



## Town of High River Solid Waste Diversion Study Residential Customer Survey

Alberta leads the country in per capita disposal of municipal solid waste. Currently, more than 80 per cent of waste is disposed of, with less than 20 per cent being recycled or composted.

The Town of High River is committed to environmental sustainability, and has engaged sonnevera international corp. to prepare a Solid Waste Diversion Study that will assist in reducing waste and conserving resources. This plan will evaluate current programs and propose options that will reduce overall waste disposal.

Your input is important and would be valuable to the Town when considering options. Please submit the completed online survey to the Town by February 1, 2010.

In the following section, we would like to ask you a few questions about your current waste practices and opinions.

- 1) **Environmental Sustainability** – How important is it for your community to work towards environmental sustainability (minimizing the impact of the town’s future development on our natural resources, re-examining land consumption patterns to achieve maximum efficiencies, and respecting and protecting natural areas)?

**Importance:**

1	2	3	4	5
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NOT IMPORTANT

SOMEWHAT IMPORTANT

VERY IMPORTANT

Comment:

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2) **Waste Reduction Programs and Practices** – What waste recycling programs does your household participate in?

- |   |  |
|---|--|
| <input type="checkbox"/> Recycling drop-off at Bob Snodgrass Recreation Complex               | <input type="checkbox"/> Yard waste drop-off at Bob Snodgrass Recreation Complex |
| <input type="checkbox"/> Private curbside recycler  | <input type="checkbox"/> Brush drop-off at Bob Snodgrass Recreation Complex      |
| <input type="checkbox"/> Household hazardous waste (HHW) drop-off at Fire Hall                | <input type="checkbox"/> E-waste drop-off day in April at Fire Hall              |
| <input type="checkbox"/> Bottle depot for beverage containers                                 | <input type="checkbox"/> Grasscycling (leaving clippings on your lawn)           |
| <input type="checkbox"/> Christmas tree drop-off at Bob Snodgrass Recreation Complex          | <input type="checkbox"/> Salvage Center at Foothills landfill                    |
| <input type="checkbox"/> Backyard composting  | <input type="checkbox"/> Local charity for used clothing                         |
| <input type="checkbox"/> Use wood chips from pick-up area at Bob Snodgrass Recreation Complex | <input type="checkbox"/> Other _____   |

3) **Barriers** - Please describe barriers that keep you and your family from reducing and recycling more of your waste.

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We would also like to take this opportunity to determine if the options under consideration by the Town would assist you in diverting more waste.

Please rate the following options, based on how they would affect your household (circle your selection):

4) **Drop-off Location(s)** – Currently, the Town of High River provides one drop-off location by the Bob Snodgrass Recreation Complex for residents to divert specific types of wastes (cardboard, magazines, mixed paper, tin cans, milk cartons and jugs, newspaper, yard waste and brush) from the landfill. Is this

location convenient for you to access, or do you feel similar additional locations need to be added?

**Convenience:**

1	2	3	4	5
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LOCATION NOT CONVENIENT      SOMEWHAT CONVENIENT      VERY CONVENIENT

Comments: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

- 5) **Curbside Recycling Collection** – The average residential household waste contains more than 20% recyclable materials. Although High River residents are participating in recycling, more potential to divert additional material remains. Recycling may be more convenient for residents if it was collected curbside, similar to garbage. Would your household support the implementation of curbside recycling collection?

**Support:**

1	2	3	4	5
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NOT AT ALL      SOMEWHAT      YES DEFINITELY

Comments: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

- 6) **Curbside Recycling Cost** – Curbside recycling will cost more than the existing drop-off recycling program. Currently our drop-off service costs the Town \$3.15/ household/month. How much more would your household be willing to pay for curbside recycling collection?

LESS THAN \$5/MONTH <input type="checkbox"/>	\$5-10/MONTH <input type="checkbox"/>	\$10-15/MONTH <input type="checkbox"/>
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Comments: \_\_\_\_\_  
 \_\_\_\_\_

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- 7) **Curbside Kitchen and Yard Waste Organics Collection** – The average residential household waste contains 40-60% of compostable matter, and this material has been identified as the largest potential for waste diversion in High River. Currently, some reduction is achieved through the use of backyard composters, grasscycling and the yard waste and brush drop-off program. Would your household support the implementation of curbside kitchen and yard waste organics collection in the same container?

**Support:**

1	2	3	4	5
NOT AT ALL		SOMEWHAT		YES DEFINITELY

Comments: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

- 8) **Curbside Kitchen and Yard Waste Organics Collection Cost** – Curbside collection will cost more than the existing yard waste and brush drop-off program. Fees for the existing program are incorporated into the \$3.15/household/month cost incurred by the Town. How much more would your household be willing to pay for curbside kitchen and yard waste organics collection?

LESS THAN \$5/MONTH <input type="checkbox"/>	\$5-10 MONTH <input type="checkbox"/>	\$10-15 MONTH <input type="checkbox"/>
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Comments: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

- 9) **Bi-weekly Garbage Collection** –If residents participated in curbside recycling and/or curbside kitchen and yard waste organics collection, household waste could be considerably reduced. This could allow the Town to reduce the costs to the customer for waste collection services by implementing a bi-weekly collection schedule whereby garbage would be collected one week and recycling and/or

kitchen and yard waste organics the next week. With this in mind, would bi-weekly waste collection be acceptable to meet your household needs?

**Acceptability:**

1	2	3	4	5
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NOT ACCEPTABLE AT ALL

NEUTRAL

VERY ACCEPTABLE

Comments: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

10) **Additional Comments**

Do you have any additional comments you would like to share regarding High River's waste diversion programs?

Comments: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

11) **Contact Information (Optional)**

The personal information collected on this survey is being collected for the purpose of planning, budgeting and developing future waste reduction programs. Personal information collected from this survey will only be used and disclosed within Alberta's Freedom of Information and Protection of Privacy Act. If you have any further questions in regards to the collection, use or disclosure, please contact 1-403-843-6563 or email [sonnevera@telus.net](mailto:sonnevera@telus.net).

Name:
Address:
Telephone:
Email:

To discuss the survey further, or for questions of clarification, call Kylana Rogers at the Town of High River's Environmental Services Department at (403) 652-2110 ext. 291.

**SUBMIT**