



## Residential Food Waste Collection Pilot Project 2<sup>nd</sup> Survey Fall 2008

### Summary of Responses

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

**Responses received:**

Online	238	
Hard Copy	157	(entered into computer by RDN staff)
<b>Total</b>	<b>395</b>	

Chartwell responses	127 (of approx 500 homes on route = 25.4% response rate)
City of Nanaimo responses	135 (of approx 720 homes on route = 18.75% response rate)
Cedar responses	133 (of approx 765 homes on route = 17.4% response rate)

Overall response rate of 19.90%

**Household members responsible for sorting and setting out materials on collection day:**

One person mainly responsible	42.5%	(168 responses)	[Chartwell 36%, Nanaimo 48%, Cedar 43%]
It's a family affair	57.5%	(227 responses)	[Chartwell 64%, Nanaimo 52%, Cedar 57%]

**Has the green bin been rejected by collection staff?**

Yes	4.6%	(18 responses)	[Chartwell 6%, Nanaimo 7%, Cedar 1%]
No	95.4%	(377 responses)	[Chartwell 94 %, Nanaimo 93%, Cedar 99%]

**If yes – how often?**

Once	89.5%	(17 responses)	[Chartwell 88%, Nanaimo 90 %, Cedar 1%]
A couple of times	10.5 %	(2 responses)	[Chartwell 12%, Nanaimo 10%, Cedar 0%]
Several times	0%		

**Did collection staff contact you?**

Yes	39%	(7 responses)	[Chartwell 38%, Nanaimo 40 %, Cedar -NR]
No	61%	(11 responses)	[Chartwell 62%, Nanaimo 60%, Cedar -NR]

**Was the explanation provided by staff helpful?**

Yes	45.5%	(5 responses)	[Chartwell 50%, Nanaimo 43%, Cedar -NR]
No	36.4%	(4 responses)	[Chartwell 25%, Nanaimo 43%, Cedar -NR]
Somewhat	18.2%	(2 responses)	[Chartwell 25%, Nanaimo 14%, Cedar -NR]

Was a tag left on the green bin explaining why it was rejected?

Yes 45% (9 responses) [Chartwell 40%, Nanaimo 50%, Cedar -NR]  
 No 55% (11 responses) [Chartwell 60%, Nanaimo 50%, Cedar -NR]

Was the tag helpful in explaining the reason for the rejection?

Yes 61.5% (8 responses) [Chartwell 60%, Nanaimo 63%, Cedar -NR]  
 No 23.1% (3 responses) [Chartwell 20%, Nanaimo 25%, Cedar -NR]  
 Somewhat 15.4% (2 responses) [Chartwell 20%, Nanaimo 12%, Cedar -NR]

(Cedar NR – No Response given to the sub-questions despite a response to the main question)

**Have any of the following been experienced?**

	Yes	Yes by route	No	Response Count
Unacceptable odours with the green bin	14.9% (59)	Chartwell 14% City of Nanaimo 20% Cedar 11%	85.1% (336)	395
Unacceptable odours with the kitchen collector	23.8% (94)	Chartwell 24% City of Nanaimo 27% Cedar 20%	76.2% (301)	395
Unacceptable increase in flies or other pests around containers	14.4% (57)	Chartwell 12% City of Nanaimo 19% Cedar 13%	85.6% (338)	395
An increase in animals disturbing your waste containers	2.0% (8)	Chartwell 1% City of Nanaimo 4% Cedar 2%	98.0% (387)	395
Difficulty meeting the 1-can-every-2-weeks garbage limit	19.7% (78)	Chartwell 20% City of Nanaimo 22% Cedar 17%	80.3% (317)	395
The need to buy more garbage tags than you previously used	14.2% (56)	Chartwell 13% City of Nanaimo 17% Cedar 12%	85.8% (339)	395
An increase in the amount of curbside recycling you put out	31.4% (124)	Chartwell 26% City of Nanaimo 37% Cedar 31%	68.6% (271)	395

146 respondents provided additional comments.

**Use of compostable liner bags:**

	Yes	Yes by route	No	Response Count
For the kitchen container (small beige bucket)	92.7% (366)	Chartwell 96% City of Nanaimo 93% Cedar 89%	7.3% (29)	395
For the green bin (large size compostable bags)	10.6% (42)	Chartwell 10% City of Nanaimo 13% Cedar 9%	89.4% (353)	395

**Compost bag availability and performance ranked by respondents:**

	<b>Most Widely Stocked</b>	<b>Perform Best</b>	<b>Lowest Priced</b>	<b>Response Count for that brand</b>
Al Pack (Wal-Mart brand)	33.3% (7)	9.5% (2)	71.4% (15)	21
Bag-To-Nature	0.0% (0)	0.0% (0)	100.0% (1)	1
Bio Bag	61.5% (8)	38.5% (5)	15.4% (2)	13
Bio Life (Shoppers Drug Mart)	0.0% (0)	0.0% (0)	100.0% (1)	1
Bio Sak	67.9% (19)	32.1% (9)	14.3% (4)	28
Compost-A-Bag	38.5% (5)	38.5% (5)	38.5% (5)	13
EcoSafe 6400	69.4% (136)	43.4% (85)	6.6% (13)	196
Glad Compostable	60.0% (21)	42.9% (15)	17.1% (6)	35
Great Value (Wal-Mart brand)	43.9% (18)	12.2% (5)	78.0% (32)	41
Other	38.5% (5)	7.7% (1)	76.9% (10)	13
<b>Total responding households</b>	<b>287</b>			

Note, there are a varying number of responses for each brand. While 287 respondents did answer this question, it is not possible to draw any firm conclusions by correlating % amounts with actual responses. It can be inferred though that brand awareness for EcoSafe is highest (the brand provided at the start of the field test), and that WalMart is a store visited by at least 40 of the responding households.

Of the 81 respondents providing additional comments, several other brands were mentioned such as Dollarama Tuff Guy, ECO (a Rona store brand bag), Husky brand bags, and Bio-Solo. Most other comments pertained to cost, poor fit in containers, and unfairness of requiring bags to be purchased.

**Should food waste collection be made available to everyone in the region?**

Yes 97.7% (386 responses) [Chartwell 98%, Nanaimo 99%, Cedar 96%]  
 No 2.3% (9 responses) [Chartwell 2%, Nanaimo 1%, Cedar 4%]

**258 respondents provided additional comments to this question.**

**General comments – main themes:**

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

s 379 entered name in draw for compostable bags. Ten winners drawn from each route.