



REPORT TO COUNCIL

To:	Mayor and Council
From:	Laura Brandt, Acting Deputy Clerk
Date of Meeting:	November 25, 2020
Report Title:	Results of Landfill Survey

Recommendation:

THAT Council receives and approves this report as presented and approves the Staff recommendations contained therein.

Background:

Staff submitted a report to Council at the December 18th, 2019 and at the April 8th, 2020 Council Meetings updating Council on the status of the waste diversion at the Chapman and Croft Landfill Sites. Council directed Staff to implement a Public Information Session to canvass residents' opinion within the Municipality regarding Bag Limits. This report does not change any current landfill charges, tipping fees or recycling. This report pertains to household bagged waste only.

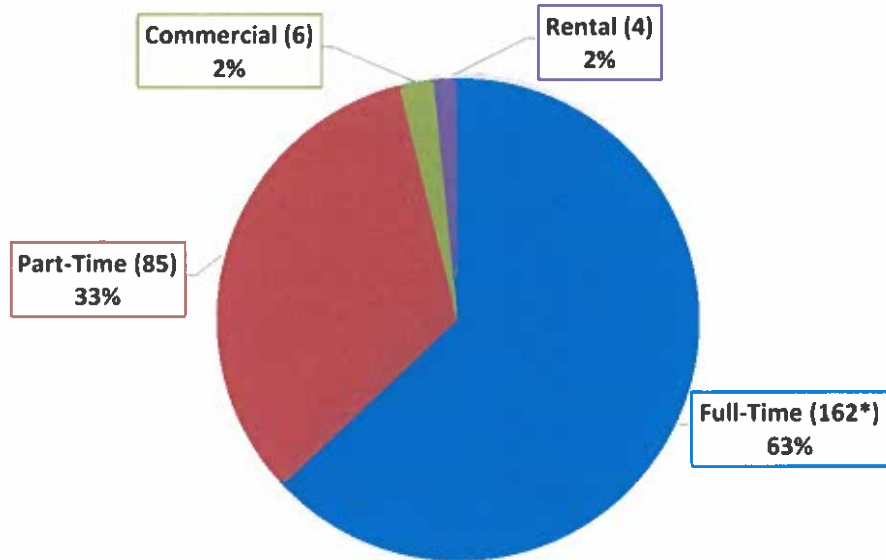
Evaluation:

Due to the COVID-19 pandemic restrictions a Town Hall was not a safe viable option. Staff did a full-page landfill update on page two of the Municipality's Fall/Winter Newsletter which gave messaging that the Municipality was looking at implementing Bag Limits and asked residents to reach out to the Municipal Office. The newsletter was distributed with the August Tax Notices to all residents. There was no public response from the Newsletter. Staff then created an online Survey through Survey Monkey consisting of ten (10) questions to gauge public opinion. The online survey was posted on our Website as well as our Facebook page on Friday September 18, 2020. As well Staff distributed hardcopy surveys mirroring the online survey and made them available at the Village of Magnetawan's Post Office, Library and both the Chapman and Croft Landfills. The Landfill Surveys were also advertised on the digital sign located outside of the Municipal Office calling for residents to pick up their Landfill Surveys and the locations that they were available. 254 surveys were received (148 online, 105 hardcopies). Staff fielded two emails and one phone call after the online and hardcopy surveys were made available.

Following you will find highlights of some of the survey results; full survey results are attached as Appendix A.

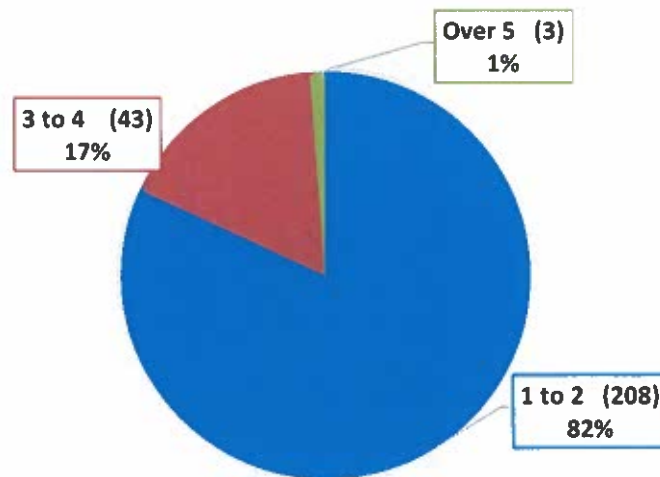
Staff will be investigating the feasibility of implementing suggestions made by residents that are reflected in the survey. Some of the highlights of the comments are: good Samaritan collection (helping neighbours/community clean up), signage with hours posted on road intersections, composting, better communication of the status of landfills, signage on bins located at landfills, mapping of landfills recycling and other areas posted on website, illegal dumping, extra bags for holidays, incineration, FAQ on website and reuse center. Staff is in the process of drafting a Landfill By-law to enforce Illegal dumping with proposed fines of up to \$5,000 as well as preparing a site for a re-use center to be located at the Chapman Landfill.

IS YOUR PROPERTY?

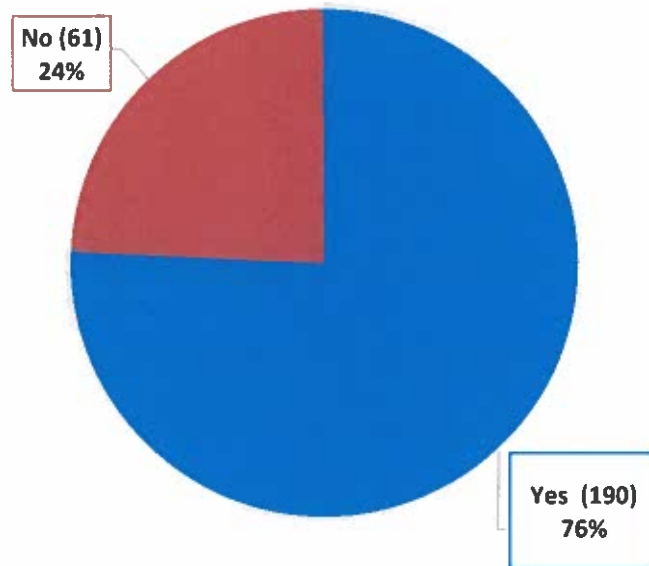


* number of responses – NB. some surveys cited multiply owned properties.

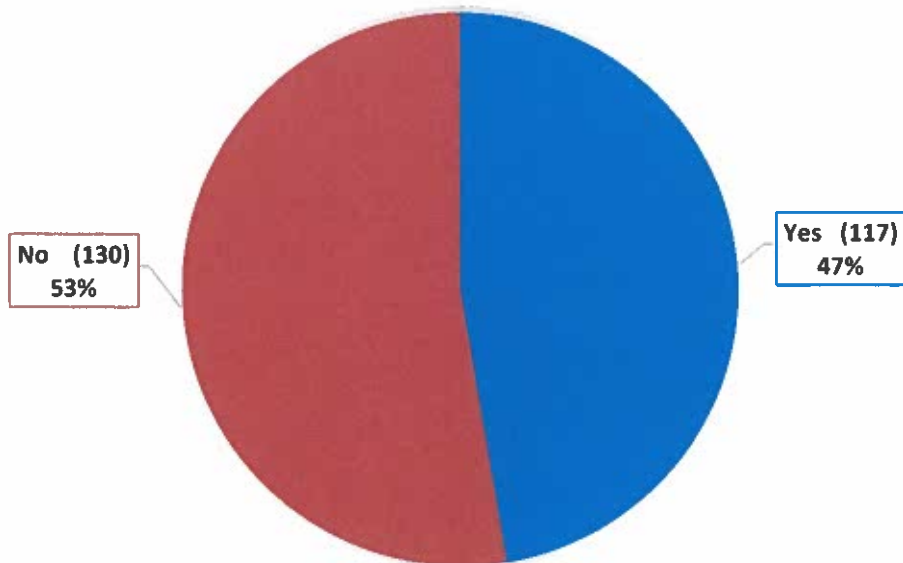
ON AVERAGE HOW MANY BAGS OF GARBAGE DOES YOUR HOUSEHOLD PRODUCE WEEKLY



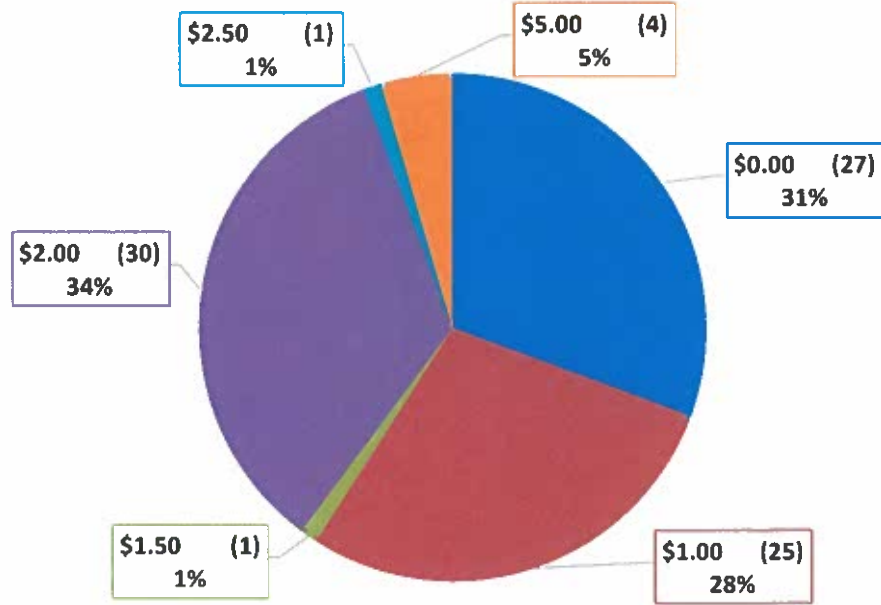
**ARE 104 FREE BAGS OF GARBAGE REASONABLE?
(AVERAGE OF 2 BAGS PER WEEK)**



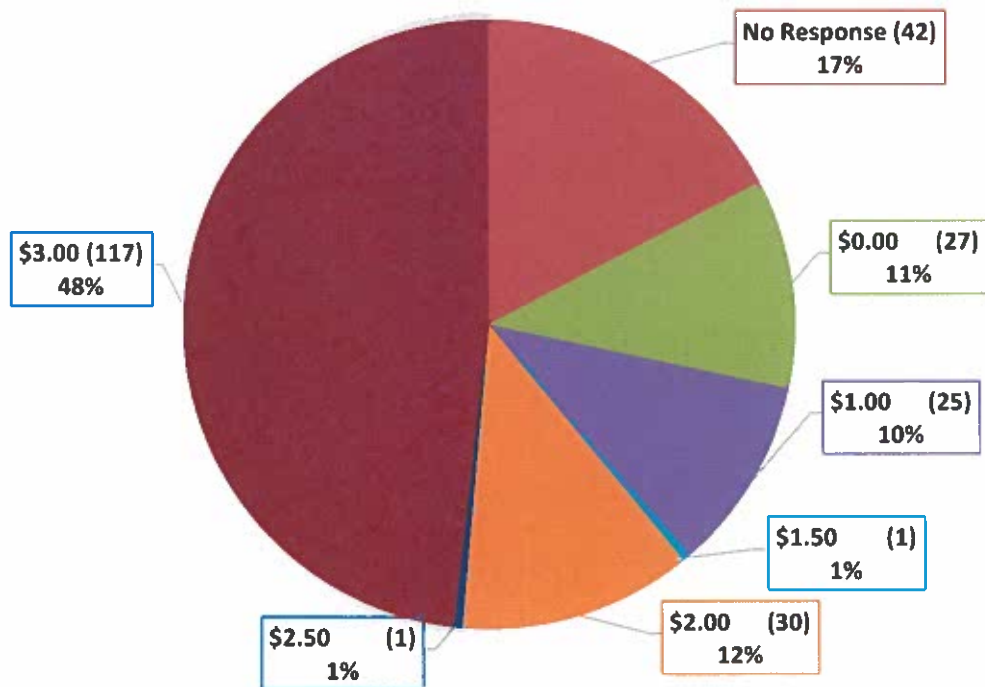
IS \$3.00 A FAIR CHARGE FOR EXTRA BAGS?



IF \$3.00 IS NOT A FAIR CHARGE, WHAT IS?



RESULTS -- WHAT IS A FAIR CHARGE



Overview of Survey Results:

63% (162) of the respondents were full-time residents. 33% (85) of the respondents were part-time residents. 82% (208) of the respondents produce between 1-2 bags of garbage on an average weekly basis. 76% (190) of the respondents felt that 104 FREE bags (average of 2 bags per week) of household garbage was reasonable. 53% (130) respondents felt that \$3.00 was not a fair charge for extra bags. Of the 53% (130) respondents that felt \$3.00 was not a fair charge, 34% (30) felt \$2.00 was a fair charge for extra bags. It is to be noted that of the 53% (130) respondents that felt that \$3.00 was not a fair charge, 42 respondents did not indicate what they felt a fair charge was. 30 respondents felt that \$2.00 was a fair charge.

Items for Consideration:

Staff reached out to surrounding municipalities to enquire if they were enforcing bag limits and what mechanisms they were utilizing to monitor these limits.

Electronic Option

Currently Armour Township uses an electronic card system. Cards can be reloaded with a dollar amount each year annually. This also alleviates the distribution of bag tags or cards on an annual basis. Staff reached out to Moneris in regard to costing. Currently there is no set up fee, no transaction fees, no expiry, and they can be reloaded annually. If the Municipality ordered more than 2500 cards, they are \$1.55 each. The reloadable card data has a fee of \$7.00 per month and the rental fee on the Moneris terminal device is \$35.00 monthly. This would mean that there is an initial cost of \$3,875 plus tax for the cards and monthly fees of \$42.00 plus tax which amounts to \$504 annually. Currently at both the Chapman and Croft Landfill there is no Hydro, Internet or Phoneline.

Financial Implications: Cost of the electronic landfill cards, cost of hydro, cost of internet, cost of phone lines. Costs will be offset by the selling of additional tags/bags for residents that go over the allotted free bags.

Paper Option

Currently the Township of Kearney uses a paper landfill card with an allocated number of bags on the back of the card. The landfill card is similar to the landfill cards currently issued by our Municipality, but they also have the number of free bags allocated annually on the back of the card. This process would mean that the landfill attendant mark off the number of bags brought to the landfill on the back of the card for each resident. Each year new cards would be issued to residents with their annual allotment of free bags. To ensure the validity of the card, a new colour is issued annually.

Financial Implications

Staff received a quote for 3000 landfill cards for \$281.19 plus tax. Staff received quotes for bag tag stickers, and they range between .03 cents and .05 cents per sticker.

How It Would Look:

Properties With Curbside In Town Pick Up: (Unnumbered Landfill Card + Bag Tags)

Staff recommends distributing bag tags to be affixed to the bags of household waste to residents who receive and pay extra for curbside intown pick up. Residents would affix the sticker on each bag of household waste (not including recyclables). Waste Connection employees would then know that the bag of household waste would be eligible to be taken to the Municipal Landfill. Properties with intown curbside pick up would also receive a new annual dump card, with a blank back, so that they can utilize the Municipal Landfills if a pickup is missed or they need to dispose of items that are not eligible for curbside pickup. All bags of household waste taken to the Municipal landfills by residents with curbside intown pick up will require a tag to be affixed to the bag. If a resident uses the allotment of free annual bags within the calendar year additional bags/tags would need to be purchased.

Properties With No Curbside Intown Pick Up:(Numbered Landfill Card)

Staff recommends distributing landfill cards to properties with no curbside intown pick up. Property owners would receive a new dump card annually with the number of allotted bags on the back of the landfill card. When residents attend the Municipal Landfills, they would present the landfill card to the landfill attendant and the landfill attendant would mark off the number of bags being brought to the landfill at that time. If a resident uses the allotment of free annual bags within the calendar year additional bags/tags can be purchased.

Commercial Properties With or Without Intown Curbside Pick Up: (Unnumbered Landfill Card + Bag Tags)

Staff recommends distributing bag tags to be affixed to the bags of household waste to commercial properties. Commercial owners would affix the sticker on each bag of household waste (not including recyclables). Commercial properties would receive a new annual dump card, with a blank back. All bags of waste taken to the Municipal landfills by commercial owners will require a tag to be affixed to the bag. If a resident uses the allotment of free annual bags within the calendar year additional bags/tags can be purchased.

Vacant Land:(Unnumbered Landfill Card, No allotment of Bags)

Staff recommends distributing blank landfill cards. Vacant properties with no habitable buildings/trailers would receive a new annual dump card, with a blank back, so that they can utilize the Municipal Landfills. These properties would not be eligible for an allotted number of bags and would have to pay for bags of household waste.

Replacement Cards:

Lost Bag Tags will not be replaced but are available for purchase. Lost Landfill Cards will be replaced with a unnumbered back for a nominal fee in accordance to the current Fees and Charges By-law, bag tags will need to be purchased.

Staff recommends that bag tags be available for purchase at the Municipal Office as well the landfills. Staff recommends implementing a soft launching of the bag limits in March of 2021 with a full implementation of May 2021.

Financial Implications: Cost of stickers, cost of landfill cards, postage cost, which will be offset by the selling of additional tags/bags for residents that go over the allotted free bags.

The cost to implement Staff recommendations not including postage would be:

3000 Landfill Cards	\$317.74
50,000 Bag tags	\$1,695
Total	\$2,012.74

Staff Recommendations: At this time, due to the lack of hydro, internet and phone lines at the Municipal Landfills, Staff recommends implementing a paper landfill card system as described above and allotting 110 free bags of household waste annually to each residential property within the Municipality. This would average 2 bags per week per household along with 6 extra bags to account for excess on holidays. Staff also recommends allotting 150 free bags of household waste annually for each commercial property that pays commercial taxes within the Municipality. Further after reviewing the survey results staff also recommends charging \$2.00 per extra tag for 2021.

**NB A property would receive an allotment of either 110 or 150 not both.*

Respectfully Submitted,



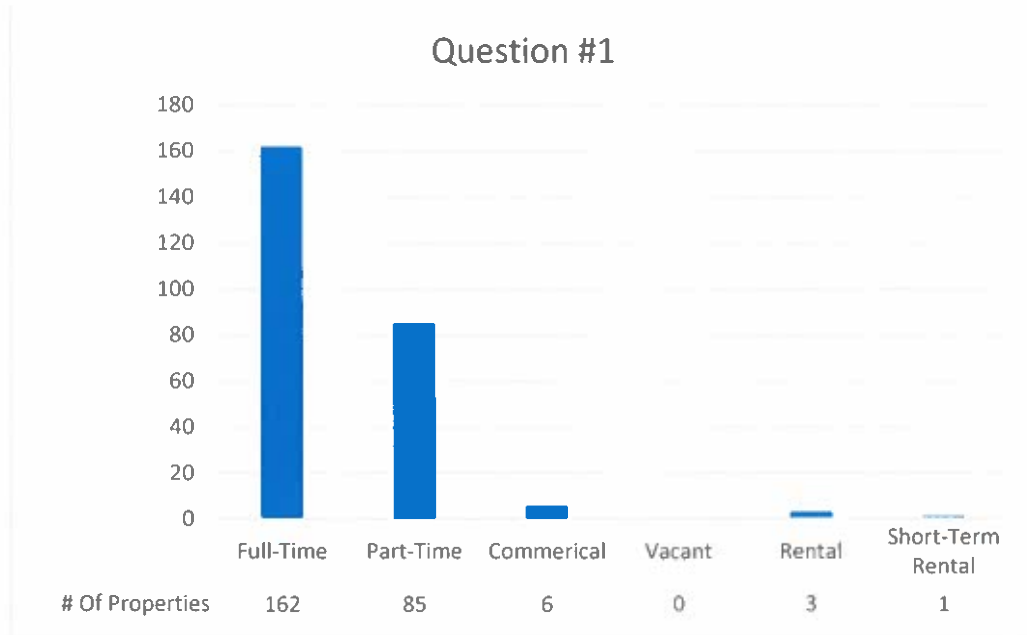
Laura Brandt
Acting, Deputy Clerk

APPENDIX “A” SURVEY RESULTS

NB. Profane or derogatory comments have been edited

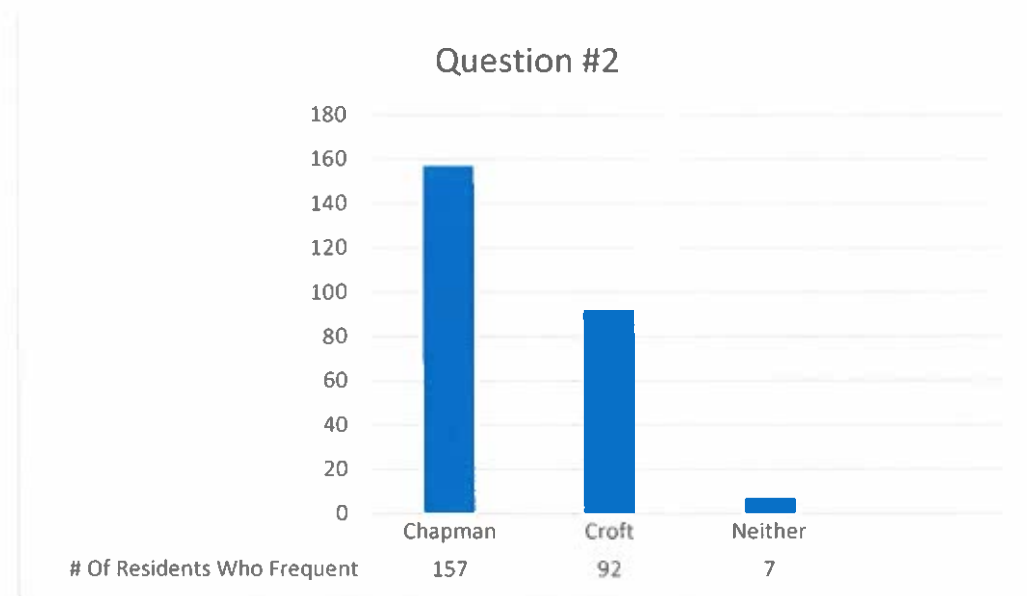
Question #1

Is your property Full-Time, Part-Time, Commercial, Vacant or Rental?



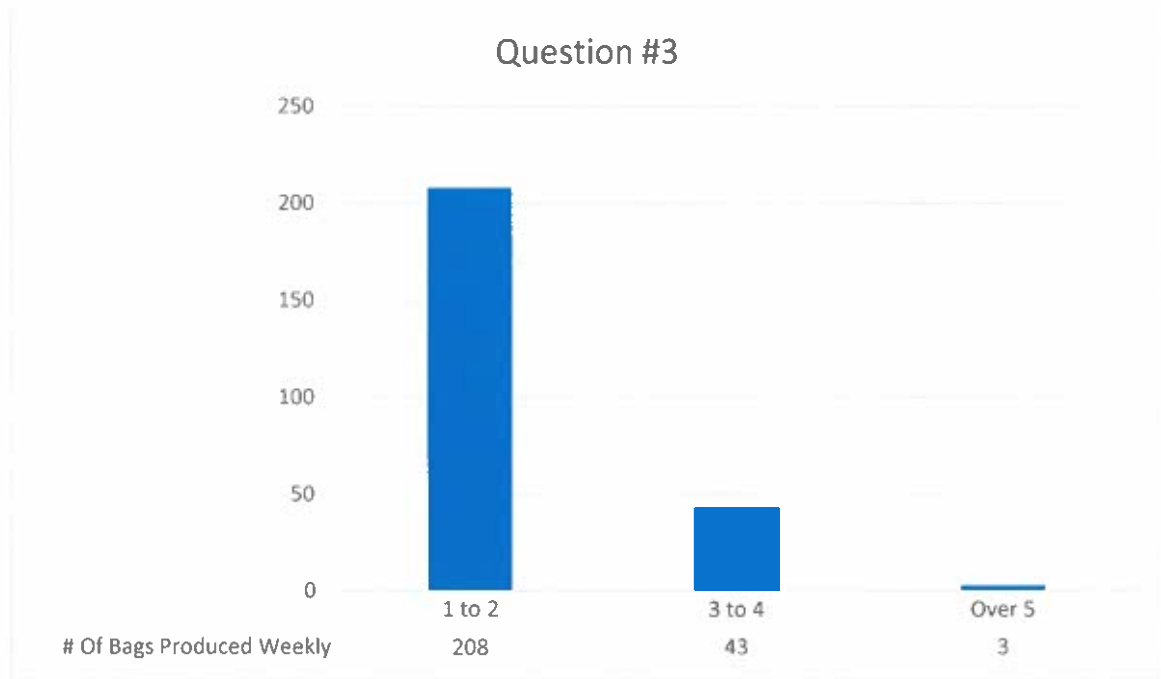
Question #2

Which Landfill do you frequent the most?



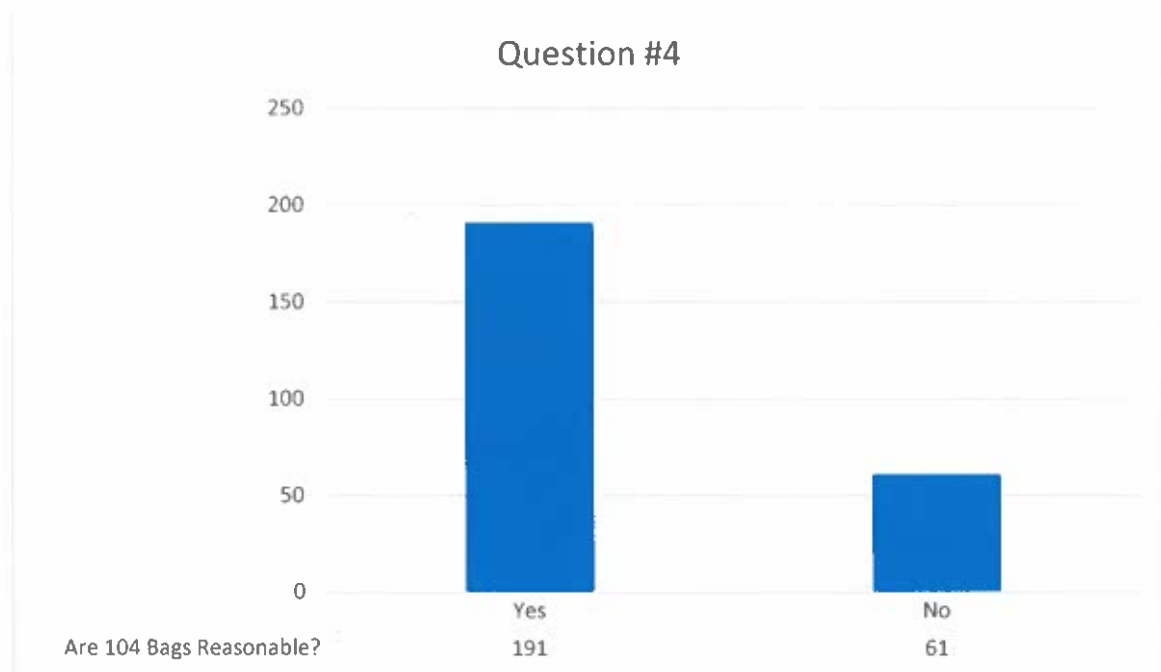
Question #3

Currently on average how many bags of garbage does your household produce weekly?

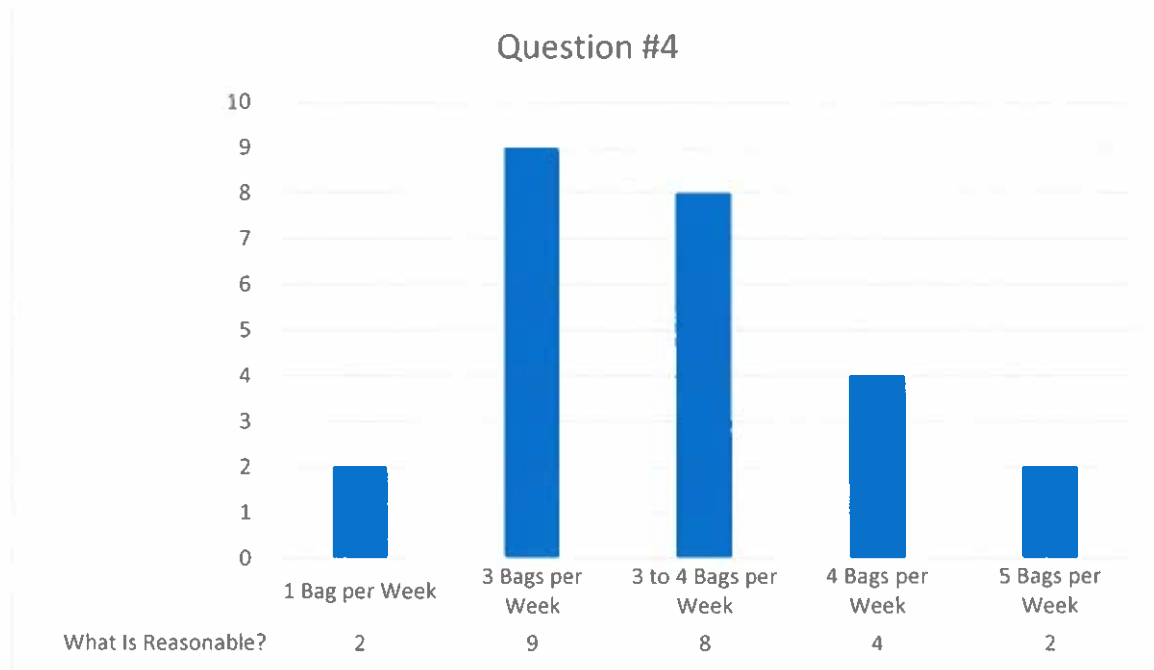


Question #4

Are 104 FREE bags of garbage reasonable? (Average of 2 bags per week)



If 104 FREE bags of garbage are not reasonable (Average of 2 bags per week) What is reasonable?



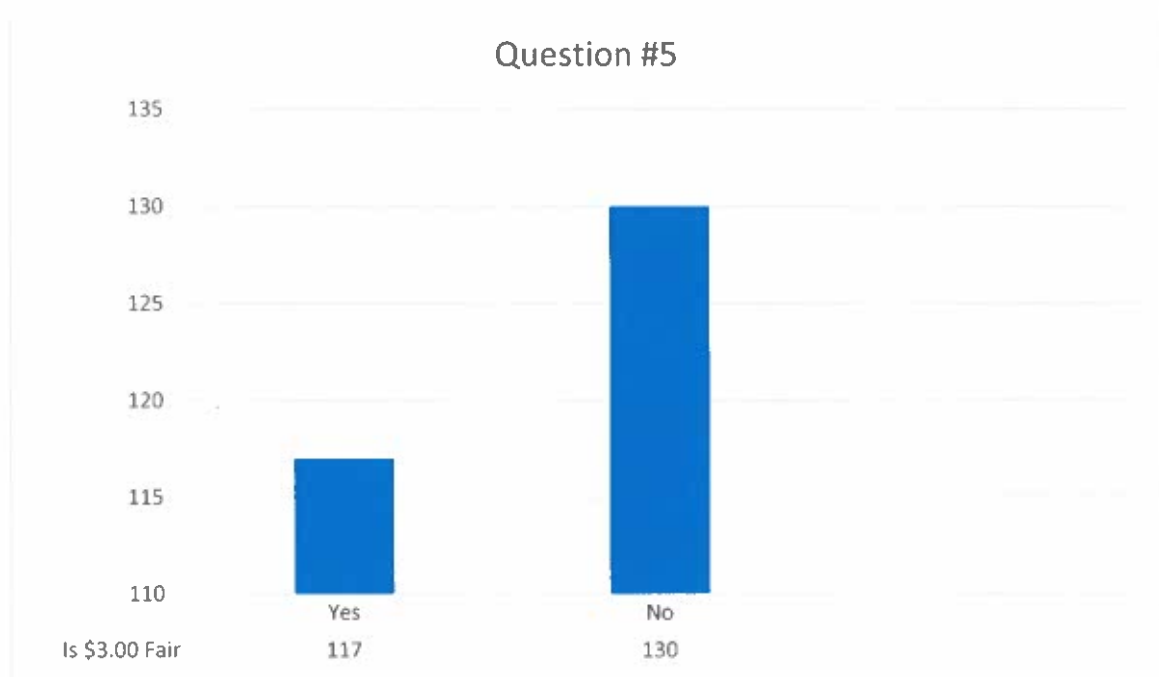
Additional Comments

Survey Number	Comments
9	Resort
28	2 bags residential 2 bags commercial
30	1 bag is not reasonable
48	Depends on size of family
55	A large family makes more garbage
61	I have a big family
98	Depends on the size of the bag-restrictions already in place on the type of bag allowed – difficult to find clear bags that fit inside garbage cans
101	Keep status quo
103	It's included in our taxes. Will taxes be reduced. 2 bags may be ok once in a while but not sustainable over time
110	Whatever needs to be brought in
117	I have a large family. We come to the cottage all the time. We pay a ton of taxes and now you're saying we can only have 2 bags of garbage? We are a family of 8 (2parents + 4 kids+ 2 grandparents)
124	I only go to the dump once a month and usually take 6-8 clear bags
130	Except at Christmas
132	Not under my circumstances
140	3-4 bags for full time residents
141	Occasionally we have a lot more to put out, sometimes less
142	3-4 would be reasonable for most households, but not all

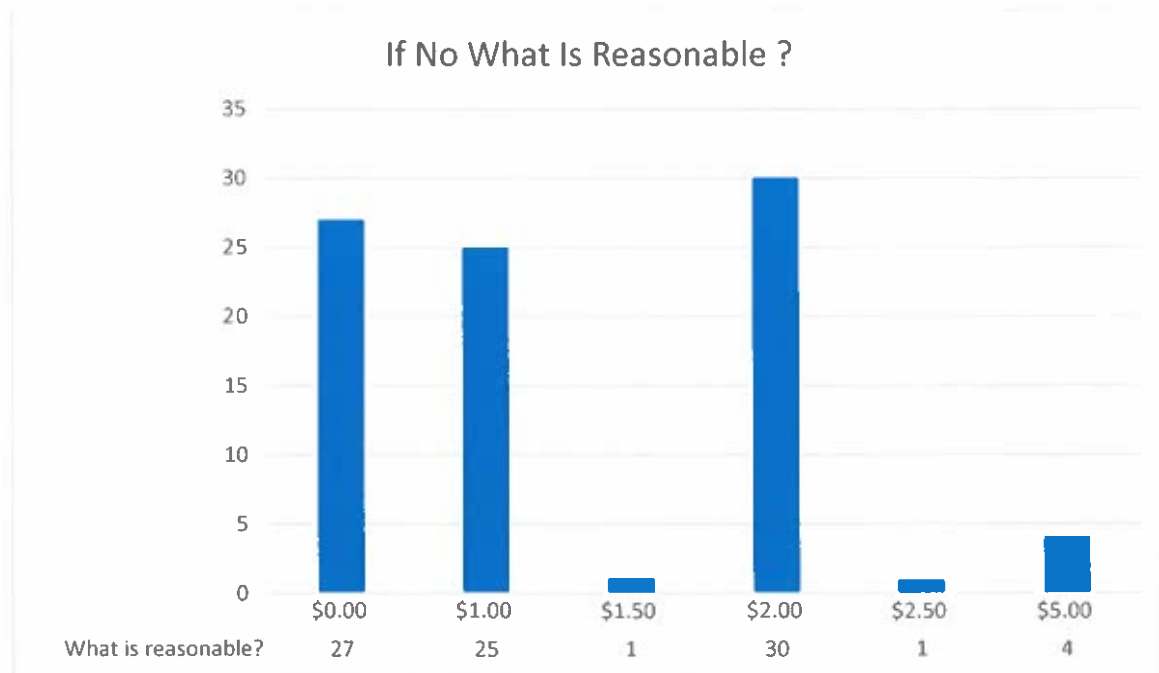
152	I think we should be shutting down one of our dumps. Why use up 2 at the same time?????
155	Depends on size of household
156	We hold our garbage to minimize trips to the dump. What makes you believe the amount of garbage being currently produced is unreasonable
163	Only if it can be rolled over into another week e.g. 1 bag this week, 3 next week
172	Depends on size of family
185	3-4, how big are the bags?
188	Where does recycling fit in?
202	Depends on bag size. Most weeks 1 bag sometimes with company could be 4
207	What bag sizes are you referring to? Ours are kitchen size. Depends on bag sizes
211	Unlimited
212	Some weeks more others less why not free tags on annual basis
214	Our house we only produce 1 bag of garbage a week if that. For our business, it's a little more but we are 100% trying to only have 1-3 bags of garbage/wk. We don't want to be penalized for having more than 1-2 bags/wk. I know of no other business that does what we do in terms of recycling. We don't want to be punished for our garbage when our taxes are already too high. Plus, some guests bring their Garbage and leave it in the room b/c the village won't let ppl take their garbage to the dump. So now not only do we have to contend with sorting garbage that wasn't produced as a result of staying with us, now WE could potentially be charged for it. Not fair and we are opposed to additional garbage charges.
222	10-12 a month, because some weeks we don't go to the dump. If we had curbside pick up, I could see 2 a week.
224	Only if you do not count organic waste and recycling in the two-bag limit.
231	Depends on size of family
233	We are only able to use the property in the summer staying for a week at a time while cleaning up the property in the meantime we always have quite a bit of garbage the weeks we are there, and we cannot haul it home. Considering we are only able to use the property (and hence the dump) 6 month of the year it doesn't seem fair to have to pay for extra bags when we can only access half the year, seasonal residents should be allowed at least 4 bags per week
234	For us, the dump gets used only in July and August and we often have entertaining guests
236	What the house produces which is depended on how many guests you may have
238	No limit at all
243	So, if I have three bags, I have to wait a week, but I might not have any for a couple esp. in winter how to monitor this and how about green bins?
244	For us it is reasonable, but we are two old, retired folks, for others with a large family it may not be reasonable.
253	There is no reasonable amount as household size varies

Question #5

Is \$3.00 a fair charge for extra bags?



If \$3.00 is not a fair charge what is a fair charge?



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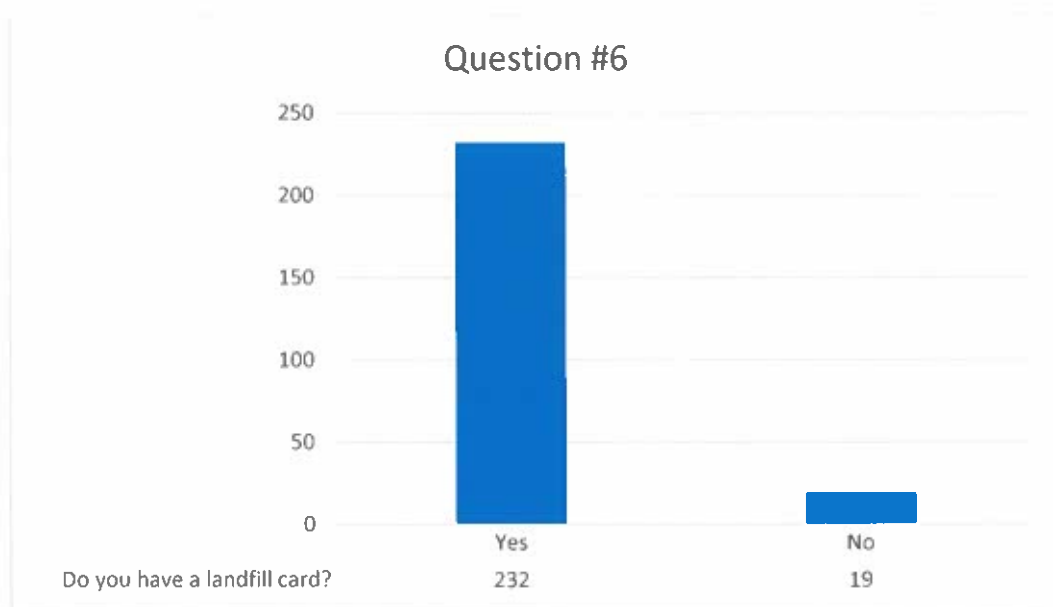
Additional Comments

Survey Number	Comments
1	Taxes already too high
2	Why do we pay taxes
5	But based on household cost for new site, this charge should be higher \$5.00 is not reasonable either
9	I pay taxes already
20	Not for a family with young children
37	We are driving to landfill using gas and wear and tear on vehicle maybe less would be fair
45	I think you will find it on the roads
54	Because gas costs money and not convenient like town
55	I'm concerned more people will start throwing garbage on the roads
61	Monthly fee to use dump is better than tags
101	Keep status quo
108	No charge at all. We don't have any garbage pick up. I'm not prepared to pay any more to the township for them to provide a service I am pay for but not receiving
109	No charge included in property tax
110	None, that's why we pay land taxes
116	\$0 Considering what we pay in taxes for few municipal services
117	Again, I don't pay this in Toronto, why should I pay this here? What happens when I have visitors up?
123	We pay high enough taxes already
124	Why do we need to pay to use the dump?
125	We often pool collection with neighbours some are elderly
128	\$1.00 is more than reasonable, unless you are building a dedicated reserve for locating a new landfill
134	What if you go to the dump every 2 weeks and you have 4 bags? I don't feel you should have to pay
135	In other townships they offer discount for buy multiple for example 1 for \$3 or 5 for \$10
137	\$0.00 unless your lowering my taxes
141	My garbage is picked up at my home in town and the cost is included on my tax bill. For those outside of the village that may be more than they can afford
146	Charge for bags, garbage will end up in ditches. Do not charge extra!!!
163	Depends on how many tags are provided free of charge
177	No fee for part time seasonal residents
184	\$2.50 in St. Catharines
193	0.25 per bag @7 bags per cubic yard presently costs 8.00 per commercial yard based on 40 years experience owned my own disposal co.
194	I would prefer to pay higher taxes with unlimited garbage
196	My taxes pay for this service

200	Because we still have to make the trip to the dump. Time and Gas
201	Pay enough taxes now
202	Already pay too much in taxes for services (snow removal, grading, ability to go to dump)
206	We pay huge waterfront taxes and still have a gravel road so more repairs on vehicles. Full time residents should not have to pay extra ever!
207	Depends on bag size
215	There is no reasonable price when it's the only thing my taxes pay for as a cottage owner
219	\$0.00 For the Occasional extra few bags, given the taxes we pay, I don't want to pay extra for bag tags
221	No charge is okay
223	Since we already pay taxes and don't have garbage pick up, I don't feel we should be charged any amount
224	We have lived in other townships and that is expensive even when we would take garbage to the dump itself
226	\$2.00 would be better people prob complain less if they could just flip a toonie plus no change to make
227	\$1.00 some seniors are on limited budget, its hard enough now with hydro charges. 3 dollars extra would go for milk or bread.
236	There should be no charges, or you will likely start seeing bags of waste on the roadside
238	We should not have to pay anything
244	Perhaps a quarter?
245	Give 12 extra free bag tags per year and then charge \$3.00/bag
253	For a rural area, not sure a charge about \$1 would be reasonable

Question #6

Do you have a landfill card?



Question #7**What do you like about our landfills?**

Survey Number	Comment
1	Well organized
2	Staff
3	Friendly
4	Convenient helpful staff
5	Organized, clean, friendly, helpful staff Larry does a great job for us all
6	Clean, well organized
7	All good
8	Nice staff (Larry Wylie), friendly, helpful people at the dump
9	Clean and the help
10	Friendly staff that are helpful
11	Everything
12	They are clean and well staffed. It is always nice to drive in and see a friendly face. Staff are so helpful
13	Its neat and tidy and well maintained
14	Well organized and structured, friendly staff
15	Easy to get around, personnel (i.e. Larry and the other woman) are quite friendly and helpful
16	Kept very clean
17	Simple disposal of garbage, friendly, helpful staff
18	Well run always monitored someone on site neat and clean
19	Organized, well kept, friendly helpful staff
20	Kept neat. All staff are friendly and willing to guide to the correct dumping area
21	That they are recycling and using clear bags
22	We feel they are kept neat and tidy, cleaned marked as to where to put things
23	Larry and Tom
24	Clean and easy to access
26	Good people work there and well maintained
27	Staff Hours of operation and days that are open
28	Clean and organized
31	Croft clean, wonderful, good people especially Ara and Larry
32	Clean and convenient
33	Easy to use
34	Very well managed
35	Friendly
37	People are friendly and helpful. Easy access organized
38	Convenient
39	Well looked after
40	Friendly help
41	Its neat and tidy and great works very helpful
42	Friendly workers

43	Good staff close by
44	Convenient Helpful nice people
45	Friendly people and clean
46	Friendly people
48	Clean
49	Service laid out well very organized
50	Clean and organized
51	User friendly we see bears occasionally
52	Well organized
53	Staff
54	Love people working there clean and well kept organized
55	Easy to access
56	Convenient
57	Clean
58	Easy access
59	Tidy and personnel
60	Hours and dates of operation
63	The people who work there
64	Operating hours
65	Nothing
66	They are clean and organized and staff is friendly and helpful
67	They are organized
68	The employees, Its very clean
69	Clean Friendly
70	Its close to our residence
72	Friendly people always helpful
73	Efficient and nice staff
74	Clean and staff always here to help
75	Professional staff easy access
76	Friendly staff
77	Service and convenience
78	Friendly, organized
79	Organized, Friendly, Clean
81	Clean
82	Very Clean
83	Well organized
84	Everybody is helpful always in a good mood
85	Clean and orderly
87	They are very well-maintained employees are super friendly and very helpful
88	Neat and workers are pleasant and friendly. Easy access to different stations
89	Helpful staff, clean, a lot recycling options available and good hours (but does it need to be open Sundays?)
90	The way they are organized
92	Saves us taking garbage and recycling home

93	Organized. Quick and easy drop off.
94	Good staff, very clean and organized
95	Each section is well organized and labeled. Staff seem to be plentiful. Hours are good, I like them being open at 8am,
96	Should be one indoor waste diversion/recycling facility for the Municipality.
97	Everyone is so helpful
98	Staff that know you don't require you to show your card every time – clean
99	Most of the waste is sorted into piles for recycling or disposal but if you look over the edge where the clear bags go you will find an enormous amount of recyclable plastics. Why do we use clear bags if the staff are not enforcing the recycling of plastics?
100	Clean. People are friendly.
101	Organized. Clean. Should you limit garbage I can guarantee you that garbage dumped on side roads and in the Bush will become a problem.
102	Between the two locations, I can always get to a dump. And I like that I can leave my donations for the Lions there. Well maintained, no horrid smells, no dangerous areas, it's all very good.
103	The ability to drop off donations. Nothing much else
104	The staff
105	The organization
106	Very well organized. Good system on what is waste and what is recycled.
107	Accept donations of clothing and beer cans
108	Nothing
109	Ease of access, just read the dates open, need to separate compositable foods and create mulch or soil additives.
112	Clean and well managed
113	"YOU CURRENTLY" There are various recycling bins
114	Friendly staff
116	Clean and efficient, hours are convenient.
117	That there is no limit of # of bags
119	Reasonable cared for and well organized.
120	Larry is great and keeps things organized and the line moving
121	Tidy. Larry and Tom – very helpful. Great customer service
122	Convenience
123	Well looked after. Good staff.
124	The staff and how they always help. The sites are kept clean and safe.
125	It doesn't smell
126	Clean and friendly staff
127	People are courteous and helpful
128	They are well organized and professionally maintained.
129	Pleasant staff price for a mattress is ridiculous. You will get people just dumping getting too expensive
130	Larry
131	Nothing

132	I run the trailer park, we recycle and do garbage once a week. I do all the appropriate things – clear bags, cardboard and plastics and glass separate. It would difficult to cut back this landfill is clean, well run and very close to our property
133	Better signage of various bins etc.
135	To be honest recently moved here and we found it confusing when we got there and little to no information to be found on the procedures. I.e. everything must be in clear bags and how things are sorted.
136	Hours of operation clean and organized.
137	That I don't work there
138	Convenient days of operation, great helpful staff
139	Clean
140	Friendly staff and clean site
141	Chapman is a good size, Croft seems to small, both need to be reorganized better
142	Well managed and the number of staff on site can usually manage the number of people there.
143	Very clean and organized
144	Helpful staff
145	I like the way Croft is organized and staff is helpful
146	They accept garbage
147	Relatively easy to deal with, organized and the staff are generally helpful when you are not sure what to do with some items.
148	Recycling options
150	Super friendly staff. Very organized.
151	Neat and organized
152	Tom and Larry
153	Looks clean and tidy. Very helpful staff.
154	Sorting of garbage is well organized. Staff is extremely helpful and friendly.
155	The staff are very helpful
156	Friendly people. Able to get in and out quickly.
157	Organized, friendly staff
158	Well organized friendly attendants Lions Club bottle/can collection shed Good days/hours
159	Open on weekends and holidays. Therefore, there is no need to dump garbage on the side of the road.
160	Easy to use
161	Staff are amazing. Very knowledgeable and helpful.
162	Lots of hours open friendly staff
163	Well managed and great staff.
164	The staff are helpful and pleasant, and the landfill is organized
165	Location
166	Location
169	Grounds are kept neat, orderly. Staff is courteous and helpful.
170	Staff friendly and helpful, ease of use.

171	People are friendly and helpful – direct to recycle and other areas when needed. Kept clean and organized.
172	Sorting stations
173	Well organized for users of the landfill, “clean” helpful staff, drop-offs for alcohol containers and used clothing
174	Very courteous staff, clean, well organized, user friendly.
175	Ease of use
176	Friendly staff helpful especially Larry
177	Easy access friendly helpful staff
178	It’s clean
179	The Staff they keep it very neat
180	Not much I liked it when there was concrete block dividers
181	Organized and Courteous Staff
182	Easy to understand, friendly staff
183	Clean, well organized, and great staff
185	Easy access
186	Organized
187	Location and weekend hours
188	Great people working there
189	Recycling
190	Clean and well organized
191	Staff
192	Well organized. Friendly service from Larry
193	Kept fairly clean and organized
194	Its quick and easy
195	Larry
196	The Gulls
197	Easy access, friendly staff that help ensure garbage goes in the right place
198	Clean and organized good staff
199	The amount of room. The convenient set up. The management and cleanliness
200	Friendly help, variety of disposal options
201	Larry nice guy always joyful
202	All are friendly. Organized and helpful
203	Not too much
204	Croft is convenient with the days provided
205	The staff are very helpful and friendly
206	Employees
208	Helpful considerate staff
209	Clean, neat, well organized, and polite attendants
210	Organized drop off; lions’ donation
211	I don’t way to much restrictions
212	Friendly staff and well managed
213	Friendly attendants well run organized clean accommodating bottle drive for Lions Club

214	They run very efficiently. The people that work at the landfill come out every single time and help with the garbage and make sure that the recycling is going in the correct spot and the garbage is going in the right spot. The workers are very polite and friendly.
217	Friendly attendants
218	They take our garbage and recycling
219	Convenient location and hours, well organized
220	Well managed and well organized, Easy to navigate to what goes where
221	They are both kept clean and orderly
222	Well organized and the people who work there! Always personable and very helpful
223	Friendly staff and good hours
224	I like that it is quick and that there is no weighing
225	Clean and responsible recycling
226	Very well organized, clean, polite helpful employees
227	Well organized and workers go out of their way to assist you when you ask. Very pleasant
228	The people are great, the recycling setup is easy
229	Staff and organization. Hi Larry, Clyde, and Ara
231	As organized as possible
232	The ability to take 4 bags once a month or bi-weekly. The ability to sort and take large items,
233	Open weekends especially Sundays
234	Well maintained
235	Sometimes good things are thrown out that other people can use. Other landfills save good items then have a garage sale once or twice a year
236	The Magnetawan landfills are some of the best run landfills in Ontario, their programs are maintained to the letter and diversion programs run consistently
237	Garbage is free, recycling is working well, trailers for electronics, and the two hazardous waste days
238	They are very organized however we should be allowed to reuse and repurpose items from them. Many things are absolutely not garbage and people should be allowed to reuse these items
239	It is clean and little odour
240	Being able to take as much garbage BAGS and not get charged cuz there's time where I miss the garbage trucks
241	Good recycle bins and Great staff
242	Knowledgeable staff, as a summer resident with family there throughout the year I find the staff quite helpful and always willing to help
243	Only go once a month mainly recycle stuff
244	They are neat and well organized and run
245	Well organized, pleasant staff, donation sheds for used clothing and alcohol bottles
246	Employees
247	Good flow from one area to another. No waiting

248	Not much
249	Friendly staff, easy to get around
250	User friendly location, friendly staff, well kept
251	Larry is very helpful. Chapman is very organized
252	The staff
253	Laid out well with knowledgeable staff
254	Helpful staff and well organized and monitored to ensure compliance

Question #8

What can we do better?

Survey Number	Comment
1	Not much
2	Nothing
3	Everything Ok
5	Great job well done
8	No sorting
9	Nothing just open more often
12	More signage about what goes where
14	Doing a great job
16	No
19	Nothing its in great shape
20	Set aside an area where used items i.e. bikes and parts, could be re-used by people
21	See if there is a way to offer composting and see if grocery bags could be recycled
22	We would like to see a spot where items of good value could be donated for people to take and reuse if wanted. Recycles not going into the landfill second had to be for people
23	An annual mail out of a dump "map" and general instructions and more visible signage at the dump
24	Have an extra area set aside for recycle
26	No
28	Enforce recycling better. There are still fill our landfills with recyclable materials
32	Open longer
35	Nothing
37	You need a dangerous goods dump site
39	Nothing
41	Nothing just keep up the good work
43	Things are ok
45	Have more bins
46	Nothing
48	No charge for bag tags
51	?

53	Chapman brush spot is terrible mud hole
54	I'm satisfied with it all
55	N/A
56	All ok
57	More composting
58	?
59	Compost
60	Ok
61	No complaints
64	Nothing everything fine
67	I don't know
68	Signage as to where to put electronics etc.
72	So much should have had compacter much sooner
77	Free coffee
78	No thoughts
85	Nothing
87	Chapman open on Saturdays during the fall & winter
89	Nothing
90	Nothing
92	Nothing. Very Friendly. Thanks
94	Be able to drop off hazardous products i.e. paint, left over oil etc. regularly
95	Provide an area for people to leave items that others could want/use to keep the items out of the landfill. I believe I read the Municipality is working on this)
96	Less interaction between the public and staff. It's like being searched going into a prison. Signs should be sufficient for directing what goes where. Cameras could document people not following the many rules.
97	Have an area where people can place good used items and let others take it away this is recycling at its finest
98	Consistency between the two landfills – some things go to different areas depending on the site and staff
99	Yes, more enforcement of the clear bag program
100	Open more days.
101	Debit/credit machine. If you're going to charge for somethings, especially in COVID times. This is a necessity
102	The clear bag rule is absurd. If all I have is one small opaque bag, I can't dump it. But if I put that same opaque bag in a clear bag, I can. I swear this is what I have to do every week and it's silly beyond comprehension.
103	Train the staff. Hovering and glaring is not cool.
105	Have the same rules for everyone regardless of who you are or who is looking after you
106	No concerns
107	It's a dump. It provides a service. It's good.

108	Better hours Some additional drop off containers for those of us taxpayers that don't have a location near us.
109	Ok as is
113	CONTRACTORS WASTE IS UNCOLLECTABLE IN OTHER CITIES AND CHARGED BY WEIGHT WHEN TAKEN TO LANDFILLS
116	Have on or the other open every day of the week
117	Let us continue to have unlimited garbage. Each week is different. If I have guests to my cottage, I have more garbage.
119	More available hours
120	No complaints
121	Reuse/Recycle centre
123	Open in the evening at least 1 night per week.
124	Perhaps having a section especially during the summer months that people could take things home. So maybe it would be something another person could use.
125	More opportunities to drop off hazardous waste.
126	More days open
127	Have a recycle section. Many things that goes in the trash can be used by someone else.
128	Have the landfill attendant always help.
129	Have a true recycle building at each landfill. Don't price gouge or people will dump it in the ditch and not pay for it. We don't have garbage pick up in here country and now you are charging too much. Ridiculous!
130	Reuse area. Building to set decent stuff in for others to take if desired.
131	Get better staff
133	Don't like clear bags.
135	Clear rules and guidelines for the dump
136	Have a space that can be for items that others can use and not go in the landfill Consistent with the rules. More help from the staff especially for the elderly
138	Better signage?
139	Compost
140	Be open one more day through the week
141	There could be a one-way route to follow with bins set out for the various types of garbage and recycling. One dump I went through this year weigh the vehicle on the way in; dispose of your trash; weigh the vehicle on the way out. You pay your fee, based on the weight difference, this was in Renfrew, ON
142	Have some kind of camera system set up and hidden to try and punish people dumping at the gate when the landfills are closed.
143	Ok the way it is
144	Signage for different waste
145	I love the idea of a donation area of very usual furniture and such
146	Keep accepting garbage

147	Hours and days of service at some sites. Chapman always seems to be closed when I need it. Possibly alternate days/sites when needing to reduce hours.
151	Not sure
152	Less staff. Close one dump and only one set of equipment. How much money would that save
153	Better hours! Evening hours during the week for working people
154	??
155	Not sure
156	They do a pretty good job. Better to get advice from experts on improvements.
159	Have recycling bins for clothes and other goods
162	Nothing at this time
163	Have a "re-use it" area where people can put good things they don't need anymore, and others can take them.
164	Not charge as much for beds and such
165	Compost as part of recycling most of what goes into our landfills is compostable.
166	Reusable bin
169	Signs indicating landfill hours posted at Cemetery Road and at corner of 25 th /26 th Sideroad could reduce some frustration for those who forget what days each site is open. May also reduce illegal dumping at landfill gates
170	Some sort of an exchange opportunity. Let people place still decent items for others to retrieve. Less in the landfill
171	Very well organized and friendly people at the site. Everyone always wants more hours, but your hours are easy to use so no complaint. Truly no suggestions – keep doing a good job.
172	Communicate how we are doing. Council appointed a third party (no RFP as per motion at council early this year) to pull the data. How many tonnes of hazardous waste was diverted, number of participants? How many tonnes of plastics, cardboard, electronics, mattresses etc. have been sorted in the past three years? I feel we have done well rather than penalize us with another surcharge would motivate us to work at doing better
173	nothing comes to mind
174	Re-use centre
175	Why so many garbage guards???, always standing around doing nothing, [REDACTED] (edited)
176	Have at least one landfill open every weekday
177	Have more options for reuse drop off and pick up
179	A place to recycle items i.e. chairs dishes etc. sell them for a small fee. Would like to see a place to put Hazmat products at other times of the year
181	Re-use centre for items that can be repurposed

182	Provide each resident with trash bag tags that can be used at any time by anyone. Guests should be allowed to use the dump so long as they're showing tags.
185	I wish there was a building to place used but still good items for others to take home. Like the "Machar Mall" in Machar Township. That would divert lots of items. I wish the recycling program was better explained. Every time I go to the Landfill, I'm told to put things in different spots then the last time visit.
186	Nothing
187	Nothing
188	Fine the way it is
190	Nothing works great
191	Not really sure
192	Get reuse center going soon
194	N/A
197	Open hours are great, staff are great. The landfill work for us
199	Nothing
200	I think they run pretty smoothly
201	Charge people from Toronto
202	Pick up our garbage @ our residence or provide a bin for drop off closer
203	Not sure
204	Nil
205	There does seem to be a lot of Staff around the Croft site from time to time. Sometimes your watched by three people as throw out your recyclables and garbage
206	We recycle at home and landfill site throws it back together while paying for someone else to sort it again?
207	Open more days
209	Better screening of non-residents
210	The staff could be a little less nazi-ish and understand they are providing a service that is paid for by our taxes
211	Allow local out of town to use to use the landfill if it came from town it goes to that towns landfill
212	Have a recycle area for usable items to be purchased
213	Need area for reuse/recycle centre for people to place items that still have life rather than throw in the dump Price for mattresses/stuffed furniture too high @\$25
214	I don't think anything except let people who rent cottages and or construction garbage be put at the landfill site in the appropriate containers. Make them sort their garbage if they haven't sorted it. Police them if you have to but I think they should be allowed to do it
215	Maybe hand out cards more than once every ten years not construction paper but maybe laminated
217	Quit remodelling every year. No need to keep moving recycle and all the cement blocks
218	Keep up the good job

219	Nothing
220	Nothing
221	They are fine in my opinion
222	Couldn't be better
224	Better signage, as well better explanations on how to dispose of the different waste types
225	Composting
226	Enforce the rules
227	I think you are doing a good job now. No complaints on that
228	Not much
229	Create a trailer or area where usable things can be dropped off for others to use so there's less fill
231	Start a dump recycle policy where good usable stuff can be used by some one instead of pitching it all in the dump
232	Allow the treasure area to open again, quite often its something I don't want or need but has lots of great life in it for someone else.
234	Be open more days during the summer
236	The landfills run great, what needs to be done is encourage waste produced in Magnetawan come to the Magnetawan sites and stop treating tax payers like second class citizens if they dare bring waste they produced here to the landfill
237	Reduce the charges for furniture, mattresses, and appliances
238	We should set up an area for repurposed items, so much stuff is being thrown away and destroyed that can be reused by others. Reduce reuse and recycle seems to be forgotten on larger items like furniture metal and wood
240	N/A
241	Spot for "shop and drop" spot for donation furniture etc.
242	Could a storage for dangerous goods (old paint etc.) be made? That would help a lot instead of the few times which people aren't available for
243	Ok now
244	Offer a place where people may find used goods, but you may already do this
245	We could have less days per site and no need for pick-up in Magnetawan
246	Compost
247	Keep everything so garbage doesn't end up in the ditches
248	Better care and detail with recycling
250	Put in a composting depot. Put in a small hazmat unit free for locals. Charge non-residents
251	?
252	They are great the way they are
253	Have some kind of hidden camera system to catch the people dumping at the gate
254	Signs to indicate location types of waste

Question #9 Any additional comments, questions or concerns regarding Bag Tag Limits?

Survey Number	Comment
5	No
9	Would it just be for residential Chapman is not open enough
11	Bag limits do add to dumping illegally on roadsides
12	I think bag limits is a great idea. There is so much going into the landfill that should be recycled or disposed of in other ways. I like the idea of a designated area where items could be placed that someone else might want.
14	No
16	Staff are great
18	No many municipalities are being forced to control around of each household use
19	No
20	I would like to see an area set aside for composting kitchen waste, etc.
26	No
28	People dumping anything over the limit in the bush (This is a problem already so more than likely will get worse)
33	No
35	Ok
37	Reduce the bag cost of extra. What are you doing with the extra money
41	No
43	No
48	No charge
54	Take into consideration us driving to dump also what exactly are we being charged for
56	No
57	N/A
60	\$3.00 per bag is dumb
64	N/A
65	No charge for full time resident
66	We may average 1-2 bags/week, but long weekends and vacations may result in extra bags once or twice/year and don't want extra charge for just a few times/year
67	Staff is friendly
72	Transfer station
77	Do not believe with the taxes we pay local residents (full time) should pay
78	No
81	Nil
83	Don't encourage people dumping in the woods
87	No
88	No
90	I think three dollars a tag is to much for young families to pay as that's a lot of money over the year as they have daycare and food and clothing and shelter for their children

92	I know some people will be upset with that, but every Municipality has bag limits. We sometimes have 4 bags, other times only one. What if you gave everyone 52 bag tags each year with property tax bill (?) and require every bag to have a tag? Also, you should define a "bag". At home here in Durham, our bags can not be larger than 33 inches high. That limits people from using the big contractor bags.
93	We go to the dump 2 or 3 times per month. At 2 bags per week it would be good to drop off 4-6 bags at once.
94	Would the cost of administering the bag tag permits out weight the income? Would the Municipality have to add another layer of staff to handle this? In reality the bag tag is another tax stream for the Municipality. Guessing the local tax will go up \$312 to reflect the cost of the dump fees. Other ways of handling household garbage should be looked at other than landfill. Incineration is not a bad word anymore with the new technologies.
95	Consideration must be put in place for businesses. Also, how would bags be counted? I assume tags would be issued to each household annually, which I think is necessary. In this case, do we need to still have dump cards?
96	If we had a proper waste diversion facility in Magnetawan we wouldn't need tags at all because a minimal amount would be going into the landfill compared to what is happening at the present. More staff could be hired to dug up the already buried garbage and sort that into recycling. We wouldn't need a new landfill by investing in a waste diversion facility. Surrounding communities would pay to have their waste hauled to Magnetawan.
97	None
98	How much additional cost will be required to staff the sites to monitor activity and tags? What size bag?
100	No tags necessary for permanent residents
101	Again, study after study shows that once imposed, illegal dumping will ensue.
103	No
105	None for personal but will have some as far as commercial goes
106	No
107	No
108	No
109	No bag tags, need to keep garbage on the dump, not in the countryside.
110	This will only increase the amount of garbage littered on our back road especially. Already had people dumping bags of trash on my property as it is.
113	ILLEGAL DUMPING WILL BECOME A LARGE PROBLEM.... THERE ARE ALREADY CULPRITS THAT ARE TOO LAZY TO GO TO LANDFILL SITES
117	I don't have these requirements in Toronto
119	No

120	Nothing wrong with charging for extra bags, if you create more garbage than the average family than you should pay.
121	No
124	No
125	Makes it hard for cooperative collection for seniors.
126	No garbage pick up on our road and we are permanent residents.
127	How will we get bag tags with the office closed? What about the set up if we pick up garbage on the road or highway.
128	Bag tags are always unwelcomed but necessary for controlling recycling.
129	There are times in people's lives that more than normal garbage is generated. A death, celebration, moving in or out you should be able to purchase a flat rate sticker good for 2 weeks to get your stuff sorted.
130	I assume this does not include recycling bags. They should be fee. Sharing with others should be allowed. If I want to give my dad or neighbour a tag of mine, should be allowed.
131	Don't do it
134	If you are going to allow a 2-bag limit per week that is 104 bags per year if you exceed that you should pay extra. If you don't you shouldn't
135	We previously lived in a town with a 2-bag limit and garbage ended up being dumped all over roads with little traffic.
136	If I don't have pick up and are responsible for my own garbage and only make dump runs every month or more will I be able to bring 8-10 bags and not get hassled I run a business and have a household do I get 2 bags for each How is it going to be managed and controlled who is bringing extra bags, where will tags be purchased not everyone can get into the town office before it closes for the day.
138	No
139	Its about time
141	When somebody is moving out of their home (or just cleaning out stuff), you don't know how much garbage you'll have. Also, if folks don't have the money to pay for pick up, you'll find piles of trash in front of the dump gates or along the highway. Not a good idea.
142	Given the number of long-term residents using the landfills, having year-round limits on bags could cause people to do more illegal dumping either outside the landfills or in other less obvious areas.
143	\$3.00 a bag is outrageous, keep things the way they are!
145	Often times I pick up for many of my neighbours to save them the trip. This needs to be figured out.
146	Bag tags are a bad idea. Do you want garbage in the dump, or on the side of the roads?
147	I am concerned that most honest people will manage the bags and try to limit garbage but for others this will encourage more "tossed" garbage or burned in yard causing other issues.
153	No
154	Only worry is that if bags are limited and people have to pay for it, more garbage will be dumped illegally

155	I don't see the necessity for limits at this time.
156	It is inappropriate deterrent in a rural setting. Will lead to people disposing of garbage improperly. Our family has cleaned garbage left on the road by our property. Lots of opportunity to dump in the bush. You need to make it easy for people to dispose of garbage properly. Cut back in other areas to properly provide landfill facilities.
159	I think we are a very small community and do not need that yet
160	Will part time residents get tags for the whole year
162	The surrounding Municipalities like Armour, Ryerson and Burks Falls implemented this years ago so I do not understand how a lot of taxpayers can be upset. People need to do their part to reduce waste and I see a lot of [REDACTED] on social media from people that think they should be able to bring as much as they wanted because they feel entitled!! Because I pay taxes its always, I want I want I want. I read the newsletter and I don't want our taxes to go up to pay for a new landfill because people can't sort their garbage or learn to reduce their footprint just simply because they don't want to because they pay taxes. That's ridiculous. (edited)
163	I found this survey by accident and didn't know this was being considered. We don't get garbage pick up at all so this seems like a tax on our already high property taxes (for which we receive no garbage pick up, no water, no sewage, etc.)
164	I feel that if the tags are too much money, they will be thrown on the side of the road or bush.
166	No
167	Concerns about people burning or dumping garbage rather than buying tags
170	What you are proposing is more than fair. I know it is balance between preventing illegal dumping and fair cost.
171	As a casual user, sometimes we do a "major clean-up" which may result in additional bags, but the charge is minor and just keeps people honest.
173	We used these in Toronto for several years before moving up to Magnetwan permanently – it worked well and we could buy our stages at convenient locations, e.g. the neighbourhood Canadian Tire making them easy to acquire – online ordering of tags with mail delivery might be a nice option.
174	None
175	We only have recyclables; bag limit will not necessarily affect us
176	Do these bag limits include recycling? Nothing is mentioned about recycling
177	As a seasonal resident we only go 8-10 times per season to the dump. We don't think its fair to charge us for using the dump. It would be helpful to have a laminated dump card. Our card is really worn out. Perhaps sending new ones out every year so may be helpful. I know you have done that in the past.
178	No

179	A lot of seasonals do not recycle there should be fines imposed for families not recycling
181	No
182	No, I think giving them out makes perfect sense, making someone show a card at each visit doesn't. Thanks
183	I think each full and part time resident should be issued some extra bag tags free each year and anything over and above should be paid for. This should be for waste and not recyclable garbage
185	Can the 1 st year be a trial run? Because I see this backfiring and there being a lot of garbage left in ditches. What about short-term rentals and cottages?
186	We don't go every week. So would your limit be doubled if you go every other?
187	Bag tags wouldn't make much sense for seasonal residents, unnecessary complication
188	If you charge for extra does that mean, there will be more garbage on roads. See how people now leave Tim cups, masks etc. on the roads
189	The municipality for our permanent residence charges \$2 per large garbage bag with an urgency to have you recycle as much as possible.
190	Shouldn't really be a bag limit since the bags are clear and forces us to recycle everything and not sneak cans into the bags Sometimes you are away or sick and your garbage may accumulate.
191	As long as bagged garbage does not include the mattress bin
192	Not at the moment
193	Charge non-residents/seasonal pass
194	No bag limits preferred
199	Employees are great. Larry is especially helpful.
200	Limits will be difficult if moving or downsizing
201	No limit
202	No bag tags
203	Don't take advantage of us citizens
204	How will we get the bags that would be provided
205	I might be concerned about how much effort and expense enforcing bag limits would be. Sometimes if we don't make it to the dump every week, we may exceed two bags in one visit. I wouldn't want to be penalized when that happens.
206	Residential permanent should not pay Commercial and Industrial do most damage and should pay
209	Seniors should not be charged extra for tags
210	No
211	Should be no tags at all
213	If you implement bag tag limits, I fear you will find people dumping throughout the Municipality
214	Don't put limits on bags please
215	I don't usually say much as I don't live there permanently but this whole idea of tags is unacceptable as I pay the same taxes as others. You might

	say I pay for road maintenance from my taxes but it's not that great either.
217	If the town didn't put up a \$32,000 sign, we would have money for dump not to mention a firetruck we both then gave away Sheer waste and stupidity
218	Don't agree with it, people will dump them on the roads or the bush
220	No
221	We have to spend money on gas to get to the dump. We have to take our garbage there on our time and during the winter sometimes it's a scary ride to get to the dump. We should not be charged to drop our garbage off.
22	No
223	We have to drive to the dump because there is no garbage pickup so we shouldn't have to have bag tags and pay for overages.
224	If organics and recycling are including in the limit, I feel that it will be a big mess. As well previously coming from a township that had limits be prepared for garbage to be dumped on the side of the road.
225	Its about time!
226	Good idea can't just keep filling up the landfill cost of opening a new one is astronomical
227	Would this mean I have to drive the distance to get tags at township office?
228	I don't go every week. If I do go every 3 weeks, why should I pay as I'm still only doing a bag a week, even though I have 3 bags?
230	I think it's a great idea. Will limit people bringing garbage from their home to their cottages and help preserve the life of our dump.
231	Not everybody drives to the dump weekly, they wait until it is a worth while trip, especially those from areas such as Spence. Therefore, they are going to have extra bags
232	I think it would cause a lot more emissions. I own a seasonal property and stay there from April to September – as do both my neighbours, we usually rotate who goes to the dump so we're all not driving there. I wonder how this will be dealt with. Would I be forced to pay if I was one of their 3 rd and 4 th bags?
233	Seasonal residents pay the same taxes but are only accessing the dump half the time of the year and so should be allowed more the weeks they are using it
234	Is your plan to send out Bag tags for the year and have them attached to each bag each week?
236	I believe its wrong, the most likely result is an increase in expensive littering along our roadsides. If you need money to maintain or expand our waste management needs do it though the tax base. Lastly, I don't believe its fair to put the burden of collecting this on the landfill employees, they have a job they do well now and shouldn't be burdened with collecting a new tax.
237	We tried that once and then stopped it. It didn't work. People dumped garbage on the side of the road and it only cost \$1/bag then

238	We should not have to pay for more garbage disposal, we pay too much for everything already. This is especially distressing for people with no garbage pick up. We are paying already because we have to deliver the garbage ourselves. This will result in more garbage being dumped outside of our landfills.
239	What happens when 4 residents carpool garbage in 1 vehicle and only have the designated total of bags per person. How will that be resolved?
240	That's not right. We have to pay for bags cuz maybe the Chapman dump is overflowing, and you need a different way of dumping garbage to be honest
241	We try to go to the day we are leaving the cottage. We often have collected 3-4 bags because the dump was not open the day we left. I do not think paying would reduce the waste if would just frustrate the user. I believe people will burn more and dump in the ditches. People do not have any control over the packaging of goods and the dump is our only way to keep the environment clean.
242	At reasonable prices it's fair. I currently live where tags are required once you're over your bag limit. I believe its 2.50 per bag
243	Not feasible or needed
244	I think that from what I saw on Facebook we shouldn't have bag limits. Too many people already leave garbage all over their properties, often at the tree line, which is completely unsightly, or worse they dump bags of stuff on the roads. The Bag Limits will unfortunately NOT encourage people to reuse and/or consume less – which I know is the intent. Instead, the bag limits will make people angry and will just cause our municipality to be littered everywhere. Unfortunately, our capitalistic system is entirely based upon encouraging consumption, and consumption creates waste and pollution. However, bag limits in our municipality is not the answer a place where people may find used goods, but you may already do this
245	Please see my suggestions
247	People will toss garbage in the forest
249	I think bag limits would help people to reduce the garbage they produce each week
251	Two bags a week is reasonable for seasonal cottages
253	Stratford bag tags only recently were increased to \$3.50 with a significantly higher full-time population Implementing Bag limits and extra bag fees will, more than likely, cause the illegal dumping at the gate to increase as many people will not be able to afford the cost
254	No