strategy Review survey form.

If you have any questions about the collection and use of this personal information, please contact the Access and Privacy Office at 902.943.2148 or privacy@halifax.ca.

Current service levels

How do you currently reduce, reuse and recycle your waste?

(Choose all that apply)

- ☐ Sort materials in proper streams for curbside collection
- ☐ Sort materials in proper streams at my apartment/condo
- ☐ Donate items to charity
- ☐ Use reusable items instead of single-use items (e.g., travel mug, reusable bags)
- ☐ Refuse unnecessary/single-use items when offered (e.g., straws, cutlery, flyers, freebies)
- ☐ Mulch grass clippings (grasscycle)
- ☐ Take hazardous waste items to the household special waste depot at 20 Horseshoe Lake Drive
- ☐ Take hazardous waste items to a mobile community event
- ☐ Buy items in bulk
- ☐ Purchase items for quality and long life over less expensive disposable options
- ☐ Purchase items with less packaging
- ☐ Look for items with recycled content
- ☐ Repair my items
- ☐ Repurpose items in new or creative ways as an alternative to disposal
- ☐ Purchase items from reuse or resale stores and/or online resale groups
- ☐ Put food waste in a backyard composter
- ☐ I put everything in the garbage
- ☐ Other (please specify)

Where do you access information to learn about waste-related programs and/or services offered in the municipality?

(Choose all that apply)

- ☐ Municipally run social media accounts (e.g., @hfxgov on X, @hfxmoments on Instagram, or Halifax Recycles on Facebook, etc.)
- ☐ Other non-municipally run social media accounts
- ☐ Halifax Recycles App
- ☐ Halifax.ca website
- ☐ Curbside collection/apartment sorting guide
- ☐ Contacting municipal services (311, Waste Educators, Councillors Office)
- ☐ Family / friends / neighbour / co-workers
- ☐ Other (please specify)

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Have you used or are you aware of the following programs and/or services offered in the municipality? If you have used the program, please identify your level of satisfaction.

Questions	I am very satisfied with this service	I am satisfied with this service	I am somewhat satisfied with this service	I am not very satisfied with this service	I am aware of this service but have not used it	I am not aware of this service
Garbage curbside collection						
Bulky garbage curbside collection (i.e., appliances or furniture)						
Renovation material curbside collection						
CFC removal (i.e., fridge, freezer, dehumidifier)						
Recycling (blue bag and paper) curbside collection						
Green cart curbside collection						
Household Special Waste Drop-Off Depot at 20 Horseshoe Lake Drive						
Household Special Waste Drop-off at mobile community events						
Free online or in-person workshops by a municipal waste education officer						
Otter Lake Waste Facility (Exit 3 off Highway 103)						
Materials Recycling Facility drop-off bins (20 Horseshoe Lake Drive)						
Halifax C&D (Construction and Demolition) Recycling Ltd (Goodwood or Ross Road locations)						

If you have not used any of the following programs or services, please let us know why.

Questions	I don't need the service	There is an accessibility issue (see Q.5)	The service does not appeal to me	The service is not available to me	The hours and/or locations are inconvenient	There isn't enough information available	I was unaware of the service	Other (see Q.6)
Garbage curbside collection								
Bulky garbage curbside collection (i.e., appliances or furniture)								
Renovation material curbside collection								
CFC Removal (i.e., fridge, freezer, dehumidifier)								
Recycling (blue bag and paper) curbside collection								
Green cart curbside collection								
Household Special Waste Drop-Off Depot at 20 Horseshoe Lake Drive								

Solid Waste Strategy Review

Shape Your City Halifax

Household Special Waste Drop-off at Mobile Community Events								
Free Online or in-person Workshops by a HRM Educator								
Otter Lake Waste Facility (Exit 3 off Highway 103)								
Materials Recycling Facility drop-off bins (20 Horseshoe Lake Drive)								
Halifax C&D (Construction and Demolition) Recycling Ltd (Goodwood or Ross Road locations)								

If you selected "there is an accessibility issue" please let us know what program(s) you experience accessibility issues with and information regarding the accessibility issue.

If you selected "other" for why you have not used any program/service(s), please provide more information.

If you selected that you have used this program/service, when did you last use the service?

Questions	Within the last six months	Within the last six to 12 months	With the last 12 to 24 months	More than two years ago	N/A
Household Special Waste Drop-Off Depot at 20 Horseshoe Lake Drive					
Household Special Waste Drop-off at Mobile Community Events					
CFC Removal (i.e., fridge, freezer, dehumidifier)					
Free online or in-person workshop by a municipal waste education officer					
Otter Lake Waste Facility (Exit 3 off Highway 103)					
Materials Recycling Facility Drop-off bins (20 horseshoe Lake Drive)					
Halifax C&D Recycling Ltd (Goodwood or Ross Road locations)					

On your collection day, how many do you typically set out for curbside collection:

Questions	None, N/A	1	2	3	4	5	6+
Bags/cans of garbage every other week							

Solid Waste Strategy Review

Shape Your City Halifax

Green cart every other Week									
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Solid Waste Strategy Review

How important is having a strategy for solid waste management in HRM to you?

(Choose any one option)

- ☐ Very Important
☐ Important
☐ Somewhat Important
☐ Not Important

How important is it for the Waste Strategy Review to align with the following objectives?

Questions	Very Important	Important	Somewhat Important	Not Important
Maximize reduction, reuse, and recycling of waste resources.				
Maximize environmental and fiscal sustainability of the waste program.				
Foster public stewardship and conservation.				
Alignment with HalifACT goals. (NEW, link above)				
Contribute to the 2022 Environmental Goals and Climate Change Reduction Act. (NEW, link above)				

If you disagree with any of the objectives, please explain why.

As part of the strategy we will look at several options for managing waste. How important are the following options to you?

Questions	Very Important	Important	Somewhat Important	Not Important
Transitioning curbside GARBAGE collection program to a service that uses carts (similar to green carts).				
Transitioning curbside RECYCLING collection to a service that uses carts (similar to green carts).				
New programs / policies to promote recycling in BUSINESSES (including public use bins in commercial spaces)				
New programs / policies to promote recycling in MULTI-RESIDENTIAL PROPERTIES (e.g., apartment buildings, condominiums)				
A Reuse Centre for capturing, repairing and reselling materials / items rescued from the landfill and/or donated by the public				
Living lab that brings together people to promote collaboration and to test new ideas for reducing waste				
Hazardous special waste depot that operates up to 40 hours per week and/or includes a second location.				
Reducing greenhouse gas emissions associated with landfilling waste.				
Reducing greenhouse gas emissions related to collection of waste and operation of waste management facilities.				

Solid Waste Strategy Review

Shape Your City Halifax

Do you have any other suggestions for the strategy?

(Choose any one option)

- ☐ No
☐ Yes (please specify)

Help us identify priorities for how waste is managed in the future. When thinking about the future of waste management, what is most important to you? *Please rank these options 1-6 where 1 is most important and 6 is least important.*

(Rank each option)

- _____ Waste reduction and reuse
 _____ Effective education and promotion of waste management programs and waste reduction opportunities
 _____ Enforcement of waste management bylaws
 _____ Environmental sustainability
 _____ Cost to taxpayers and efficiency of services
 _____ Other (please specify in next question)

If you answered "other" in the previous question, please specify what that priority is.

What type of programs would help you to reduce, reuse or recycle to help reduce the amount of household waste sent to landfill? Select all that apply.

(Choose all that apply)

- ☐ Participating in reuse programs (e.g., sharing events, repair cafes)
☐ More access to drop-off sites (e.g., cardboard, textiles, reusable items)
☐ Community-based programs (e.g., classes or workshops on reducing waste or repairing items)
☐ Curbside collection of additional materials (e.g., textiles)
☐ Household special waste depot open additional hours
☐ Donating, purchasing or selling items in good condition (e.g., buy-sell forums, consignment store, or charity)
☐ Reading/watching educational and promotional resources
☐ Increased availability of translated information on how to manage waste
☐ Other (please specify)

What waste reduction/reuse activities are you aware of that are happening in your community?

(Choose all that apply)

- ☐ Repair cafes
☐ Community composting
☐ Sharing and reuse spaces
☐ Drop off centres for recyclables
☐ Other (please specify)

Do you have any additional questions or comments on the Solid Waste Strategy Review?

Solid Waste Strategy Review

Shape Your City Halifax

Tell us about yourself

Are you a resident of Halifax Regional Municipality?

(Choose any one option)

- ☐ Yes
☐ No

What type of property do you live in?

(Choose any 2 options)

- ☐ Single detached home / Semi detached home / Duplex home
☐ Apartment building with 6 units or fewer
☐ Apartment building with more than 6 units
☐ Condominium property
☐ Other (please specify)

Do you own or represent a business in HRM?

(Choose any one option)

- ☐ Yes
☐ No

What is your age?

(Choose any one option)

- ☐ 17 years old or under
☐ 18 – 24 years old
☐ 25 – 34 years old
☐ 35 – 44 years old
☐ 45 – 54 years old
☐ 55 – 64 years old
☐ 65 – 74 years old
☐ 75 years or older

How long have you lived in HRM

(Choose any one option)

- ☐ Under 5 years
☐ 5 – 10 years
☐ 11 – 15 years
☐ 16 – 20 years
☐ Over 20 years