

KLRA Survey re Muskoka Waste Bins Transition Plan

Analysis of Survey Responses



Background

- District of Muskoka will be closing all 88 of its unlicensed solid waste bin sites by 2023.
 - Thirteen of these sites will be closed by April 27, 2020, including two that serve Kahshe residents (Rockhaven and Denne's gas dock). The bin site on Riley Lake Road is also going.
- The KLRA has created this survey to get the best outcome for the Kahshe/Bass community in its negotiation with the District.

About the Survey

- Survey developed by KLRA, hosted by QuestionPro.com
- Notice of survey
 - Emailed to KLRA members
 - 419 recipients
 - Posted on KLRA website, Facebook, Twitter
- Survey open from Sunday, February 16 to Friday, February 21
- 212 completed responses

Summary of Results

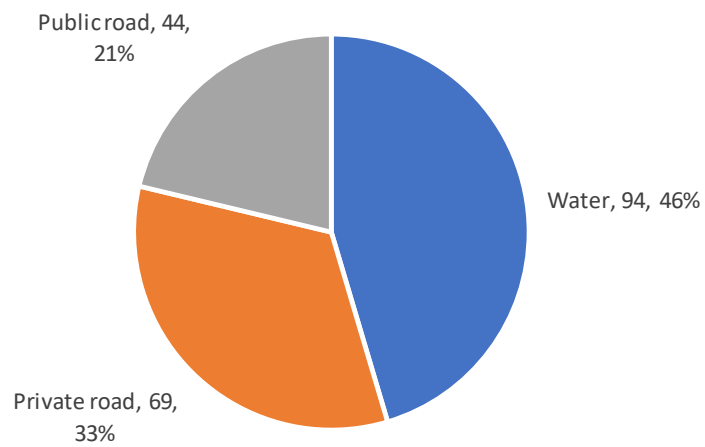
- Bin sites are the first choice of 95% of Kahshe/Bass community members
 - Regardless of how they get to their properties
 - Regardless of whether they are seasonal or full-time residents.
- Travel to Beiers Road Transfer Station is not acceptable
 - Travel for 10 minutes anywhere is unpopular
 - There is presently no 10 minute drive destination for respondents off Housey's Rapids Road (MR 6)
- More roadside pickup on private roads may not fix the problem
- Taxpayers are not hearing about this from the District directly

Results Analysis

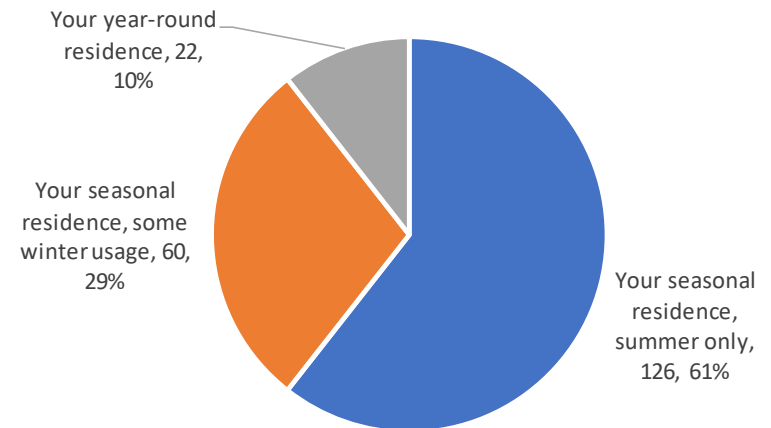
Respondent Profile

Used for context in analysis of other answers

Property Access



Property Usage

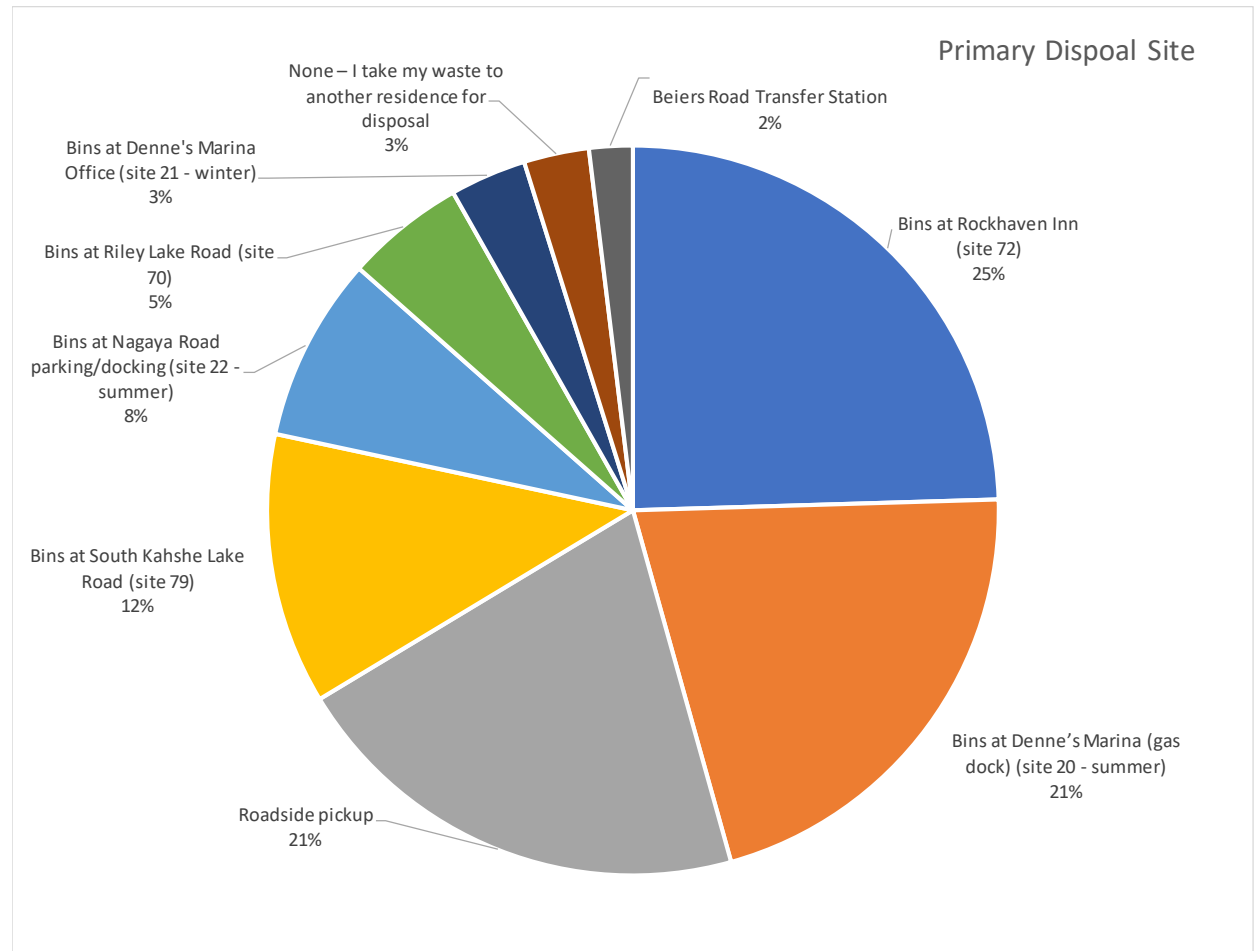


“Which one of these disposal sites for bagged garbage and recycling is currently most important to you?”

1. Bins at Rockhaven Inn (site 72)
 2. Bins at Denne’s Marina (gas dock) (site 20 - summer)
 3. Bins at Denne's Marina Office (site 21 - winter)
 4. Bins at Nagaya Road parking/docking (site 22 - summer)
 5. Bins at South Kahshe Lake Road (site 79)
 6. Bins at Riley Lake Road (site 70)
 7. Beiers Road Transfer Station
 8. Roadside pickup
 9. None – I take my waste to another residence for disposal
 10. Other
- Only one choice could be made
 - If respondent selected one of the bin sites (1-6) as most important, more detailed questions were then asked
 - Days of week
 - Time of day
 - Frequency
 - Willingness to travel to an off-lake disposal site
-
- Two blue arrows point from callout boxes to items 4 and 6 in the list. The first callout box, located to the right of item 6, contains the text: "Shown in District documents as 'Denne’s Marina Parking Lot' or similar". The second callout box, located below item 4, contains the text: "Site numbers refer to those used in District documents".

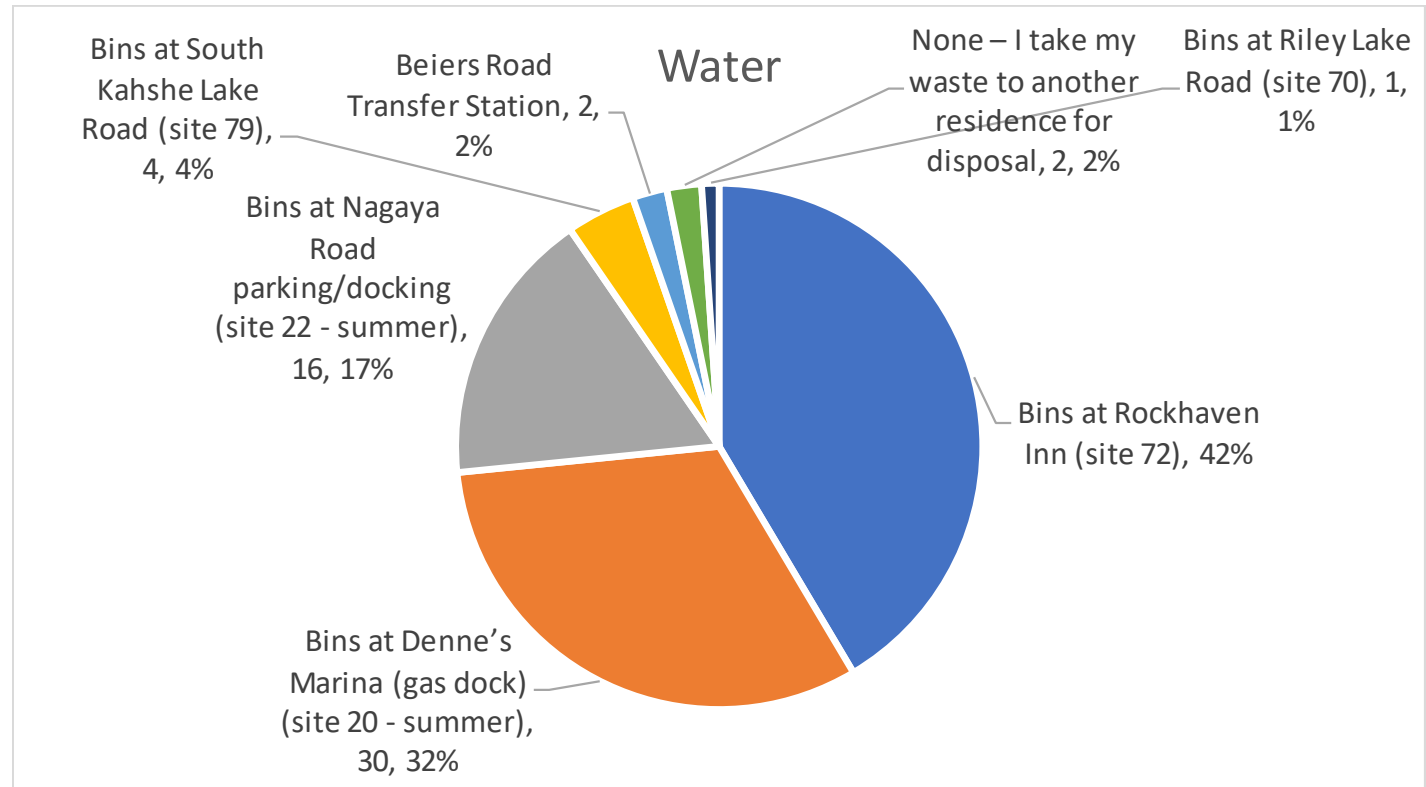
Primary Disposal Site: All Responses

- Summarizes 208 responses
- Bins represent 95% of responses
- Requires further segmentation to understand – see following slides



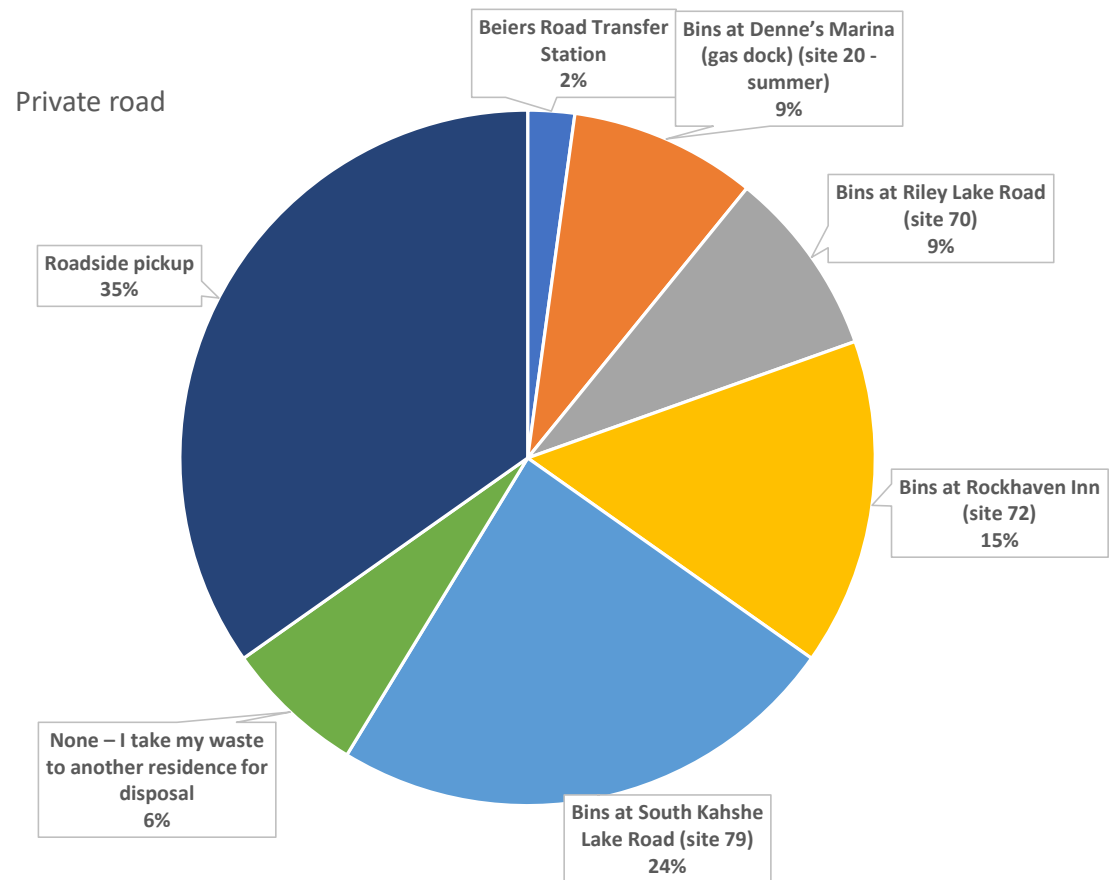
Property Access: Water

- 97% of water access respondents rely on bin sites
- 73% of water access respondents will lose access to bin sites in 2020, according to District's current plan



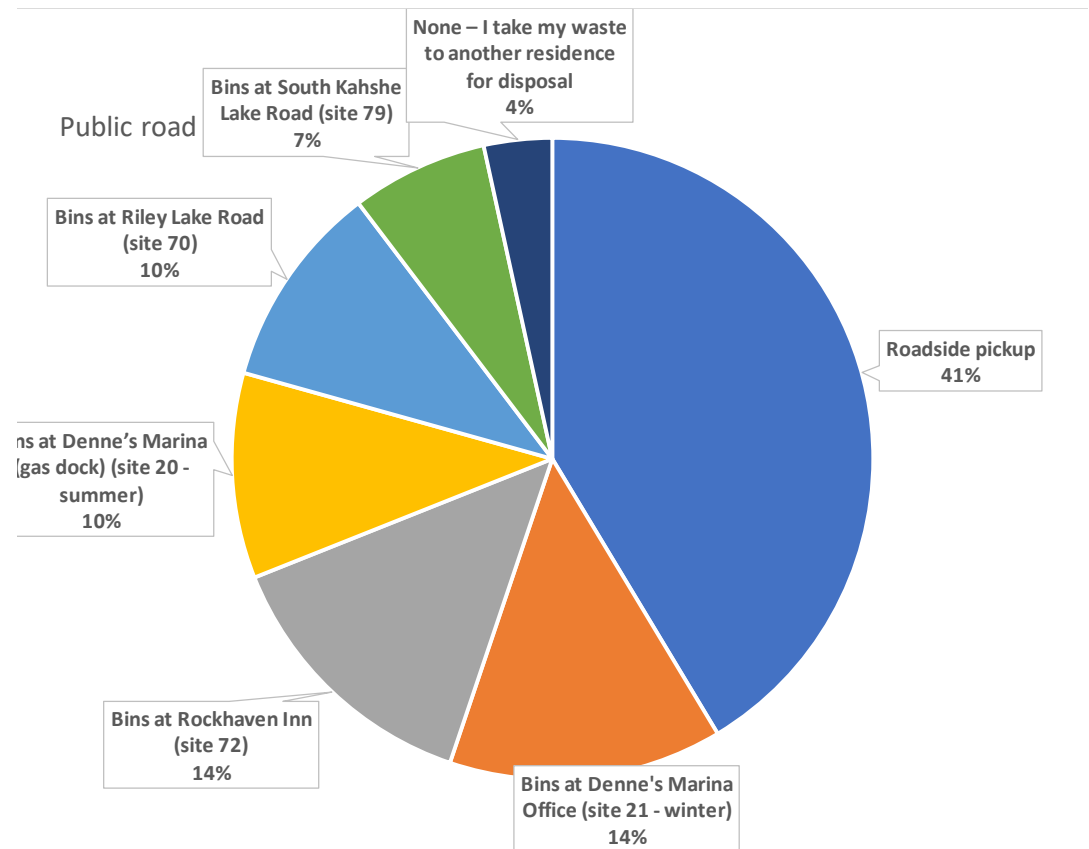
Property Access: Private Road

- 69 responses
- Significant roadside pickup
- 57% of private road respondents rely on bins
 - SKLR
 - Rockhaven
 - Denne's
 - Riley Lake



Property Access: Public Road

- 41% of public road respondents report using roadside pickup
- Half of public road respondents rely on bin sites as first choice for disposal, despite having roadside pickup available
 - This appears to be seasonal residents who are not around on waste collection day and do not want to leave waste exposed to animals



Bins matter to Public Road residents, who have roadside pickup available

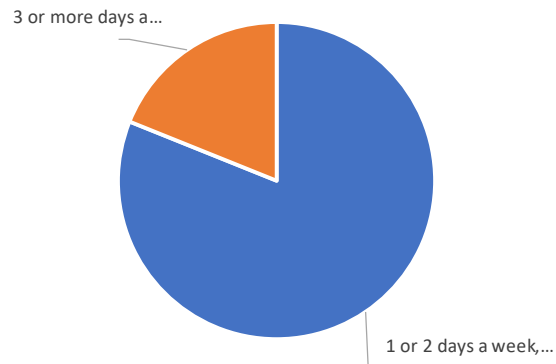
Bin Users		Property Usage			
Property Access	Your seasonal residence, some winter usage	Your seasonal residence, summer only	Your year-round residence	Grand Total	
Private road	17	19	4	40	
Public road	5	9	8	22	
Water	18	72		90	
Grand Total	40	100	12	152	

- Table shows responses which respondents selected bins as the current most important disposal method
- Number of public road users that rely on bins as primary disposal site is surprising, given they have roadside pickup available
- Possible explanation is that seasonal residents on public roads may not be around on scheduled collection day

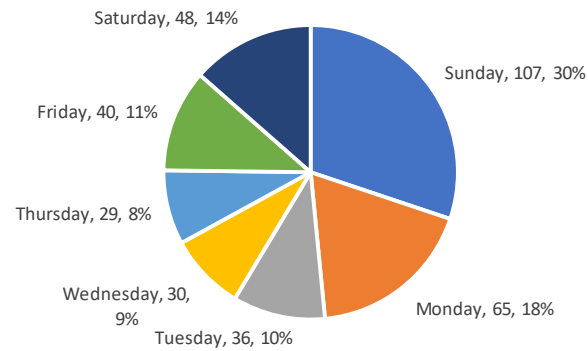
Bin Site Usage

Frequency, Days, Time of Day

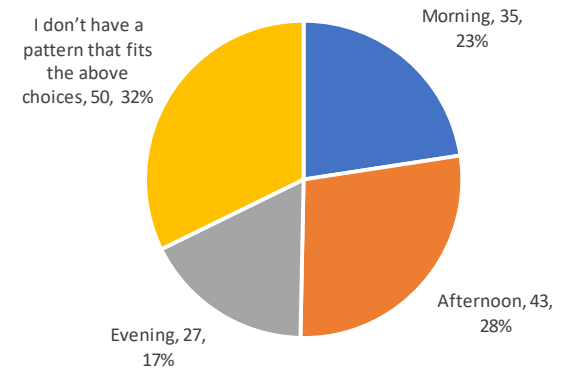
Frequency of Bin Usage



Which days are bin sites used?
(Multiple days per response allowed)

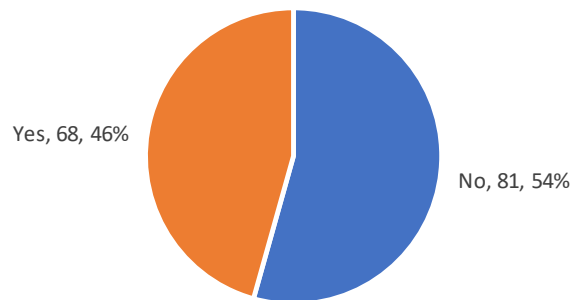


What time of day do you use bin sites?

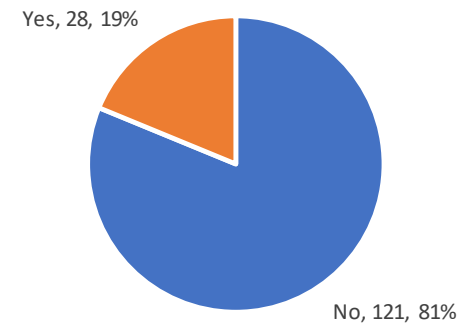


Driving to Beiers Road Transfer Station is not acceptable

Would you be willing to drive up to 10 minutes to responsibly dispose of your bagged garbage and recyclables?

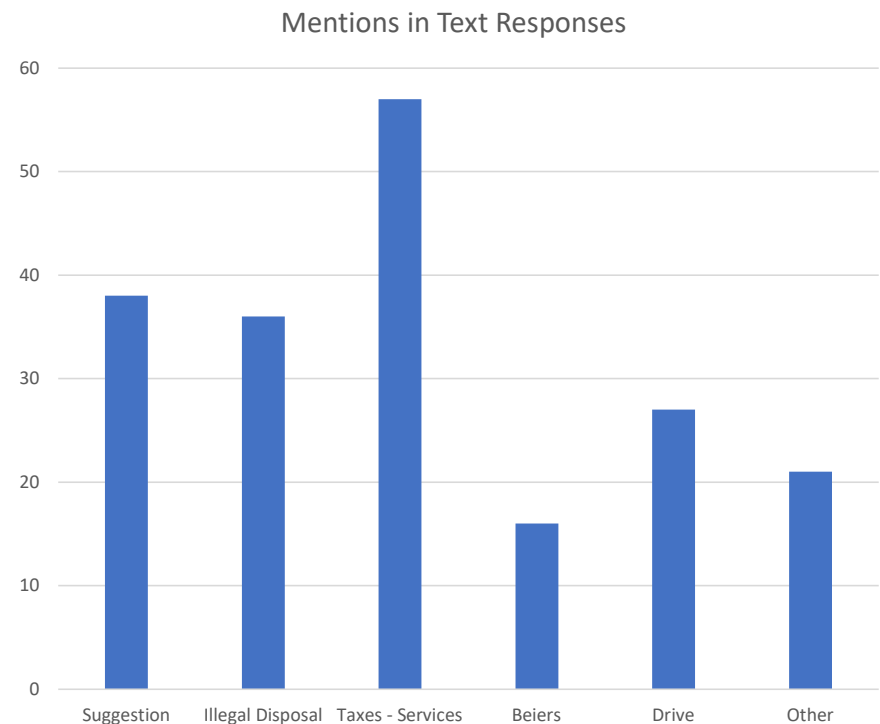


Would you be willing to regularly drive to the Beiers Road Transfer Station to responsibly dispose of your bagged garbage and recyclables?



Analysis of free-form text responses

- 136 of the 212 completed responses included free-form text
- These were analyzed into the categories or “themes” shown in the chart
- A text response may cover more than one theme. 195 theme mentions were identified
- Process is somewhat subjective



Analysis of free-form text responses

Taxes - Services

- Largest group, with 57 mentions
- Garbage collection:
 - “Only tax benefit”
 - “I find this appalling that the people who pay the highest taxes in the municipality (waterfront cottages) will lose the only service they get from the municipality, garbage disposal.”
 - “Taxes keep going up while services keep going down.”
 - “reduction in services needs to be accompanied by a lowering of tax”

Analysis of free-form text responses

Illegal Disposal

- Illegal disposal will increase, creating a bigger problem than we now have.
- Concern about increased animal activity and unsanitary conditions.
- Selected comments:
 - “Dumping will continue on these bin sites even if they are removed. It will likely be under the cover of darkness.”
 - “We have an issue now with people leaving their garbage in our road bin. When they do this it pushes us over our 3 bag limit and the town refuses to take it. If the town removes the 'public' bins then I can see that people will start using the private bins like ours even more, and then we will be stuck with the extra garbage.”
 - “When dumped along the sides of the road, it’s also the residents that have to clean it up. In addition to garbage litter being unattractive and a problem getting it cleaned up, it also attracts animals most notably bears.”
 - “What about rentals?”
 - “... I am shocked that the town would consider not providing for proper garbage disposal for tax-paying citizens, especially since bin removal will probably lead to dumping and burning.”

Analysis of free-form text responses

Drive up to 10 minutes

- 46% of respondents (see slide 14, left chart) indicated some willingness to drive up to 10 minutes (except to Beiers). Free-form text responses also indicated some support, but also included negative comments, such as:
 - “I do not have any desire to put large bags of garbage including food waste and household waste and recyclables into my personal vehicle for transportation.”
 - “Will have a significant impact on us and the other elderly residents of the lake.”
 - “I don’t always have a car available.”
 - East side of Kahshe (MR 6)
 - “The road to our cottage takes a minimum of 30 minutes to drive to get to CoopersFalls Rd. From there it would be another 40 minutes to the transfer station. There is no “10 minute” drive solution for us.”
 - Your question as to whether I would drive 10 minutes to dispose my garbage is a definite yes. I currently drive 20 minutes just to get to the Riley Lake Bin site.

Analysis of free-form text responses

Drive to Beiers Road

- 81% of respondents are opposed to driving to Beiers Road (see slide 14, right chart).
- Respondents see driving to Beiers Road as an inferior option, even though it would be within 10 minutes for respondents using NKLR and SKLR. Beiers Road is a very long journey for residents on the Housey's Rapids Road side of the lake.
- Text comments included:
 - "We wouldn't drive to Beiers Road because it is out of our way on our way home and we would encounter more Sunday evening traffic."
 - "If the transfer station was open during the times I need it would be a little different."
 - "Last May when we went to Beiers with a trailer load of waste, we were told it was full."
 - "The Sunday evening trip home from Kahshe Lake to Toronto is already a pain. Going north to the Beiers Rd dump will add a min of 45 minutes, will it be open... very inconvenient."

Analysis of free-form text responses

Suggestions

- Some respondents offered thoughtful suggestions. This energy could be tapped if we had time to work through proper alternative solutions.
 - “The only viable alternative sites for me would be on NKLR at Hwy 11, at the SKLR/Hwy 11 Interchange, or somewhere along southbound Hwy 11 before Washago.”
 - “The bins are sealed and cause no environmental risk. They should be left as is.”
 - “Add cameras to the area to discourage wrongful disposals.”
 - “The bins could be relocated to the fire station at Kilworthy Rd, seasonal residents have to pass there before they head back to the city.”
 - “My suggestions:
 - 1. Add key card access and/or video surveillance to current bin sites and charge offenders so that the rest of us aren't punished for the behavior of a few people.
 - 2. Move the bins further inland at either Denne's or Rockhaven and implement a key card access and/or video surveillance. Denne's or Rockhaven could even charge for this service, and we could look to have it subsidized by the town due to our loss of the current service
 - 3. With the vast majority of cottagers heading south when leaving, any offsite disposal site should be south of Kahshe. Even a 10-15 minute drive North to dispose of waste will result in an additional 20-30 minutes of travel time, and will result in thousands of additional individual vehicle trips to the dump per summer, negatively impacting the environment (which is supposedly the reason the bins are being removed in the first place)
 - 4. Any offsite disposal location will need to be open all weekend and late into the evening”

Awareness of Bin Site Transition Plan

“How did you first hear about Muskoka’s bin transition program?”

Respondents did not learn about this issue from the District directly.

