



Beyond Recycling

**RDN CURBSIDE FOOD WASTE
COLLECTION PILOT PROJECT**

A partnership of the
Regional District of Nanaimo |
City of Nanaimo |
Town of Qualicum Beach |
Waste Services Inc. |
International Composting Corporation |

Residential Food Waste Collection Pilot Project Survey Spring 2008

Summary of Responses

Approximate number of households participating in pilot project: 1,985

Responses received:

Online 285
Hard Copy 171 (entered into computer by RDN staff)
Total 456

Chartwell responses 130 (of approx 500 homes on route = 26.0% response rate)
City of Nanaimo responses 153 (of approx 720 homes on route = 21.25% response rate)
Cedar responses 173 (of approx 765 homes on route = 22.6% response rate)

Overall response rate of 22.97%

Number of completed responses (no skipped questions) 435 (95.6%)

Number of people in the household:

| | | |
|------------|-----|---|
| 1-2 people | 75% | [Chartwell 89%, Nanaimo 66%, Cedar 72%] |
| 3-5 people | 24% | [Chartwell 10%, Nanaimo 33%, Cedar 27%] |
| 6+ people | 1% | [Chartwell <1%, Nanaimo 1%, Cedar 1%] |

Frequency of green bin set out

| | | | |
|-------------------|-----|-----------------|---|
| Every week | 78% | (355 responses) | [Chartwell 85%, Nanaimo 86%, Cedar 65%] |
| Every two weeks | 15% | (68 responses) | [Chartwell 12%, Nanaimo 9%, Cedar 23%] |
| Seldom | 2% | (10 responses) | [Chartwell 2%, Nanaimo 3%, Cedar 2%] |
| Don't participate | 5% | (23 responses) | [Chartwell 2%, Nanaimo 3%, Cedar 9%] |

Why not participating? Total of 43 sets of comment responses.

- ♦ Compost everything myself
- ♦ Use a garborator for food scraps
- ♦ Food waste goes to chickens
- ♦ Don't seem to have enough to make it worthwhile

How useful and informative was the start-up information provided?

| | | |
|-----------------|------|---|
| Very Useful | 80% | [Chartwell 79%, Nanaimo 79%, Cedar 82%] |
| Somewhat Useful | 15% | [Chartwell 18%, Nanaimo 15%, Cedar 14%] |
| Okay | 3% | [Chartwell 2%, Nanaimo 6%, Cedar 2%] |
| Not Very Useful | 0.5% | [Chartwell 0%, Nanaimo 0%, Cedar 1%] |
| Confusing | 0.7% | [Chartwell 1%, Nanaimo <1%, Cedar <1%] |

Comment themes on start up information provided: Total of 86 sets of comment responses.

- ♦ Was colourful, encouraging and informative (vast majority of comments positive)
 - ♦ Needed more information on garborators
 - ♦ Second newsletter reinforced acceptable materials
-

Open House attendance

| | | |
|-----|-----------------------|---|
| Yes | 18% (80 respondents) | [Chartwell 13%, Nanaimo 24%, Cedar 16%] |
| No | 82% (364 respondents) | [Chartwell 87%, Nanaimo 76%, Cedar 84%] |

Comment themes on open house: Total of 86 sets of comment responses.

- ♦ Useful, informative, liked one-on-one style but took a while to get questions answered
 - ♦ Wanted a presentation followed by Q&A session
 - ♦ Not enough notice given of open house dates
 - ♦ Needed more staff to answer questions
-

Website visitation (prior to online survey)

| | | | |
|---------------|-----|-------------------|---|
| Often | 1% | (5 respondents) | [Chartwell 0%, Nanaimo 3%, Cedar, <1%] |
| Once or twice | 37% | (158 respondents) | [Chartwell 41%, Nanaimo 34%, Cedar 36%] |
| Never | 62% | (268 respondents) | [Chartwell 59%, Nanaimo 63%, Cedar 64%] |

Was website useful?

| | | |
|-----------------|-----|-------------------|
| Yes | 87% | (167 respondents) |
| No | 6% | (12 respondents) |
| Forgot password | 7% | (14 respondents) |

Comments themes on website: Total of 81 sets of comment responses.

- ♦ Why need a password?
 - ♦ Didn't know about the website until now.
 - ♦ Don't have a computer
-

Schedule and Collection information provided

| | | | |
|---------------------------------|-----|-------------------|---|
| Useful and easy to follow | 81% | (350 respondents) | [Chartwell 74%, Nanaimo 84%, Cedar 84%] |
| Okay but took a while to figure | 15% | (65 respondents) | [Chartwell 22%, Nanaimo 11%, Cedar 13%] |
| Confusing and difficult | 4% | (17 respondents) | [Chartwell 5%, Nanaimo 4%, Cedar 3%] |

Comment themes on schedule: Total of 81 sets of comment responses.

- ♦ Not happy with reduction of garbage pick up to every two weeks
 - ♦ Too many days of the week require things taken to curb (Chartwell residents)
 - ♦ Coloured schedule too hard to read (Chartwell)
 - ♦ Collection schedule is fine for small family
-

Green bin

| | | | |
|---------------------------|-----|-----------------|---|
| Excellent size and design | 78% | (336 responses) | [Chartwell 88%, Nanaimo 76%, Cedar 73%] |
| Good with some annoyances | 11% | (48 responses) | [Chartwell 6%, Nanaimo 11%, Cedar 15%] |
| Adequate | 6% | (39 responses) | [Chartwell 4%, Nanaimo 9%, Cedar 6%] |
| Fair - Needs improvement | 1% | (5 responses) | [Chartwell 0%, Nanaimo 1%, Cedar 2%] |
| Not liked at all | 3% | (13 responses) | [Chartwell 2%, Nanaimo 3%, Cedar 4%] |

Comment themes on green bin: Total of 135 sets of comment responses.

- ♦ Too big to fill every week
- ♦ Too short
- ♦ Wheels not good for long/gravel driveways
- ♦ Latch is hard for old/arthritis hands and fingers
- ♦ Great size

Kitchen collector

| | | | |
|---------------------------|-----|-----------------|---|
| Excellent size and design | 68% | (293 responses) | [Chartwell 73%, Nanaimo 66%, Cedar 64%] |
| Good with some annoyances | 17% | (74 responses) | [Chartwell 14%, Nanaimo 17%, Cedar 20%] |
| Adequate | 9% | (39 responses) | [Chartwell 8%, Nanaimo 10%, Cedar 9%] |
| Fair - Needs improvement | 2% | (10 responses) | [Chartwell <1%, Nanaimo 3%, Cedar 3%] |
| Not liked at all | 4% | (17 responses) | [Chartwell 4%, Nanaimo 4%, Cedar 4%] |

Comment themes on kitchen collector: Total of 150 sets of comment responses.

- ♦ Lid and handle annoying – can't fit bags over lip
- ♦ Odd shape
- ♦ Latch is hard to work
- ♦ Bags don't fit in it well

Compostable bags provided

| | | | |
|-----------------------|-----|-----------------|---|
| Excellent performance | 67% | (286 responses) | [Chartwell 72%, Nanaimo 64%, Cedar 64%] |
| Good | 20% | (85 responses) | [Chartwell 17%, Nanaimo 20%, Cedar 22%] |
| Adequate | 9% | (39 responses) | [Chartwell 9%, Nanaimo 10%, Cedar 9%] |
| Fair | 3% | (11 responses) | [Chartwell 2%, Nanaimo 2%, Cedar 4%] |
| Poor | 2% | (9 responses) | [Chartwell <1%, Nanaimo 4%, Cedar 1%] |

Comment themes on compostable bags: Total of 168 sets of comment responses.

- ♦ They leak
- ♦ They don't fit well in kitchen container
- ♦ The bags provided free are hard to tie off when full & waste a lot of bag space
- ♦ Replacements are expensive and hard to find
- ♦ Should be free because we have no choice in participating

Do you compost at home?

| | | | |
|--------------------------------------|-----|-----------------|---|
| No | 36% | (160 responses) | [Chartwell 55%, Nanaimo 34%, Cedar 23%] |
| Yes – <u>Not</u> using green bin | 5% | (22 responses) | [Chartwell 2%, Nanaimo 2%, Cedar 10%] |
| Yes – <u>but are</u> using green bin | 59% | (264 responses) | [Chartwell 44%, Nanaimo 64%, Cedar 67%] |

Your garbage

There is a noticeable difference 80% (357 respondents) [Chartwell 89%, Nanaimo 78%, Cedar 76%]
No noticeable difference 15% (68 respondents) [Chartwell 10%, Nanaimo 14%, Cedar 21%]

Using more tags than before 23 respondents [# of respondents Chartwell 3, Nanaimo 13, Cedar 7]
Not using more tags 38 respondents

General comments – main themes:

Total of 298 sets of comment responses *.

- ♦ Supportive (216 responses)
- ♦ Hope it continues
- ♦ Bring back weekly garbage
- ♦ How much is this costing us
- ♦ Bags should be free or provided through taxes
- ♦ Private industry is benefiting from our taxes

[* See separate table of comment themes grouped per question]

- ♦ 400 entered name in draw for grocery voucher. One winner was drawn from each route.
- ♦ 92 indicated willingness to participate in a focus group.