

# Waste Management Bylaw Survey

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## Introduction

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The City of Whitehorse is looking to update its waste management bylaw to reach its 50% diversion of waste from the landfill. The main changes include:

- A Waste Management Checklist
- Proof of collection / appropriate disposal for banned and controlled waste items (for example: cardboard bin in place)
- Lids and locks required for waste bins

## The Survey

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The voluntary survey was available online for little over 3 weeks from June 29 until July 22, 2016. Advertising and recruitment consisted of the following:

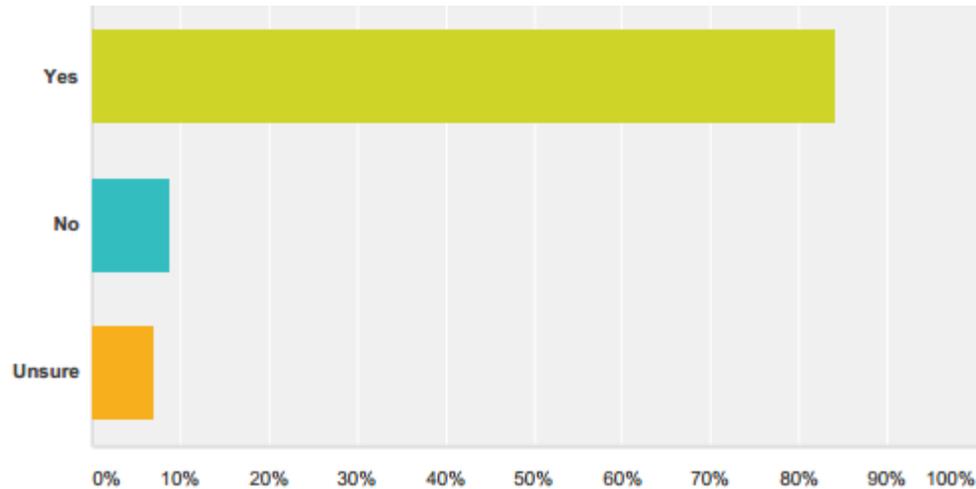
- 20 prime time radio ads of 30 seconds, which ran during the morning and evening commute.
- 1 ad in each the Whitehorse Star and the Yukon News
- A continuous Facebook ad reaching 9,548 people and generating 226 website clicks
- Door to door visits of 17 businesses by City staff carrying an iPad so businesses had the option to fill out the survey at that time. Each visit took ~20 minutes
- Whitehorse Chambers of Commerce e-mailed the survey to their members on June 29 and July 12, 2016
- Included in 2 City News Highlights – July 8, 2016 and July 15, 2016
- General Waste Management and Pacific Northwest Waste included the survey web address in the monthly invoices sent to their respective clients

**159 Survey Responses**

## Survey Results

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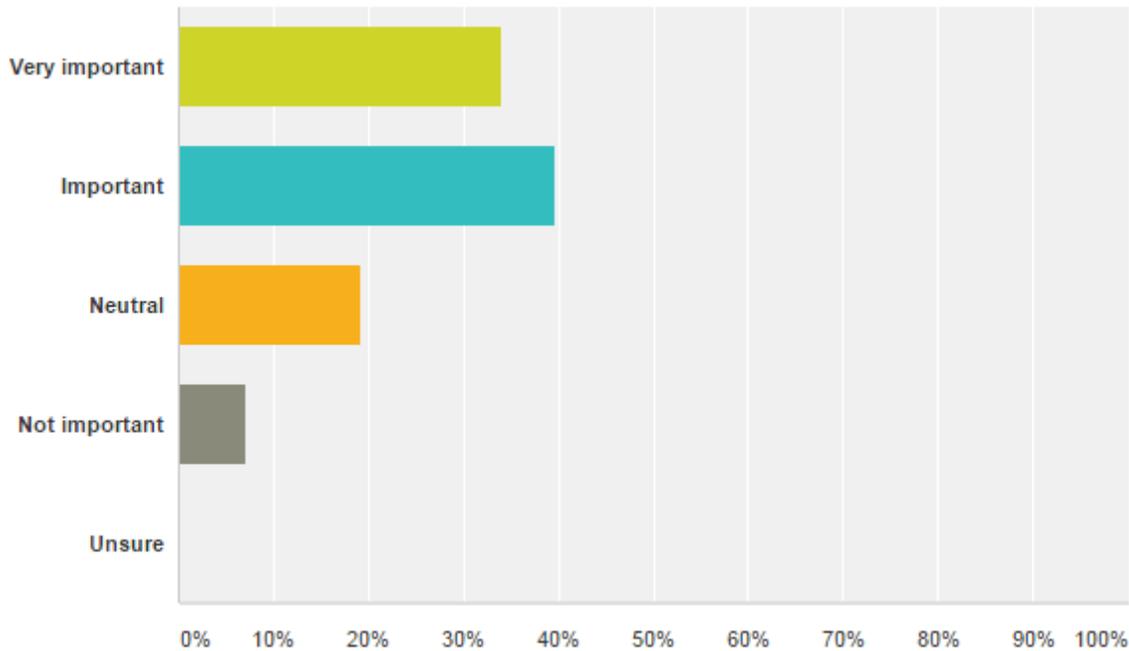
Question 1: Are you aware of the City's commitment to reducing waste as stated in the Solid Waste Action Plan?



### Comments:

1. Reducing waste is important – eliminating all together is quite unrealistic
2. I am aware there is a commitment to reduce but not the particulars.
3. Until there is a centre to actually recycle materials in town versus trucking it out, the plan is futile. Ban plastic bags, Fort McMurray did in 2007. Yes, Whitehorse is behind Fort McMurray, sad.
4. Commitment or Lack of a Commitment by certain counsellors.
5. City is currently away behind the commitment curve.
6. But it can't be done without a major capital investment by YTG and COW
7. I am not sure that they have a realistic plan.
8. Heard Rumours

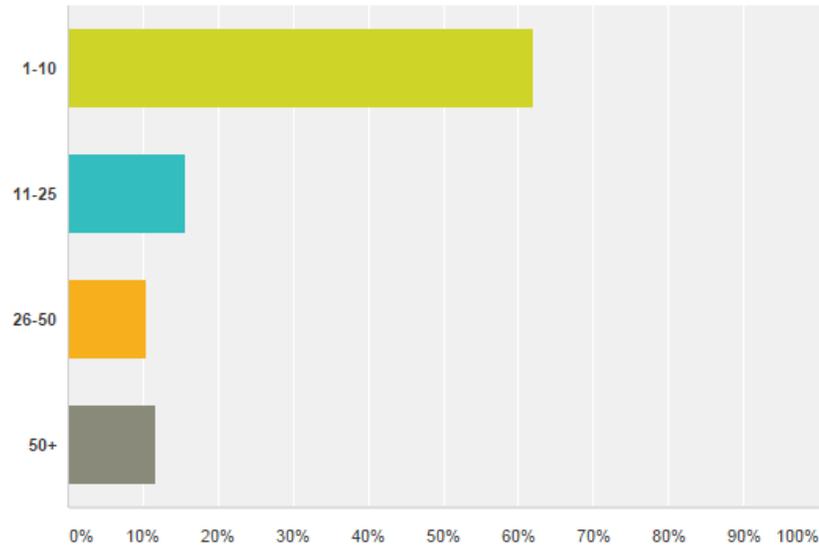
## Question 2: How important is waste management to you and your business?



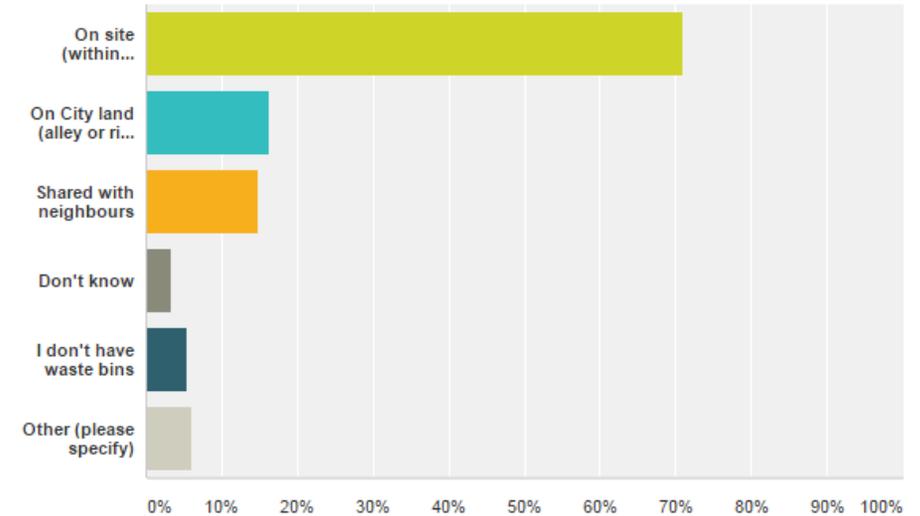
### Comments:

1. Not so important as we do have a minimal amount of waste
2. Our current waste has a major impact on our future
3. We've never had any help or communication from the City about waste management.....just bylaws that we end up having to spend money to abide by!

### Question 3: How many employees does your business have?



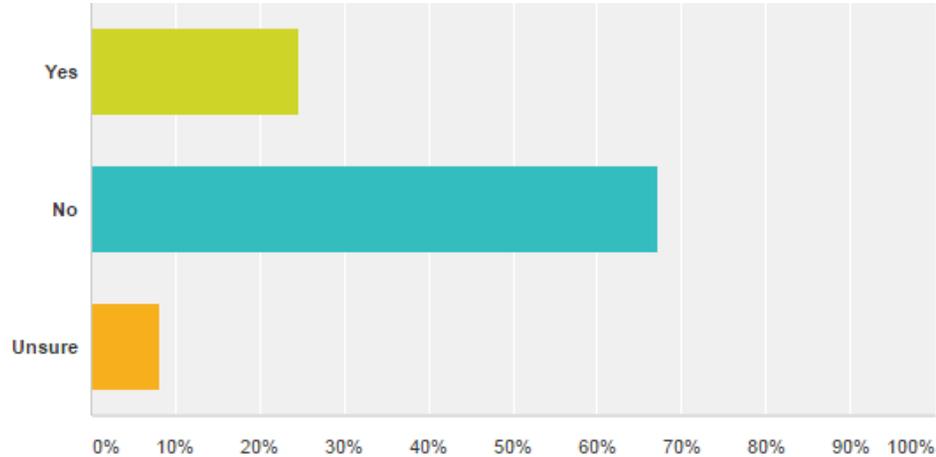
### Question 4: Where are the waste bins that you and your employees use physically located?



### Comments:

1. Live out of town, have my own recycling bins.
2. We rent office in Horwoods Building, waste bins outside.
3. This I don't like. I have no control as to what gets put in the bins.
4. Garbage dump
5. We only have one small waste bin in each staff room as our Whitehorse operating area follows zero waste
6. Which is far out of city limits.
7. There was no space allocated within the site development plan which is criminal negligence.
8. That we pay for remember...even though our property taxes are ridiculous and we get nothing from the City.
9. I dump my food truck waste in my household bins.

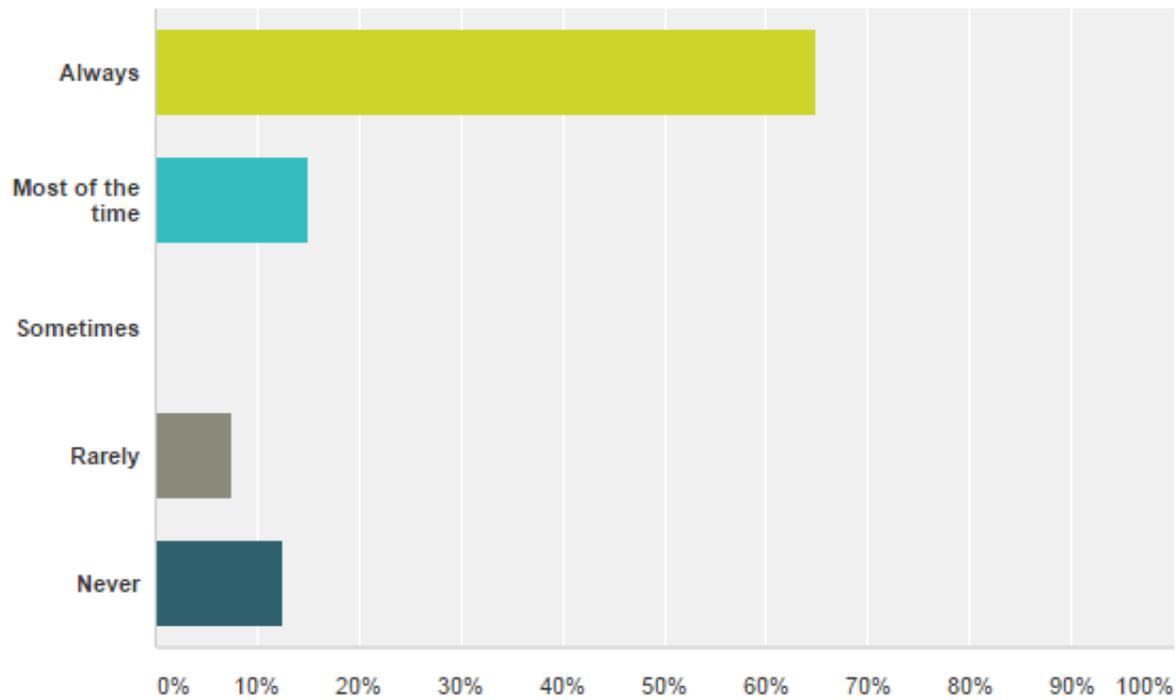
## Question 5: The City is considering requiring businesses to lock their waste bins. Does the garbage bin you and your employees use have a lock?



### Comments:

1. We are not within city limits like many other businesses
2. Because the public will otherwise dump paint etc into it
3. Totally inefficient if you do that
4. However, there is little organic waste in our bin and we are located in a remote location
5. But it is lockable
6. It is in a locked and fenced area however
7. It is kept indoors
8. Actually sharing a neighbours bin to cut costs
9. Dumb idea. Opposed to locked bins
10. This just makes it even harder for businesses to conduct their business. It also promoted people to just dumping the garbage in the yard or in front of the dumpster
11. Has been locked for year
12. Have yet to install them. Need to do it because other business downtown fill our bin and Hillcrest residents think our apartment bin is theirs to use
13. Bins have a place to put a lock on but we don't use
14. Some are locked and some are not
15. Why?
16. Not my bin. Supplied by a waste company
17. I don't have a waste bin
18. Not a padlock or so, but they are closed
19. It's in a locked yard
20. It will cost us more to lock our bin. Labour coast
21. No waste bin
22. The gate accessing bins in locked
23. N/A
24. Why do you want to lock them?
25. Ridiculous! If we want to take the chance why is it your concern? Just makes it harder for the businesses WE pay to do their job in the private industry!
26. It is behind a locked fence.

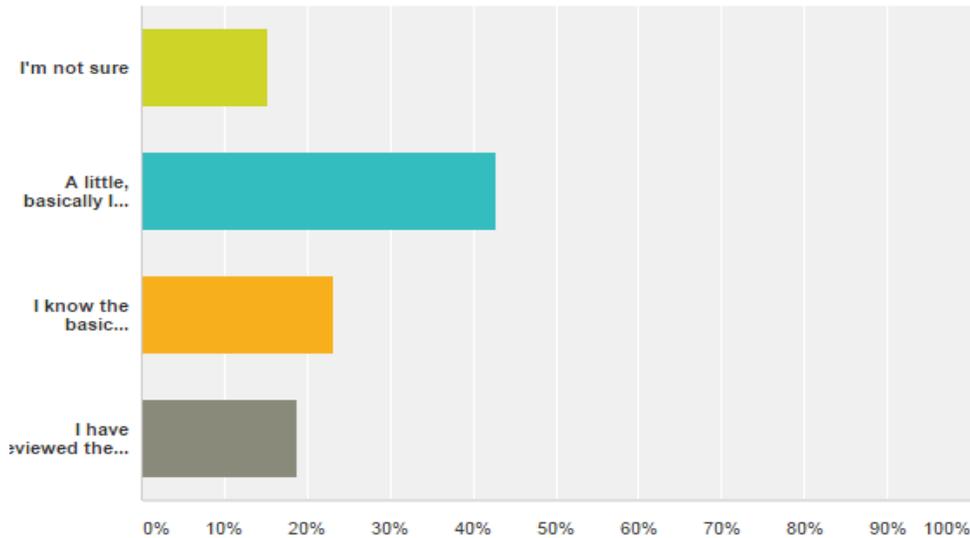
**Question 6: You answered 'yes'. How regularly do you or your employees use the lock on your bin?**



**Comments:**

1. No idea
2. This "lock" is a recent addition – about 2 months ago it was installed – boo hoo

**Question 7: The City is thinking about requiring businesses to complete a Source Separation Checklist (itemising how your controlled and banned materials get handled). How much do you and your employees know about how waste is handled right now?**



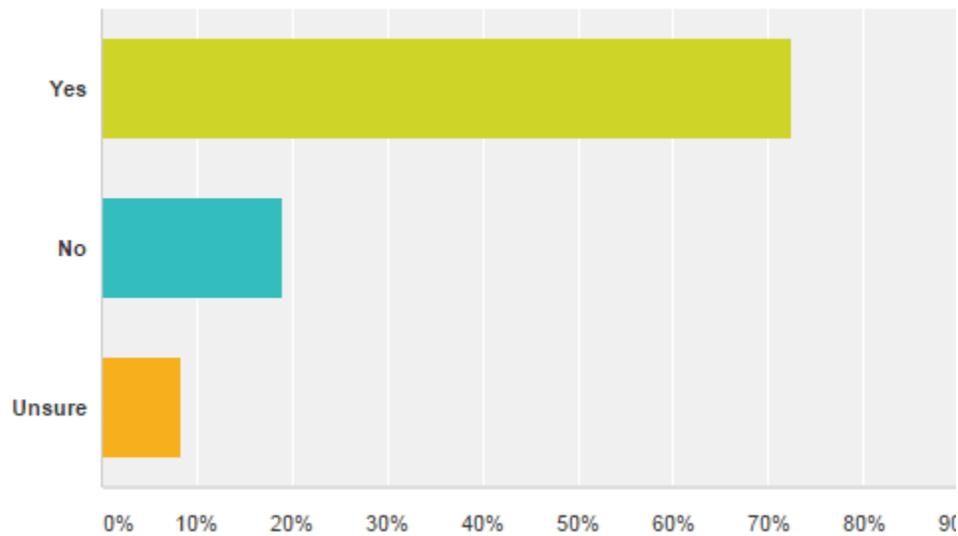
**Comments:**

1. I take 95% home and recycle it
2. We handle our own garbage as the City does not provide this service to Mt. Sima Industrial!!!!!!?????
3. We only have five staff. I coordinate and sort
4. There is no good support from the City providing all the available ways to get rid of this waste. Even the dump or

City employees can't provide a straight answer the majority of the time.

5. We already recycle and compost
6. We separate out plastics and cardboard
7. I'm one of few in the building who knows this info.. Mny in the building have complete disregard for waste management in terms of recycling, composting, garbage and other waste and how each should be properly disposed of
8. It this meant to be an education initiative or a mandatory requirement
9. We handle our own waste, i.e. bring to collection station as it is minimal
10. Everything gets disposed of properly where I work
11. Provide the disposal service and business will comply
12. You should ask if people first agree with the direction you are suggesting
13. More work we have to do that we don't get paid for.....great!

**Question 8: Did you know certain materials (like cardboard, electronic waste, organics from food services, clean wood and hazardous waste) are designated 'controlled' or 'banned' waste and must be separated from your waste?**



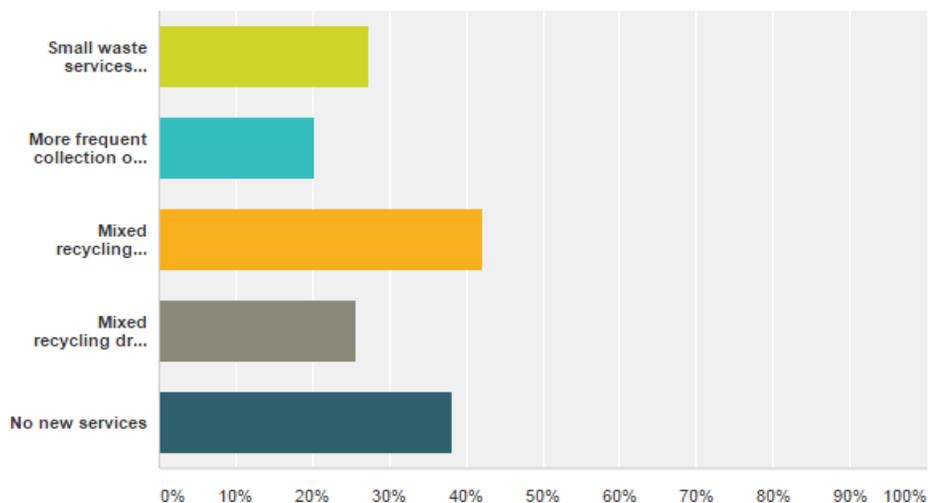
**Comments:**

1. But the time to separate everything costs my business valuable time and expense
2. We recycle everything that can be recycled. Electronic waste or toxic materials are minimal and handled as hazardous waste.
3. Would love more e-waste and wood collection or dump run collections?
4. Doesn't help that there's no easy solution in industrial areas outside of the city core. It's an unfair burden on businesses to expect them to have 5-10 different waste bins. This is a huge burden on businesses. Especially if they produce a minimal amount of every type of waste.
5. I know it but I'm just an employee and my colleagues are not following this rule. At our office, we have a shredding bin for papers, we have a recycling and a garbage bin. All

food and recycling will go into the garbage that they leave behind. Out janitor will not go through the garbage to sort thing out and it should not be her job anyway. The right mindset and attitude has to change starting on the individual level. I think this info should go out to all businesses and all employees should acknowledge this waste procedure from my opinion.

6. But, like the above comment, I'm amongst the few in a shared working space with other organizations, City and YTG offices that is aware and concerned about proper waste management.
7. There never seems to be a final answer from city officials on this. Drag your heels some more.
8. The intent is fine, but it is virtually impossible to separate everything. I wonder if the city has talked to its own drivers to identify the scope of the problem with respect to both homeowners and businesses. Most businesses use commercial operators to handle waste pick-up. While landlords and condominium corporations are starting to make more efforts to support recycling, they have little control over their tenants behaviour.
9. Of course all of us know it. What we are looking for is a solution that does not trickle down to consumer pricing. The city is not proposing any cost effective or efficient solution and are relying on businesses to solve this without the tools.
10. I am uncertain about what is meant by 'organics from food services'?
11. We have no room downtown or on site for separation.

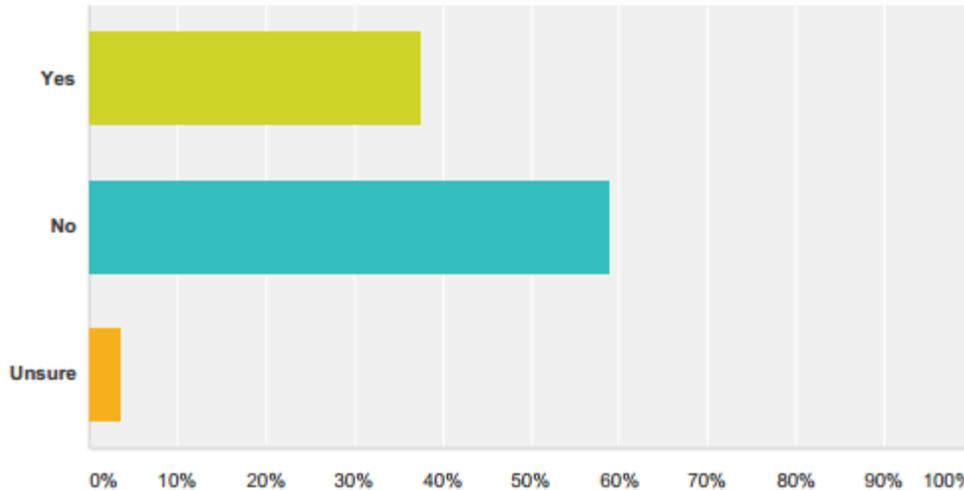
## Question 9: Would you support new private sector collection services?



### Comments:

1. If you would collect outside of city limits probably
2. To ensure success of any of the above the City has to take the lead and cover the costs
3. We are a small non-profit with 2 part-time staff, we would not need this service
4. We handle our own garbage as the city does not provide this service to Mt. Sima Industrial....should place a centralized waste disposal with separation bins...no extra costs, as we do not get many services now
5. Stop fee-ing us to death!
6. Waste management should not be in the hands of the private sector. The City is simply trying to pass the buck.
7. No for private service. Would like this through the City.
8. I live out of town and do not get garbage pickup
9. Blackstone, KBL, GWM pick up our collections
10. Home based business that already use city services and Blue Bins recycling which covers all our needs
11. Enviro tax must be applied to ALL purchases to cover costs
12. Transfer stations, simple. Get rid of City wide door to door collection (allow those who want private collection) and place transfer stations throughout the city. Kailua-Kona in Hawaii does this and it works well.
13. I do not have time or money or space to house all different bins drop thing off or pay for pickup. Ridiculous
14. Keep it simple
15. We should receive the same services as residential taxpayers as we already pay a much higher property tax with little or no service. We can take care of our main garbage and therefore would only need small bins.
16. Divided bins would be great so we can sort recycling, compost and trash on site
17. There is no collection where we are
18. Already pay to have Raven pick up paper and cardboard twice a week
19. Anything that does not have additional costs to me I support
20. Have all garbage collection as per normal and then have City employees at the garbage dump sort the waste there
21. What does that mean. It sounds like a decision has been made
22. Thank for the fees everywhere...good thing that most councillors this time around felt the need to consult NGO's about businesses and property tax! Oh and I haven't received any information from the City about any of this....I OWN PROPERTY AND A BUSINESS DOWNTOWN! If I hadn't seen this on Facebook is know nothing! Thanks again for consulting government!!! NGOS again?

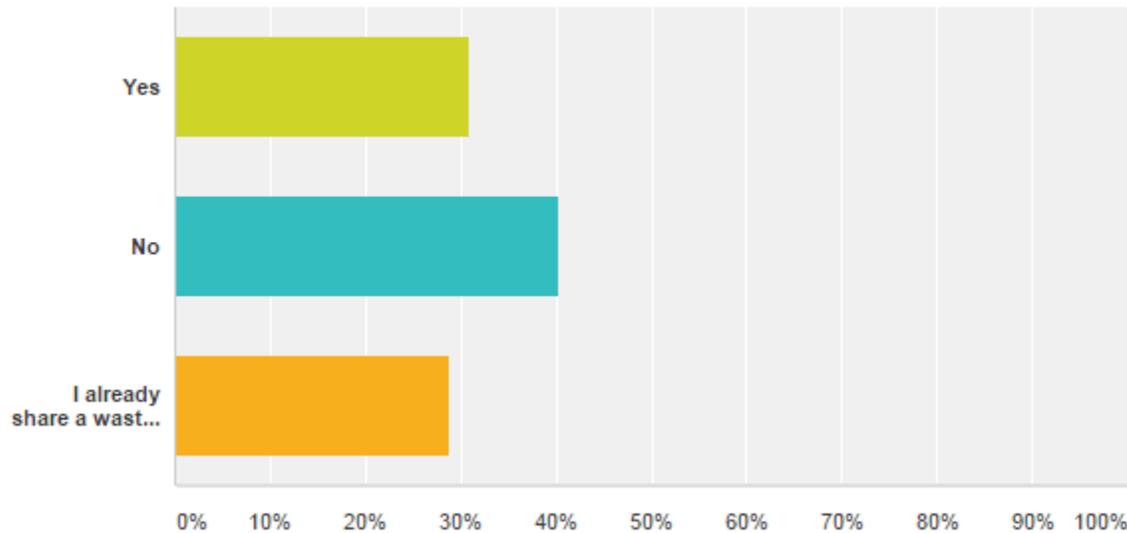
**Question 10: Some businesses share waste bins to share costs, space and for other reasons. Do you share waste bins with another business(es)?**



**Comments:**

1. Two of our locations share one bin
2. We are outside city limits, so no nearby businesses
3. I rent my business space in a multiple occupied building cost is included in my lease
4. You should change your language to include non-profit organizations like us, not just businesses
5. Our subcontractors use our site bins
6. Mall location
7. Don't like it. I have no control of what goes in the bin by someone else
8. Can't negotiate a smaller bin with GWM, no sharing with neighbour
9. It does not make sense in a large service industrial subdivision
10. We have on company that dumps their waste booklets, rack cards, etc into our bin.
11. Home business, not necessary
12. We produce less than a bag of garbage per week. There is also a space issue especially downtown where bins are generally in the alley
13. Not cost effective
14. Sometimes
15. Currently considering but there is not much hope for cooperation of participants. We need to levy individual assessment for non-compliance
16. We have one bin between 3 businesses

## Question 11: If you don't already share a waste bin, would you consider sharing a waste bin?



### Comments:

1. Put centralized bins...i.e. one site for Mt. Sima industrial
2. Location and logistics don't allow
3. We typically need all the space
4. It's tricky when sharing waste bins with other businesses, as improper disposal practices by either could happen & penalizing of said activities would be hard to pin point.
5. It is not practical for larger industrial area businesses
6. Home business, not necessary
7. Fines will be levied for contaminated content which we have no control
8. But only if we can select sharing partners
9. Not practical
10. We fill our bin far too regularly to have a shared
11. 6<sup>th</sup> and main neighbourhood
12. Do to privacy laws this it out of the question
13. Once again you have apparently already made decisions

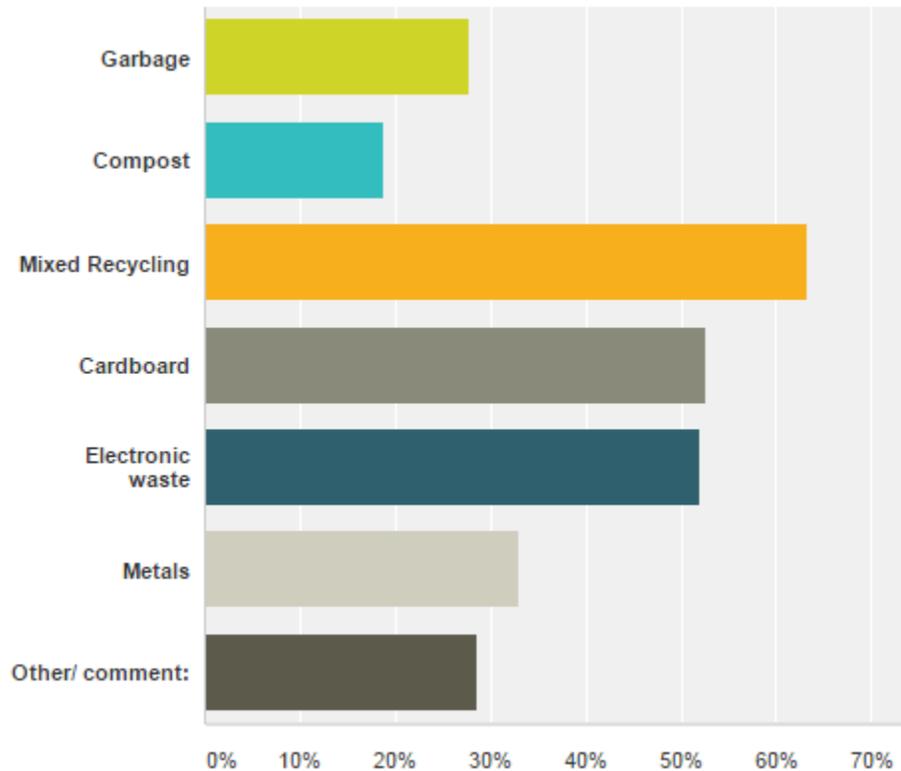
## Question 12: What motivates you/would motivate you to share a waste bin with another business?

### Comments:

1. If the cost was half
2. Cost effectiveness and we lease space
3. Cost savings
4. Potential to reduce costs, limited space downtown
5. Cost control and space saving
6. Economics and more intelligent way to do business
7. Nothing
8. Cost
9. Practicality
10. Location, location, location..
11. On the same property
12. Not enough garbage for bins
13. Put centralized bins...i.e. one site for Mt. Sima industrial
14. Money savings
15. Location – we are isolated
16. Nothing
17. Convenience and costs
18. Proximity. Shared costs
19. Reduce clutter and minimize costs
20. My business is home based. I generate exceedingly little solid waste so the standard City bins are more than big enough (except for grass clippings in summer; that is a problem sometimes. If there was a business next door that also generated exceedingly little solid waste, there's nothing to stop us combining to half fill the garbage bin each two weeks. Same does not apply to compost
21. Depends who the other business is and how convenient it is to deposit waste
22. Nothing. Our waste bin is inside our building
23. Nothing. We use waste bins on our construction sites and would like to have full control over how we use them
24. Cost + bugging the monopoly of private waste companies
25. High costs
26. Reduce costs, space in parking lot
27. Knowing it reduces garbage
28. Reduce costs
29. Being in an area like main street downtown where lots of businesses are close by
30. I think it will be a challenge to share a bin as there is a shared responsibility so if something that isn't allowed to be in the bin ends up there, how do you track which businesses put it in the bin?
31. Clearly marked
32. Not practical at our location
33. Saving money, environmental footprint
34. Cost share
35. How would you adjust the pick-up payment for the other business using the bin
36. Shared building for office space
37. Not possible – business is physically isolated from other businesses
38. The waste bin is shared with our landlord
39. If we had close neighbours we would consider, but that's not an option.
40. Reduced cost, but current bin is used at capacity
41. Costs. Landspace. We have no room downtown
42. Space saving, and cost savings
43. Price
44. The building shares a waste bin
45. Proximity
46. Efficiency and cost

47. Lower costs, reduced clutter on property
48. I would not share, I like control what goes in my bin with having more people dump stuff in there than I won't agree!! Will be problematic for me
49. Cost and space saving
50. If I don't fill it, it would be cheaper to share it, we could split the costs
51. No fines! This has to stop being a witch hunt and become more a community effort. Picking our pockets does not solve the problem. Start asking us for solutions
52. We share with our other business when necessary. We get pick up 3 times/week and our bin is usually pretty full
53. We don't generate enough waste to justify a waste bin specifically for ourselves
54. Not producing enough garbage
55. Days inn Whitehorse doesn't separate waste at all
56. Cost and space
57. Saving on space and cost
58. Access and location
59. Costs
60. Not possible as the materials are sometimes heavy and transporting from the yard to another won't work
61. Volume of waste not sufficient for entire bin, and cost reduction
62. Keeping costs down on mixed waste bin pick ups
63. If they paid their share. We tried in the past to share and it was abused. We paid the majority and they let everyone use our dumpster
64. If our neighbours had responsible disposal practices and were willing to split costs based on usage
65. No reason to
66. I now share a waste bin. But, would prefer not too. Others are not as conscious as to what they put in the bin
67. I don't see a reason to share bins. This would increase my costs of doing business and does not interest me in anyway
68. Cost
69. At this time nothing
70. Tired of the City building costs, upon costs which lead to more city taxes and that creates difficulty in trying to run a business in Whitehorse
71. Savings
72. Savings
73. More book work for one of us and if one of us forgets to lock the bin and someone throws cardboard in we are responsible...I like to be responsible for myself!
74. Smaller costs, ease of accessibility
75. Sharing the cost not having enough waste material to warrant the size of the dumpster on the property

**Question 13: Do you ever 'self-haul' your waste? ('Self-haul' refers to you or your staff taking waste materials to the recycling depot or Waste Management Facility without hiring a collection company).**

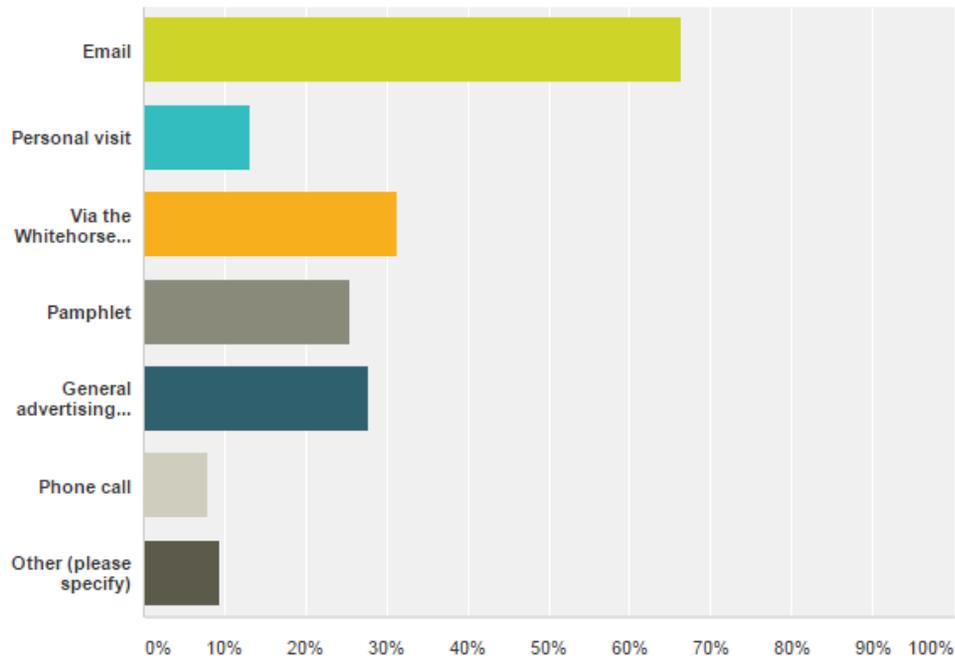


**Comments:**

1. Packing foam
2. We are a small company, so have minimal waste and certainly nothing industrial
3. We self-haul the rest outside of our building (compost, cardboard, garbage), or into recycling bins on our buildings 2<sup>nd</sup> floor
4. Beverage containers
5. Tires, scrap steel
6. Clean construction wood

7. Styrofoam – glass – tetra packs
8. Plastics, refundables
9. Recycling pop cans
10. It is a joke that lots of these materials can't be disposed of easily in the dumpster. Instead, they currently get stacked up in companies yards and create an eye sore
11. Wood, construction materials
12. Sometimes wood, not often
13. Home business so our residential services and Blue Bin Recycling memberships covers everything
14. Never
15. Free store items
16. Tires
17. Demolition
18. Construction materials
19. Wood pallets
20. Tires, scrap steel
21. Paint
22. No
23. Styrofoam
24. Construction waste
25. I belong to Whitehorse Blue Bins who pick up everything
26. We need guidelines for individuals with all options identified clearly
27. We send electronic waste with our tech from Calgary to dispose of properly
28. Clean wood waste
29. Hazardous waste
30. Everything we can by the way! And I support private industry with my recycling not an NGO competing with it!

## Question 14: How would you best like information from the City on waste Management?



### Comments:

1. Pamphlet in my utility bills
2. Website
3. City website
4. Why not post them on the garbage bins themselves, including the mini ones downtowns
5. List of pertinent stakeholders to attend meetings to discuss
6. Letter to businesses
7. Website
8. An open meeting with businesses. Maybe the Whitehorse Chamber could mediate
9. Can't it just be googled at my convenience? No time to read an extra e-mail take a phone call and absolutely no visits
10. Forget media, direct contact requesting commitments
11. On City website
12. Just communicate already! You guys have every address in the City!
13. Mail

### Question 15: Is there anything else you think we should know?

1. I think many people think these large dumpsters businesses use are public bins and think they are doing "good" by dropping off large or unusual items like paint and electronics, furniture etc. because they know they can't or shouldn't use the domestic bins.
2. Start collecting from rural residents
3. If the city would like small business the help reduce the waste then there should be incentives offered by the city to the business. It is not fair for the small business to always have to pick up the cost which is difficult for some businesses as they operate on small margins of profits to begin with. If the city would like/ force businesses to comply then there has to be some financial incentives. If the city paid for the waste removal then more businesses would try to help the city reduce its waste.
4. How about putting waste bins in Porter Creek, Riverdale and Copper Ridge etc so that people don't have to drive downtown or to Raven.
5. I think you should know that the cost of doing business in Whitehorse is extremely high and increased expenses instigated by the city will only increase the cost of goods to consumers.
6. Increased pressure to separate waste increase cost of operation which should not be onerous.
7. COW needs a sorting station
8. What happens with the deposit we pay when we purchase items. Presently we are refunded this amount when we go to the recycling depo. How will we be compensated for this if there is be a pickup service?
9. No ...except we dont need a new waste "service" and you don't need to create more jobs for yourselves on our waste.
10. Costs are rising to quickly! We cannot spend anymore on waste at our business.
11. City planning needs to immediately implement development requirements for accommodation of site waste streams.
12. Commercial waste is such an important issue for our city. It's time for action!
13. Would like to see the city's accurate financial analysis and plans. So far all we have seen is media spun releases, and I have issues with your numbers and accounting. Am also disappointed that it is routinely concealed that much of the materials we dutifully sort and deliver for recycling is going to the landfill despite all the attention this issue has generated. I think we have a lot of questions that are not being adequately answered. If we ran our business the way the city has operated in recent times, we'd be broke and done and gone.
14. Most Whitehorse citizens are unaware of separate waste at all! Nobody cares!
15. businesses should be required to sort their waste. Recyclables should not be in the trash nor should compost. Bins with pick up need to be provided to facilitate this
16. Every new bin costs more money. Garbage, Cardboard, Compost and Recycling. It will cost 4 times the amount and we are not producing any extra waste.
17. You need to have a recycling system like Blue Bins has! They take EVERYTHING!!! And I think it is WELL Worth the cost per month.
18. Talk to us. We know surveys are not a system that gives us the overall opinions. There is only one set of individuals that know the results and can spin them to reflect their views.
19. Businesses outside the city limits should pay fees and be forced to participate like businesses in the city. Apartment buildings and condos should have to comply as well.
20. No increase in taxes to support it! Find a way within current budget to make necessary changes

21. A critical component of this is to also look at the planning and spatial requirements as where garbage facilities are allowed on a property and how those locations are accessed by garbage trucks etc. This is consistently a "leftover" that doesn't get considered by developers, their architects and the planning and engineering staff during the development review process
22. I am a small business and employ 4 others. I am on the cusp for expenses, so any additional fees may affect an employee, which I do not want.
23. Oil containers and oil filters should be put into a separate recycling stream. This has been requested before, but I have seen no action. The auto repair facilities would gladly separate that waste instead of sending it to the landfill. It happens everywhere else in the country.
24. Reduce / waive tipping fees at the landfill. if a new waste program is in place make sure you can provide all the tools businesses need to comply with it, not just assume we will make a large investment just for the city's "green looks"
25. Sad that the curbside recycling pick-up didn't get approved :( Wish I knew the secret to making people care about our world and how our actions affect it!
26. I'm not sure what the solution is but I think landlords of shared business locations should incorporate proper waste management measures into their lease agreements. In most European countries, if business and people don't comply there are major fines and there is super supervision in place. I'd love to see that be followed.
27. I have been lobbying YTG to put on an enviro tax at retail level so that all purchased packaging and items pay something up front to cover recycling costs rather than tipping fees that encourage illegal dumping.
28. Locking bins should not be mandatory.
29. It has to be handled correctly and not incur any additional expenses to the business. Separation also is not convenient as we are a fast paced business that has many types of waste so it would add to our labour cost. Unless there was subsidizing there isn't much motivation to reduce save for being eco-friendly.
30. It is frustrating to hear that we have been taking metals to Raven recycling and then find out that in turn, they are sorting thru and taking the scrap tin and steel to the landfill. Defeats the purpose of sorting and trying to diligently keep recyclables out of the waste bin! Shipping out of the Yukon to market can be cost prohibitive, but gov't and the private recycling businesses should be working on cheaper back haul opportunities or subsidizing shipping to commodity markets.
31. 1) I strongly support rational and progressive solid-waste management initiatives by COW. Keep up the good work.  
2) Asking businesses and citizens to 'do the right thing' with a user-pay model doesn't make a lot of sense. It's ridiculous! It provides an incentive for the bad guys to do the wrong thing just to save a few bucks. A better model is to have everyone pay into the system and charge nothing for people to do the right thing. Besides, we will all share the high costs, financial and other, if many among us do the wrong thing. We're all in this together.
32. recycle, reuse - lower costs from demolition waste would encourage more construction of multi-unit down town housing which the city needs. Would it be possible to use wood waste as a heat source to improve composting and perhaps even use that compost to create methane that could then be used instead of imported LPG in our "emergency" generators.
33. Place community compost site, and bins for the various recyclables in strategic areas at business districts such as Mt. Sima industrial.
34. Need to keep cost down. Going from 1 bin to 4 means 4 times the cost.
35. Whitehorse needs to get tougher with businesses about waste management. Businesses should be composting and recycling. Very little waste is actually garbage
36. Businesses need to do our part to reduce items going to the landfill. We can and should be champions.

37. I think that there should be way more recycling and compost bins in the city especially at large facilities like Canada Games Centre, hotels, Whitehorse Hospital
38. It needs to be super easy for people to recycle and dispose of waste. Hire enough people to sort through waste so all we need to do is have it bagged for pick up.
39. Most people and business are environmentally responsible. However if you act like a beaurocracy, pass laws and add new taxes to pay for them you will always have trouble getting buying.
40. the city does not spend wisely and wastes our money
41. Stop putting restrictions on the landfill that do not offer No Fee Services
42. Realize that there are quite a few (small) businesses outside city limits, in subdivisions. Please keep that in mind when making new bylaws and make it very clear what applies to what type of business
43. I think you are doing a good job with what you have. People should walk a mile in your shoes before they speak.
44. all sorting should take place at the landfill, it would be more efficient for business as we have many other duties and responsibilities
45. Cost of waste disposal is already expensive and paying employees for time to separate etc. makes it more costly.