

Making Choices That Matter Phase 3 Community Conversation Cafes May 2012 Utilities and Environmental Protection

Total Number of Participants: 203

Note: Not all respondents answered ALL of the questions.

ENVIRONMENTAL & SAFETY MANAGEMENT	Increases: 7	Decreases: 2	Leave as Is: -	Eliminate: -	N/A: 2
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COMMENTS RELATED TO INCREASES:

- We need to keep us with the worldwide issue of the environment and water preservation to ensure a vibrant future.
- 1 - Community GHG reduction plan 2 - Contaminated site reclamation 3 - Environmental audits 4 - Retrofit program
- I would particularly like to see more money put into the implementation of plans for environmentally sustainable futures. This dept. is separate from development & building approvals and I wonder about more merging between the. I.e.: any new development must have solar power for homes; increased permit/dev. permit could be put towards increased transit for new areas.

COMMENTS REALTED TO DECREASES:

- I have never heard of Environmental & Safety Management nor do I see the effects of their work. I do, however, see a great many city vehicles at buses idling for long periods of time. While the environment is extremely important, perhaps this group can be more targeted in their approach.

ADDITIONAL COMMENTS:

- Remove \$ from environment & increase in waste & recycling - better all around.

WASTE & RECYLCING SERVICES	Increases: 21	Decreases: 12	Leave as Is: 1	Eliminate: 2	N/A: 6
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COMMENTS RELATED TO INCREASES:

- More accessible recycling stations and depots. Instant money for bottles, etc., two reduce garbage pick-up/homelessness within the inner city. Increase recycling awareness within the city.
- Improve recycling even more.
- Organics - encourage people to use less garbage. Save me the dollars and do organics. Could have a lever on the trucks so they can pick up twice as much on both sides of the streets. Save time, gas, and manual labour. Make collection more efficient on all fronts. People will survive - look at Toronto strike.
- We need to focus on our impact on the environment in all ways. More competing and more recycling. Everyone

know how/why to recycle, let's get with actually doing it!

- I would like to see the recycling program extended to include organic waste and to include multi-family units as soon as possible. I would also like to see the city partner with certain industries (restaurant industry for example) to reduce waste or compost and water usage. Decreased use of pesticides will help conserve and protect water quality as well. Move beyond "Be water wise" as IPSAs and be creative about incentives/seals of approval - something to encourage citizens and companies to take these issues seriously.
- Waste and recycling should continue to be a service provided by the city.
- Calgary desperately needs recycling for all citizens including the thousands of citizens who live in condos.
- City grows by 25,000 a year, while waste/recycling hasn't kept pace.
- Would like to see a multi-family housing recycling program filled out in next 2 - 5 years. Why a majority of inner city population lives in multifamily dwelling & do not have a program for recycling in place creates an unnecessary amount of waste going to landfills.
- W&RS needs to be a high-priority for the city if we are going to be viable as a community for any length of time. Our waste management & diversion streams/systems need to be well funded & on top of emerging trends. This is not to detract from the importance of water!
- Increase 5% Find a way to get household to separate the waste form recyclables.
- Increase mill rate support to waste and recycling. Decrease/eliminate user fees for W & R. The user fee is highly regressive and citizens have no CHOICE about whether to use the service or not, in contrast to choices about behaviour leading to speeding or parking tickets, or how much water you use.
- Blue/black boxes in condo building. Introduce green/organic recycling/collection.
- Curbside composting.
- Get organics into Calgary. Greenhouse gases and methane from the landfills should be reduced. Quicker deregulation. It's good - layers of garbage, soil, water down and repeated.
- Continued need to reduce waste going to landfill. Reduction of our environmental footprint.

COMMENTS RELATED TO DECREASES:

- Black and blue boxes are enough. No green boxes - many residences already have difficulty accommodating anymore. Pushing out 3 boxes during 25 C evenings is not fun. Get it? And what about single resident seniors in their own homes? Provide us with biodegradable bright green bags instead. Where are these recyclable locations for perfectly usable materials after a home renovation? I.e. used wood sites instead of landfill sites
- The city should not be in the re-cycle business. This should be left to private enterprise. Elimination or downsizing of this Division should be considered.
- Waste Management - Waste management services to be reduced in such a way: 1 - Give citizens a choice of choosing weekly or bi-weekly service of blue bins & black bins, & charge differently (i.e.: weekly - \$9/M, bi-weekly - \$5/M)
- Start letting the private sectors run the recycling operations.
- Not getting my monies worth, it is an unfair system.
- Recycling containers too expensive. People can take items to centralized drop off points.
- Will reduce city operations cost by reducing the costs. I am presuming this is revenue neutral service? By tendering bids and privatizing & turnkey component of operations, City admin can focus on larger issues. Would still regulate the program.
- Learn how to design a garbage truck. Dump out on side, at rear. Reduce plastic bags to dump grass
- New black cart should produce significant savings with single worker trucks - reduce pick up to bi-weekly; more than sufficient for most households - ALL waste services should be funded via garbage pick up fees.

COMMENTS RELATED TO STATUS QUO:

- In winter the garbage and recycling could be done every other week. In summer it would get too smelly to pick up every other week.

COMMENTS RELATED TO ELIMINATE:

- Use private recycling and garbage collection

- Utilities & environmental protection - waste & recycling Services. With many private organizations having the capacity to deliver this service privatize it. Tender bids - a portion of which could be used to offset costs on consumer, for low-income. Consumer now pays fees directly, rather than through property taxes. Will also reduce costs of HR program.

ADDITIONAL COMMENTS:

- Before the blue box recycling program took effect, my family paid for a recycling company to collect many more different materials than blue box currently allows. These materials included all plastics - numbered or not. It is worth noting that the city of Cochrane recycling services takes Styrofoam. Please direct some funding to diversify the materials that the city will recycle, possibly by working with existing recycle businesses, and with other municipalities.
- My street wasn't swept last year. Why not?
- Work on blue carts for condo buildings and multi-family buildings. I think it's a shame that there is nothing in place for that. I would love to recycle and I do occasionally take it to a depot/drop off centre, but not everyone has a vehicle. Even perhaps one day a month, a big truck can come by to collect recyclables in a specific neighbourhood (perhaps even for a small fee) would create a better way.
- Allocate resources to adding apartment recycling. Allocate resources to add composting pickup.
- Increase recycling to all multi family units. Add composting.
- Calgarians need to be recycling. We need to plan for sustainability. Better resources are critical.
- Is it feasible to address recycling from the source (product packaging...) Can the city influence how products reach consumers to help reduce the amount of plastic, paper, cardboard that required recycling? I am looking forward to having curbside organic recycling. I was disappointed when council rejected it a few years ago. We need to focus on our impact on the environment in all ways. More competing and more recycling. Everyone know how/why to recycle, let's get with actually doing it!
- Black bins? Was it extra money? Less employees for the black box was good. The retrofit is cleaner, much better. Put the info about the alternate week idea on the website. Survey the recycling levels is good. Sometimes levels of garbage recycling are low, and then we're lifting air into the truck. Fix this.
- Waste/recycling - Overtime hours could be decreased with preventative measures or alternate uses (i.e.: ice chippers). Why do you pick up on some holidays and not others? Black bins are great - to minimize time. Can you do garbage pick-up every second week? Could spend less if trucks go out every second week. I want it picked up. Make the drives efficient - don't pick up if you don't need to.
- Garbage - encourage people to create less garbage - bin is too big - do it every month - pick up less often e.g.: Edmonton picks up garbage every 2 weeks in winter - need to sort the recycling better - would make people produce less garbage.

WATER RESOURCES/WATER SERVICES	Increases: 5	Decreases: 4	Leave as Is:	Eliminate:	N/A: 6
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COMMENTS RELATED TO INCREASES:

- It is essential that the city be a leader in protecting the environment and protecting our water and providing clean water.
- Figure out long term water and sustainability plan. Will Calgary ever run out of water? What measures are being put in place to mitigate this?
- We need to keep up with the worldwide issue of environment and water preservation to ensure a vibrant future.

COMMENTS RELATED TO DECREASES:

- We have halved our water consumption by 50% and our unit costs have tripled. This is unacceptable. Those using gross excessive amounts of water should be penalized.

ADDITIONAL COMMENTS:

- Water Resources/Water Services are already self-supporting. Environmental and Safety Management and Water Resource Services each have small enough budgets that minor adjustments would probably not result in a noticeable difference.
- Price setting at the utility is done in a haphazard manner. If you try to cut consumption, other fees increase. Bills are often calculated to preserve "Profit" rather than reflect the real expenses.
- Water 20 % Inc. Water safety and conservation are becoming increasingly important globally. We need to protect our resources - youth and younger population is very aware of the importance of water to their future.
- Water is the next huge resource issue. Get ahead of the "Wave" as a city in how we manage this resource.
- Water Services - Why do I have to call drainage problems - city should be aware of these areas. City should take preventative measures for drainage issues. Don't wait until the problems present themselves. Use ice chippers instead of steamers to deal with flooding issues. Better intercommunication between departments about road problems.
- Water - check out every water store in town to see if they have water meters - is every commercial account metered? - Want water meters installed quicker than 2014 - meter incentive program WAS GREAT. Waste of water is a problem & concern - part of bylaw - should be enforced - don't address all of the bylaws & are selective about what gets enforced - going to waste water VS do something about it - reactive VS proactive - we're wasting money & charging people to do it better if we would just stop & consider what we are doing & then do it right then we could save money.
- Water - How come our utility bills are higher here than other cities? Businesses not paying for water but residents do - mandate to put in water meters by end of year - put in everywhere - don't want water rates raised, they keep raising rates. Enmax rates keep increasing - trying to be environmental. Conscious but not doing it - get on with the program - easier to hit us in the pocketbook instead of being more efficient - lights are never replaced on time - spending money on staff but keeping people who aren't performing. - What about water meters at shopping centres? - How are these charged? - They should be monitored. All stores & commercial buildings should have a meter - Douglasdale Shopping Centre - check that out.

GENERAL COMMENTS (UTILITIES)**Decrease – 2****Leave as is – 2****Increase – 1**

- Utilities & Environmental Protection. What's happening when there is backup from storms? Checking for heavy metals for storm water management? Who regulates Bow River? Area of pollution worried about is noise pollution.
- I do not have enough info to comment. I only proposed a budget decrease to off set increases I'd like to make to CSPS, PDA & Transportation.
- Keep the same. Core city business doing an excellent job. Good mix current needs with positioning city for future sustainability. At 3% total budget - good value.
- This is only related to utilities which is not separated nor showing on this questionnaire. This past year the city seemed to be embarrassed by the utility company and how much of tax \$ went to parties. "Sell the company now"
- This is very important for our future.
- What sort of cost recovery has occurred as a result of the "cashable" recyclables (i.e.: pop cans, milk jugs, copper) has been processed through household recycling program. Start charging for collection of any garbage that does

not fit into the black carts.

- Water rates are already too high in a country rich with this resource. Why is it so expensive to provide water to our communities?
- Utilities & environmental - Recycling is something that has to be addressed, therefore the budget is well spent on the project. We need good drinking water. Environment is essential to everyone's health.
- Utilities & environment - protection
- I want my kids to have a good city to live in. We all want something - good to be asked. Mother earth will suffer - education for kids is important.
- Utilities - Power - cost of power in BC is way lower. Dams are used - could we build dams here? How else could we do it cheaper?