

Cowichan Valley Regional District Three-Stream Curbside Collection

Phase 2 Engagement Findings

June 2023



DELANEY
the engagement people

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Executive Summary



Executive Summary

The Cowichan Valley population is expected to grow to over 100,000 by the year 2040. As the population grows and landfill space becomes limited, the province requires that all regional districts prepare [Solid Waste Management Plans](#) (SWMP) that guide long-range recycling and waste management policy.

To reduce the amount of material shipped to the landfill, the regional SWMP identified the need to provide all residents with equitable three-stream (organics, recycling and garbage) curbside collection.

Reducing garbage disposal is important as the Cowichan Valley does not have a local landfill, and landfill capacity is limited on Vancouver Island and the Lower Mainland. Garbage from the Cowichan Valley is transported via truck, barge, and rail service more than 700 km to a landfill in Washington State. Long-distance transportation of waste materials is becoming increasingly expensive and difficult due to the floods and fires associated with climate change.

How did the CVRD get to Three-Stream Curbside Collection?

The CVRD launched Phase 1 of the three-stream curbside collection community engagement in May 2022.



The goal of Phase 1 engagement was to listen and learn from the community about priorities, concerns, and preferences for implementing a three-stream curbside collection service. Feedback received in this first phase of engagement helped to inform collection options and identify next steps in defining a curbside collection service that addresses the priorities set out in the SWMP and meets the needs of the community.

Phase 2 community engagement ran from April 24 to May 19, 2023, with two options for three-stream curbside collection service being shared for community feedback. These options incorporate what was learned in [Phase 1](#) of the community engagement and align with requirements from the [2018 Solid Waste Management Plan](#), [Provincial best management practices for curbside collection of organics](#), and lessons learned from other regional districts and municipalities that already have a three-stream curbside collection service.

Two Curbside Collection Options for Community Feedback

The community was provided the following information regarding the two feasible curbside options being considered for implementation, as well as associated projected costs.

Options for Curbside Collection Service

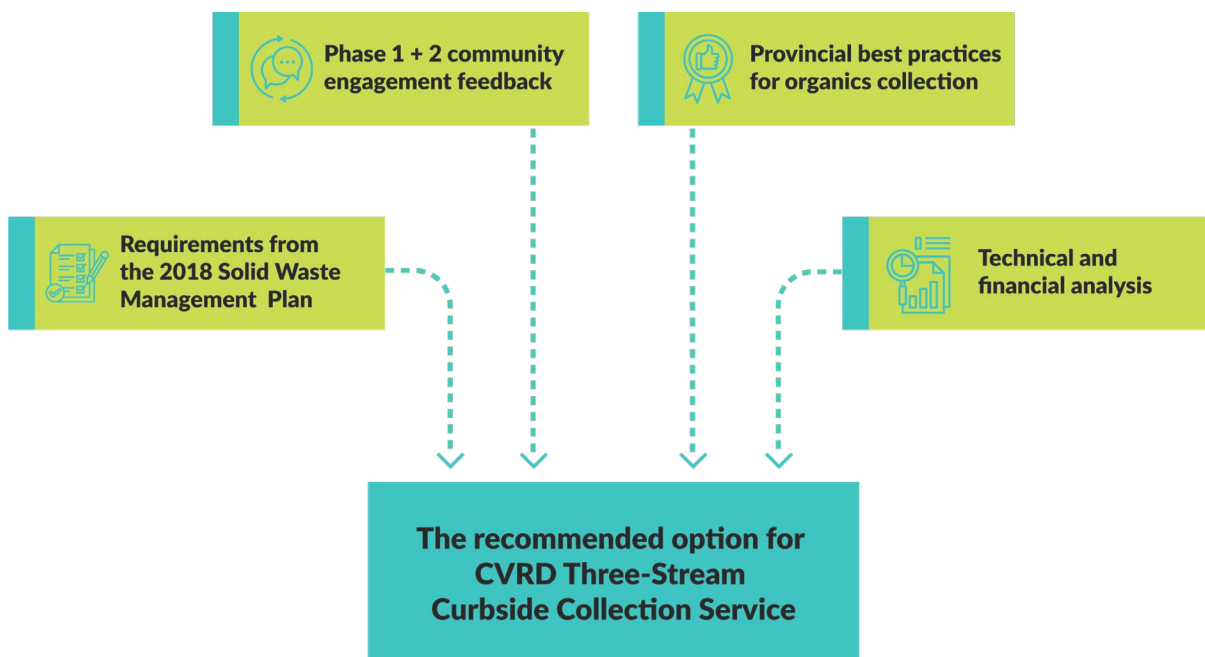
 <p>Option 1:</p> <p>Garbage, Recycling and Food Waste</p> <p>Approximate annual household cost: \$270-\$305</p> <ul style="list-style-type: none"> • Garbage collection: Bi-weekly • Recycling collection: Bi-weekly • Food waste collection: Weekly <p>This option includes a bear-resistant food waste collection tote and kitchen catcher.</p>	 <p>Option 2:</p> <p>Garbage, Recycling, Food and Yard Waste</p> <p>Approximate annual household cost: \$290-\$325</p> <ul style="list-style-type: none"> • Garbage collection: Bi-weekly • Recycling collection: Bi-weekly • Food and Yard waste collection: Weekly <p>This option includes a bear-resistant food and yard waste collection tote and kitchen catcher.</p>
 <p>Optional add-on: Monthly glass collection</p> <p>Approximate annual household cost: \$20</p>	

Throughout Phase 2 engagement, 989 participants shared their feedback through the following channels:

- Online public survey,
- One-on-one interviews,
- Interactive forum and Q&A on the project website,
- Community pop up events, and
- Direct dialogue with project staff.

CVRD shared detailed project information and how to participate in Phase 2 engagement on its [Plan your Cowichan website](#).

Following Phase 2 engagement, the CVRD Board will consider the following factors when determining the recommended option for Three-Stream Curbside Collection implementation:



The following key findings emerged from Phase 2 engagement:

The majority of survey respondents were either supportive of or neutral towards all proposed options. When asked to rate their level of support or objection to the proposed service options, support was highest for option 1, with 70% of respondents choosing this option over the others.

- Support was highest for Option 1, with 70% of survey respondents either supportive or neutral towards this option and 29% opposed.
- A close second was Option 1 with glass pickup, with 66% supportive or neutral and 34% opposed.
- For both Option 2 without glass pickup and Option 2 with glass pickup, 61% were either supportive or neutral and 39% opposed.

When participants were asked to **choose which option they preferred most**, Option 2 with glass pickup was chosen the most often (35%), closely followed by Option 1 (32%). A quarter (25%) preferred Option 1 with glass pickup and only 8% chose Option 2 without glass pickup.

The preference for Option 2 with glass pickup was mainly driven by survey respondents who supported or were neutral towards all service options, with 52% among this group preferring it (compared to only 11% among those who oppose all options). Conversely, support for Option 1 (food waste only) was largely driven by those who oppose all options; among this group, 72% of respondents preferred this option (compared to 11% among those who support or are neutral towards all service options.)

The main reasons for the chosen option were based on individual household needs and desires for the various elements of the service.

The main reasons for choosing Option 1 were:

- This is closest to the status-quo (a sentiment mainly shared by those who do not want to implement three-stream curbside pickup)
- This is the cheapest option
- No need for composting

The main reasons for choosing Option 1 with glass pickup were:

- No need for yard waste pickup
- Appreciate glass pickup
- No need for composting

The main reasons for choosing Option 2 were:

- Need for yard waste service
- Reduces barriers to yard waste disposal
- No need for glass pickup

The main reasons for choosing Option 2 with glass pickup were:

- Reduces barriers to recycling
- Reduces barriers to yard waste disposal
- Appreciate yard waste pickup
- Appreciate glass pickup

Additional feedback received from other outreach initiatives aligned with survey findings.

Barriers and Solutions

Respondents were asked to evaluate six possible barriers and how much each barrier impacted them and their household regarding the implementation of three-stream curbside pickup (extreme barrier, high barrier, medium barrier, slight barrier, or not at all a barrier). Many of the survey respondents (43%) stated that the barriers listed were slight or not in fact barriers at all. Below is a breakdown of the survey respondent’s perception of each of the six listed barriers.

- The majority of respondents (65%) saw **cost** as the only potential barrier.
- **Tote storage and management** was seen as a barrier to some degree by 42% of respondents.
- A third (35%) said that **moving totes down a (long) driveway** was a barrier.
- **Wildlife attraction** was seen as a barrier by 31% of survey respondents.
- Three in ten (30%) said **placing totes curbside** each week was a barrier.
- Similarly, 29% said the same of **adjusting to a new service**.

When asked to identify potential ways to mitigate what they felt were barriers, several overarching themes emerged, namely, to have an opt-out for certain households or to keep the status quo and not implement the service. While these were themes for each of the barriers, it must be noted that only those who identified barriers were asked to comment on how to mitigate them, which, overall, was fewer than half of respondents.

Results for the potential barriers show the following main solutions offered by respondents:

<p>Costs:</p> <ul style="list-style-type: none"> • Lower the cost or make it free of charge 	<p>Tote Storage:</p> <ul style="list-style-type: none"> • Ensure bear / wildlife safe totes • Fewer totes • Well-designed totes 	<p>Placing Totes on Curb:</p> <ul style="list-style-type: none"> • Better frequency or timing of pick-up • No additional totes • Well-designed totes
<p>Moving Totes down Long Driveway:</p> <ul style="list-style-type: none"> • Well-designed totes • No additional totes • Get or provide help to those who need it 	<p>Wildlife attraction:</p> <ul style="list-style-type: none"> • Ensure bear / wildlife safe totes • Fewer totes • Well-designed totes 	<p>Adjusting to a new service:</p> <ul style="list-style-type: none"> • Raise public awareness • Frequency or timing of pick-up • Provide good service

Context + Background



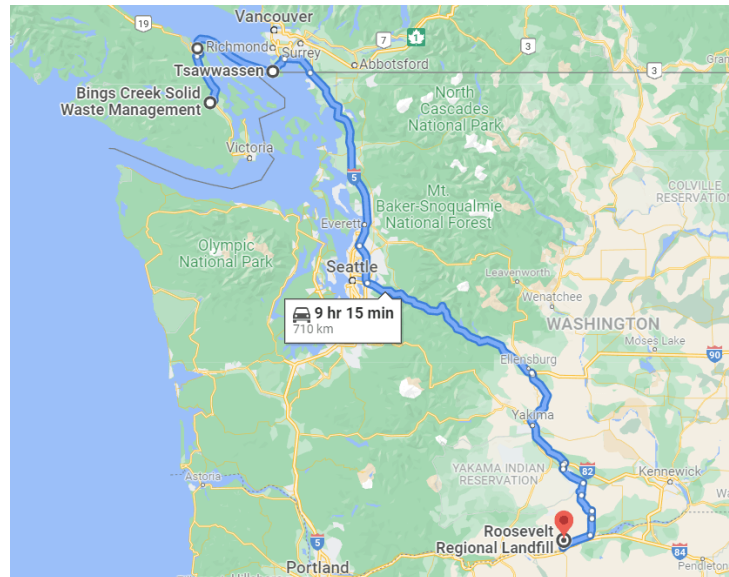
Context + Background

Population, Climate Change and Waste Export

The Cowichan Valley population is expected to grow to over 100,000 by the year 2040. To reduce the amount of landfilled material, the regional [2018 Solid Waste Management Plan \(SWMP\)](#) identified the need to provide all residents with equitable access to three-stream (organics, recycling, and garbage) curbside collection. Reducing garbage disposal is important to the Cowichan Valley because there is no local landfill and landfill capacity is limited on Vancouver Island, resulting in waste materials being shipped to Washington State.

Current Electoral Area Services

Currently, the CVRD provides recycling to residents in all Electoral Areas, and garbage to Electoral Areas D, E, F, G and I. In addition, some but not all residents that live in the south-end of the region (area A, B and C) have access to a private service provider that offers garbage and organics collection. Due to the lack of consistent service across the region, many residents don't have access to garbage and organics curbside collection.



Waste Composition Data

Based on 2017 waste composition data, over 30% of the waste that is being landfilled is material that could have been composted instead. Waste data also shows that residents that live in jurisdictions that have a mandatory organics curbside collection service have less organic waste in their garbage than those that live in jurisdictions that have voluntary or no organics curbside collection. Further, providing garbage collection to all residents helps reduce unwanted materials from entering the recycling and organics waste streams.

Organic Material Landfill Disposal Ban

As per the SWMP, the CVRD is slated to implement an organic waste disposal ban. However, before an organic landfill ban can be put in place, the CVRD has to ensure that the majority of residents have access to organic collection services. Following the implementation of the three-stream curbside collection service, the CVRD will work to ensure that residents in multifamily buildings also have access to enhanced waste diversion opportunities.

Three-Stream Curbside Collection – An Effective Waste Management Tool

Three-stream curbside collection is widely recognized as an effective tool to ensure that waste is managed responsibly and to reduce waste disposal. Currently, many jurisdictions already have or are planning to provide residents with enhanced waste disposal options at their homes.

Public Consultation to Date

In 2017/2018, when the SWMP was developed, the CVRD did extensive consultation on the thirteen strategies that are now in the SWMP. The three-stream curbside collection strategy was supported by 65% of those that participated in the consultation. Following the Board approval of the SWMP in 2018, the CVRD had to wait until August 2020 for the province to approve the SWMP. As a result of the COVID-19 pandemic, the work to implement the three-stream curbside collection service was delayed until 2022.

In May 2022, the CVRD launched three-stream curbside collection Phase 1 community engagement to listen and learn from the community about priorities, concerns, and preferences for implementing a three-stream curbside collection service. Input received through this process helped the CVRD identify two feasible options. These options incorporate what was learned in Phase 1 of the community engagement and align with requirements from the 2018 Solid Waste Management Plan, Provincial best management practices for curbside collection of organics, and lessons learned from other regional districts and municipalities that have a three-stream curbside collection service.

Phase 2 engagement shared two proposed service options for curbside collection. The community was invited to provide feedback on which option was preferred and to share insights into how to address potential barriers to implementing a three-stream curbside collection service. The results of this engagement will be used to inform next steps for curbside collection service and to support the final decision which is anticipated to be made by the CVRD Board in Summer/Fall 2023.

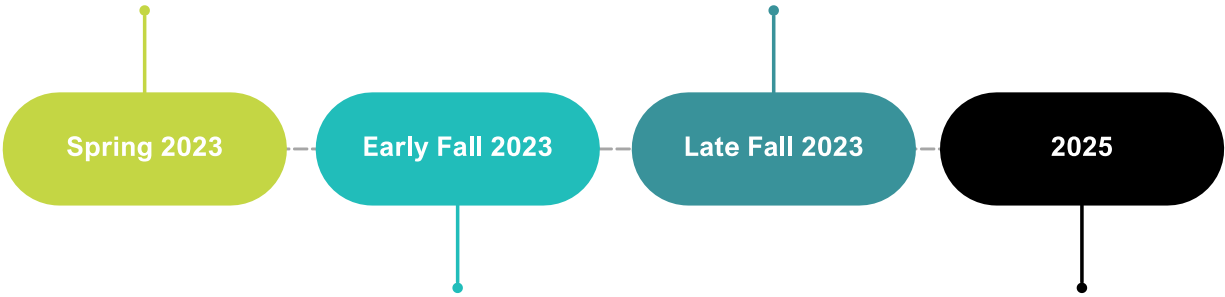
Project Timeline

Phase 2 Community Engagement

Engagement with Cowichan Valley residents to seek feedback on the two curbside collection service options.

Presentation to the CVRD Board

The preferred service option as identified by the community will be presented to the CVRD Board for approval in early fall 2023



Report back to the Community

The CVRD will share what was learned in Phase 2 with the community

Implementation of the New Three-Stream Curbside Collection Service

Implementation of the new three-stream curbside collection service is anticipated in 2025

Engagement Process

Engagement Process

Throughout Phase 2 engagement, the CVRD's regional residents, and interested and affected parties were provided with clear communication to support their participation in the engagement process, specifically to share their feedback on their preferred option for three-stream curbside collection service. There were several ways for the community to participate in Phase 2 engagement, which included:

- Completing the online survey at Plan your Cowichan,
- Sharing feedback in a one-on-one interview,
- Attending a community outreach event and speak with CVRD staff,
- Participating in an online discussion forum and Q&A, and
- Connecting directly with project staff via email and phone to share feedback and ideas.



This four-week engagement process provided an opportunity for the community to seek information and gain an understanding of the project, and how the public could participate and share their feedback and insights. Active engagement occurred from April 24 to May 19, 2023, which included the project website, www.planyourcowichan.ca/curbside-collection that provided:

- Background information,
- Detailed project information,
- A comprehensive “Frequently Asked Questions” document,
- A project factsheet,
- A live forum for community members to ask questions and receive responses from CVRD staff,
- A sign-up for the community to receive timely updates, and
- Contact information for project staff.

Engagement Goal + Objectives

Engagement Goal + Objectives

The engagement goal is an overarching statement about the vision for the entire engagement process. For Phase 2 of this project the engagement goal was:

By June 2023, the CVRD will share options for three-stream curbside collection and receive feedback from Electoral Area community members and interested and affected parties on which option they would choose for implementation and why.

Communications and Engagement Objectives

This report focuses on Phase 2 engagement, which was implemented in Spring 2023. Both the engagement and communications objectives have been developed based on the IAP2 Spectrum. (Appendix A).

The engagement objectives were at the CONSULT level of the IAP2 spectrum and included:

1. Receive feedback from the Electoral Area community members and interested and affected parties on the level of community support for each of the two proposed service options and why that level of support was selected.
2. Receive feedback on potential barriers to implement the new three-stream collection program and seek input on potential mitigation strategies that could support successful implementation.
3. Receive feedback from the Electoral Area community members and interested and affected parties on preferred methods related to communications products and approaches they believe will be most impactful in supporting implementation of a new three-stream curbside collection.
4. The communications objectives for this project were at the INFORM level of the IAP2 spectrum and included:
5. Share information about the Phase 2 engagement process and how community members and interested and affected parties can participate in the process.
6. Share information about the two proposed service options, costs and the associated benefits and drawbacks of each option.
7. Share information about what was learned in Phase 1 engagement and how feedback received helped to inform the proposed service options.
8. Share information about the overall three-stream service implementation timeline and milestones.
9. Report back on what was learned in this phase of engagement and the next steps for decision making by the CVRD Board.

Engagement Techniques + Results

The engagement process was open to all CVRD community members, businesses, community groups and interested and affected parties. The section below details the engagement techniques and total participants by technique.

Technique	Number of Participants
Online Survey	879
Community Outreach events	56
Phone enquiries and email submissions	44
One-on-one interviews	6
Online Forum	4
Total	989

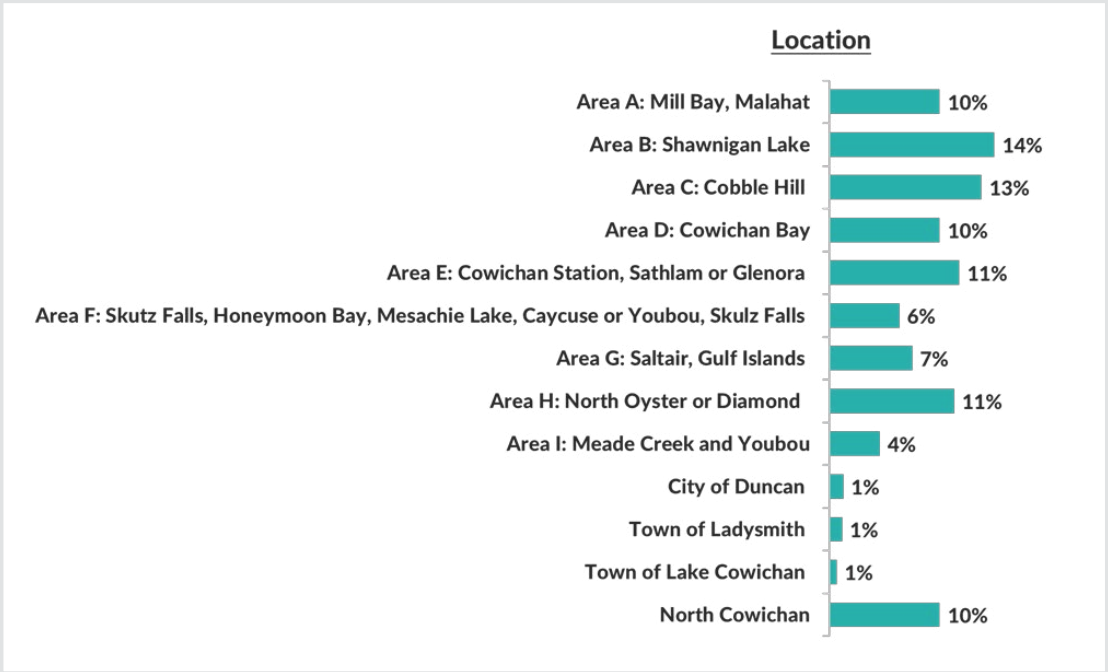
ONLINE SURVEY

An online survey was developed by Delaney, *the Engagement People*, to seek feedback on two options for three-stream curbside collection service. This survey was hosted on the project website - [Plan Your Cowichan](#). The survey was open to the public from April 24 to May 19, 2023.

Who Participated

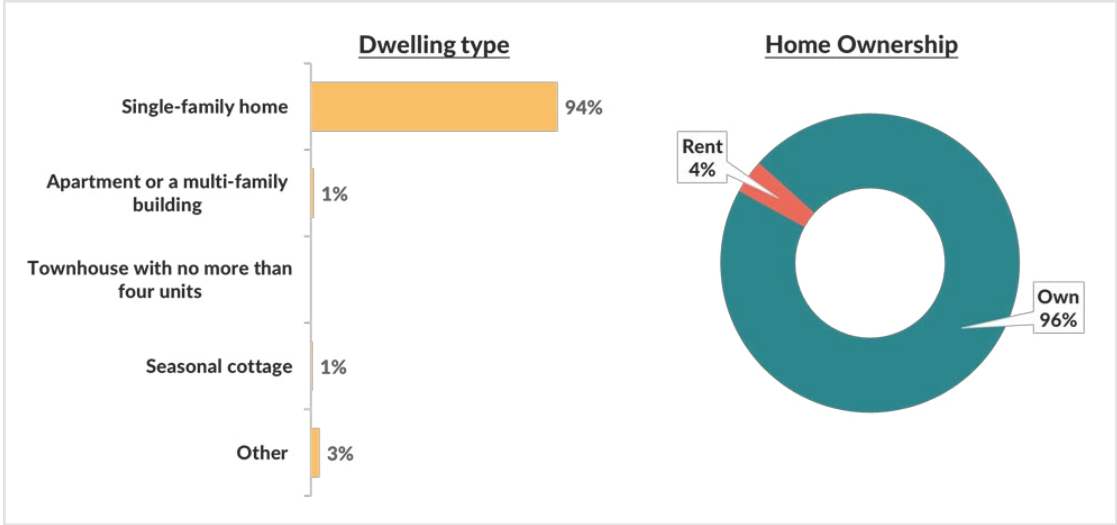
A total of **879** participants responded to the online survey. As per figure 1 below, participants from across the region, who were interested and affected by the decision, responded to the survey.

Figure 1: Survey Respondents' Area of Residence



As per figure 2 below, most respondents were homeowners living in single family dwellings.

Figure 2: Survey Respondents' Dwelling Type and Home Ownership

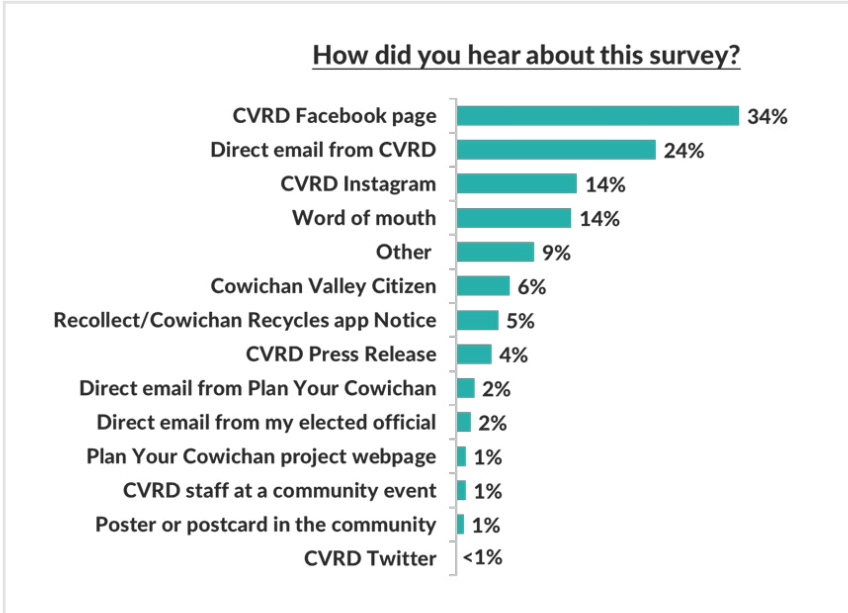


Most survey respondents (94%) stated that they live in single-family homes, 3% stated that they live in some other type of dwelling, and 1% stated that they live in a seasonal cottage or a multifamily dwelling.

How the Public Learned About the Survey

Most residents heard about the survey from the CVRD's social media accounts (Facebook 34% and Instagram 14%) or a direct email from the CVRD (24%). Word-of-mouth was equally effective representing 14% of survey respondents. The least effective way to notify residents about the survey were outreach events (1%), posters and postcards (1%), and spontaneous visits to the Plan Your Cowichan website (1%). See Appendix B for the survey questionnaire.

Figure 3: How Survey Respondents Heard about the Survey



ONE-ON-ONE INTERVIEWS

To provide participants with an opportunity to share their feedback in a one-on-one discussion, a 30-minute telephone interview was offered to any interested community member.

Six phone interviews took place between April 24 and May 19, 2023, and included both rural and urban residents. Interview questions (see Appendix C) were provided to interviewees in advance of the meeting, detailed and anonymized notes were taken by the interviewer, and comments were not attributed to the interviewee. Notes were provided to participants for review of any changes to be made.

COMMUNITY CORRESPONDENCE (EMAIL SUBMISSIONS & PHONE CALLS)

To ensure all residents had the opportunity to ask questions and share feedback, CVRD project team members were accessible by phone and via a specific project email address (curbside@cvr.bc.ca).

CVRD staff responded to 44 phone enquiries and email submissions to:

- Answer questions about the engagement,
- Document questions and comments related to the project, and to
- Support community members in completing the survey (as needed).

COMMUNITY OUTREACH EVENTS

CVRD project staff hosted two weekend outreach events, one in the south end and one in the north end of the region. A third event was planned but was cancelled due to staff illness. The purpose of the outreach events was to share information to a broader audience of people and respond to questions regarding the service. The events featured information posters and postcards that included a QR code for the public to easily access the online survey. Event participants were invited to share their feedback directly with CVRD staff and were also encouraged to visit the website to complete the online survey. A total of fifty-six members of the community shared their feedback with staff at these two events.

INTERACTIVE Q & A FORUM

The [Plan your Cowichan website](#) included an interactive question and answer forum to provide the public an opportunity to ask project questions and to receive a response in a timely manner. Questions and responses were visible to the public. Four questions/comments were received online and responded to from April 24 to May 19, 2023.

Communications + Engagement Promotion

Several communications channels were utilized to build awareness of engagement opportunities and to encourage participation in the engagement process. This included a request for CVRD Board Directors and local community facilities (as shown in the table below), to share information with their members or key community contacts directly to reach a broader audience. The following communication and promotional channels were utilized:

Communication Channel	Date Promoted/Completed
Launch www.planyourcowichan.ca/curbside-collection project site, which included: <ul style="list-style-type: none"> • Project information and timeline • Project staff's contact information • Fact Sheet with background information • Frequently asked questions • Interactive forum • Online survey link • Links to previous project reports and summaries 	April 24, 2023
Promotion of engagement through the Cowichan Recycles (ReCollect) App.	April 24 - May 19, 2023
Social media postings (Twitter, Instagram, Facebook) <ul style="list-style-type: none"> • Multiple social media postings were created for the public using all CVRD platforms. • Facebook posts were boosted three times to raise the profile and increase audience reach. 	April 24 - May 19, 2023
Traditional media (newspapers) <ul style="list-style-type: none"> • Cowichan Valley Citizen, full page ad (April 27, 2023) • Cowichan Valley Citizen, full page ad (May 7, 2023) 	April - May 2023

Communication Channel	Date Promoted/Completed
Designed project posters and postcards delivered and posted to community locations: <ul style="list-style-type: none"> • CVRD Rec - Cowichan Community Centre • Library - Duncan • Bings Creek Recycling Centre • Meade Creek Recycling Centre • Peerless Road Recycling Centre • Glenora Hall • Glenora Store • Cobble Hill Hall • Country Grocer – Cobble Hill • Shawnigan Lake Community Centre • CVRD Rec - Kerry Park • CVRD Rec - Lake Cowichan • Library - Lake Cowichan • Country Grocer – Lake Cowichan • Honeymoon Bay Hall • Saltair Community Centre • Library - Mill Bay • Mill Bay Centre Bulletin Board 	April 24, 2023
Plan Your Cowichan project online newsletter; 264 notifications shared.	April 25, 2023 May 15, 2023
Community Outreach Events: <ul style="list-style-type: none"> • Mill Bay Thrifty Foods Grocery Store • Peerless Road Recycling Centre 	May 7, 2023 May 14, 2023
CVRD staff reached out directly by email to local First Nations (Cowichan Tribes, Ditidaht, Malahat, Penelakut and Stz'uminus) seeking their feedback in this process. Project information, survey link and CVRD staff contact information was shared.	

These are the statistics for website visits and online engagement for the Plan Your Cowichan project page, from April 24 to May 19, 2023.

Statistics for site visits and online engagement for the Plan your Cowichan project page, from April 24 to May 19, 2023.	
Total page visitors	4,299
Total aware participants (Visited various pages on the site)	2,793
Engaged participants (Forum and Survey Contributions)	883
Informed participants (Video views or Downloads)	564

Key Findings: What We Learned

Throughout this section, results have been presented in relation to each topic/question, with survey results shared first and interview and other community feedback results as supporting information (emails and phone calls) shared second. Where there are similarities or key differences, it will be noted. It is important to point out that all findings reflect what was learned from those who participated in the engagement process and cannot be deemed reflective of a broader population in the Electoral Areas.

Key Findings: What We Learned

CURRENT WASTE MANAGEMENT PRACTICES

Recycling Centre Use

Most survey respondents (85%) indicate they currently use recycling centres and that they are mainly used for recycling (94%), hazardous waste (78%) and yard and garden material (59%). Others indicated that they (also) use them for scrap metal (46%), construction waste (43%), garbage (39%), large appliances (32%) and organics (13%).

The main reason for using recycling centres is in the absence of curbside collection services (72%). However, some also say they'd rather go to a recycling centre or return many products at once (27%), or that they occasionally produce more garbage than is collected at curbside (18%). A small group (5%) say they sometimes miss the truck on collection days.

Figure 4: Survey respondents who use regional recycling centres.

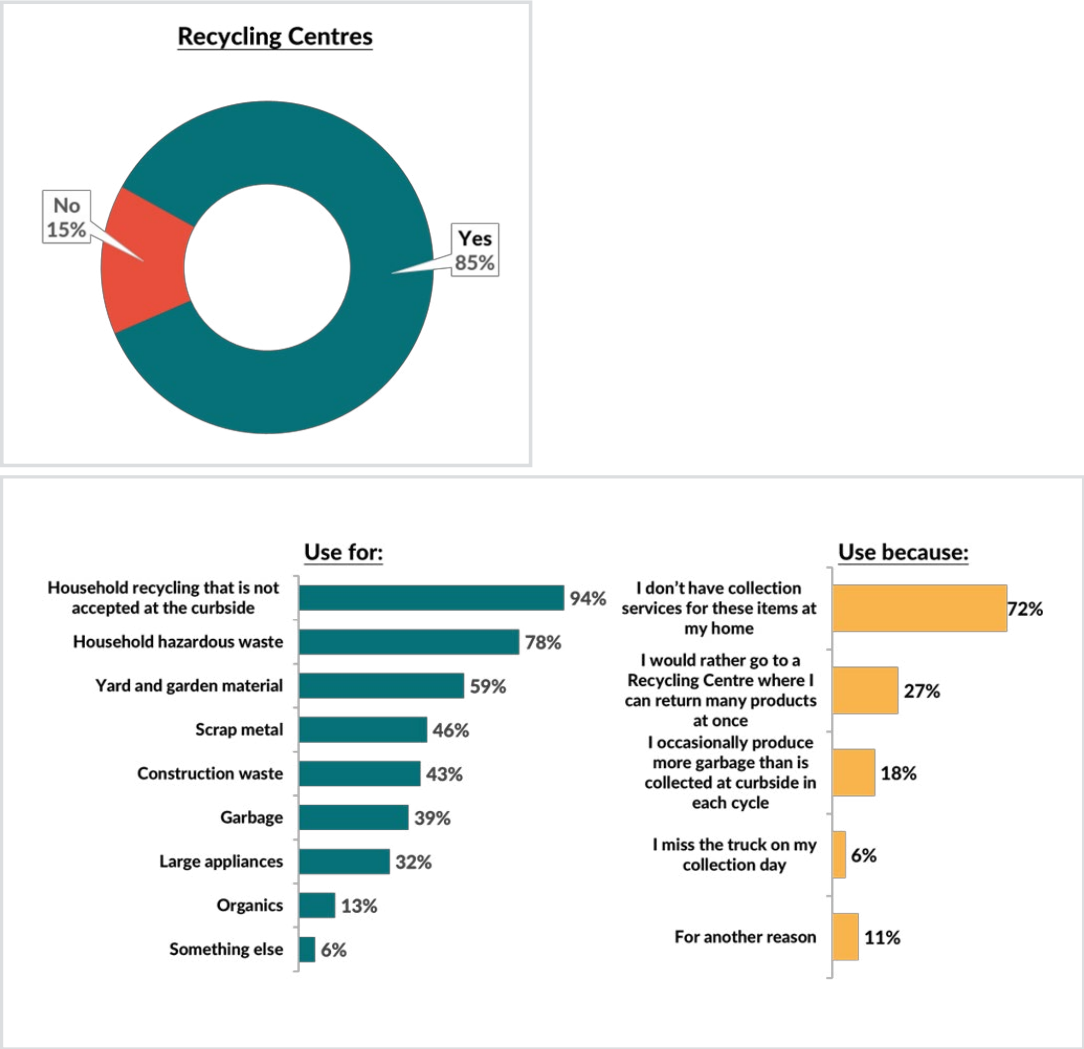


Figure 5: Survey respondents' use of regional recycling centres, what they use it for and the reason for use.

Composting Habits

The majority of survey participants (76%) indicated that they compost. Among them, 71% specified that they backyard compost, making it the most popular option, followed by curbside composting (32%). Those respondents who are curbside composting, are doing so through a private service or live in a municipality that provides this service. Others compost indoors (4%) while 10% indicated they do this in another way.

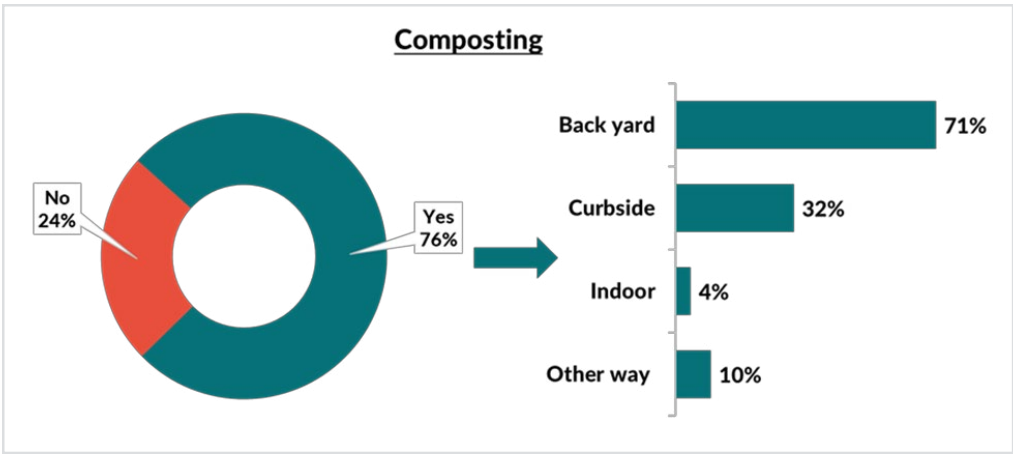


Figure 6: The Percentage of Survey Respondents who Compost and Means of Composting

CURBSIDE PICKUP OPTIONS

Survey Results

The following information was provided to survey respondents regarding the two feasible curbside options being considered for implementation, as well as associated projected costs:



OPTION 1

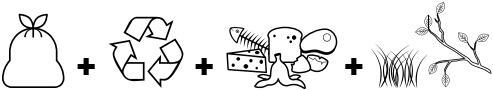
Garbage, Recycling and Food Waste

- Garbage collection: Bi-weekly
- Recycling collection: Bi-weekly
- Food waste collection: Weekly

In 2025, when the program is implemented, the anticipated cost per household for Option 1 would be approximately \$270-\$385 annually, including a bear-resistant food waste collection tote and kitchen catcher.

Optional add-on: Monthly glass collection

In 2025, when the program is implemented, the anticipated cost per household for monthly glass collection would be approximately \$20 annually.



OPTION 2

Garbage, Recycling, Food and Yard Waste

- Garbage collection: Bi-weekly
- Recycling collection: Bi-weekly
- Food and Yard waste collection: Weekly

In 2025, when the program is implemented, the anticipated cost per household for Option 2 would be approximately \$290-\$325 annually, including a bear-resistant food and yard waste collection tote and kitchen catcher.

Optional add-on: Monthly glass collection

In 2025, when the program is implemented, the anticipated cost per household for monthly glass collection would be approximately \$20 annually.

To gather feedback on each of the options individually, as well as on which one the community would prefer to actually see implemented, respondents were first asked to indicate to what degree they support or oppose each of the options, followed by their preferred choice for implementation. Respondents were also asked to explain why they chose the option they did as their preference. This allowed participants to provide more in-depth feedback and served to provide more robust decision-making input for the CVRD.

Support/Opposition for Each Option

Overall, the support was highest for Option 1. In total, 70% of the survey respondents were either in support or neutral of Option 1. Of this, the majority (58%) of survey respondents indicated they either strongly or somewhat supported this option, and the other 12% felt neutral about this option – thereby lending implied support. This was also the option with the lowest level of opposition, 29% in total, among whom 7% was somewhat opposed and 22% strongly opposed.

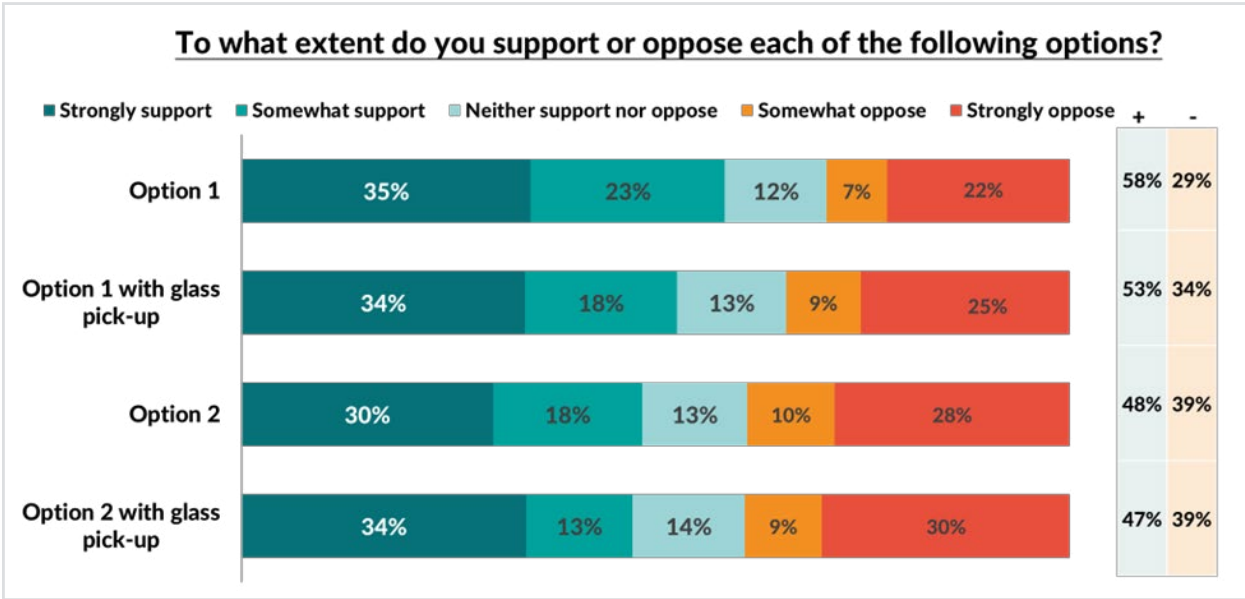
For Option 1 with glass pickup, 66% of respondents were supportive. A total of 66% of the survey respondents were either supportive or neutral about Option 1 with the addition of glass. Just over half of the participants (53%) were in support of this option. Among whom 34% showed strong support, 18% felt somewhat supportive, and an additional 13% of respondents felt neutral about this option. However, compared to Option 1 without glass, a greater degree of the respondents were either somewhat opposed (9%) or strongly opposed (25%), which resulted in 34% of respondents being opposed to this option.

For Option 2, 61% of respondents were either in support or neutral. Approximately half of respondents (48%) were in support, with 30% showing strong support and 18% somewhat supportive. An additional 13% of respondents indicated that they were neutral about this option. The remaining 38% opposed this option, with 10% being somewhat opposed and 28% strongly opposed.

For Option 2 with glass pickup, 61% of survey respondents were either in support or neutral. Similarly, to Option 2 without glass, about half (47%) of participants were in support, with 34% showing strong support and 13% being somewhat supportive. Another 14% of respondents were neutral. Similar to Option 2 without glass, 39% of respondents were opposed to this option, with 9% somewhat opposed and 30% strongly opposed.

Further analysis of all the above responses shows that 53% of those who responded to this question, either support or are neutral towards ALL options, while 22% of these respondents oppose ALL options.

Figure 7: To what extent do you support or oppose each of the following options?



Preferred Option for Implementation

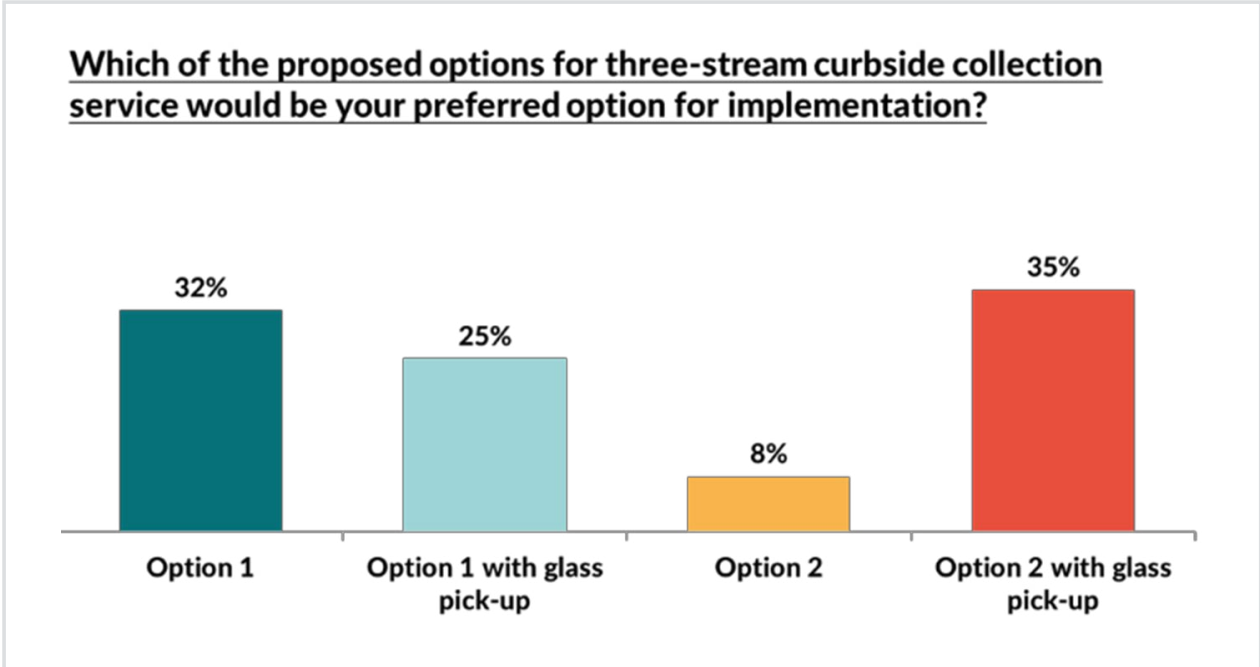
Next, survey respondents were asked which of the curbside service options they would prefer to be implemented.

Option 2, food and yard waste with glass pickup was chosen the most often (35%), closely followed by Option 1 – food waste only (32%). A quarter (25%) preferred Option 1, food waste with glass pickup and only 8% chose Option 2, food and yard waste without glass.

Key Finding in Feedback from Survey Respondents Regarding Preferred Option

The preference for Option 2 with glass pickup was mainly driven by survey respondents who supported or were neutral toward all service options, with 52% among this group preferring it (compared to only 11% among those who oppose all options). Conversely, support for Option 1 (food waste only) was largely driven by those who oppose all options; among this group, 72% of respondents preferred this option (compared to 11% among those who support or are neutral towards all service options.)

Figure 8: Which of the Proposed Options for the Three-Stream Service Curbside Collection Service Would be your Preferred Option for Implementation?



When asked to explain why they preferred the option they chose, 769 comments were received. The following tables describe the main themes for each of the options.

Reasons for Preferring Option 1 (253 comments)		
Theme	Subthemes	Participants' Comments
Keep the status quo 24%	<ul style="list-style-type: none"> Do not want any of the options / oppose all options / this is the best of undesired options Current services are working We can do this on our own None of this is necessary 	<p><i>"I strongly oppose ALL options. I prefer to continue the current system of bi-weekly recycling pick up."</i></p> <p><i>"...we do our own compost on our land and I prefer to take my own garbage to the dump."</i></p> <p><i>"We already have option 1. We love Pan Disposal. We don't want this."</i></p>
Cost / Value 18%	<ul style="list-style-type: none"> It's the cheapest option Don't want / need any of this (so chose the cheapest option) Can't afford this Not good value for money Don't want to pay more for same services we have now / for things I already do myself Does not make sense for my (rural) area / for my household 	<p><i>"It's the least costly of the options. I already compost and sort garbage."</i></p> <p><i>"Appears to be cost effective and addresses our needs."</i></p> <p><i>"I do not want to be forced to pay for a service I will not use."</i></p> <p><i>"Money grab by CVRD for services that are not needed in a rural setting."</i></p> <p><i>"Live alone—take care of my garbage elsewhere. Just want recycling. Can't afford that kind of annual bill."</i></p>
Composts independently / no need for composting service 17%	<ul style="list-style-type: none"> Already composts Has chickens 	<p><i>"We already take care of this on our own. We both have a composter and take all recyclables to the depot on Peerless Road."</i></p> <p><i>"We do not want any of the curb side pickup except garbage. We do our own composting or feed it to the chickens 🐔"</i></p>
Do not want yard waste service 14%	<ul style="list-style-type: none"> No need (general) Can dispose of yard waste some other way / prefer to deal with it myself Too much volume to manage 	<p><i>"I do not require yard waste pick up and I can always take it in when I have it."</i></p> <p><i>"I rarely have yard waste, not necessary to have it included in pick up every two weeks."</i></p> <p><i>"I'm not sure how you can manage the volume of yard waste in option 2."</i></p> <p><i>"I think it's fair for people who generate yard waste to look after that disposal at their own expense in order to keep the cost down for the large number of people who have no need for that service."</i></p>

Reasons for Preferring Option 1 (253 comments)		
Theme	Subthemes	Participants' Comments
No need for glass pickup 10%	<ul style="list-style-type: none"> Bringing glass to recycling center is good / better Still have to go to recycling centre for other items Don't have many glass items 	<p><i>"We don't have enough glass to worry about [...] I take the few jars to peerless."</i></p> <p><i>"We have very little that goes to garbage and we take other things to the recycling centre, so glass is not an issue."</i></p> <p><i>"I prefer to take my glass recycling to the depot."</i></p>
Food waste pickup is good / needed 3%	<ul style="list-style-type: none"> Currently can't compost everything Like this as additional service (but don't need other additional services) 	<p><i>"I want to be able to get rid of food waste as I cannot put it in my yard waste composter."</i></p> <p><i>"I am interested in the organic waste pickup, I really don't have glass to get rid of."</i></p> <p><i>"Compost pick up is needed but not willing to pay for yard waste that is seasonal. Glass is too minimal to pay extra."</i></p>
Garbage pickup is needed / appreciated 3%	<ul style="list-style-type: none"> Positive comment about garbage pickup (general) Pickup is better than having to take it somewhere else Garbage pickup is all that's needed 	<p><i>"Lived in a different city and it was weekly and garbage and recycle rotated and it was helpful for our house."</i></p> <p><i>"We need garbage pickup."</i></p> <p><i>"Would love garbage to be p/u as it's a pain to take to the dump."</i></p> <p><i>"I have no need for any of the extras regarding glass, food or yard waste. We live in the country and we compost and have no problem getting rid of our glass. I will never use the extras and want only the garbage pickup."</i></p>
Other 11%	<i>*Please refer to Appendix D for detailed survey data.</i>	

Reasons for Preferring Option 1 with Glass Pickup (180 comments)		
Theme	Subthemes	Participants' Comments
<p>Do not want yard waste service</p> <p>25%</p>	<ul style="list-style-type: none"> • No need (general) • Can dispose of yard waste some other way / prefer to deal with it myself • Too much volume to manage 	<p><i>"Because yard waste could take up truck loads, glass is recycled so it should be included."</i></p> <p><i>"I don't want to pay for yard waste collection, as I believe that is most easily brought to a recycling centre for free of charge disposal."</i></p> <p><i>"Yard waste is more seasonal than weekly, so seems unnecessary."</i></p>
<p>Glass pickup is needed / would be nice</p> <p>18%</p>	<ul style="list-style-type: none"> • There's a need (general) • Currently goes into garbage / is difficult to dispose of • Reduces trips to dispose of it • Glass pickup is the only new service 	<p><i>"I really like the idea of glass pick-up. Most of my trips to Bings Creek are for glass, so it would be a greenhouse-gas win."</i></p> <p><i>"we have more glass going into our garbage."</i></p> <p><i>"The only thing I want added is glass pickup."</i></p> <p><i>"if this is going to roll out regardless, then it would be nice to have glass pickup as it is the most difficult to dispose of."</i></p> <p><i>"It continues most of what we now have with glass pickup which we do not now have."</i></p>
<p>Composts independently / no need for composting service</p> <p>13%</p>	<ul style="list-style-type: none"> • Already composts • Has chickens 	<p><i>"Most food and yard waste is composted or fed to the chickens."</i></p> <p><i>"I compost at home what I don't take to the dump."</i></p> <p><i>"I live on a farm. I compost my own food and yard waste and use the compost on my land. I only require garbage and recycling collection. I would pay \$20/yr. for glass pickup."</i></p>
<p>Cost / Value</p> <p>10%</p>	<ul style="list-style-type: none"> • Cheaper (than options with yard waste) • More cost-effective 	<p><i>"Less expense to my household."</i></p> <p><i>"Same price as it cost now for me to deal with garbage"</i></p> <p><i>"I don't have enough yard waste and the cost is less."</i></p>

Reasons for Preferring Option 1 with Glass Pickup (180 comments)		
Theme	Subthemes	Participants' Comments
<p>Reduces barriers to glass recycling</p> <p>6%</p>	<ul style="list-style-type: none"> Pickup is easier than bringing glass to the recycling centre Will make more people recycle glass rather than put it in the garbage 	<p><i>"It's difficult to get to the recycling centre to return glass."</i></p> <p><i>"It would reduce the need to go to the dump!"</i></p> <p><i>"I am sure there are some people out there just throw the jars in the garbage. I find it a pain in the backside to save the glass but I do. I am positive there are others who also find it a pain and don't save their glass."</i></p>
<p>Keep the status quo</p> <p>5%</p>	<ul style="list-style-type: none"> Do not want any of the options / oppose all options / this is the best of undesired options Current service is working well (but would like to have glass disposal) 	<p><i>"Would rather have Pan disposal continue with pick up but would prefer the CVRD to include glass with the recyclables pick up."</i></p>
<p>Recycling pickup is needed / appreciated</p> <p>3%</p>	<ul style="list-style-type: none"> General positive comments about recycling pickup 	<p><i>"I like just the recycling pick up only."</i></p> <p><i>"We need to do more recycling."</i></p>
<p>Reduces garbage</p> <p>3%</p>	<ul style="list-style-type: none"> Less food waste in garbage 	<p><i>"It would spare me trips to town for the glass, and make me feel better about not throwing compost into the garbage."</i></p> <p><i>"The amount of garbage from food waste is extreme. We can't compost because the bears get into it."</i></p>
<p>Other</p> <p>17%</p>	<p><i>*Please refer to Appendix D for detailed survey data.</i></p>	

Reasons for Preferring Option 2 (58 comments)		
Theme	Subthemes	Participants' Comments
<p>Yard waste service is needed / appreciated</p> <p>29%</p>	<ul style="list-style-type: none"> • Convenience of yard waste pickup • No longer have to dispose of it elsewhere • Would use this (rather than food waste pickup / glass pickup) 	<p><i>"Save us driving to Cobble Hill with yard waste."</i></p> <p><i>"We have a lot of yard waste to deal with and no truck."</i></p> <p><i>"I like the yard waste removal rather than taking to Peerless. We compost so probably wouldn't use the food waste."</i></p> <p><i>"I need yard waste pickup but can manage the small amount of glass that I have."</i></p>
<p>Reduces barriers to yard waste disposal</p> <p>13%</p>	<ul style="list-style-type: none"> • Transportation of yard waste to Recycling Centre is currently a barrier 	<p><i>"Disposing of yard waste is not that easy at the moment for people who do not have a trailer to use to haul the waste to a disposal facility."</i></p> <p><i>"We have a largish garden and are unable to compost all our plant clippings in the 4 recycling bins we have. We are forced to drive several miles to the dump in our small car and make multiple trips to dispose of our yard waste. This uses a lot of fuel and time as well as leaves our only vehicle a mess of dirt, dead vegetation and insects."</i></p>
<p>No need for glass pickup</p> <p>12%</p>	<ul style="list-style-type: none"> • Bringing glass to recycling center is good / better • Still have to go to recycling centre for other items 	<p><i>"We already have to take plastics and Styrofoam to bins ourselves, might as well take the glass there myself and avoid the additional charge."</i></p> <p><i>"I use the bottle depot regularly so I don't mind dropping off my glass at the recycling center."</i></p> <p><i>"I currently don't have garbage pick up and would love this option along with green waste."</i></p>
<p>Keep the status quo</p> <p>10%</p>	<ul style="list-style-type: none"> • Do not want any of the options / oppose all options / this is the best of undesired options • Current service is working well 	<p><i>"I do not prefer any option as we have a private contractor picking up all three right now."</i></p> <p><i>"I selected option 2 because I had to select one but to be clear I don't prefer it."</i></p> <p><i>"We are doing just fine with PAN picking up biweekly, and efficiently. Where did you hear that these changes were needed?"</i></p>

Reasons for Preferring Option 2 (58 comments)		
Theme	Subthemes	Participants' Comments
<p>Composts independently / no need for composting service</p> <p>8%</p>	<ul style="list-style-type: none"> • Already compost 	<p><i>"Do not need or want to pay for a service for compostable kitchen scraps as we have a compost that we use for everything except meat scraps and bones that go to the garbage."</i></p>
<p>Cost / Value</p> <p>7%</p>	<ul style="list-style-type: none"> • Don't want to pay for glass pickup • General comments about costs (negative) 	<p><i>"I still have to go to Peerless road to recycle other products, so why pay for glass only pickup."</i></p>
<p>Reduces illegal dumping and burning</p> <p>7%</p>	<ul style="list-style-type: none"> • General comments about reducing burning and dumping 	<p><i>"I spend lots of time taking yard waste to peerless road and I hope the use of burning would be reduced."</i></p> <p><i>"So I don't need to burn my yard waste."</i></p> <p><i>"Many are not able to transport yard waste and thus do not care for their yards. Others dump it in the bush."</i></p>
<p>Other</p> <p>14%</p>	<p><i>*Please refer to Appendix D for detailed survey data.</i></p>	

Reasons for Preferring Option 2 with Glass Pickup (278 comments)		
Theme	Subthemes	Participants' Comments
<p>Reduces barriers to recycling</p> <p>17%</p>	<ul style="list-style-type: none"> • More residents will recycle if it is made easier • Better for the environment • Convenience • Saves trips to drop it off / drop off is messy 	<p><i>"Recycling is important and the easier it is for residents the more it will be done."</i></p> <p><i>"More efficient, generally, and saves me having to go to the dump myself. I don't like using my car for trips to the dump. It gets messy."</i></p> <p><i>"I feel that the less trips made to a central drop off point will be better for the environment... fewer personal vehicles make the trip with a small amount of material."</i></p> <p><i>"tired of taking all garbage to Peerless...50 years is enough"</i></p> <p><i>"Easier for the aged and disabled to recycle everything."</i></p>
<p>Reduces barriers to yard waste disposal</p> <p>16%</p>	<ul style="list-style-type: none"> • Transportation of yard waste to dump is currently a barrier 	<p><i>"As we get older we would not have to load our yard waste bins and drive it to Fisher Rd."</i></p> <p><i>"Currently requiring me to arrange for driving to a collection facility for garden waste and glass is onerous."</i></p> <p><i>"As a disabled person it is difficult to take away what is not picked up."</i></p> <p><i>"I have too much yard waste than i have capacity to compost in my small yard, so yard waste compost pickup would be awesome and save us lots of trips to the recycling center."</i></p>
<p>Yard waste service is needed / appreciated</p> <p>16%</p>	<ul style="list-style-type: none"> • Convenience of yard waste pickup • No longer have to dispose of it elsewhere 	<p><i>"I have to hire someone to haul my yard waste away since I don't have a truck or trailer."</i></p> <p><i>"Love yard waste pick up plus glass too. Make life easier as we take all manually now."</i></p> <p><i>"Cost of gas to transport lawn clippings and yard waste to Meade creek would offset the costing of the yard waste."</i></p>

Reasons for Preferring Option 2 with Glass Pickup (278 comments)		
Theme	Subthemes	Participants' Comments
<p>Glass pickup is needed / would be nice</p> <p>12%</p>	<ul style="list-style-type: none"> • There's a need (general) • Convenience • Currently goes into garbage / is difficult to dispose of • Reduces trips to dispose of it • Glass pickup is the only new service 	<p><i>"I do not recycle my glass so it goes in the garbage."</i></p> <p><i>"Taking glass to the recycling is a waste of gasoline."</i></p> <p><i>"glass pickup is LONG overdue !!!!"</i></p> <p><i>"Just all around easier. Glass recycling is a huge pain in the butt right now. Would be easier if there was pickup."</i></p> <p><i>"Glass makes up a significant portion of our recycling and takes up space to store prior to taking it to the Fisher Road transfer station."</i></p>
<p>Does it all</p> <p>8%</p>	<ul style="list-style-type: none"> • Most effective • Better for environment • All-inclusive option 	<p><i>"reduce carbon footprint of residents all driving to depots. one stop drop at the end of my driveway for all my materials."</i></p> <p><i>"A comprehensive waste collection program must include yard waste and glass."</i></p> <p><i>"Easiest way for people to be efficient and effective to recycle."</i></p> <p><i>"It includes all waste materials."</i></p>
<p>Reduces garbage</p> <p>5%</p>	<ul style="list-style-type: none"> • Less garbage to landfill • Reduces trips to dispose of garbage and/or recycling • Better for environment 	<p><i>"Best option for less garbage going to landfill."</i></p> <p><i>"Make it as accessible for everyone so that as much as possible is recycled and kept out of the dump."</i></p> <p><i>"My glass just ends up in the garbage and my debree gets burned. Both new options avoid this and help save our planet"</i></p>

Reasons for Preferring Option 2 with Glass Pickup (278 comments)		
Theme	Subthemes	Participants' Comments
<p>Reduces illegal dumping and burning</p> <p>5%</p>	<ul style="list-style-type: none"> General comments about reducing burning and dumping 	<p><i>"Backyard burning causes significant air pollution. While some residents will continue to use backyard burning as a vehicle to deal with their yard waste a significant portion will use curb used collection rather than burning."</i></p> <p><i>"The addition of yard waste to hopefully slow down outdoor burning and I like the glass collection idea."</i></p> <p><i>"I think giving people the ability to get rid of yard waste will go a long way to preventing the cowichan valley to be filled with smoke every spring and fall from people burning."</i></p>
<p>Convenience</p> <p>4%</p>	<ul style="list-style-type: none"> More convenient than current options More convenient than having to bring items away 	<p><i>"Convenience for a reasonable cost."</i></p> <p><i>"It would be very helpful and convenient for everything to be picked up!"</i></p>
<p>Keep the status quo</p> <p>3%</p>	<ul style="list-style-type: none"> Already get all this through private service Current service is working well 	<p><i>"Pan disposal already does this service for cheaper than the CVRD does. They provide different payment schedules for different families. Putting them out of business seems like a very bad idea."</i></p> <p><i>"I prefer none of the options. Leave it the way it is."</i></p>
<p>Other</p> <p>14%</p>	<p><i>*Please refer to Appendix D for detailed survey data.</i></p>	

ADDITIONAL COMMUNITY FEEDBACK ON PREFERRED OPTIONS: Received through Interviews, Community Events, Email Submissions & Phone Calls

Additional feedback heard from members of the community showed a mix of support and opposition for both Options 1 and 2.

Feedback received in support of Option 1 includes community members who have a designated place to put yard waste as well as rural residents who generate a substantial amount of yard waste and are concerned about the size limitations of collection totes. One resident stated that they preferred the option without yard waste as they have a truck and had no need for that service, although they support Option 2 as many members of the community do not have the same ability or access to do so. Some residents from rural properties indicated that their organics are valuable to them and that they should not be charged for a service that they don't want or need.

"I am writing to you as one of the residents of the Glenora area. ... As is the case with all of our neighbours, we use our food scraps in our property whether it is to make our own compost or feed animals. So we are not interested nor do we require an organics pick up service."

– Email respondent

"I personally prefer the option without yard waste as we have a truck, but I support the yard waste for the community as many will not have the ability to get rid of their yard waste."

– Email respondent

Based on feedback received, Option 2 was seen to provide more convenience and choice with some respondents preferring this option because it provides the most services, allowing residents to dispose of waste responsibly. One resident stated that they have disposed of yard waste near the forest, realizing its harmful impact, and is happy that there will be an option to support responsible waste disposal. Adding glass pickup to Option 2 was as a helpful addition for some residents, while others noted concerns for the cost.

"We want yard waste and glass collection. Have already filled out the survey, think the cost is fair, and can't wait for the new service!"

– Community event participant

"Option 2 with glass is great. The less trips to the recycling centre the better!"

– Community event participant

Aligning with the feedback received from some survey respondents, it was noted that some south-end participants already use a private waste collection service that picks up garbage and organics, making the three-stream curbside collection service unnecessary. This feedback contrasted with those who shared support for the excellent service being provided by the CVRD and those who are excited about the service and requested that three-stream curbside collection be implemented as soon as possible.

"I would like to know why there is no option 3, which I would title as "status quo"? I sort and deliver my garbage now at far less cost than you suggest in options 1 and 2. I do not want your involvement. All I see from you is ever increasing costs."

– Email respondent

"We are very happy and grateful for the excellent service." "It is very efficient and also the containers on wheels make the delivery to the curb quite simple."

– Email respondent

BARRIERS

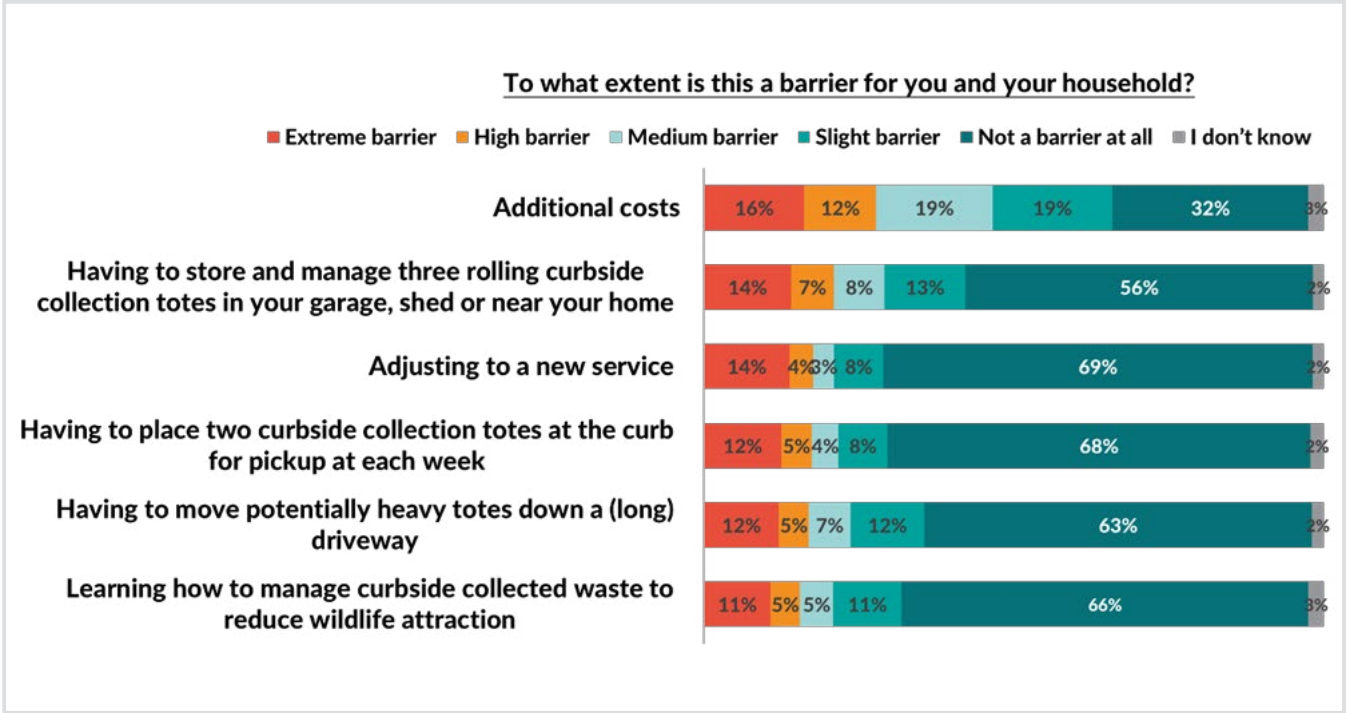
Survey Responses on Potential Service Barriers

Many of the survey respondents (43%) stated that the barriers listed were slight or not in fact barriers at all. Below is a breakdown of the survey respondent’s perception of each of the six listed barriers.

The majority of survey respondents indicated that all of the potential barriers (apart from cost) were not a concern for their households, however, 47% of participants indicated that cost was a medium to extreme barrier. Out of this 47%, 16% stated that it is an extreme barrier, 12% that is high and 19% that is a medium barrier. For 51% of the survey respondents, cost was either a slight barrier (19%) or not a barrier at all (32%).

Tote storage was stated to be a high or extreme barrier for 21% of respondents, while adjusting to a new service was seen as a high or extreme barrier for 18%. Similarly, 17% said that having to place two totes curbside each week and having to move potentially heavy totes down their driveway are high or extreme barriers, while 16% said that managing totes and dealing with the potential of attraction of wildlife was a high barrier as well.

Figure 9: Barriers



When respondents indicated that something would be a barrier for them, they were asked what actions they might consider to mitigate those barriers. While many respondents offered specific solutions to specific barriers they anticipate, others offered the same or similar solutions to all barriers listed. For example, respondents said, “Do not implement the service / keep the status quo” and “Make the service optional / have an option to opt-out,” which are the two main overarching and recurring themes for those who oppose the service. Related to these two themes are comments about there being no need for yard waste and/or food waste curbside collection service.

The specific themes identified in the survey comments regarding ideas for how to overcome each of the barriers are listed in the table below:

Cost (463 comments)		
Theme	Subthemes	Participants' Comments
<p>Lower the cost / no additional costs / make it free</p> <p>24%</p>	<ul style="list-style-type: none"> • Reduce cost (general) • Specific ideas to reduce costs (free containers/containers only for those who need them; sell compost material back to community; get grants; partnerships) 	<p><i>"With rising costs of everything, it's becoming a challenge to afford many services that were once affordable. I don't think anything can be done unless costs are kept low."</i></p> <p><i>"Provide containers for each household at no charge"</i></p> <p><i>"Find local organizations/companies to partner with ie: farmers who will compost the yard waste for no cost."</i></p> <p><i>"Sell the compost product to local gardeners at a price lower than the commercial."</i></p>
<p>Keep the status quo / don't implement</p> <p>17%</p>	<ul style="list-style-type: none"> • Don't implement any changes 	<p><i>"Leave my current system in place. Why should I pay more for the service I'm already receiving."</i></p> <p><i>"Keep private collection. I only put out garbage about once a month."</i></p> <p><i>"Don't implement this service. The way it currently operates is fine."</i></p>
<p>Make service non-mandatory / be able to opt out</p> <p>11%</p>	<ul style="list-style-type: none"> • Offer program options / choice to opt out of certain aspects of the new service • Allow households to opt out of all services 	<p><i>"Offer the option to not have a food waste and glass recycling option per household."</i></p> <p><i>"I want the option to opt out of the compost collection as it will all go in my garden anyways."</i></p> <p><i>"Offer an opt-out option"</i></p> <p><i>"Give people a CHOICE! Most rural folks do not want this, so they should be able to opt out."</i></p>
<p>Implement user-pay system</p> <p>9%</p>	<ul style="list-style-type: none"> • Only charge those who want it or will use it • Users pay based on volume (ticket or tag system) 	<p><i>"Only implemented the service for residents that need it and wish to be part of the program. Do not charge rural residents that do not need the service."</i></p> <p><i>"Charge the lowest baseline possible plus an extra pay per use."</i></p> <p><i>"Charge people according to the amount of stuff they put out for collection. We could buy tickets to put on cans as they are put to the curb. That way we could control our own budget and rubbish costs"</i></p>

Cost (463 comments)		
Theme	Subthemes	Participants' Comments
Income-tested fees / provide subsidies for those who need it 9%	<ul style="list-style-type: none"> • Help out those with lower incomes • Help out seniors / those on a fixed income 	<p>"Give a seniors discount."</p> <p>"Discount for low income and single person households."</p> <p>"User fees based on household income."</p> <p>"Apply for grants to support folks, [...]. Please consider support for middle-income folks as well as low-income as inflation is crushing us all."</p>
CVRD to be accountable 4%	<ul style="list-style-type: none"> • Contracting process • Overall CVRD budget management / fiscal responsibility • Accountability and transparency (general) 	<p>"Just make it fair and transparent."</p> <p>"Cost isn't a problem, lack of accountability to the tax payer is the problem with the CVRD."</p> <p>"Reduce /streamline CVRD management."</p>
Reduce taxes / no tax increases 4%	<ul style="list-style-type: none"> • Lower property taxes for all • Lower taxes for those who need it/seniors 	<p>"Don't do this. Or give us a property tax break equal to the huge increase in taxes that this program is forcing on us."</p> <p>"Reduce land tax costs for those in need of subsidies to participate in this program."</p> <p>"Lower taxes for seniors."</p>
Do not include compost or yard waste in service 3%	<ul style="list-style-type: none"> • Only garbage and recycling to be done by CVRD 	<p>"do not add food or yard waste to your options."</p> <p>"Do not create a food waste/yard waste program as many many people in the rural areas compost that."</p> <p>"pick up garbage and recycles only."</p>
Attach to property taxes 3%	<ul style="list-style-type: none"> • Add cost to property taxes • Current property taxes should cover this 	<p>"Add the cost to our property taxes."</p> <p>"Review the tax regime. Garbage removal should be a fundamental service provided to every medium-density community and paid for out of property taxes."</p> <p>"This should already be included with our property tax!"</p>

Cost (463 comments)		
Theme	Subthemes	Participants' Comments
Reduce frequency of service 3%	<ul style="list-style-type: none"> Contracting process Overall CVRD budget management / fiscal responsibility Accountability and transparency (general) 	<p><i>"I only want the recycling bi- weekly for the rate I already pay."</i></p> <p><i>"Possibly do green/food waste pickup every 2 weeks."</i></p> <p><i>"Could the recycles and garbage interval be increased to 3 weeks to save costs?"</i></p> <p><i>"Decrease the frequency of yard waste pick up to once per month."</i></p>
Other 13%	<i>*Please refer to Appendix D for detailed survey data.</i>	

Tote Storage (273 comments)		
Theme	Subthemes	Participants' Comments
Keep the status quo / don't implement service 24%	<ul style="list-style-type: none"> Don't implement any changes 	<p><i>"I don't want this."</i></p> <p><i>"Don't implement the program."</i></p> <p><i>"I do just fine with current services."</i></p>
Bear safety / wildlife safety 12%	<ul style="list-style-type: none"> Provide bear proof bins General concerns about bears 	<p><i>"If the bins are bear proof it really isn't much of a barrier."</i></p> <p><i>"We have space. My biggest concern is that the containers will not be sufficiently bear resistant."</i></p> <p><i>"Providing containers that are bear proof."</i></p> <p><i>"Compost held in garage for weeks is a attractant to bears that live in our neighborhood."</i></p>
Fewer totes / don't add more totes 9%	<ul style="list-style-type: none"> Stick with current (two totes) Have fewer totes (general) 	<p><i>"Stick to just two bins - as now."</i></p> <p><i>"Don't force us to have a third container."</i></p> <p><i>"Can't I only use the ones I need? I'd keep the garbage tote and recycling."</i></p>
Don't have space 9%	<ul style="list-style-type: none"> No space (general) 	<p><i>"Already have space issues."</i></p> <p><i>"I don't have space for a third bin."</i></p>

Tote Storage (273 comments)		
Theme	Subthemes	Participants' Comments
<p>Tote size / design</p> <p>8%</p>	<ul style="list-style-type: none"> • Smaller totes • Variable size options • Other design recommendations 	<p><i>"Offer the option of a smaller blue bin."</i></p> <p><i>"Provide size options the same way you already do with recycling."</i></p> <p><i>"Manage the size of them -not too big. And provide dimensional info in advance to allow for adjustment to storage."</i></p> <p><i>"Make them tall and relatively slender so they fit in a compact space,"</i></p> <p><i>"[...] stackable design with front vs top access, containers that lock together so multiples can be moved as one?"</i></p>
<p>Make service non-mandatory / be able to opt out of service or of receiving additional bins</p> <p>8%</p>	<ul style="list-style-type: none"> • Offer program options / choice to opt out of certain aspects of the new service • Allow households to opt out of all services • Allow households choice to receive additional bins or not 	<p><i>"Do not provide containers to those residents that don't require them."</i></p> <p><i>"Allow us to opt out of food waste pickup."</i></p> <p><i>"Don't implement or make it voluntary."</i></p>
<p>Frequency of services</p> <p>6%</p>	<ul style="list-style-type: none"> • Weekly pickup • More frequent (garbage) pickup 	<p><i>"More frequent collection of Garbage in particular will allow for smaller totes to be used which are easier to store and to move."</i></p> <p><i>"have pickup schedules weekly for all."</i></p>
<p>Sheds and other bin storage solutions</p> <p>5%</p>	<ul style="list-style-type: none"> • Free / discounted sheds 	<p><i>"Offer storage sheds to contain bins for sale at a reduced rate."</i></p> <p><i>"I would have to build a small shelter. Not a terrible barrier but for some others I could see an issue with building or affording to build a small shelter."</i></p> <p><i>"funding to build outdoor storage sheds."</i></p>
<p>Long driveway issues and solutions</p> <p>4%</p>	<ul style="list-style-type: none"> • Long driveway is a barrier with more bins 	<p><i>"I have a very long driveway. Taking the bins to the road is annoying."</i></p> <p><i>"Have garbage trucks come closer to our driveway."</i></p>

Tote Storage (273 comments)		
Theme	Subthemes	Participants' Comments
<p>Do not include compost or yard waste in service / bins</p> <p>4%</p>	<ul style="list-style-type: none"> Only garbage and recycling to be done by CVRD 	<p>"I don't want a food or yard waste bin."</p> <p>"We have bears. Don't add yard and waste totes. Keep it at garbage and recycling."</p>
<p>Other</p> <p>11%</p>	<p>*Please refer to Appendix D for detailed survey data.</p>	

Placing Totes on Curb (191 comments)		
Theme	Subthemes	Participants' Comments
<p>Keep the status quo / don't implement service</p> <p>29%</p>	<ul style="list-style-type: none"> Don't implement any changes No more totes 	<p>"I don't want another tote."</p> <p>"This program is unnecessary. Don't implement the program."</p> <p>"Leave it the way it is."</p>
<p>Frequency / timing of services</p> <p>20%</p>	<ul style="list-style-type: none"> Pick up more often (every tote every week) Pick up less often /bi-weekly or monthly instead of weekly Comments about pickup timing 	<p>"Don't do it every week."</p> <p>"just have biweekly pickup of all three totes."</p> <p>"Switch to a weekly pickup for all product streams. If my tote is not full then I would not put it out thus reducing the number of totes at the curb."</p> <p>"...the need to have totes out early morning is hard on a senior with health issues - mornings being a painful time."</p> <p>"All curb side pick up items, all at the same time."</p>
<p>Make service non-mandatory / be able to opt out of service or of receiving additional bins</p> <p>10%</p>	<ul style="list-style-type: none"> Offer program options / choice to opt out of certain aspects of the new service Allow households to opt out of all services Allow households choice to receive additional bins or not 	<p>"Make organics optional. Don't need it. Don't pay for it."</p> <p>"Give us the option to opt out of the services we do not require."</p> <p>"Do not provide food collection containers to resident who don't need them."</p>

Placing Totes on Curb (191 comments)		
Theme	Subthemes	Participants' Comments
Tote size / design 9%	<ul style="list-style-type: none"> Totes with wheels Totes that roll easily Smaller totes 	<p><i>"If they can be wheeled that would help."</i></p> <p><i>"Ensure they roll and wheels are suitable for uneven terrain (dirt or gravel drives)."</i></p> <p><i>"Supply easy trolleys."</i></p> <p><i>"ensure tote bin sizes are manageable."</i></p>
Do not include compost or yard waste in service 9%	<ul style="list-style-type: none"> Only garbage and recycling to be done by CVRD We won't use compost/yard waste service 	<p><i>"do not add household waste or garden waste pickup."</i></p> <p><i>"I will not put the food bin out."</i></p> <p><i>"Only add garbage pick up."</i></p>
Infrastructure issues and solutions 6%	<ul style="list-style-type: none"> Public infrastructure issues Public infrastructure solutions Private infrastructure issues (long driveways, small parking or laneway areas) Winter solutions 	<p><i>"Ploughing the sides of the road in winter."</i></p> <p><i>"[...] perhaps smaller outreach trucks to help with this issue."</i></p> <p><i>"Inadequate roadside area for placement as it's next to deep ditches."</i></p> <p><i>"No room in the small spot we have between driveways."</i></p>
Bear safety / wildlife safety 4%	<ul style="list-style-type: none"> General comments about bear issues and need for solution 	<p><i>"Need bear proof containers."</i></p> <p><i>"more times garbage is out waiting for pickup in a rural setting the more likely animals will get into - this creates habituated bears which creates a problem for everyone."</i></p>
Get or provide help / Elderly will need help 4%	<ul style="list-style-type: none"> Neighbours helping each other 	<p><i>"Have some one bring totes to curb."</i></p> <p><i>"Have neighbours offer to help."</i></p> <p><i>"[...] my 90 year old mother is in her own house and will have her own recycling containers and could not possibly manage to drag these uphill approximately 150 metres up the driveway to the roadside."</i></p>
Other 9%	<i>*Please refer to Appendix D for detailed survey data.</i>	

Move Totes Down Driveway (201 comments)		
Theme	Subthemes	Participants' Comments
Tote size / design 28%	<ul style="list-style-type: none"> • Totes with wheels • Totes that roll easily • Smaller totes • Tote options 	<p><i>"Please ensure the totes you acquire for this project have wheels to support accessibility and reduce the chance of injury."</i></p> <p><i>"Make light totes?"</i></p> <p><i>"Only a barrier if you don't provide smaller bin options to those not requiring larger bins."</i></p> <p><i>"Provide a pulley system?"</i></p>
Keep the status quo / don't implement service 22%	<ul style="list-style-type: none"> • Don't implement any changes • No more totes 	<p><i>"Don't want any of this."</i></p> <p><i>"As a senior with a long drive this will become an increasing issue – don't introduce further totes."</i></p>
Make service non-mandatory / be able to opt out of service or of receiving additional bins 7%	<ul style="list-style-type: none"> • Offer program options / choice to opt out of certain aspects of the new service • Allow households to opt out of all services • Allow households choice to receive additional bins or not 	<p><i>"Service needs to be voluntary, not mandatory."</i></p> <p><i>"Offer the opportunity to opt out/in to unnecessary services."</i></p>
No need for additional services 6%	<ul style="list-style-type: none"> • No need (general) • Won't use it 	<p><i>"Rural communities do not need yard and kitchen waste pickup."</i></p> <p><i>"Will not be using the food bin."</i></p>
Get or provide help / Elderly will need help 6%	<ul style="list-style-type: none"> • Neighbours helping each other • Provide special service for seniors 	<p><i>"We are 80 and if we reach the stage where we just can't manage on a big property we will just have to get help. Maybe pay a neighbour's kid and they can earn a bit and also feel good about helping."</i></p> <p><i>"Have help for seniors."</i></p> <p><i>"[...], send out flyers asking community members to work together to assist their neighbours."</i></p>
Frequency of services 5%	<ul style="list-style-type: none"> • Pick up more or less frequently than proposed 	<p><i>"Bi-weekly pick up is enough."</i></p> <p><i>"Garbage pick up should be weekly instead of bi-weekly. Then the totes would be half as heavy to move."</i></p> <p><i>"i can see that a yard waste tote might be heavy so maybe yard waste picked up more often in peak season?"</i></p>

Move Totes Down Driveway (201 comments)		
Theme	Subthemes	Participants' Comments
Collect at or closer to house 5%	<ul style="list-style-type: none"> Optional service for those who need it 	<p><i>"come up the driveway and pick it up. Victoria and Saanich have a Service for seniors and handicapped folks who are not able to get their totes to the curb."</i></p> <p><i>"We will have to submit your form and let you know when bins need to be put out and then rely on your staff to retrieve the bin."</i></p>
Personal infrastructure issues 5%	<ul style="list-style-type: none"> Driveway is long or difficult to get up or down 	<p><i>"We have a long driveway and struggle in the snowy weather."</i></p> <p><i>"We have a long uphill driveway, already heavy and hard to pull up."</i></p>
Sheds and Bin Storage 5%	<ul style="list-style-type: none"> Bin location may be an issue 	<p><i>"where I may need to store bins is loose gravel and might cause issues as I age."</i></p> <p><i>"Require people to build a storage shed near the road for the like."</i></p>
Other 11%	<i>*Please refer to Appendix D for detailed survey data.</i>	

Reduce Wildlife Attraction (199 comments)		
Theme	Subthemes	Participants' Comments
Bear safety / wildlife safety 42%	<ul style="list-style-type: none"> Provide bear proof / wildlife proof totes General concerns about bears 	<p><i>"stable bins that are hard to tip over."</i></p> <p><i>"Make all containers 'critter-proof'."</i></p> <p><i>"Make sure totes are bear and racoon safe."</i></p> <p><i>"Staff must be tasked to unclip the bear locks for each tote."</i></p> <p><i>"Ensure the food waste containers have rodent-proof fasteners and require keeping food wastage cold to prevent maggot infestation."</i></p>
Keep the status quo / don't implement service 13%	<ul style="list-style-type: none"> Don't implement any changes Don't implement changes in areas with bears 	<p><i>"Do not pick up yard and kitchen waste in rural areas."</i></p> <p><i>"Don't implement this service."</i></p>

Reduce Wildlife Attraction (199 comments)		
Theme	Subthemes	Participants' Comments
Public Awareness 12%	<ul style="list-style-type: none"> Teach people how to safely manage without attracting wildlife Specific ideas for education campaigns and channels 	<p>"Give me lots of knowledge about how to do it."</p> <p>"A shareable how-to video series on YouTube."</p> <p>"Educate people on how to control the amount of garbage they produce."</p> <p>"I think the CVRD is going to have to educate the public and also conduct compliance checks occasionally to ensure that people do not put their garbage containers out the night before collection."</p>
Frequency / timing of services 12%	<ul style="list-style-type: none"> Pick up more or less frequently than proposed Have a set time for pickup Don't pick up very early in the morning 	<p>"Have garbage pick up every week. We're in the mountains with wildlife."</p> <p>"Make sure pickup times are consistent. Now it seems when ever they get there, not time we are told."</p> <p>"in the past i have gotten in trouble for putting my garbage out the night before because I have early collection. But sometimes I work until 1am, thats the only way I can get my garbage out. I live alone."</p>
Sheds and bin storage solutions 5%	<ul style="list-style-type: none"> Free / discounted sheds 	<p>"Garbage sheds pricing [...] have a cheaper option for those who don't have a garage."</p> <p>"Provide small funding to help offset the costs of proper construction of storage. Also providing plans free of charge for building a secure shed, or recommended pre-built products so homeowners don't have to do a lot of research."</p>
Make service non-mandatory / be able to opt out 3%	<ul style="list-style-type: none"> Offer program options / choice to opt out of certain aspects of the new service Allow households to opt out of all services 	<p>"Provide an option for those wishing not to participate of opting out."</p> <p>"Allow us to opt out of food waste pickups."</p>
Other 13%	*Please refer to Appendix D for detailed survey data.	

Adjusting to New Service (193 comments)		
Theme	Subthemes	Participants' Comments
Keep the status quo / don't implement service 44%	<ul style="list-style-type: none"> Don't implement any changes Won't use the service 	<p><i>"I do not consent to being charged more for a pick up service and not even going to use."</i></p> <p><i>"Don't need to learn how to adjust to the new service as I won't use it."</i></p> <p><i>"We would love it you cancelled to whole program."</i></p>
Public Awareness 10%	<ul style="list-style-type: none"> Provide information to households (general) Specific ideas for types of information required (reminders about pick-up days, how to sort, etc.) 	<p><i>"Lots of easy access to information."</i></p> <p><i>"Quick "at a glance" resources you could put on your fridge or something like that to help remember sorting rules, and optional text reminders about pick up dates."</i></p> <p><i>"I just need good, clear, timely and accessible information for how to do the switch, and reminders."</i></p> <p><i>"Assume 100% ignorance and go from there. Never assume that any part of it is 'common sense.'"</i></p> <p><i>"Placement of the bins on the sidewalk or street needs to be clearly explained."</i></p> <p><i>"Definition of material such as yard waste requires clarification."</i></p>
Frequency / timing of services 8%	<ul style="list-style-type: none"> No Saturday pickups Pick up more or less frequently than proposed Have a set time for pickup / later pickup 	<p><i>"If the pick up was the same time every week, it would not be such a problem."</i></p> <p><i>"Be consistent. Pick up later."</i></p> <p><i>"NO MORE PICKUPS ON SATURDAYS!"</i></p> <p><i>"Bi-weekly collection is enough. No need for weekly collection."</i></p>
Service / customer experience 8%	<ul style="list-style-type: none"> Don't implement any changes No more totes 	<p><i>"You've been unable to successfully pick up recycling on my neighbourhood on a regular basis. How can I truly expect you to take care of more?"</i></p>
Make service non-mandatory / be able to opt out 6%	<ul style="list-style-type: none"> Offer program options / choice to opt out of certain aspects of the new service Allow households to opt out of all services 	<p><i>"Let those who want to keep current option able to do that and opt out of anything else."</i></p> <p><i>"Participation needs to be voluntary."</i></p>
Cost / affordability 3%	<ul style="list-style-type: none"> Taxes / costs are already high 	<p><i>"I can't afford the rising cost of cvrd services and taxes."</i></p> <p><i>"New services mean higher taxes."</i></p>

Adjusting to New Service (193 comments)		
Theme	Subthemes	Participants' Comments
Do not include compost or yard waste in service 3%	<ul style="list-style-type: none"> Only garbage and recycling to be done by CVRD We won't use compost/yard waste service 	<p><i>"do not add househouse waste or yard waste pickup."</i></p> <p><i>"We compost everything we can, the rest we would be better off taking to the dump every 3 months or so."</i></p>
Private business 3%	<ul style="list-style-type: none"> Keep or expand private business General comments about private businesses / current contracts 	<p><i>"Expand the private service to allow for more small private companies."</i></p> <p><i>"We currently pay company to pick up our organic waste; so will have to cancel this service and take business away from a local business."</i></p> <p><i>"it could be contracted privately for half the price and twice the efficiency."</i></p>
Other 15%	<i>*Please refer to Appendix D for detailed survey data.</i>	

As a follow-up, survey participants were asked to identify other potential barriers and provide possible solutions. Overall, no additional barriers were identified through the feedback, as participants often re-identified previously mentioned barriers such as cost and the value of the service, that the services themselves were not required, and the need for consistent, accessible and reliable pick-up.

ADDITIONAL COMMUNITY FEEDBACK ON BARRIERS:
 Received through Interviews, Community Events, Email Submissions & Phone Calls

Many sentiments shared by survey respondents were echoed in feedback received from other community engagement participants, including concerns about cost and a focus on value for service. Rural households tended to have concerns about service costs, and some were unsure about the food waste collection service or the need for garbage service as they already minimize waste. Some suggestions included adjusting the service based on the diverse needs of households, such as considering different services for rural versus urban areas in Electoral Areas, offering options for long driveways, or allowing for less frequent waste collection for certain households.

"We live in a rural area and use all our own compost/garden waste. These services seem more appropriate for the higher density areas, but not for our small farm. I want the option to retain the current service level and opt out of the three-stream curb side collection."

- Email respondent

To address wildlife concerns, one respondent suggested using metal bins or investing in a freezer to freeze waste until the collection day. Ensuring the safety of bears and wildlife through the secure storage of organic waste was identified by participants as being a key focus for sustainable curbside services due to the presence of wildlife in rural areas.

"Bear proof waste containers (for food waste and garbage) are an absolute necessity. And the rules around where the bins can be left need to be clear and enforced as necessary (otherwise, people will leave then bins on the street 24/7, 385 days a year)."

- Email respondent

As with survey respondents, participants were given the opportunity to identify any other barriers and provide suggestions on how to mitigate the approach to the perceived barriers. Participants did not identify any new barriers although they often spoke of previously mentioned barriers (i.e. costs, the value of the service, that they do not need service, and the need for consistent, accessible and reliable curbside pick-up).

“Both of the curbside collection proposals would see my payments at least double and possibly come close to tripling! So, financially neither proposal makes sense for me. And in fact, I will still be making trips to the Fisher Road depot to return refundable items.”

– Email respondent

Ideas for addressing additional barriers was also consistent with previously suggested mitigation approaches. These included allowing the three-stream curbside collection to be optional, ensuring there is clear, transparent, and consistent public information and education, ensure tote design was taken into account, reduce costs, implement support services for seniors, complaint leniency and to simply not implement the service.

“We believe the proposed change would suit multi family units and homes with families but it does not make economic sense for those living alone or those who live with disabilities. Our system works and we are supporting a local business and family and we dont have big garbage trucks on our roads.”

– Email respondent

Additionally, some respondents stated that they do not have personal barriers to implementing the new service and one respondent provided positive feedback and shared appreciation for the convenience of not having to deliver garbage to private depots themselves.

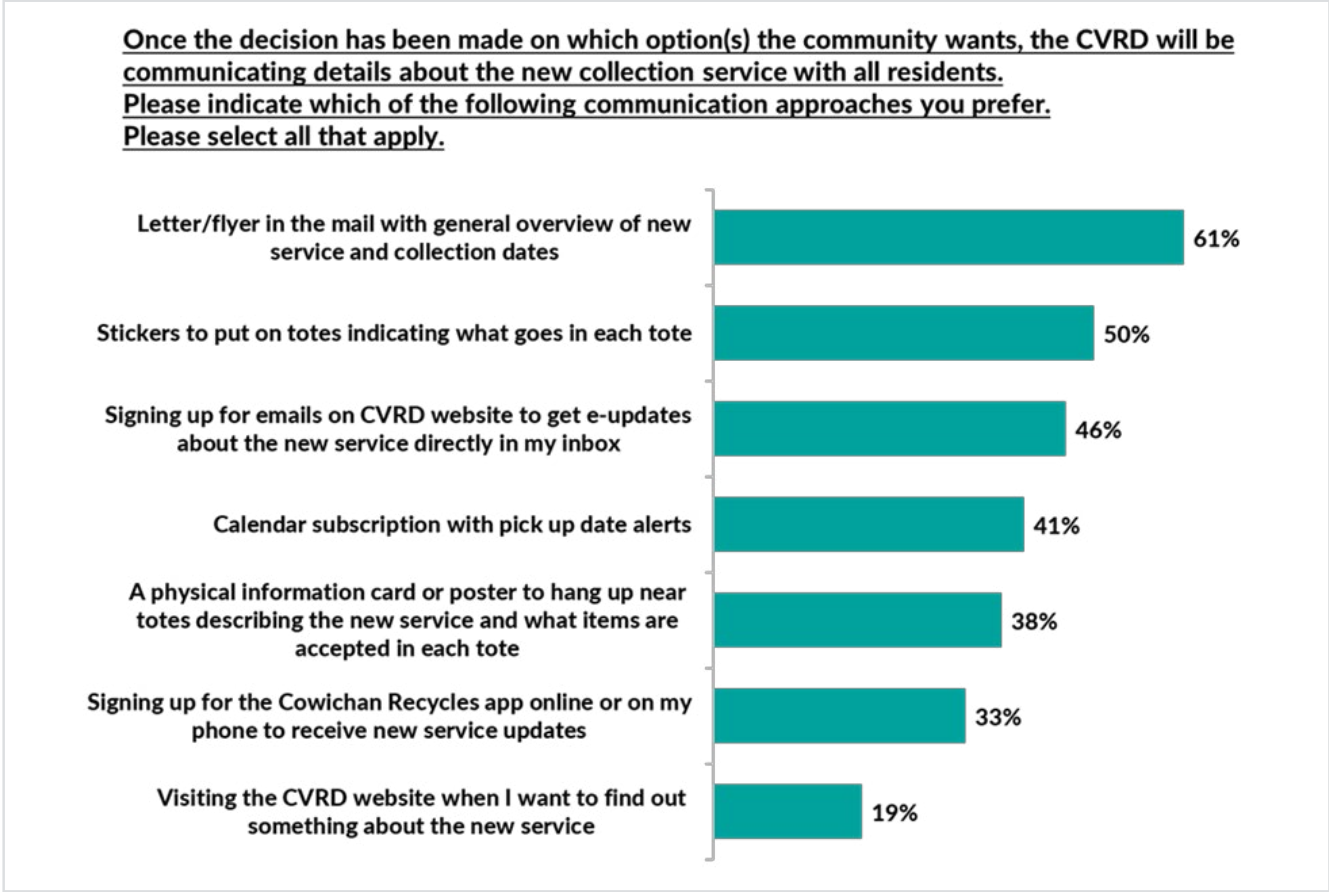
COMMUNICATIONS AND INFORMATION SHARING

Survey Results

Respondents were also asked which of a number of communications approaches they would like to see implemented that would be used to keep the community informed about the details of the new collection services.

Flyers in the mail with a general overview of the service, including collection dates, were the most popular, favoured by 61% of the participants. Half (50%) also said they would like to receive tote stickers, while slightly fewer (46%) said they would like to sign up for emails. A further 41% stated that they would like a mobile calendar subscription with pick-up date alerts and 38% wanted to receive a paper card/poster with information about the new service and what is accepted in each tote. When asked about their preference for signing up for the Cowichan Recycles app, 33% of respondents specifically said they would choose this option, while 19% would like to visit the CVRD website to look for information.

Figure 10: What communications approach do you prefer?



**ADDITIONAL COMMUNITY FEEDBACK ON COMMUNICATIONS APPROACH:
Received through Interviews, Community Events, Email Submissions & Phone Calls**

In addition to options suggested by survey respondents, participants also suggested involving community influencers to share their stories on social media, building trust, and relationships with the community to increase engagement. It was also suggested to utilize multiple forms of media, including auditory (radio) and video clips, to reach different audiences as well as adding advertising onto waste removal trucks to provide information about the new service and to direct residents to the CVRD website.

Closing Thoughts

Further closing feedback was received from 358 survey respondents. Most comments reiterated ideas previously shared and included a mix of sentiments about the proposed service.

Some participants also took the opportunity to comment on the engagement process. Comments were mixed, including from those who are excited about the new service and want it to be implemented sooner, and from those who have concerns, and say their needs are not being met or who want an optional service /to be able to opt out.

ADDITIONAL COMMUNITY FEEDBACK ON CLOSING THOUGHTS: Received through Interviews, Community Events, Email Submissions & Phone Calls

When asked to share final thoughts, participants noted an urgency to implementing the program for all residents. Continued education on composting and keeping inorganic waste out of organic waste as well as educating people in creative ways, such as involving schools and children to spread the information and to facilitate the transition, were key approaches identified for integrating this new service into the community.

"... very excited for three-stream and hope that it is operational ASAP as disposing of my yard waste is challenging without a vehicle. She says hurry up and implement the service..."

– Phone participant



Next Steps

The feedback received in Phase 2 engagement will help to inform an implementation strategy for the three-stream curbside collection service that will be presented to the CVRD Board for consideration in the Summer/Fall of 2023. It is anticipated that the new three-stream curbside collection service will be implemented in 2025.

APPENDIX A: IAP2 Spectrum of Engagement

IAP2 Spectrum of Public Participation



Increasing Level of Public Impact 

	Inform	Consult	Involve	Collaborate	Empower
Public participation goal	To provide the public with balanced and objective information to assist them in understanding the problem, alternatives, opportunities and/or solutions.	To obtain public feedback on analysis, alternatives and/or decisions.	To work directly with the public throughout the process to ensure that public concerns and aspirations are consistently understood and considered.	To partner with the public in each aspect of the decision including the development of alternatives and the identification of the preferred solution.	To place final decision-making in the hands of the public.
Promise to the public	We will keep you informed.	We will keep you informed, listen to and acknowledge concerns and aspirations, and provide feedback on how public input influenced the decision.	We will work with you to ensure that your concerns and aspirations are directly reflected in the alternatives developed and provide feedback on how public input influenced the decision.	We will look to you for advice and innovation in formulating solutions and incorporate your advice and recommendations into the decisions to the maximum extent possible.	We will implement what you decide.
Example techniques	<ul style="list-style-type: none"> ▪ Fact sheets ▪ Web sites ▪ Open houses 	<ul style="list-style-type: none"> ▪ Public comment ▪ Focus groups ▪ Surveys ▪ Public meetings 	<ul style="list-style-type: none"> ▪ Workshops ▪ Deliberative polling 	<ul style="list-style-type: none"> ▪ Citizen advisory committees ▪ Consensus-building ▪ Participatory decision-making 	<ul style="list-style-type: none"> ▪ Citizen juries ▪ Ballots ▪ Delegated decision

APPENDIX B: Public Survey

Three-Stream Curbside Collection in the Cowichan Valley Regional District

Phase 2 Community Survey

Final April 12, 2023

Welcome!

Thank you for your participation in this survey. Your participation will provide the Cowichan Valley Regional District (CVRD) with feedback on two options for three-stream (organics, recycling and garbage) curbside collection in all CVRD Electoral Areas.

The overall purpose of introducing a three-stream curbside collection service across the region is to:

1. Reduce the volume of material sent to the landfill by removing compostable waste ('organics') from the garbage.
2. Ensure that all residents have easy access to organics diversion at their homes.
3. Support local waste management opportunities and businesses e.g., re-use, recycle, and composting organizations.

A Fact Sheet on three-stream curbside collection service is available as a resource to provide you with project information and background.

In spring of 2022, the CVRD conducted Phase 1 of the three-stream curbside collection program engagement process and learned from many of you about your priorities and values related to the program. You can find the full report [here](#) and a two-page summary [here](#). With this valuable feedback in hand, three-stream curbside collection options were developed and associated cost impacts were calculated.

The Survey

The survey will take approximately 10-15 minutes to complete. If you want to move back to a previous page or question, please use the survey's "previous" button at the bottom of the page, **do not use your browser's back button** as that will result in a survey error.

Questions

If you have any questions about this survey or need an alternative method of participating, please contact the CVRD Recycling and Waste Management team at: curbside@cvrld.bc.ca or phone: 250-746-2540

Anonymity

Your participation in this survey is completely voluntary. No personal information will be collected as part of this survey. The survey responses you provide will be combined with the responses of other survey participants and individual responses will not be identified. To ensure that your survey answers remain anonymous, do not include personal information, such as your name, email address, phone number, mailing address, etc., in the survey answers.

Privacy

Your responses will be collected and analysed for this engagement process only and will not be used for any other purpose. Your responses will remain anonymous. This collection is authorized under section 26(e) of the Freedom of Information and Protection of Privacy Act (BC). If you have any questions about this data collection, contact legislativeservices@cvrld.bc.ca or by phone at 250-746-2503.

SURVEY QUESTIONS:

Currently, all Electoral Area residents have a mandatory **bi-weekly recycling service**.

A **mandatory garbage collection** is provided by the CVRD in Electoral Areas D, E, F, G, and I. **Voluntary garbage and food waste collection** is provided by a private collector to some, but not all residents in area A, B and C.

The CVRD has identified two options for three-stream curbside collection service. These options incorporate what we learned in Phase 1 of the community engagement and align with requirements from the [2018 Solid Waste Management Plan](#), [provincial best management practices for curbside collection of organics](#), and lessons learned from other regional districts and municipalities that have a three-stream curbside collection service.

The options presented will make curbside pickup equitable across the region.

OPTION 1

Garbage, Recycling and Food Waste

- Garbage collection: Bi-weekly
- Recycling collection: Bi-weekly
- Food waste collection: Weekly

In 2025, when the program is implemented, the anticipated cost per household for Option 1 would be approximately \$270- \$385/annually, including a bear-resistant food waste collection tote and kitchen catcher.

Optional add-on: Monthly glass collection

In 2025, when the program is implemented, the anticipated cost per household for monthly glass collection would be approximately \$20/annually.

OPTION 2

Garbage, Recycling, Food and Yard Waste

- Garbage collection: Bi-weekly
- Recycling collection: Bi-weekly
- Food and Yard waste collection: Weekly

In 2025, when the program is implemented, the anticipated cost per household for Option 2 would be approximately \$290- \$325/annually, including a bear-resistant food and yard waste collection tote and kitchen catcher.

Optional add-on: Monthly glass collection

In 2025, when the program is implemented, the anticipated cost per household for monthly glass collection would be approximately \$20/annually.

1. When thinking of a past experience in a hospital, please choose up to FIVE elements that you were satisfied with, that helped make your experience a positive and welcoming one:
[Randomize options]
- Option 1
 - Option 1 with glass pick-up
 - Option 2
 - Option 2 with glass pick-up

1

Strongly Support

2

Somewhat Support

3

Neither Support nor Oppose

4

Somewhat Oppose

5

Strongly Oppose

2. Which of the proposed options for three-stream curbside collection service would be your preferred option for implementation?
- Option 1
 - Option 1 with glass pick-up
 - Option 2
 - Option 2 with glass pick-up
3. Please explain why you prefer that option. [OPEN END]

The CVRD is committed to learning from the community and interested and affected parties about potential barriers that may be experienced when implementing three-stream curbside collection and what action can be explored to support implementation.

4. We heard that the additional costs may be a barrier to some community members. To what extent is this a barrier for you and your household?
- not a barrier at all
 - slight barrier
 - medium barrier
 - high barrier
 - extreme barrier
 - I don't know
5. [Skip if you answered "not at all a barrier" in previous question] What can be done to help address this barrier? [OPEN END]
6. We heard that having to store and manage three rolling curbside collection totes in your garage, shed or near your home may be a barrier to some community members. To what extent is this a barrier for you and your household?
- not a barrier at all
 - slight barrier
 - medium barrier
 - high barrier
 - extreme barrier
 - I don't know
7. [Skip if you answered "not at all a barrier" in previous question] What can be done to help address this barrier? [OPEN END]

8. *We heard that having to place two curbside collection totes at the curb for pickup at each week (garbage and recycling biweekly and food waste/organics weekly) may be a barrier to some community members. To what extent is this a barrier for you and your household?*
 1. not a barrier at all
 2. slight barrier
 3. medium barrier
 4. high barrier
 5. extreme barrier
 6. I don't know
9. *[Skip if you answered "not at all a barrier" in previous question] What can be done to help address this barrier? [OPEN END]*
10. *We heard that having to move potentially heavy totes down a (long) driveway may be a barrier to some community members. To what extent is this a barrier for you and your household?*
 1. not a barrier at all
 2. slight barrier
 3. medium barrier
 4. high barrier
 5. extreme barrier
 6. I don't know
11. *[Skip if you answered "not at all a barrier" in previous question] What can be done to help address this barrier? [OPEN END]*
12. *We heard that learning how to manage curbside collected waste to reduce wildlife attraction may be a barrier to some community members. To what extent is this a barrier for you and your household?*
 1. not a barrier at all
 2. slight barrier
 3. medium barrier
 4. high barrier
 5. extreme barrier
 6. I don't know
13. *[Skip if you answered "not at all a barrier" in previous question] What can be done to help address this barrier? [OPEN END]*
14. *We heard that adjusting to a new service may be a barrier to some community members. To what extent is this a barrier for you and your household?*
15. *[Skip if you answered "not at all a barrier" in previous question] What can be done to help address this barrier? [OPEN END]*
16. *Are there any other barriers to three-stream curbside collection for you and your household? [Open end]*
17. *What do you think could be done to address the barrier(s) and make implementation of the three-stream curbside collection service easier for your household? [OPEN END]*

- 18.** *Once the decision has been made on which option(s) the community wants, the CVRD will be communicating details about the new collection service with all residents. Please indicate which of the following communication approaches you prefer. Please select all that apply.*
- Letter/flyer in the mail with general overview of new service and collection dates
 - Signing up for emails on CVRD website to get e-updates about the new service directly in my inbox
 - Visiting the CVRD website when I want to find out something about the new service
 - Signing up for the Cowichan Recycles app online or on my phone to receive new service updates
 - A physical information card or poster to hang up near totes describing the new service and what items are accepted in each tote
 - Calendar subscription with pick up date alerts
 - Stickers to put on totes indicating what goes in each tote
- 19.** *How did you hear about this survey?*
- | | |
|--|---|
| a. CVRD Press Release | h. CVRD staff at a community event |
| b. Poster or postcard in the community | i. Recollect/Cowichan Recycles app Notice |
| c. Direct email from CVRD | j. Word of mouth |
| d. Direct email from my elected official | k. CVRD Facebook page |
| e. Direct email from Plan Your Cowichan | l. CVRD Twitter |
| f. Plan Your Cowichan project webpage | m. CVRD Instagram |
| g. Cowichan Valley Citizen | n. Other (please specify) |
- 20.** *Do you have any further feedback you think should be considered when deciding on three-stream curbside collection in CVRD Electoral Areas? [OPEN END]*

ABOUT YOU

Now we just have a few questions about you, which helps us to ensure we gather input from a wide and diverse group of people.

- 21.** *Which part of the Cowichan Valley do you live in?*
- Area A: Mill Bay, Malahat
 - Area B: Shawnigan Lake
 - Area C: Cobble Hill
 - Area D: Cowichan Bay
 - Area E: Cowichan Station, Sathlam or Glenora
 - Area F: Skutz Falls, Honeymoon Bay, Mesachie Lake, Caycuse or Youbou
 - Area G: Saltair, Gulf Islands
 - Area H: North Oyster, Diamond
 - Area I: Meade Creek and Youbou
 - City of Duncan
 - Town of Ladysmith
 - Town of Lake Cowichan
 - North Cowichan (includes Crofton, Chemainus and Maple Bay)
 - I live in a First Nation community (please specify below)
 - I live somewhere else (please specify below)

- 22.** *If you live in a First Nations community, please specify which First Nation community you live in:* [OPEN END]
- 23.** *If you live somewhere else, please specify where you live:* [OPEN END]
- 24.** *Do you currently compost? This includes backyard compost, curbside compost (curbside organics pick up), indoor compost (i.e. use a worm bin or another system) or any other way.*
- Yes
 - No
- 25.** *[If yes:] How do you compost? Please select all that apply*
- I backyard compost
 - I curbside compost (I have curbside organics pick up)
 - I indoor compost (i.e. use a worm bin or another system)
 - Some other way (please specify)
- 26.** *Do you currently use a CVRD Recycling Centre to drop off material not collected curbside?*
- Yes
 - No
- 27.** *[If yes:] Which of the following materials do you drop off at a CVRD Recycling Centre? Please select all that apply*
- garbage
 - household recycling that is not accepted at the curbside (glass containers, Styrofoam, film plastic, etc.)
 - household hazardous waste (paint, electronics, batteries, used oil, etc.)
 - organics (kitchen/food scraps)
 - yard and garden material
 - construction material (wood waste, rubble, asphalt shingles, etc.)
 - large appliances (fridges, dishwashers)
 - Scrap metal
 - something else (please specify)
- 28.** *[If yes:] I use Recycling Centres because. (Please select all that apply)*
- I don't have collection services for these items at my home
 - I miss the truck on collection day
 - I would rather go to a Recycling Centre where I can return many items at once
 - I occasionally produce more recycling or garbage than is collected at curbside in each cycle
 - For another reason (Please specify)

Thank you for completing this survey! A recommendation on the proposed option will go to the CVRD Board in early 2024, with implementation planned for 2025.

APPENDIX C:

Interview Questions

1. *Based on the information that has been shared with you, which option for Curbside Collection do you prefer?*
 - i. *Why do you prefer that option?*
2. *Are there barriers to you and your household implementing this new service? (Prompt: storage of totes, moving heavy totes to the curb, wildlife, change in service, cost).*
3. *What suggestions do you have to address these barriers and make implementation of the new service easier for you and your household?*
4. *Do you have any other feedback that you believe should be considered regarding Three-Stream Curbside Collection in the CVRD?*
5. *Once the final decision has been made, the CVRD will be sharing the details about the new collection with all residents.*
 - i. *How would they best reach you with this information? (Prompt: Direct email, social media, project web updates, CVRD website)*

APPENDIX D:

Additional Data for Open End Survey Questions

**Percentages in this report may not add up to 100% due to rounding.*

Reasons for preferring Option 1

The remaining comments outside the main themes are summarized as follows:

Don't need additional services	1%
Reduces barriers to composting	1%
Recycling pick up needed / appreciated	1%
Reduces garbage	1%
Glass pickup needed / would be nice	1%
Happy with garbage contractor	1%
Not impacted	1%
Takes recycling / garbage to the dump	1%
Partner with private business	1%
Bear Safety / Wildlife safety	0.5%
Accountability with CVRD	0.5%
Yard wasted needed / appreciated	0.5%
Reduces barriers to recycling	0.5%
Large amount of yard waste would be created	0.5%
Contamination reduction	0.2%
Does it all	0.2%
Meets family needs	0.2%

Reasons for preferring Option 1 with glass pickup

The remaining comments outside the main themes are summarized as follows:

Meets family needs	2%
Does it all	2%
Yard wasted needed / appreciated	2%
Bear Safety / Wildlife safety	2%
Contamination reduction	2%
Reduces barriers to composting	2%
Compost pick up	2%
Garbage pick up needed / appreciated	1%
Happy with garbage contractor	1%
Glass pick unnecessary	1%
Accountability with CVRD	0.3%
Not impacted	0.3%
Vehicle emissions impact environment	0.3%
Wants invasive plant disposal	0.3%
Partner with private business	0.3%
Large amount of yard waste would be created	0.3%
Service / customer experience	0.3%
Convenience	0.3%

Reasons for preferring Option 2

The remaining comments outside the main themes are summarized as follows:

Takes recycling / garbage to the dump	2%
Bear safety / Wildlife safety	1%
Reduces garbage	1%
Contamination reduction	1%
Don't need additional services	1%
accountability with CVRD	1%
Not impacted	1%
Vehicle emissions impact environment	1%
Large amount of yard waste would be created	1%
Convenience	1%

Reasons for preferring Option 2 with glass pickup

The remaining comments outside the main themes are summarized as follows:

Costs and value	2%
Compost pick up	2%
Composts independently / doesn't need compost	2%
Garbage pick up needed/appreciated	1%
Recycling pick up needed /appreciated	1%
Meets family needs	1%
Don't need yard waste	1%
Happy with garbage contractor	1%
Vehicle emissions impact environment	1%
Bear Safety/ Wildlife safety	0.4%
Partner with private business	0.4%
Glass pick-up unnecessary	0.4%
Takes recycling/garbage to the dump	0.2%
Wants invasive plant disposal	0.2%
Should deal with garden waste independently	0.2%

Cost

The remaining comments outside the main themes are summarized as follows:

Don't need additional services	2%
Spread the cost	2%
Partner with private business	2%
Public awareness	2%
Raise income levels	1%
Allow more items to be picked up	1%
Tax credit for using it	1%
Tote size/design	0.4%
Community depots instead of pickup	0.4%
Focus on denser populated areas	0.2%
Accepts the costs for the service / sees benefit	0.2%
Find alternative revenue streams	0.2%
Get everyone on the service	0.2%
Support if it supports the community	0.2%

Tote Storage

The remaining comments outside the main themes are summarized as follows:

Lower the cost / no additional cost/ free	2%
Movable totes	2%
Personal infrastructure reconfiguration	2%
Accepts the costs for the service / sees benefit	1%
Public awareness	1%
Locking or sealable bins	1%
Accountability with CVRD	0.4%
Attach to property taxes	0.4%

Placing Totes on Curb

The remaining comments outside the main themes are summarized as follows:

Reminders / communicate	2%
Lower the cost / no additional cost / free	1%
Public awareness	1%
Takes recycling / garbage to the dump	1%
Sheds + Bin Storage	1%
Accountability with CVRD	1%

Move Totes Down Driveway

The remaining comments outside the main themes are summarized as follows:

Driveway / roads	2%
User-pay system	2%
Composts independently / doesn't need compost	1%
Partner with private business	1%
Number of bins	1%
Bear Safety / Wildlife safety	1%
Public awareness	1%
Don't need yard waste	1%
Garbage pick up needed/appreciated	1%
Compost pick up	1%

Reduce Wildlife Attraction

The remaining comments outside the main themes are summarized as follows:

Neighbour support / support for seniors	2%
Accountability with CVRD	2%
Community depots instead of pickup	1%
Complaint Lenience	1%
Number of bins	1%
Compost pick up	1%
Reduce taxes / don't increase taxes	1%
Support if it supports the community	1%
Costs and value	1%
Recycling pick up needed/appreciated	1%
Service / customer experience	1%

Adjusting to New Service

The remaining comments outside the main themes are summarized as follows:

Reminders / communicate	2%
Complaint Lenience	2%
User-pay system	2%
Driveway / roads	1%
Lower the cost/ no additional cost / free	1%
Costs on sliding scale based on income/ subsidy	1%
Sheds + Bin Storage	1%
Accountability with CVRD	1%
Community depots instead of pickup	1%
Movable totes	1%
Garbage pick up needed / appreciated	1%
Accepts the costs for the service / sees benefit	1%