



Kitchen Scraps Recycling Pilot Project Report

September 2012



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KITCHEN SCRAPS RECYCLING PILOT PROJECT SUMMARY

In anticipation of the CRD introducing incentives and surcharges on kitchen scraps at the Hartland landfill and a proposed ban in 2015, the District of Saanich conducted a three month pilot project for the collection of source separated household organics (kitchen scraps) from 583 households. The pilot tested the collection of kitchen scraps in combination with residential garbage collection using two collection service models and municipal collection crews. Participants diverted 19.42 tonnes of kitchen scraps from the landfill and achieved a diversion rate of 37%.

BACKGROUND

Saanich provides biweekly garbage collection service to 31,655 households. In 2012, an estimated 13,215 tonnes of garbage will be collected from Saanich residents and taken to the CRD Hartland landfill.

A waste stream analysis carried out by the CRD in 2009/2010 showed that organic material, at 30%, constituted the largest component of the waste stream at the Hartland landfill. In order to meet the region's diversion goal of 70% by 2015, the CRD proposed a ban on residential kitchen scraps from the landfill in 2012.

In 2009, the District of Saanich began developing a Solid Waste Services Strategy. Public consultation indicated residents had a preference for multistream collection of both kitchen scraps and garbage on the same day using two specialized wheeled carts.

In 2010, the municipality announced it would carry out a kitchen scraps recycling pilot project and the results would be considered by the Finance Committee in terms of operational issues and the Environmental Advisory Committee in terms of providing advice on environmental leadership and public education.

By providing kitchen scraps recycling, the municipality would align itself with residential food waste restrictions at the Hartland landfill and work towards achieving its solid waste diversion target of 67% by 2020 (Saanich Climate Action Plan).

In April 2012, a three month Kitchen Scraps Recycling Pilot Project was carried out by Saanich Solid Waste Services.

PILOT PROJECT OBJECTIVE

The pilot project objective was to carry out a three month Kitchen Scraps Recycling Pilot Project to determine the most effective residential kitchen scraps recycling program for the municipality. Kitchen scraps recycling programs from other jurisdictions were reviewed and used to develop the pilot project for Saanich.

The pilot project would evaluate operational logistics and receive customer feedback on kitchen scraps recycling and collection models as well as evaluate the effectiveness of education and communications tools prepared for the pilot project.

The pilot project would also provide Solid Waste Services staff with experience and customer feedback on two varied collection service models (curbside collection and modified backyard collection) as well as the current backyard collection service model to use as a basis for future kitchen scraps collection discussions.

PILOT PROJECT IMPLEMENTATION AND COMMUNICATIONS

One garbage collection route of 583 households in the Nicholson/Borden Street and Livingstone Avenue N/Braefoot Road area of Saanich was chosen for the pilot project which included a mix of urban and rural areas.

To launch the project, a media release was sent out on April 2, 2012 which resulted in front page coverage of the pilot project in the Saanich News on April 4, 2012. A display featuring the kitchen scraps recycling carts and containers and pilot project information was set up at the Saanich Municipal Hall for the duration of the project.

On April 2, 2012, invitation letters to participate in the pilot project were delivered to all 583 households in the pilot project area. The letters included information about the pilot project, carts and containers to be provided to each household, what items could be recycled as well as a frequently asked questions information sheet about kitchen scraps recycling.

The pilot project area was split into two areas: 261 households in the Nicholson/Borden Street area were asked to participate in modified backyard collection service (carts picked up from the backyard and returned curbside) and 322 households in the Livingstone Avenue N/Braefoot Road area were asked to participate in curbside collection service (carts picked up from and returned curbside).

On April 13, 16 and 17, under the sink kitchen containers, compostable bags and wheeled carts for kitchen scraps recycling and residential garbage were delivered to pilot project participants. Participants were asked to place all of their kitchen scraps in a wheeled kitchen scraps recycling cart and all of their garbage in a wheeled garbage cart. An additional brochure with pilot project information was included with the container and cart delivery.

Contact information for Saanich Solid Waste Services – telephone and email – was included on all materials distributed to pilot project households. On the Saanich website, the following webpages were created to provide information about the pilot project for participants, Saanich residents and other interested parties:

- Pilot Project Information and Project Updates
- Frequently Asked Questions (FAQs)
- Kitchen Scraps Recycling Guide
- List of Accepted/Not Accepted Items
- Helpful Tips
- Compostable Bags

On April 11, 2012 the CRD announced in 2013 separated loads of kitchen scraps would be eligible for a \$20 per tonne rebate, in 2014 there would be a 20% surcharge at the Hartland landfill on garbage loads containing kitchen scraps to discourage their disposal as garbage and on January 1, 2015 a ban on kitchen scraps from the Hartland landfill would be implemented. The CRD announcement resulted in media coverage in the Victoria Times Colonist on April 12 and 15, 2012 about the phased-in ban on kitchen scraps from the landfill, information on accepted/not accepted items and subsequent letters to the editor.

On April 25, 2012, pilot project participants were sent a second letter asking they start separating their kitchen scraps from their garbage, participate in curbside or modified backyard collection service and the first kitchen scraps recycling collection day would take place on May 2, 2012.

Kitchen scraps were collected biweekly for the three month project which included six collection days. After each collection day, information on the weights of kitchen scraps recycling and garbage collected, diversion rates and participation rates were posted to the pilot project webpage.

After three collection days, a pilot project newsletter was delivered to participants to acknowledge and encourage participation and provide an update on the amount of kitchen scraps recycling and garbage collected, diversion rates and participation rates. As contamination issues were being experienced, additional information about using compostable bags rather than plastic bags was included.

After five collection days, a second newsletter was delivered to participants to advise that the last collection date would take place on July 11 and the wheeled kitchen scraps recycling and garbage carts would be collected and stored for future use or resold. Participants were also asked to complete a pilot project survey which would be delivered to their household on the last collection day.

On July 11, 2012, the final collection day for kitchen scraps recycling took place, the wheeled kitchen scraps recycling and garbage carts were collected and surveys delivered to each household. A total of 313 surveys were returned to Saanich Public Works which resulted in a survey response rate of 55%. Pilot project information, communications materials and media coverage are included in Appendix 1.

KITCHEN SCRAPS RECYCLING – ACCEPTED AND NOT ACCEPTED ITEMS

The list of accepted and not accepted items for kitchen scraps recycling was repeated throughout the project communications materials and reflected existing CRD/municipal programs in place in the District of Oak Bay and Town of View Royal. Yard and garden waste was not collected as part of the pilot project.

Accepted Materials	Not Accepted
✓ Fruit and vegetable scraps	x Yard and garden waste
✓ Food leftovers, plate scrapings	x Plastic bags and wrap, Styrofoam
✓ Meat, fish and bones	x Plastic containers and cutlery
✓ Dairy products, butter, mayonnaise	x Foil wrap, pouches and pie plates
✓ Eggshells	x Metal cans or glass jars
✓ Bread, cereal, grains	x Cereal and cracker box liners
✓ Pasta, pizza	x Chip and cookie bags
✓ Baked goods, candies	x Butter wrappers
✓ Soiled paper towels and tissues	x Pet food bags and other lined bags
✓ Soiled paper food packaging	x Make-up remover pads, cotton swabs and balls
✓ Used paper cups and plates	x Dental floss, rubber bands
✓ Coffee filters and grounds	x Sanitary hygiene products, condoms
✓ Tea bags	x Soiled diapers, baby wipes
✓ Solidified fat and grease	x Dryer sheets and lint
✓ Baking ingredients, herbs, spices	x Cigarettes and butts
✓ Houseplants, cut and dried flowers	x Vacuum contents and bags
✓ Nuts and shells	x Pet feces or litter

KITCHEN SCRAPS RECYCLING PILOT PROJECT RESPONSE

Kitchen Scraps Recycling Participation

Participation in the pilot project was voluntary. Out of an estimated 583 households in the pilot project area, 18 households (3%) contacted Solid Waste Services requesting to not participate in the pilot project due to mobility/health issues, they did not wish to participate or would be away during the pilot project.

In response to the first information mailout about the pilot project, 13 emails and telephone calls (2%) were received from households advising they already compost or garburate their kitchen scraps and did not need to participate. When provided with information about the additional items which could be placed in kitchen scraps recycling containers which are not usually placed in backyard composts (meat scraps, cooked food leftovers, soiled paper products), they agreed to participate.

Informal visual surveys by Solid Waste Services staff on collection days estimated 95% of pilot project households placed kitchen scraps in their recycling cart for collection. This compares to other municipal kitchen scraps recycling pilot project participation rates of 70% in the Town of View Royal and District of Oak Bay.

General comments from the pilot project survey indicate participants were pleased to be part of the pilot project from the beginning and they liked being able to recycle more of their household waste.

Kitchen Containers and Compostable Bags

Participants were provided with a 7L under the sink kitchen container for collecting kitchen scraps inside their home and a box of 25 compostable bags. Participants were instructed to line their kitchen containers with the compostable bags to help transfer kitchen scraps from inside the home to the outdoor kitchen scraps recycling cart, minimize odours and keep carts and containers clean. Newspaper and paper towels were suggested as alternatives to using compostable bags.

Information about purchasing and using compostable bags rather than plastic bags were provided in the pilot project information materials. An informal visual survey on collection days indicated that most participants used the compostable bags provided. Approximately 10 households contacted Solid Waste Services to request additional bags.

When surveyed about their satisfaction level with the kitchen container and compostable bags, 86% of survey respondents indicated yes, 10% indicated no and 4% did not respond. When asked why they were not satisfied, comments were that the container was too big or too small, they had limited kitchen storage space and/or experienced smell/fruit fly issues. Positive comments that the container was the right size and worked great were also provided.

When surveyed about what they used to line their kitchen container, 80% of respondents used compostable bags, 7% used paper towels, 3% used newspaper, 9% used nothing and 1% indicated “other”.

When asked about their satisfaction level with the compostable bags provided, 89% indicated they were satisfied with the bags, 6% indicated no and 4% did not respond. Many survey comments indicated the bags were not easy to tie closed (no twist ties or tabs on the bags), the bags were flimsy or leaked and concern about the cost of the bags.

Kitchen Scraps Recycling Carts

Pilot project participants were provided with an 80L wheeled cart for their kitchen scraps recycling with an animal proof lid latch. A wheeled cart was selected to help participants move the cart easily to and/or from the curb.

Curbside collection participants were asked to move their carts to and from the curb on collection day compared to modified backyard participants who were provided with backyard collection and asked to return their empty carts from the curb to their backyard.

When surveyed about how full their kitchen scraps recycling cart was on collection day, 38% indicated the cart was $\frac{1}{4}$ full, 27% indicated the cart was $\frac{1}{2}$ full, 19% indicated the cart was $\frac{3}{4}$ full and 9% of respondents indicated the cart was completely full.

When surveyed about whether the kitchen scraps recycling cart was the correct size, 55% of curbside collection respondents and 75% of modified backyard collection respondents said yes. Although survey respondents indicated the carts were the correct size, the majority of comments provided from both collection areas indicated the carts were too big for their household needs. 67% of survey respondents indicated their household size was one or two persons which may suggest why many commented the carts were too big.

When surveyed about whether they found the kitchen scraps recycling cart easy to move to and/or from the curb on collection day, 89% of curbside collection and 92% of modified backyard collection respondents said yes. Survey respondents commented the cart was easy to move, the cart was heavy, awkward or difficult to move, especially on grave/rural driveways as well as suggestions about how the cart size, shape, wheels and handle could be improved.

Solid Waste Services staff were also challenged by the height of the kitchen scraps recycling cart and found the cart too low to move easily and comfortably without back pain from repetitive bending.

Garbage Carts

Pilot project participants were provided with a 180L wheeled cart for their residential garbage. A wheeled cart was selected to help participants move the cart easily to and/or from the curb.

Curbside collection participants were asked to move their carts to and from the curb on collection day compared to modified backyard participants who were provided with backyard collection and asked to return their empty carts from the curb to their backyard.

When surveyed about how full their garbage cart was on collection day, 26% indicated the cart was $\frac{1}{4}$ full, 25% indicated the cart was $\frac{1}{2}$ full, 24% indicated the cart was $\frac{3}{4}$ full, 19% of respondents indicated the cart was completely full and 6% of respondents indicated the cart was full and they had extra material.

When surveyed about whether the garbage cart was the correct size, 76% of curbside collection respondents and 80% of modified backyard collection respondents said yes. The majority of comments provided from both collection areas indicated the carts were too big for their household needs. 67% of survey respondents indicated their household size was one or two persons which may suggest why many commented the carts were too big.

When asked if they found the garbage cart easy to move to and/or from the curb on collection day, 89% of curbside collection and 93% of modified backyard collection respondents said yes. Again, the comments provided indicated the carts were too big, heavy or difficult to move, especially for seniors and over long driveways, as well as suggestions about how the cart size, shape, wheels and handle could be improved.

Kitchen Scraps Recycling Collection Results and Diversion Rates

Over six collection days, pilot project participants diverted a total of 19.42 tonnes of kitchen scraps from the Hartland landfill and achieved a diversion rate of 37%.

Kitchen scraps recycling, garbage collection and diversion rates are provided below. While the tonnages varied slightly each collection day, diversion rates remained fairly consistent throughout the pilot. The 37% diversion rate exceeded expectations given the accepted industry standard diversion rate for a successful kitchen scraps recycling program is 30%.

Kitchen Scraps Pilot Project Collection Results			
Collection Date (2012)	Kitchen Scraps Collected (Tonnes)	Garbage Collected (Tonnes)	Diversion Rate
May 2	3.10	5.08	37%
May 16	3.21	5.26	38%
May 30	3.33	5.21	39%
June 13	3.27	5.37	38%
June 27	3.33	5.67	37%
July 11	3.18	6.02	35%
TOTAL	19.42	32.61	37%

Survey feedback was very positive about how much kitchen waste could be recycled and survey respondents reported significant reductions in their garbage as a result of their participation in the pilot project.

Estimated Amount of Household Garbage Reduced During Pilot Project	No. of Households	% of Households
0-25%	94	30%
26-50%	113	36%
51-75%	81	26%
More than 75%	20	6%
No Response	5	2%
Total	313	100%

The pilot project survey also asked participants to estimate the amount of kitchen scraps they placed in the kitchen scraps recycling cart if they had a backyard compost or garburator.

During the pilot project participants were asked to continue using their backyard compost as it is the most cost effective and environmentally friendly way to dispose of food waste and to use the pilot project for “other” organic materials such as meat, bones, fish and bread. Participants were asked not to use their garburator during the pilot project as garburators require more water and energy than it takes to compost food waste, piping and treatment plants are not designed to take food waste and fats and oils in foods cause deposits and clogging of household pipes and local sewer systems.

Survey results regarding estimated amount of kitchen scraps recycled when the household has a backyard compost or garburator are provided below:

If household has a backyard compost:		
Estimated Amount of Kitchen Scraps Placed in Kitchen Scraps Recycling Cart	No. of Households	% of Households
0-25%	66	21%
26-50%	22	7%
51-75%	22	7%
More than 75%	82	26%
No Response*	121	39%
Total	313	100%

*Assume no backyard compost.

If household has a garburator:		
Estimated Amount of Kitchen Scraps Placed in Kitchen Scraps Recycling Cart	No. of Households	% of Households
0-25%	54	17%
26-50%	12	4%
51-75%	13	4%
More than 75%	58	19%
No Response*	176	56%
Total	313	100%

*Assume no garburator.

Note: Although survey respondents indicated they did not have a backyard compost or compost, some responded and indicated a percentage.

The diversion rate of 37% achieved in the pilot project, garbage reductions reported and use of the kitchen scraps recycling cart when the household has a backyard compost or garburator would indicate kitchen scraps are a large component of residential garbage collected by Solid Waste Services.

Kitchen Scraps Recycling Contamination

Solid Waste Services staff reported kitchen scraps recycling contamination levels were minimal and plastic shopping bags were the only contaminant issue experienced.

To respond to plastic bag use, additional information on the need to use compostable bags rather than plastic or biodegradable bags was included in the pilot project newsletter sent to pilot project participants after the third collection day.

Kitchen Scraps Recycling Information and Education

An important part of the pilot project was a focus on communications to inform and educate participants about the benefits of kitchen scraps recycling and ensure directions were clear, easy to understand and follow.

Participants were provided with information about the pilot project, kitchen scraps recycling and updates on participation, amounts of kitchen scraps and garbage collected and diversion rates throughout the project. The project's webpages were updated after each collection day with the amount of kitchen scraps and garbage collected and diversion rates achieved. Once the pilot project was underway, two newsletters were sent to participants to provide updates on the success of the pilot project, information on compostable bags and frequently asked questions, pilot project survey and the last collection day and cart collection.

When asked to rate the pilot project information and instructions provided, 65% of survey respondents rated the information and instructions as excellent and 29% rated the information and instructions as good. Comments included the instructions were clear and easy to follow, the list of acceptable/not acceptable kitchen scraps was useful and more or better information about compostable bags may be helpful.

To ensure each household in the pilot project area received information about the pilot project and were informed about the changes to their collection service, project information was delivered directly to each household by Solid Waste Services staff. When asked their preference for receiving information from Saanich Public Works, 57% of survey respondents indicated by mail, 32% indicated by email, 6% indicated by the Saanich website, 4% indicated by newspaper and 1% by "other".

Kitchen Scraps Recycling Pilot Project Participant Information

Information collected about pilot project participants indicate the majority of respondents have lived in Saanich more than 20 years (56%), are a one or two person household (67%), fall into the 40-59 age group category (32%) or 60+ year age group category (32%) and own their home (89%). This demographic information is similar to the results of the 2012 Saanich Citizen Survey.

Kitchen Scraps Pilot Project Participant Feedback – Email, Telephone and Survey Results

Email and Telephone Feedback

54 emails and 76 telephone calls were received about the pilot project. Of the 130 contacts, the majority were questions and comments about the pilot project and kitchen scraps recycling, 21 contacts expressed their support for kitchen scraps recycling, 18 contacts requested to not participate, 13 contacts advised they already composted or garburated their kitchen waste and did not need to participate and were convinced otherwise, 12 contacts requested full backyard collection service and the remainder were service related issues – requests for additional compostable bags and kitchen containers, requests to participate from outside the pilot project area, etc.

Of the 313 completed surveys received, 7 households indicated they did not participate in the pilot project because most already used their backyard compost or garburator to

recycle their kitchen waste. Comments provided in the pilot project survey also indicate the same perception – that because the household already used a backyard compost or garburator for their kitchen waste, they did not participate or need a kitchen scraps recycling program.

Pilot Project Survey

To receive feedback and comments about the pilot project and kitchen scraps recycling, a survey was delivered to all pilot project households on the sixth and last collection day. A total of 313 surveys were returned and a response rate of 55% was achieved.

Several consistent themes emerged from the survey.

Most participants indicated:

- Strong support for pilot project and kitchen scraps recycling
- High acceptance and understanding of environmental benefits of kitchen scraps recycling
- Pleased to be part of the pilot project from the beginning
- Directions were clear, easy to understand and follow
- Kitchen scraps recycling is convenient and easy to do
- Pleased with how much kitchen waste could be recycled and how much their household garbage was reduced
- Kitchen scraps recycling and garbage carts were too big
- Wheeled carts were easy to move to and/or from the curb
- Pilot project collection service rated excellent or good
- Want pilot project to continue and/or kitchen scraps recycling be implemented in Saanich soon

Some participants indicated:

- Concern about additional costs
- Households with more garbage should pay more
- Perception that households with backyard composts or garburators did not need to participate
- Recycling programs should include plastics and garden waste
- Carts were difficult or awkward to move to and/or from the curb
- Backyard collection service is needed for households with health/mobility issues

Complete survey results are provided in Appendix 2.

EVALUATION OF OPERATIONAL LOGISTICS FOR KITCHEN SCRAPS RECYCLING

Pilot Project Implementation

To service the pilot project area, 600 kitchen containers, compostable bags, wheeled kitchen scraps recycling and garbage carts were purchased and delivered to the Saanich Public Works Yard. Cart assembly by Solid Waste Services staff was labour intensive and required a large area of the Public Works Yard for cart storage, assembly and staging.

The logistics of delivering kitchen containers, compostable bags, kitchen scraps recycling and garbage carts to households was challenging given the size of the carts and number of items to be delivered to each household. Cart and container delivery to 565 households required six staff and three days to complete.

At the end of the pilot project, kitchen scraps recycling and garbage carts were collected by Solid Waste Services staff and taken to the Public Works Yard where they were cleaned and are being stored.

Collection Service – Curbside

In the curbside collection service area, virtually 100% of households placed their carts curbside on collection day unless the household requested full backyard collection service or requested to not participate in the pilot project. If carts were not placed curbside on collection day, backyard collection service was not provided by Solid Waste Services staff.

Curbside collection survey respondents rated the pilot project collection service as excellent (74%) and good (20%). Of the 49 comments received about curbside collection, 4 comments were directly related to collection service – 1 comment in support of curbside collection and 3 comments that the household preferred backyard collection. Other curbside collection service comments included suggestions to improve the carts used, collect kitchen scraps weekly in warm weather months, expand recycling programs to include plastics and garden waste, support for the pilot project and that it be continued.

Collection Service – Modified Backyard

In the modified backyard collection area, few participants placed their carts curbside on collection day as they were advised carts would be collected from the backyard and left curbside by collection crews. Prior to the pilot project, an estimated 35% of households placed their carts curbside on collection day.

The modified backyard collection service area required two collectors or one collector to enter household backyards twice to individually retrieve the kitchen scraps recycling and garbage carts. The staff time and collection route time required to service the modified backyard collection service area was much greater compared to the curbside collection service area.

Given carts continued to be collected from the backyard, households in the modified backyard collection service area did not experience a significant change in collection service and there was little or no feedback provided by households having to return

empty carts from the curb to the backyard.

However, Solid Waste Services staff were challenged in providing modified backyard collection service to households in rural areas, with long driveways and/or with narrow accesses. A small collection vehicle and collector was used to service these households and it was not efficient for the collector to drive up a long driveway to retrieve carts from the backyard and then return the empty carts to the end of the driveway (curbside) and ultimately these households received full backyard collection service.

Modified backyard collection survey respondents rated the pilot project collection service as excellent (64%) and good (25%). Of the 38 comments received about modified backyard collection, 5 comments were directly related to collection service – 2 comments that they liked the service, 2 comments it was labour intensive (for Solid Waste Services) and 1 comment that carts were left in the middle of the driveway. Modified backyard collection comments also included suggestions to improve the carts used, collect kitchen scraps weekly in warm weather months, support for the pilot project and that it be continued.

Collection Service – Requests for Assistance

Solid Waste Services received 9 requests (1.6%) for full collection service (carts picked up from and returned to the backyard). The majority of requests for full collection service were due to health/mobility issues or issues regarding the driveway length and grade. This compares to assistance programs in other jurisdictions which typically provide assistance to less than 3% of households in their collection area.

Collection Vehicles

Kitchen scraps and garbage were collected on the same day. The pilot project utilized two collection vehicles and crews given the need to keep kitchen scraps and garbage separate. At this time Solid Waste Services does not have dual compartment (split packer) collection vehicles which would enable kitchen scraps and garbage to be collected at the same time by one collection vehicle and crew.

A small collection vehicle and collector was used to efficiently service households who had requested full collection service or opted out of the pilot project. As with regular garbage collection, the smaller collection vehicle and collector was also used to service rural areas with long driveways and/or narrow accesses and areas that larger collection vehicles have difficulty accessing (townhouse complexes, small cul de sacs).

Collection Frequency

Kitchen scraps were collected biweekly at the same time as residential garbage collection. To address concerns about animals, pests and odours, kitchen scraps recycling carts were equipped with animal proof lid latches and helpful tips to reduce and minimize odours were provided in education materials. Some survey respondents suggested weekly pickup of kitchen scraps would be preferred, especially in the summer months. However, participants were not asked to change what they put out, just to put it in a different cart – kitchen waste may smell whether it is in a garbage cart or recycling cart.

Transfer and Processing of Kitchen Scraps

An agreement was entered into with the CRD to transfer kitchen scraps recycling collected by Saanich to their household organics transfer station located at the south side of the Hartland landfill. Tipping fees paid were the same as those paid for garbage (\$107/tonne) which included the CRD's cost to transport the organic materials to a processing facility in Cobble Hill where it was blended with garden and yard waste and processed into compost, fertilizer and plant food.

Cost Effectiveness

Collecting two separate waste streams using existing equipment required twice as many collection vehicles and crews. Dual compartment (split packer) collection vehicles would enable kitchen scraps and garbage to be collected at the same time by one collection vehicle and crew.

Modified backyard collection was found to not be efficient for 10% of the collection route comprised of rural areas, long driveways, narrow accesses and/or panhandle lots which required servicing by a small collection vehicle and collector. Modified backyard collection service would not be practical municipal-wide without increased costs.

Collection times to service the modified backyard collection area compared to the curbside collection area were much greater, given collectors were required to enter backyards twice to collect both kitchen scraps and garbage carts. Longer collection times also resulted in more vehicle idling time, emissions and fuel consumption and manpower.

Collection routes can be serviced faster when carts are collected from and returned to the curb rather than backyards. Curbside collection would enable collection vehicles and crews to service more households in the same amount of time than modified backyard or full backyard collection service.

SUMMARY CONCLUSIONS

The Kitchen Scraps Recycling Pilot Project resulted in 19.42 tonnes of kitchen scraps being diverted from the Hartland landfill and composted for use on Vancouver Island. With a 95% household participation rate, the pilot showed strong support for kitchen scraps recycling and a diversion rate of 37% can be achieved.

Excellent results and feedback were obtained from the Kitchen Scraps Recycling Pilot Project:

- The 37% diversion rate and garbage reductions reported by participants are significant and indicate kitchen scraps are a large component of residential garbage collected by Solid Waste Services.
- Pilot project participant feedback was very positive, with 66% reporting their garbage being reduced by 0-50% and 32% reporting their garbage being reduced by more than 51%.
- Pilot project participants demonstrated a high level of acceptance and understanding of the environmental benefits of kitchen scraps recycling and many participants asked the pilot project be continued and/or implemented in

Saanich soon.

- Information about kitchen scraps recycling was clear, easy to understand and follow. However, there may be a perception that households with backyard composts or garburators do not need to participate in kitchen scraps recycling programs.
- Although participants were satisfied with the carts, containers and bags provided, many commented the kitchen scraps recycling and garbage carts were too big for their household needs.
- Some participants expressed concern about additional costs and taxes and households with more garbage should pay more.

Feedback and operational experience obtained from the pilot project provided valuable information on collection service and models:

- Collecting two separate waste streams using existing equipment required twice as many collection vehicles and crews.
- Overall, survey respondents rated the pilot project collection service as excellent (70%) or good (22%).
- There was little feedback from households regarding the change in collection service from full backyard collection to modified backyard or curbside collection service.
- Participants in both the modified backyard and curbside collection areas found kitchen scraps recycling and garbage carts easy to move to and/or from the curb.
- It required more time to service the modified backyard collection area compared to the curbside collection area as collectors were required to enter household backyards twice to retrieve recycling and garbage carts. Longer collection times also resulted in more vehicle idling time, emissions and fuel consumption and manpower.
- Modified backyard collection service is not an efficient operational service collection model for households in rural areas, with long driveways, narrow accesses and/or panhandle lots which comprised 10% of the collection area.
- 1.6% of pilot project households required collection assistance programs.

Appendix 1

Pilot Project Media Coverage, Information and Communications Materials



Media Advisory

Kitchen Scraps Recycling Pilot Project to be Launched in Saanich

FOR IMMEDIATE RELEASE

Date: April 2, 2012

Saanich will be carrying out a pilot project for the collection of kitchen scraps starting May 2. The pilot program will allow Saanich to evaluate logistics related to the collection of kitchen scraps and provide an opportunity for resident input in advance of the anticipated CRD ban on this material in the future. The CRD is expected to implement surcharges on kitchen scraps at the Hartland landfill in the near future and impose a full ban in 2015.

583 households in the Nicolson/Borden Street and Livingstone Ave N/Braefoot Road areas have been selected to participate in the kitchen scraps recycling pilot project. Kitchen scraps recycling containers, compostable bags and wheeled carts are being provided to pilot project participants who are being asked to place all of their kitchen scraps in a kitchen scraps recycling cart rather than their garbage cart.

One area of 322 households will receive curbside service (carts picked up from and returned curbside) and a second area of 261 households will receive modified backyard service (carts picked up from the backyard and returned curbside). Currently, an estimated 35% of Saanich residents voluntarily place their cans curbside and the remainder receive full backyard collection service. Kitchen scraps will be collected at the same time as residential garbage for the three month pilot.

Council and staff will use information from the pilot project and resident feedback to guide future discussions on kitchen scraps recycling and collection.

300 tonnes of garbage is collected from Saanich residents every week and taken to the Hartland landfill. It is estimated 30% of this garbage could be diverted through kitchen scraps recycling.

Information on the pilot project is available on the Saanich website at www.saanich.ca or by contacting municipal staff at (250) 475-5595.

- 30 -

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Saanich prepares to launch kitchen scrap recycling program



Dave McAra, Saanich's manager of fleet operations and solid waste services, holds one of the containers that select homes will get for the municipality's kitchen scraps recycling pilot project.

By [Kyle Slavin - Saanich News](#)

Published: **April 02, 2012 1:00 PM**

Updated: **April 03, 2012 9:36 AM**

Those chicken and fish bones, paper wrappers and mouldy cheeses that aren't fit to compost may not have to wind up in your trash much longer.

Saanich is embarking on a three-month kitchen scraps recycling pilot project, where anything from compostibles to soiled paper towel won't be sent to the landfill.

"I've been pushing at the regional level for this to happen for some time, and basically our initiative is a sign that we've given up on the CRD providing the service," Saanich Mayor Frank Leonard said.

As Hartland Landfill is estimated to be full by 2035, Leonard said steps need to be taken to divert as much waste as possible from the landfill. That will hopefully give it a longer lifespan.

Saanich's pilot project runs May through July in two select neighbourhoods: Borden and Nicolson streets, and Braefoot Road and Livingstone Avenue N.

The 583 participating homes will receive two carts (to separate garbage and kitchen scraps) in lieu of garbage cans, along with a kitchen container and collection bags.

Two different collection methods are being tested: modified backyard pickup (crews grab

the carts from on your property and leave them at the curb once emptied), and curbside pickup (residents will be expected to move carts to the curb on collection day).

Dave McAra, Saanich's manager of public works, says the goal of the pilot is to collect feedback from residents on the different collection methods, and see what the operational demands are on public works crews.

"We want to collect as much information as possible, so depending on what the CRD decides (down the road), we'll have some good data," he said.

Two municipal trucks will come around to the pilot neighbourhoods on collection day – one will empty the garbage cart, one will empty the kitchen scraps cart.

The kitchen scraps will be sent up to Hartland, but then diverted -- most likely to a processing facility in Cobble Hill, McAra said.

"I'm hoping we get over 20 per cent (diversion)," he said. Over the span of the three months, he estimates two tonnes of kitchen scraps will be collected from the pilot area.

"I think there's still this sentiment that this is just backyard compost – but it's more than that," said Mike Ippen, manager of public works.

Fruit and veggie scraps, any leftover food, soiled paper products, coffee filters and grounds, solidified fat and grease, nuts and shells are all welcome in the kitchen scrap bin.

Plastic, styrofoam, aluminum foil, pet feces, diapers, and yard and garden waste are among the items that aren't acceptable.

Much of the cost of the pilot project – \$49,000 – should be recoverable, McAra said. Because Saanich is using its existing crews and existing trucks during the project, the only costs are associated with purchasing the collection carts, which are re-sellable.

Leonard hopes the CRD will eventually get onboard with a region-wide collection model, but he's glad that his municipality is moving forward on something he says is long overdue.

"There's some important service options to work through," he said. "Usually taxpayers aren't interested in operational issues, but operational issues cost money, and (taxpayers) do care about their tax bill."

The 2012 budget sees Saanich taxpayers spending \$149.60 per household for garbage collection.

The city of Victoria in February announced it will launch its own kitchen scraps collection program commencing in 2013. That municipality will use the modified backyard pickup collection method.

No kitchen scraps in landfill by 2015

CRD approves phased-in ban with incentives and surcharges

Kim Westad, [Victoria Times Colonist](#), April 12, 2012

Kitchen scraps will be banned from the Hartland landfill in less than three years, giving regional municipalities time to sort out how – or if – they should pick up organic waste along with garbage.

The scraps, including meat, bones, grains, dairy products, eggs, vegetables, fruits and soiled paper products, won't be allowed at the landfill as of Jan. 1, 2015.

A phased-in ban that begins with incentives and surcharges was approved unanimously by the Capital Regional District Board Wednesday.

In 2013 and 2014, kitchen scrap loads delivered to a CRD-approved transfer station or composting facility will be eligible for a \$20-per-tonne rebate. As well, in 2014, garbage loads taken to the Hartland landfill containing kitchen scraps will be subject to a 20 per cent surcharge.

Several municipalities already provide kitchen waste pickup, including View Royal and parts of Oak Bay. Saanich has a pilot project underway.

The scraps are collected by a private company and processed at private composting facilities. There are no regional or municipal processing facilities in Greater Victoria.

Banning kitchen scraps is seen as a way to buy at least another five years of life for the region's only landfill. Since the scraps make up 30 per cent of the landfill's waste, banning them will go a long way toward reaching the CRD's goal of diverting 70 per cent of all waste by 2015.

The CRD originally planned to ban kitchen scraps by next month, suggesting that organic waste be collected much the same as recyclables in the regional blue box program. But municipalities expressed concerns about costs, methods and who would do the pickup, and some were interested in providing the service themselves.

The program is expected to cost about \$3.2 million by 2015 in reduced tipping fees at Hartland landfill.

Tipping fees, the amount paid by people who use the landfill, are a major source of revenue.

CRD chairman Geoff Young said dealing with kitchen waste is a lot cheaper than finding a \$50-million successor to Hartland, which is expected to reach capacity in 2035.

Victoria Coun. Ben Isitt suggested that a single processing plant for scraps be considered at Hartland, while Central Saanich Mayor Alastair Bryson said the organic compost created from kitchen scraps could be put to good use on local farmland.

CRD staff estimate that 30,000 tonnes of processed kitchen scraps would generate 17,000

tonnes of finished compost – enough to fertilize 416 hectares or 10 per cent of land in the Agricultural Land Reserve on the Saanich Peninsula.

Less garbage, less guilt

Waste not: By 2015, we'll all be doing 'the right thing' and recycling kitchen scraps



A packer works through a mountain of garbage at Hartland landfill. As of 2015, kitchen scraps will be banned from the landfill.

KIM WESTAD

Times Colonist – April 15, 2012

The Capital Regional District is easing kitchen guilt.

A new bylaw means that instead of tossing slimy vegetables and mouldy bread into the garbage, they'll go into a recycling-type bin and eventually become high-grade compost.

As of 2015, kitchen scraps – everything from bones to greasy paper towels – will be banned from the Hartland landfill.

The lead-in time of nearly three years gives people a chance to get used to a new way of dealing with organic waste, estimated to make up 40 per cent of household garbage.

Ideally, the program would run much like recycling. Scraps would be tossed into a small indoor container, then transferred to a larger wheeled outside bin. On collection day, the contents would be taken to a plant for processing.

Kitchen-scrap collection is done in many cities throughout North America, as municipalities deal with finite resources and land for garbage, and a growing desire to “do the right thing.”

It is estimated that the Hartland landfill will be full by 2035. Diverting kitchen waste – which now makes up 30 per cent of the landfill – could extend its life 12 years.

But the process has its critics, who worry about hygiene, an increase in rodents and the impact of processing plants on neighbourhoods.

“There’s no doubt there will be a lot of questions and education will be key,” said Russ Smith, the CRD’s senior manager of environmental resource management. “But these things are already in your garbage right now. We’re not introducing a new waste stream,

just dealing with [it] in a different way.”

Smith has been struck with how keen residents and businesses are on the project, which was approved by the CRD board last week.

“There seems to be a significant interest in turning these scraps into a value-added resource, instead of them going to the landfill,” he said.

“Another consistent message we heard from the public is that they want to do the right thing and they really don’t like putting scraps in the garbage.”

Several municipalities in the region already have kitchen-scrap collection or are planning to start it. Each municipality will determine how it picks up and disposes of the waste in order to comply with the CRD ban.

The CRD will offer a rebate of \$20 per tonnes for separated loads of kitchen scraps in 2013 and 2014.

As well, a 20 per cent surcharge will be added in 2014 to any garbage loads containing kitchen scraps that go to Hartland.

The CRD will be issuing short term tenders for processing, but doesn’t envision looking after it in the long term. It sees the private sector stepping in to take advantage of a ripe business opportunity: the region has about 30,000 tonnes of kitchen scraps each year – an amount CRD staff estimate could generate 17,000 tonnes of finished compost.

There are some processors in the region, but none large enough to deal with that volume.
kwestad@timescolonist.com

Kitchen-scrap pilot deemed a success

BILL CLEVERLEY
Times Colonist

Saanich residents seem keen on recycling kitchen scraps.

The municipality started collecting kitchen scraps from about 583 homes last week as part of a pilot project. With a full collection cycle under its belt, the program is reporting a 95 per cent participation rate.

“They had some contamination, but it’s been well received by the people on the pilot, and the people who aren’t on the pilot are anxious to know when they are going to get it,” said Mayor Frank Leonard.

“So I think we’re on the right track. If anything, we need to move from a pilot to the fast track based on the feedback I’m getting.”

Dave McAra, Saanich’s manager of fleet operations and solid waste services, said initial diversion rates were higher than the average for such programs.

Before the program, the municipality collected about eight tonnes of garbage on the pilot routes. During the trial, roughly three tonnes of kitchen scraps and five tonnes of garbage were collected – a diversion rate of about 38 per cent.

“Most kitchen scrap recycling programs, 30 per cent is a good number to hit,” McAra said. “So it was a pretty successful first pass and we’re hopeful we can remain at those diversion levels over the next five collections [of the trial].”

McAra said there were six minor contamination issues in the pilot’s first week. Fruit and vegetable scraps, soiled paper products, coffee filters and grounds, solidified fat and grease, nuts and shells are all welcome as kitchen waste. Contaminants include items such as plastic, Styrofoam, aluminum foil, pet feces and diapers.

For the purpose of the trail, the municipality issued homeowners with compostable bags and three containers – a smaller bucket for under the sink, and two larger wheeled totes for bringing garbage and kitchen scraps to the curb.

Two separate collection methods are being tried: a modified backyard system where crews collect totes from backyards and then leave them at the curb, and curbside pickup where residents have to take the totes to the curb on collection day.

The project is taking place in the Nicholson Street-Borden Street and Livingstone Avenue North-Braefoot Road areas.

It’s slated to run until July with a goal of collecting feedback from residents on the collection methods, and evaluating impacts on public works crews.

Leonard said even if Saanich wasn’t moving to collect kitchen scraps, there would be changes to collections to address issues such as aging trucks and an increasing number of

worker-injury claims due to lifting.

“Newer vehicles will do the lifting,” he said. “We just need to know what are they going to lift: garbage or garbage and kitchen waste.”

The Capital Regional District has decided to ban kitchen scraps from the Hartland landfill as of Jan. 1, 2015.

bcleverley@timescolonist.com

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Search

Select Language | ▼

In this Section

Contact Us

Garbage Pick-up Schedule

Garden Waste Info

Leaf Collection Program

Refuse Guidelines

Kitchen Scraps Pilot Project

**Kitchen Scraps Pilot Project**[Home](#) > [Municipal Services](#) > [Garbage/Refuse Services](#) > [Kitchen Scraps](#)**Projects****Kitchen Scraps Recycling Pilot Project**

In April 2012, Saanich carried out a three-month Kitchen Scraps Recycling Pilot Project to evaluate logistics related to the collection of kitchen scraps and provide opportunities for input from residents on kitchen scraps recycling and collection models.

Given the announcement by the CRD to ban kitchen scraps from the Hartland landfill as of January 1, 2015, pilot project results and feedback are being compiled and will be used to guide discussions about kitchen scraps recycling and collection in our municipality.

583 Households Recycled 19.42 Tonnes of Kitchen Scraps

With 95% of pilot project households participating, 19.42 tonnes of kitchen scraps were diverted from the Hartland landfill and recycled. With a diversion rate of 37%, response to the pilot project was terrific.

	Collection Day	Kitchen Scraps Collected (Tonnes)	Garbage Collected (Tonnes)	Diversion Rate
✓	May 2	3.10	5.08	38%
✓	May 16	3.21	5.26	38%
✓	May 30	3.33	5.21	39%
✓	June 13	3.27	5.37	38%
✓	June 27	3.33	5.67	37%
✓	July 11	3.18	6.02	35%
✓	TOTAL	19.42	32.61	37%

Project information

- [FAQs](#)
- [Kitchen Scraps Recycling Guide](#)
- [List of Accepted/Not Accepted Items](#)
- [Helpful Tips](#)
- [Compostable Bags](#)
- [Pilot Project Update #1](#)
- [Pilot Project Update #2](#)

Contact info

We need your feedback and it's important to us!

Please let us know what you think about kitchen scraps recycling and collection.

Email:kitchenscraps@saanich.ca**Telephone:**Solid Waste Services
250-475-5595**Pilot Project Feedback**

Comments received about the pilot project:

- *The kitchen scraps pilot is wonderful. I find it very easy to use once I remind myself what items are allowed.*
- *Thanks! I have been reluctant to put compostable items in the garbage.*
- *We love the kitchen scraps program very much. Thanks for a great job.*
- *We currently compost what kitchen waste we can in our backyard composters but a program such as yours would allow us to recycle meat, bones, etc.*
- *We are one of the best neighbourhoods for recycling kitchen waste. We are extremely happy with the result of reducing our non-recyclable garbage - and have found the entire process to be very easy.*
- *I am a Saanich resident residing outside the current kitchen scrap pilot area. I wanted to express my support for the program, and hope that it will be implemented in other areas as well. Composting is important to my family, so we have been using a paid composting service for the last several years to ensure our scraps escape the landfill. Thanks for getting the ball rolling in Saanich!*

Response to Collection Service

As part of the pilot project to assist with evaluating operational logistics, one area of 322 households received curbside service (carts picked up from and returned curbside) and a second area of 261 households received modified backyard service (carts picked up from the backyard and returned curbside).

Thank you to pilot project participants who placed their carts outside on collection days. This helped our collectors provide collection services efficiently.



Kitchen scraps recycling carts (green) and garbage carts (grey) placed curbside on collection day.

CRD Votes to Implement Kitchen Scraps Strategy

In April 2012, the CRD Board approved a phased-in ban for kitchen scraps at the Hartland landfill. In 2013 and 2014, separated loads of kitchen scraps will be eligible for a \$20 per tonne rebate. In 2014 there will be a 20% surcharge at the Hartland landfill on garbage loads containing kitchen scraps to discourage their disposal as garbage. Starting on January 1, 2015, the CRD will implement a ban on kitchen scraps from the Hartland landfill ([CRD Media Release](#)).

Currently 300 tonnes of garbage is collected from Saanich residents every week and taken to the Hartland landfill. It is estimated 30% of this garbage consists of kitchen waste which could be diverted through kitchen scraps recycling.



Kitchen scraps in compostable bags in the kitchen scraps recycling cart provided.

Saanich kitchen scraps being delivered at the CRD transfer station.

About the Kitchen Scraps Recycling Pilot Project

In April 2012, 583 households participated in a Kitchen Scraps Recycling Pilot Project to help evaluate kitchen scraps recycling and collection models in our municipality.

The three-month pilot project took place the Nicholson Street/Borden Street ([Map 1](#)) and Livingstone Avenue/NBraefoot Road ([Map 2](#)) area.

Kitchen scraps recycling containers, compostable bags and wheeled carts were provided to pilot project participants who were asked to place all of their kitchen scraps in a kitchen scraps recycling cart rather than their garbage cart.

One area of 261 households received modified backyard service (carts picked up from the backyard and returned curbside) and a second area of 362 households received curbside service (carts picked up from and returned curbside).

Kitchen scraps were collected at the same time as residential garbage for three months (six bi-weekly collections) starting May 2 and ending July 11, 2012. In addition to evaluating operational logistics on kitchen scraps recycling and collection, customer feedback will form an important part of the evaluation process.

Pilot project participants are being surveyed at this time to provide their feedback on kitchen scraps recycling and collection.

Once completed surveys are received, Solid Waste Services staff will review the results of the pilot project and prepare a report for the District's Finance and Personnel Committee.

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In this Section

- [Contact Us](#)
- [Garbage Pickup Schedules](#)
- [Garden Waste Info](#)
- [Leaf Collection Program](#)
- [Refuse Guidelines](#)
- [Kitchen Scraps Pilot Project](#)



Kitchen Scraps Pilot Project

[Home](#) > [Municipal Services](#) > [Garbage/Refuse Services](#) > [Kitchen Scraps](#) > [FAQ](#)

Kitchen Scraps Recycling Pilot Project Frequently Asked Questions

Why recycle kitchen scraps?

To extend the life of the Hartland landfill, the CRD has set a waste diversion goal of 70% by 2015. Organic materials, such as kitchen scraps and soiled paper products, constitute 30% of the waste stream going into the landfill. Kitchen scraps and soiled paper products can be recycled into useful products, such as compost.

On April 11, 2012, the CRD Board approved a phased-in ban for kitchen scraps at the Hartland landfill. In 2013 and 2014 separated loads of kitchen scraps will be eligible for a \$20 per tonne rebate. In 2014 there will be a 20% surcharge at the Hartland landfill on garbage loads containing kitchen scraps to discourage their disposal as garbage. Starting on January 1, 2015, the CRD will implement a ban on kitchen scraps from the Hartland landfill.

What are kitchen scraps?

Kitchen scraps consist of food waste ranging from fruit and vegetable scraps to meat, bones and tea bags and compostable paper products such as paper towels and tissues.

Will kitchen scraps recycling make a difference?

300 tonnes of garbage is collected from Saanich residents every week and taken to the Hartland landfill. It is estimated 30% of this garbage could be diverted through kitchen scraps recycling.

What are the benefits?

Recycling kitchen scraps has many benefits, including:

- Reducing your garbage
- Extending the life of the Hartland landfill
- Saving a valuable resource
- Producing useful products such as compost

Pilot Project

Why are we conducting a pilot project?

In anticipation of the CRD introducing incentives and surcharges on kitchen scraps at the Hartland landfill in 2013 and 2014 and a complete ban on kitchen scraps from the Hartland landfill in 2015, Solid Waste Services will have operational experience and feedback from residents about kitchen scraps recycling and modified backyard and curbside collection models to use as a basis for future kitchen scraps recycling discussions.

What is modified backyard and curbside collection?

One pilot project area of 261 households will receive modified backyard service (carts picked up from the backyard and returned curbside) and a second area of 322 households will receive curbside service (carts picked up from and returned curbside). Currently, an estimated 35% of Saanich residents voluntarily place their carts curbside and the remainder receive full backyard collection service.

Where is the pilot project taking place?

Modified backyard kitchen scraps recycling collection is taking place in the Nicholson Street/Borden Street area ([Map 1](#)). Curbside kitchen scraps recycling collection is taking place in the Livingstone Ave N/Braefoot Road area ([Map 2](#)).

How long will the pilot project last?

The pilot project will last three months and include six biweekly collections starting May 2 and ending July 11, 2012.

How will the pilot project be evaluated?

In addition to operational logistics, customer feedback on kitchen scraps recycling and collection models will form an important part of the evaluation process.

What will happen after the pilot project?

Solid Waste Services will review the results of the pilot project and prepare a report for the District's Finance and Personnel Committee. Council and staff will use information from the pilot project and resident feedback to guide future discussions on kitchen scraps recycling and collection.

What is the cost of the pilot project?

Carts and containers for the project cost \$49,000; the carts will be collected from participants and stored or sold after the pilot project is complete.

How much does household garbage collection cost?

In 2012 Saanich households pay \$149.60 for garbage collection which includes backyard garbage pickup, recycling pickup, compost drop-off and leaf removal programs.

Kitchen Scraps Recycling

What can I put in my kitchen scraps recycling cart?

All food (cooked and raw) and compostable paper products can be recycled. Please refer to the [List of Accepted/Not Accepted Items for Kitchen Scraps Recycling](#) for more information.

What type of soiled paper can I add to my kitchen scraps?

Soiled paper can be added to kitchen scraps recycling as long as it contains no plastic such as napkins, tissues, waxed paper, cardboard and muffin liners. Plastic coated paper (like coffee cups and meat liners) cannot be added. If you are not sure what you have, try tearing the paper – plastic coated paper will stretch. Remember, if your paper is clean, recycle it in your blue box.

What happens to the kitchen scraps that are collected?

Kitchen scraps are a valuable resource. Although the kitchen waste generated in your home may not be suitable for backyard composting, it can be processed in a controlled composting facility.

Kitchen scraps collected are taken to the International Composting Corporation facility in Nanaimo for processing into soil fertilizer. The finished product is sold as a topsoil amendment and Class A compost. It is used by home gardeners, landscapers and farmers to regenerate poor soils, improve plant growth and increase nutrients in the soil.

Can I still use my backyard composter?

Yes. Please continue to use your home composter as it is the most cost effective and environmentally friendly way to dispose of food waste. Use the kitchen scraps recycling pilot project for "other" organic materials such as meat, bones, fish and bread.

I have a garburator: Can I use this for my food scraps?

It requires more water and energy to use a garburator than it takes to compost food waste. When leftovers go down the drain they increase the system's load which in turn increase operating costs. Piping and treatment plants are simply not designed to take food waste. Also, fat and oil in food cause deposits and clogging in your home's pipes and in your local sewer system.

Do other municipalities recycle kitchen scraps?

As resources and landfill space become more scarce and efforts for sustainability more prominent, many jurisdictions are moving towards curbside kitchen scraps collection, treating organic material as a valuable resource instead of "waste".

Kitchen scraps recycling programs are provided to all residents in the Town of View Royal and provided on a pilot basis to some residents in the District of Oak Bay. It is estimated these residents divert over 450 tonnes of kitchen scraps from their garbage each year.

The City of Victoria is planning to provide kitchen scraps recycling to all residents in 2013. On Vancouver Island, Ladysmith and Nanaimo collect kitchen scraps and North Cowichan plans to start collecting kitchen scraps in June.

Kitchen Scraps Recycling and Garbage Collection

When are kitchen scraps and garbage being collected?

Kitchen scraps are being collected at the same time as biweekly garbage collection starting on Wednesday, May 2 for three months (six biweekly collections) starting on May 2 and ending July 11.

Why are we providing wheeled carts to pilot project participants?

Standardized wheeled carts are easy to move and allow collectors to use truck lifters to empty carts quickly and easily.

Why are we picking up from and/or leaving carts curbside?

Collecting from the curb and/or leaving carts at the curb for return to backyards will allow Solid Waste Services to evaluate operational logistics for both collection models.

Can I still have backyard service or receive assistance moving my carts?

Staff will continue to provide backyard service and provide assistance to those who do not have an able-bodied person residing at the residence.

If I am in the curbside collection area, where do I place the carts?

Place your carts within 5 feet of the traveled portion of the roadway, taking care to ensure they do not impede vehicle, bicycle or pedestrian traffic.

Can I continue to use my existing garbage can(s)?

No. It is hoped that the standardized wheeled carts are easy for participants to use and allow collectors to use truck lifters to empty carts quickly and easily.

What do I do with my existing garbage can(s)?

Please keep your existing garbage can as the carts provided will be collected at the end of the three month pilot project.

If I move, do I take the carts with me?

No. Please leave the carts with the residential address in the pilot project area.

What happens if my carts get damaged?

Please contact Solid Waste Services staff at (250) 475-5595 or send an email to kitchenscraps@saanich.ca should your carts need to be replaced.

We Need Your Feedback And It's Important to Us!

Let us know what you think about kitchen scraps recycling and collection – send an email to kitchenscraps@saanich.ca or contact Solid Waste Services at (250) 475-5595. Thank you!



Kitchen Scraps Recycling Guide

How to Participate in the Kitchen Scraps Recycling Pilot Project



What are kitchen scraps?

Kitchen scraps consist of food waste ranging from fruit and vegetable scraps to meat, bones and tea bags and compostable paper products such as paper towels and tissues.

What can I put in my kitchen scraps recycling cart?

All food (cooked and raw) and compostable paper products can go into your kitchen scraps recycling cart. Please refer to the list of accepted and not accepted items.

What type of soiled paper can I add to my kitchen scraps?

Soiled paper can be added to your kitchen scraps recycling as long as it contains no plastic. Things like napkins, tissues, waxed paper, cardboard and muffin liners can be added.

However, plastic coated paper (like coffee cups and meat liners) cannot be added. If you are not sure what you have, try tearing the paper – plastic coated paper will stretch.

Where can I get more compostable bags?

Please contact Solid Waste Services staff at (250) 475-5595 or kitchenscraps@saanich.ca and additional compostable bags will be delivered to you.

Compostable bags are also available at many local retailers. Look for the biodegradable compost logo to ensure you are purchasing bags that can be used for kitchen scraps recycling.

Please remember that biodegradable and/or plastic bags cannot be used and added to your kitchen scraps recycling cart.

Kitchen Scraps Recycling Accepted/Not Accepted Items

✓ YES	✓ NO
Fruit and vegetable scraps	Yard and garden waste
Food leftovers, plate scrapings	Plastic bags and wrap, Styrofoam
Meat, fish and bones	Plastic containers and cutlery
Dairy products, butter, mayonnaise	Foil wrap, pouches and pie plates
Eggshells	Metal cans or glass jars
Bread, cereal, grains	Cereal and cracker box liners
Pasta, pizza	Chip and cookie bags
Baked goods, candies	Butter wrappers
Soiled paper towels and tissues	Pet food bags and other lined bags
Soiled paper food packaging	Make-up remover pads, cotton swabs and balls
Used paper cups and plates	Dental floss, rubber bands
Coffee filters and grounds	Sanitary hygiene products, condoms
Tea bags	Soiled diapers, baby wipes
Solidified fat and grease	Dryer sheets and lint
Baking ingredients, herbs, spices	Cigarettes and butts
Houseplants, cut and dried flowers	Vacuum contents and bags
Nuts and shells	Pet feces or litter

We need your feedback and it's important to us!

Please let us know what you think about kitchen scraps recycling and collection – visit www.saanich.ca, send an email to kitchenscraps@saanich.ca or contact Solid Waste Services at (250) 475-5595. Thank you!

How to Participate

In the kitchen

- ✓ Collect your kitchen scraps in the kitchen container provided.
- ✓ Use compostable bags to line your kitchen container which will help mitigate odours, fruit flies and leakage and keep your indoor container and outdoor cart clean. An alternative would be to line your container with newspaper, paper bags or paper towels.
- ✓ Wash your kitchen container periodically with a mild, non toxic detergent.

At the curb

- ✓ Empty the contents of your kitchen container into your kitchen scraps recycling cart.
- ✓ Have your kitchen scraps recycling picked up every collection day to ensure there is enough space in your cart and reduce odours.
- ✓ If you place your carts curbside, take care to ensure they do not impede vehicle, bicycle and pedestrian traffic.

Helpful Tips

- ✓ Wrap items in newspaper or soiled paper towel.
- ✓ Freeze meat, poultry and fish scraps in a paper bag – then on collection day put them in your kitchen scraps recycling cart.
- ✓ Empty your kitchen container into your cart frequently.
- ✓ Layer food scraps under dry materials such as newspaper to reduce flies. Food should be covered thoroughly to eliminate fruit fly formation.
- ✓ Keep kitchen container and cart lids tightly closed at all times.
- ✓ Keep the cart in a shady area out of direct sunlight.



The District of Saanich
Engineering Department
Solid Waste Services

March 2012

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YES	NO
Fruit and vegetable scraps	Yard and garden waste
Food leftovers, plate scrapings	Plastic bags and wrap, Styrofoam
Meat, fish and bones	Plastic containers and cutlery
Dairy products, butter, mayonnaise	Foil wrap, pouches and pie plates
Eggshells	Metal cans or glass jars
Bread, cereal, grains	Cereal and cracker box liners
Pasta, pizza	Chip and cookie bags
Baked goods, candies	Butter wrappers
Soiled paper towels and tissues	Pet food bags and other lined bags
Soiled paper food packaging	Make-up remover pads, cotton swabs and balls
Used paper cups and plates	Dental floss, rubber bands
Coffee filters and grounds	Sanitary hygiene products, condoms
Tea bags	Soiled diapers, baby wipes
Solidified fat and grease	Dryer sheets and lint
Baking ingredients, herbs, spices	Cigarettes and butts
Houseplants, cut and dried flowers	Vacuum contents and bags
Nuts and shells	Pet feces or litter

What can I put in my kitchen scraps recycling cart?

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What type of soiled paper can I add to my kitchen scraps recycling?

Soiled paper can be added to your kitchen scraps recycling as long as it contains no plastic. Things like napkins, tissues, waxed paper, cardboard and muffin liners can be added.

However, plastic coated paper (like coffee cups and meat liners) cannot be added. If you are not sure what you have, try tearing the paper – plastic coated paper will stretch. Remember if your paper is clean, recycle it in your blue box.

Can I use plastic or biodegradable bags?

Please use [compostable bags](#) only – plastic and biodegradable bags cannot be composted with your kitchen scraps. If plastic or biodegradable bags are used, the kitchen scraps recycling is considered to be contaminated and is sent to the landfill rather than being composted.

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Place kitchen scraps immediately into your kitchen container and use compostable bag liners. Do not leave kitchen scraps exposed, as this will encourage flies and wasps.

✓ Keep the lid of your kitchen container and kitchen scraps recycling cart tightly closed.

This will help prevent insects from being attracted by food waste.

✓ Have your kitchen scraps recycling cart emptied every collection day – even if it's not full.

This will ensure you have enough space in your cart and help reduce odours.

✓ Store your cart in a shady area.

Warmer weather can increase odour problems. Keeping carts out of the sun will reduce this effect.

✓ Use compostable bags or paper to line the bottom of your kitchen container and kitchen scraps recycling cart.

This will help mitigate odours, fruit flies, leakage and keep your container and cart clean. An alternative would be to line your container and cart with newspaper, paper bags or paper towels. Remember that soiled paper products (towels, plates, napkins, cups, etc.) can also be added to your kitchen scraps recycling.

✓ Freeze meat and fish scraps until your collection day.

This will limit odour problems and reduce the risk of insects in your cart. Store meat and bones (protein sources) in your freezer until collection day (they could be further wrapped in newspaper before being put into the kitchen container or cart).

✓ Rinse your kitchen container and kitchen scraps recycling cart frequently.

Regular cleaning with vinegar and hot water or a mild biodegradable detergent is especially important during warmer months. Clean residue off the rim and outside of your cart as well. Fly eggs and maggots can be killed by using boiling water or sprinkling them with vinegar.

✓ Keep odours at a minimum the natural way.

Sprinkle a small amount of baking soda, garden lime, biodegradable laundry detergent, or vinegar in your kitchen container and kitchen scraps recycling cart as a deodorizer.

✓ Continue to use your backyard compost bin.

Your backyard compost bin is the most cost effective and environmentally friendly way to dispose of food waste. Use the kitchen scraps recycling pilot project for "other" organic materials such as meat, bones, fish and bread.

District of SaanichPopulo Serviendo - *Serving the People*

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If you wish to line your kitchen container with bags, please use compostable bags. Plastic and biodegradable bags cannot be composted with your kitchen scraps. If plastic or biodegradable bags are used, the kitchen scraps recycling is considered to be contaminated and is sent to the landfill rather than being composted.

Solid Waste Services staff will provide you with additional compostable bags if needed. Please contact us at kitchenscraps@saanich.ca or 250-475-5595 and they will be delivered to you.

Compostable bags are also available at many local retailers, such as:

- Canadian Tire
- Country Grocer
- London Drugs
- Rona
- Thrifty Foods
- Walmart



Look for the Compost Institute logo to ensure you are purchasing the bags which can be composted with your kitchen scraps.





Kitchen Scraps Recycling Pilot Project Update #1

First, thank you for participating and making the pilot project a success!

Response to the pilot project has been terrific. With more than 95% of households participating, 9.64 tonnes of kitchen scraps have been collected and diverted from the landfill for recycling.

We've achieved a diversion rate close to 39% which far exceeds the average municipal diversion rate of 30%.

After three collection days, the amount of kitchen scraps being recycled continues to increase!

Collection Date		Kitchen Scraps Collected (Tonnes)	Garbage Collected (Tonnes)
✓	May 2	3.10	5.08
✓	May 16	3.21	5.26
✓	May 30	3.33	5.21
TOTAL		9.64	15.55

Compostable bags, plastic bags or biodegradable bags?

To ensure continued success of the pilot project, please use compostable bags to line your kitchen container. If you prefer, paper towels or newspaper can be used as an alternative to bags.



Why compostable bags? Compostable bags contain no plastic and can be processed with your kitchen scraps into compost and fertilizer.



As plastic bags and biodegradable bags contain plastic, they cannot be processed with your kitchen scraps into compost and fertilizer. If plastic or biodegradable bags are used, the kitchen scraps cannot be recycled and end up in our garbage trucks and the landfill.

Solid Waste Services staff will provide you with additional compostable bags if needed. Please contact us at kitchenscraps@saanich.ca or 250-475-5595 and they will be delivered to you.

Compostable bags are also available at many local grocery and home improvement retailers. Please make your kitchen scraps count!

Kitchen Scraps Recycling Pilot Project

Response to Curbside and Modified Backyard Collection Service

Thank you to pilot project participants who are placing their carts curbside on collection days. This helps our collectors empty carts quickly and easily.

Our collectors love to see participation like this on collection day!



Frequently Asked Questions

What type of soiled paper can I add to my kitchen scraps recycling? Napkins, muffin cups, meat liners?

Soiled paper can be added to your kitchen scraps recycling as long as it contains no plastic. Things like napkins, tissues, waxed paper, cardboard and muffin liners can be added.

However, plastic coated paper (like coffee cups and meat liners) cannot be added. If you're not sure what you have, try tearing the paper – plastic coated paper will stretch.

Can I still use my backyard composter?

Absolutely! Please continue to use your home composter as it is the most cost-effective and environmentally friendly way to dispose of kitchen scraps, not to mention the compost you'll get out of it.

Use the kitchen scraps recycling project for the "other" stuff like meat, bones, fish and bread.

Can I put yard and garden waste in my kitchen scraps recycling cart?

Please do not put yard and garden waste in your kitchen scraps recycling cart. It cannot be processed with your kitchen scraps and end up in our garbage trucks and landfill.

Yard and garden waste should be composted or brought to the drop-off site at Saanich's Public Works Yard at 1040 McKenzie Ave, open Monday-Friday, 8:30am-8pm and Saturdays, 9am-1pm.

What will happen after the pilot project?

On the last collection day – July 11 – carts will be collected and you will be asked to complete a survey to provide your feedback on kitchen scraps recycling and collection models.

Council and staff will use information from the pilot project and your feedback to guide future discussions about kitchen scraps recycling and collection.

Find More Frequently Asked Questions at www.saanich.ca/scraps



Visit www.saanich.ca/scraps for project updates and kitchen scraps recycling information

Email us at kitchenscraps@saanich.ca

Call us at 250-475-5595



Kitchen Scraps Recycling Pilot Project Update #2

Participants, take a moment to applaud your efforts in recycling 38% of your waste! After five collection days, 16.24 tonnes of kitchen scraps have been collected and diverted from the landfill for recycling. With more than 95% of households participating, thank you for participating and making the pilot project a success!	Collection Date		Kitchen Scraps Collected (Tonnes)	Garbage Collected (Tonnes)
	✓	May 2	3.10	5.08
	✓	May 16	3.21	5.26
	✓	May 30	3.33	5.21
	✓	June 13	3.27	5.37
	✓	June 27	3.33	5.67
	TOTAL		16.24	26.59

Last Pilot Project Collection Day is Wednesday, July 11

After your carts are emptied on July 11, please leave them curbside for staff to collect. Once all of the carts are collected they will be stored for future use or resold. You are welcome to keep your kitchen container for future or other uses.

To date the pilot project has provided valuable information in terms of cost, participation and diversion rates, container and cart sizes and operational logistics for collecting two separate waste streams from backyards and curbside.

More importantly, your feedback will form an important part of the pilot project evaluation process. After your carts are picked up, please complete the pilot project survey and tell us what you think about kitchen scraps recycling, modified backyard and curbside collection service.

Watch for the survey in your mailbox... everyone who sends in a survey has a chance to win \$100 in groceries!

Kitchen Scraps Recycling Pilot Project Update #2

CRD Update

As you may know, in April 2012 the CRD approved a Regional Kitchen Scraps Strategy and phased-in ban of kitchen scraps from the Hartland landfill.

In 2013 and 2014 separated loads of kitchen scraps will be eligible for a \$20 per tonne rebate. In 2014 there will be a 20% surcharge at the Hartland landfill on garbage loads containing kitchen scraps to discourage their disposal as garbage.

Starting on January 1, 2015, the CRD will implement a ban on kitchen scraps from the Hartland landfill.

Visit www.crd.bc.ca/waste/organics for information.



Saanich kitchen scraps being delivered to CRD transfer station for processing

Next Steps

Given the success of the pilot project to date and announcement by the CRD to ban kitchen scraps from the landfill as of January 1, 2015, pilot project results and feedback will be compiled and used to guide discussions about kitchen scraps recycling and collection in our municipality.

To date the pilot project has provided valuable information in terms of cost, participation and diversion rates, container and cart sizes and operational logistics for collecting two separate waste streams from backyards and curbside.

Updates and reports on the pilot project and kitchen scraps recycling will continue to be posted on our website, www.saanich.ca/scraps.

End of Pilot Project

Although response to the pilot project has been terrific, we are sorry we are not able to extend the pilot project beyond its three month timeline as our current fleet and manpower resources are maximized at this time.

Recycling Information

Myrecyclopedia.ca is a newly created CRD resource you can use to find out what, how and where items can be recycled as well as convenient facility locations in the Capital Region.

myrecyclopedia.ca
knowledge you can reuse.



Visit www.saanich.ca/scraps for pilot project updates and reports

Email us at kitchenscraps@saanich.ca

Call us at 250-475-5595



April 2, 2012

Dear Resident,

Congratulations! You have been chosen to participate in the **Kitchen Scraps Recycling Pilot Project**.

On April 13, 16 or 17, a large green outdoor wheeled cart and a small kitchen container to collect kitchen scraps recycling will be delivered to your door with instructions on how to use them. You will also receive a large grey outdoor wheeled cart for your residential garbage. These carts will be collected at the end of pilot project.

The goal of the pilot project is to evaluate operational logistics and receive customer feedback on kitchen scraps recycling using both modified backyard and curbside collection. In anticipation of the CRD introducing incentives and surcharges on kitchen scraps at the Hartland landfill and a proposed ban in 2015, Solid Waste Services will have experience and feedback on two varied collection models to use as a basis for future kitchen scraps recycling and collection discussions.

Your household is part of the **modified backyard collection** pilot project area. On your biweekly garbage collection day, collectors will collect both wheeled carts from your backyard and leave them curbside for you to return to the backyard. If you do not have an able bodied person residing at your residence, please contact us for assistance.

The pilot project will last three months (six biweekly collections) starting on May 2 and your feedback will form an important part of the evaluation process. Comments and questions will be noted throughout the pilot project and a survey will be carried out on the last collection day to provide you with an opportunity to tell us what you think about kitchen scraps recycling and collection.

Information about the pilot project can be found on our website, www.saanich.ca. If you have any questions or comments at this time, send us an email at kitchenscraps@saanich.ca or contact Solid Waste Services staff at (250) 475-5595.

Thank you in advance for your participation and feedback on the pilot project. By doing so, you will help determine the most effective waste collection program for us to divert kitchen scraps from the landfill and contribute to the sustainability of our municipality.

Sincerely,

A handwritten signature in black ink, appearing to read "D. McAra".

David McAra, Manager
Solid Waste Services

Kitchen Container and Kitchen Scraps Recycling Cart (Green)



- ✓ All kitchen scraps (cooked and raw food) and compostable paper products can be recycled
- ✓ Store kitchen scraps temporarily in the small kitchen container
- ✓ Use the compostable bags provided for easy transfer (please remember that biodegradable and/or plastic bags cannot be used or placed in your kitchen scraps recycling cart)
- ✓ Transfer kitchen scraps to the kitchen scraps recycling cart as needed
- ✓ Even if it's not full, the kitchen scraps recycling cart will be picked up every collection day to ensure there is enough space in your cart and reduce odours

Garbage Cart (Grey)



- ✓ Is for residential garbage only
- ✓ All material must fit in the cart
- ✓ Carts will be picked up from the backyard and returned curbside
- ✓ If you do not have an able bodied person residing at your residence, please contact Solid Waste Services staff at (250) 475-5595 for assistance

What kitchen scraps can be recycled?

✓ YES	✓ NO
Fruit and vegetable scraps	Yard and garden waste
Food leftovers, plate scrapings	Plastic bags and wrap, Styrofoam
Meat, fish and bones	Plastic containers and cutlery
Dairy products, butter, mayonnaise	Foil wrap, pouches and pie plates
Eggshells	Metal cans or glass jars
Bread, cereal, grains	Cereal and cracker box liners
Pasta, pizza	Chip and cookie bags
Baked goods, candies	Butter wrappers
Soiled paper towels and tissues	Pet food bags and other lined bags
Soiled paper food packaging	Make-up remover pads, cotton swabs and balls
Used paper cups and plates	Dental floss, rubber bands
Coffee filters and grounds	Sanitary hygiene products, condoms
Tea bags	Soiled diapers, baby wipes
Solidified fat and grease	Dryer sheets and lint
Baking ingredients, herbs, spices	Cigarettes and butts
Houseplants, cut and dried flowers	Vacuum contents and bags
Nuts and shells	Pet feces or litter

Kitchen scraps will be collected on the same day as your regular garbage collection day starting on May 2 for three months (six biweekly collections).

On collection days, collectors will collect both carts from your backyard and leave them curbside for you to return to the backyard.

For information about the Kitchen Scraps Recycling Pilot Project, go to our website, www.saanich.ca, send us an email at kitchenscraps@saanich.ca or contact Solid Waste Services staff at (250) 475-5595.



Kitchen Scraps Recycling Pilot Project Frequently Asked Questions

Why are we conducting a pilot project?

The pilot project is being carried out to evaluate operational logistics and receive customer feedback on kitchen scraps recycling and modified backyard and curbside collection models.

In anticipation of the CRD introducing incentives and surcharges on kitchen scraps at the Hartland landfill and a proposed ban in 2015, Solid Waste Services will have experience and feedback from residents to use as a basis for future kitchen scraps recycling collection discussions.

What is modified backyard and curbside collection?

One pilot project area of 261 households will receive modified backyard service in which collectors will collect both kitchen scraps recycling and garbage from backyards and leave the carts curbside for customers to return to the backyard.

The second pilot project area of 322 households will receive curbside service in which customers are asked to place both kitchen scraps recycling and garbage carts curbside for collection.

How will the pilot project be evaluated?

In addition to operational logistics, customer feedback on kitchen scraps recycling and collection models will form an important part of the evaluation process.

Comments and questions will be noted throughout the pilot project and participants will be surveyed on the last collection day.

How long will the pilot project last?

The pilot project will last three months (six biweekly collections).

Why recycle kitchen scraps?

The CRD has set a waste diversion goal of 70% by 2015 and is considering a landfill restriction on residential food waste.

Organic materials, such as kitchen scraps and soiled paper products, constitute 30% of the waste stream going into the landfill. Kitchen scraps and soiled paper products can be recycled into useful products, such as compost.

What are kitchen scraps?

Kitchen scraps consist of food waste ranging from fruit and vegetable scraps to meat, bones and tea bags and compostable paper products such as paper towels and tissues.

Will kitchen scraps recycling make a difference?

300 tonnes of garbage is collected every week from Saanich residents and taken to the Hartland landfill. It is estimated 30% of this garbage could be diverted through kitchen scraps recycling.

What happens to the kitchen scraps that are collected?

Kitchen scraps are a valuable resource. Although the kitchen waste generated in your home may not be suitable for backyard composting, it can be taken to a controlled composting facility and processed into soil fertilizer.

What are the benefits?

Recycling kitchen scraps has many benefits, including:

- ✓ Reducing your garbage
- ✓ Extending the life of the Hartland landfill
- ✓ Saving a valuable resource
- ✓ Producing useful products such as compost

Can I still use my backyard composter?

Yes. Please continue to use your home composter as it is the most cost effective and environmentally friendly way to dispose of food waste. Use the kitchen scraps recycling pilot project for "other" organic materials such as meat, bones, fish and bread.

Can I continue to use my existing garbage can(s)?

No. It is hoped the standardized wheeled carts are easy for customers to move and allow collectors to use truck lifters to empty carts quickly and easily.

What do I do with my existing garbage can(s)?

Please keep your existing garbage cans as the wheeled carts will be collected at the end of the three month pilot project.

What will happen after the pilot project?

Solid Waste Services staff will review the results of the pilot project and a report will be prepared for the District's Finance and Personnel Committee.

What is the cost of the pilot project?

Carts and containers for the project will cost \$49,000. After the pilot project is complete the carts will be stored for future use or sold.

Do other municipalities recycle kitchen scraps?

Kitchen scraps recycling programs are provided to all residents in the Town of View Royal and on a pilot basis to some residents in the District of Oak Bay. It is estimated these residents divert over 450 tonnes of kitchen scraps from their garbage each year.

The City of Victoria is planning to provide kitchen scraps recycling to all residents in 2013. On Vancouver Island, Ladysmith and Nanaimo collect kitchen scraps and North Cowichan plans to start collecting kitchen scraps in June.

How to Participate

In the kitchen

- ✓ Collect your kitchen scraps in the kitchen container provided.
- ✓ Use compostable bags to line your kitchen container to help mitigate odours or line your container with newspaper, paper bags or paper towels.



At the curb

- ✓ Empty the contents of your kitchen scraps recycling cart.
- ✓ Have your kitchen scraps recycling picked up every collection day to ensure there is enough space in your cart and reduce odours.



We need your feedback and it's important to us!

Let us know what you think about kitchen scraps recycling and collection.

Visit our website at www.saanich.ca, send an email to kitchenscraps@saanich.ca or contact Solid Waste Services staff at (250) 475-5595. Thank you!

How to Participate

In the kitchen

- ✓ Collect your kitchen scraps in the kitchen container provided.
- ✓ Use compostable bags to line your kitchen container which will help mitigate odours, fruit flies and leakage and keep your indoor container and outdoor cart clean. An alternative would be to line your container with newspaper, paper bags or paper towels.
- ✓ Wash your kitchen container periodically with a mild, non toxic detergent.

At the curb

- ✓ Empty the contents of your kitchen scraps container into your kitchen scraps recycling cart.
- ✓ Place your kitchen scraps recycling cart at the curb with your garbage cart on your regular biweekly collection day.
- ✓ Even if it's not full, put your kitchen scraps recycling cart curbside every day to ensure there is enough space in your cart and reduce odours.

Helpful Tips

- ✓ Wrap items in newspaper or soiled paper towel.
- ✓ Freeze meat, poultry and fish scraps in a paper bag – then on collection day put them in your kitchen scraps recycling cart.
- ✓ Empty your kitchen container into your cart frequently.
- ✓ Layer food scraps under dry materials such as newspaper to reduce flies. Food should be covered thoroughly to eliminate fruit fly formation.
- ✓ Keep kitchen container and cart lids tightly closed at all times.

Kitchen Scraps and Garbage Collection

Kitchen scraps will be collected at the same time as your biweekly garbage collection starting May 2, 2012 for three months (six biweekly collections).

On collection days, your carts will be collected from the backyard and returned curbside.

We need your feedback and it's important to us!

Feedback will form an important part of the pilot project evaluation process.

Comments and questions will be noted throughout the pilot and participants will be surveyed for their comments on kitchen scraps recycling and collection on the last collection day.

Solid Waste Services will review the results of the pilot project and a report will be prepared for the District's Finance and Personnel Committee.

Please let us know what you think about kitchen scraps recycling and collection – visit our website, www.saanich.ca, send an email to kitchenscraps@saanich.ca or contact Solid Waste Services at (250) 475-5595. Thank you!



April 2012

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Kitchen Scraps Recycling Guide

How to Participate in the Kitchen Scraps Recycling Pilot Project

About the Kitchen Scraps Recycling Pilot Project

Today you received a kitchen container, compostable bags, a green outdoor kitchen scraps recycling cart and a grey cart for your residential garbage.

We hope the containers and carts make it easy for you to place your kitchen scraps in the kitchen scraps recycling cart for collection with your residential garbage cart. At the end of the pilot project the carts will be collected from you.

In anticipation of the CRD introducing incentives and surcharges on kitchen scraps at the Hartland landfill and a proposed ban in 2015, the pilot project is being carried out to evaluate operational logistics and receive customer feedback on kitchen scraps recycling and collection models.

The pilot project area has been split and two collection models will be provided. The Nicholson/Borden Street area will receive modified backyard service (carts picked up from the backyard and returned curbside) and the Livingstone Ave N/ Braefoot Road area will receive curbside collection service (carts picked up from and returned curbside).

Your household is in the **modified backyard collection** pilot project area. On collection days your carts will be collected from the backyard and returned curbside.

Please contact Solid Waste Services staff for assistance if you do not have an able bodied person residing at the residence.

What are kitchen scraps?

Kitchen scraps consist of food waste ranging from fruit and vegetable scraps to meat, bones and tea bags and compostable paper products such as paper towels and tissues.

What can I put in my kitchen scraps recycling cart?

All food (cooked and raw) and compostable paper products can go into your kitchen scraps recycling cart. Please refer to the list of accepted and not accepted items.

What type of soiled paper can I add to my kitchen scraps?

Soiled paper can be added to your kitchen scraps recycling as long as it contains no plastic. Things like napkins, tissues, waxed paper, cardboard and muffin liners can be added.

Can I still use my backyard composter?

Yes. Please continue to use your home composter as it is the most cost effective and environmentally friendly way to dispose of food waste. Use the kitchen scraps recycling pilot project for "other" organic materials such as meat, bones, fish and bread.

Where can I get more compostable bags?

Please contact Solid Waste Services staff at (250) 475-5595 or send us an email to kitchenscraps@saanich.ca and additional compostable bags will be delivered to you.

Compostable bags are also available at many local retailers. Look for the Compost Institute logo to ensure you are purchasing bags that can be used for kitchen scraps recycling.

Kitchen Scraps Recycling Accepted / Not Accepted Items

✓ YES	✗ NO
Fruit and vegetable scraps	Yard and garden waste
Food leftovers, plate scrapings	Plastic bags and wrap, Styrofoam
Meat, fish and bones	Plastic containers and cutlery
Dairy products, butter, mayonnaise	Foil wrap, pouches and pie plates
Eggshells	Metal cans or glass jars
Bread, cereal, grains	Cereal and cracker box liners
Pasta, pizza	Chip and cookie bags
Baked goods, candies	Butter wrappers
Soiled paper towels and tissues	Pet food bags and other lined bags
Soiled paper food packaging	Make-up remover pads, cotton swabs and balls
Used paper cups and plates	Dental floss, rubber bands
Coffee filters and grounds	Sanitary hygiene products, condoms
Tea bags	Soiled diapers, baby wipes
Solidified fat and grease	Dryer sheets and lint
Baking ingredients, herbs, spices	Cigarettes and butts
Houseplants, cut and dried flowers	Vacuum contents and bags
Nuts and shells	Pet feces or litter





April 25, 2012

Dear Resident,

Thank you for your support and participation in the **Kitchen Scraps Recycling Pilot Project**.

We hope the containers, carts and information provided make it easy for you to separate kitchen scraps from your garbage and the carts are easy to move to and from the curb. Please start separating your kitchen scraps now as your next kitchen scraps recycling collection date is **Wednesday, May 2**.

If you live in the **Nicholson/Borden Street** area, you will receive modified backyard service (carts picked up from the backyard and returned curbside). If you live in the **Livingstone Ave N/Braefoot Road** area, you will receive curbside service (carts picked up from and returned curbside).

The pilot project will last 3 months (6 biweekly collections) and your feedback will form an important part of the evaluation process. A survey will be distributed on the last collection date to provide you with an opportunity to tell us what you think about kitchen scraps recycling, the containers and carts provided and collection models.

The goal of the pilot project is to evaluate operational logistics and receive customer feedback on kitchen scraps recycling using both modified backyard and curbside collection. Information and customer feedback from the pilot project will be used as a basis for future kitchen scraps recycling and collection discussions.

As you may know, the CRD recently approved a phased-in ban of kitchen scraps at the Hartland landfill. In 2013 and 2014 separated loads of kitchen scraps will be eligible for a \$20 per tonne rebate. In 2014 there will be a 20% surcharge at the Hartland landfill on garbage loads containing kitchen scraps to discourage their disposal as garbage. Starting on January 1, 2015, the CRD will implement a ban on kitchen scraps from the Hartland landfill.

Information and pilot project updates can be found on our website, www.saanich.ca/scraps. If you have any questions or comments, do not hesitate to contact us at (250) 475-5595 or kitchenscraps@saanich.ca.

Sincerely,

A handwritten signature in black ink, appearing to read "D. McAra".

David McAra, Manager
Solid Waste Services

Kitchen Scraps Recycling

Accepted/Not Accepted Items

✓ YES	✓ NO
Fruit and vegetable scraps	Yard and garden waste
Food leftovers, plate scrapings	Plastic bags and wrap, Styrofoam
Meat, fish and bones	Plastic containers and cutlery
Dairy products, butter, mayonnaise	Foil wrap, pouches and pie plates
Eggshells	Metal cans or glass jars
Bread, cereal, grains	Cereal and cracker box liners
Pasta, pizza	Chip and cookie bags
Baked goods, candies	Butter wrappers
Soiled paper towels and tissues	Pet food bags and other lined bags
Soiled paper food packaging	Make-up remover pads, cotton swabs and balls
Used paper cups and plates	Dental floss, rubber bands
Coffee filters and grounds	Sanitary hygiene products, condoms
Tea bags	Soiled diapers, baby wipes
Solidified fat and grease	Dryer sheets and lint
Baking ingredients, herbs, spices	Cigarettes and butts
Houseplants, cut and dried flowers	Vacuum contents and bags
Nuts and shells	Pet feces or litter

What can I put in my kitchen scraps recycling cart?

All food (cooked and raw) and compostable paper products can go into your kitchen scraps recycling cart.

What type of soiled paper can I add to my kitchen scraps?

Soiled paper can be added to your kitchen scraps recycling as long as it contains no plastic. Things like napkins, tissues, waxed paper, cardboard and muffin liners can be added.

However, plastic coated paper (like coffee cups and meat liners) cannot be added. If you are not sure what you have, try tearing the paper – plastic coated paper will stretch.

Can I still use my backyard composter?

Yes. Please continue to use your home composter as it is the most cost effective and environmentally friendly way to dispose of food waste. Use the kitchen scraps recycling pilot project for "other" organic materials such as meat, bones, fish and bread.

Where can I get more compostable bags?

Please contact Solid Waste Services staff at (250) 475-5595 or kitchenscraps@saanich.ca and additional compostable bags will be delivered to you.

Compostable bags are also available at many local retailers. Look for the biodegradable compost logo to ensure you are purchasing bags that can be used for kitchen scraps recycling.

Please remember biodegradable and plastic bags cannot be used or placed in your kitchen scraps recycling cart.

Thank you for your support and participation!



July 11, 2012

Dear Resident,

Thank you for making the **Kitchen Scraps Recycling Pilot Project** a success.

With more than 95% of households participating, 16.24 tonnes of kitchen scraps have been diverted from the landfill and recycled after five collection days. We hope with today's collection we will exceed 20 tonnes of kitchen scraps collected and recycled... please check our website for pilot project collection totals (www.saanich.ca/scraps).

To date, the pilot project has provided valuable information in terms of cost, participation and diversion rates, container and cart sizes and operational logistics for collecting two separate waste streams from backyards and curbside.

More importantly, your feedback will form an important part of the pilot project evaluation process. Please take a few minutes to complete the enclosed survey and tell us what you think about kitchen scraps recycling and collection. Completed surveys can be mailed in the postage-paid envelopes provided or dropped off at the Public Works Yard at 1040 McKenzie Avenue between 8am and 4:30pm by July 20.

Once your completed surveys are received, pilot project feedback and results will be compiled and used to guide discussions about kitchen scraps recycling and collection in our municipality. Updates and reports on the pilot project will continue to be posted to our website.

Again, your participation and feedback on the pilot project is most appreciated and will assist us determine the most effective waste collection program and contribute to the sustainability of our municipality.

Sincerely,

A handwritten signature in black ink, appearing to read "D. McAra".

David McAra, Manager
Solid Waste Services

PS: Everyone who sends in their survey by July 20 has a chance to win \$100 in groceries!



Return survey by July 20
for a chance to win \$100
in groceries!

Kitchen Scraps Recycling Pilot Project Participant Survey

Please tell us what you think about kitchen scraps recycling and collection...

PARTICIPATION

1. Did you participate in the Kitchen Scraps Recycling Pilot Project?
If no, why not?

☐ Yes ☐ No

2. Which pilot project collection area do you reside in?

☐ Modified Backyard (Nicholson/Borden St) ☐ Curbside (Livingstone Ave N/Braefoot Rd)

3. If you have a backyard compost, please estimate the amount of kitchen scraps you put into your kitchen scraps recycling cart.

☐ 0-25% ☐ 26-50% ☐ 51-75% ☐ More than 75%

4. If you have a garburator, please estimate the amount of kitchen scraps you put into your kitchen scraps recycling cart.

☐ 0-25% ☐ 26-50% ☐ 51-75% ☐ More than 75%

5. Please estimate the amount by which your household garbage was reduced as a result of your participation in the pilot project.

☐ 0-25% ☐ 26-50% ☐ 51-75% ☐ More than 75%

KITCHEN SCRAPS RECYCLING CONTAINER AND BAGS

6. Were you satisfied with the indoor kitchen container you were provided with? If no, why not?

☐ Yes ☐ No

7. Were you satisfied with the compostable bags? If no, why not?

☐ Yes ☐ No

8. What did you use to line your kitchen container?

☐ Compostable Bags ☐ Paper Towel ☐ Newspaper ☐ Nothing ☐ Other

KITCHEN SCRAPS RECYCLING CART

9. On average, how full was your kitchen scraps recycling cart on collection day?

☐ ¼ Full ☐ ½ Full ☐ ¾ Full ☐ Completely Full ☐ Full + Have Extra Material

10. Was the kitchen scraps recycling cart the correct size?
If no, why not?

☐ Yes ☐ No

11. Was the kitchen scraps recycling cart easy to move to and/or from the curb on collection day? If no, why not?

☐ Yes ☐ No

HOUSEHOLD GARBAGE CART

12. On average, how full was your household garbage cart on collection day?

☐ ¼ Full	☐ ½ Full	☐ ¾ Full	☐ Completely Full	☐ Full + Have Extra Material
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13. Was the garbage cart the correct size? If no, why not?

☐ Yes	☐ No
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14. Was the garbage cart easy to move to and/or from the curb on collection day? If no, why not?

☐ Yes	☐ No
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KITCHEN SCRAPS RECYCLING AND GARBAGE COLLECTION MODELS

The CRD recently approved a ban on kitchen scraps from the Hartland landfill effective January 1, 2015. This may result in a cost increase or require a change in collection methods.

15. How would you rate the pilot project collection service provided to you?

☐ Excellent	☐ Good	☐ Adequate	☐ Fair	☐ Poor
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Comments/Improvements: _____

OTHER INFORMATION

16. How would you rate the pilot project information and instructions provided to you?

☐ Excellent	☐ Good	☐ Adequate	☐ Fair	☐ Poor
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Comments/Improvements: _____

17. How would you prefer to receive information from Saanich Public Works?

☐ By Mail	☐ By Email	☐ Saanich Website	☐ Newspaper	☐ Other _____
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18. How long have you lived in Saanich?

☐ Less than 5 years	☐ 5 to 10 years	☐ 11 to 20 years	☐ More than 20 years
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19. How many and into which age category do individuals living in your residence fall?

_____ 0 to 18 years	_____ 19 to 39 years	_____ 40 to 59 years	_____ Over 60 years
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20. Do you rent or own your dwelling?

☐ Own	☐ Rent
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21. Is there anything else you wish to tell us about kitchen scraps recycling and garbage collection in Saanich? (If more space is needed, please attach a separate sheet of paper.)

SURVEY RETURN INFORMATION

Name: (optional unless entering draw)	
Address: (optional)	Telephone Number:
☐ Yes, please enter my name/telephone number into the draw to win \$100 in groceries!	
☐ Yes, please contact me by telephone regarding my comments.	

Thank you for your time in completing this survey.

Please return the survey by July 20, 2012 in the self-addressed, stamped envelope provided or drop off at the Saanich Public Works Yard.

Visit www.saanich.ca/scraps for reports and updates on the Kitchen Scraps Recycling Pilot Project. For more information, email kitchenscraps@saanich.ca or call Solid Waste Services staff at 250-475-5595.



Appendix 2

Kitchen Scraps Recycling Pilot Project Survey Results



Kitchen Scraps Recycling Pilot Project Participant Survey Results

NOTE: A total of 313 surveys were returned to Saanich Public Works on/before August 3, 2012. The comments provided are exactly as submitted by survey respondents.

1. Did you participate in the Kitchen Scraps Recycling Pilot Project?

	Curbside Collection		Modified Backyard		Combined Results	
Yes	178	97%	128	98%	306	98%
No	5	3%	2	2%	7	2%
Total	183	100%	130	100%	313	100%

If no, why not?

Curbside Collection Comments:

- We compost.
- I live alone and most of my meals are pre-prepared by Better Meals.
- With enthusiasm – great idea!!
- No choice given – thus we participated.
- But started it late – we were away for month of May.
- Although we did not use the green can as we garburate our scraps.
- Do my own kitchen composting.
- I have a garburator.
- What a wonderful idea. Let's keep this going. Please.
- We had just moved here on June 25, 2012 and only had a couple of weeks to participate.
- Yes, but no meat scraps. We often have rats going through our yard and the meat would attract more of them.
- It's a good thing.
- I have my own compost heap.
- Most of our food scraps go to our compost to help break down an acre's grass clippings and plant material.

Modified Backyard Collection Comments:

- We already recycle kitchen scraps in our garden compost.
- We compost all of our scraps – did not have bones, etc. because of our diets.

2. Which pilot project area do you reside in?

	Curbside Collection	Modified Backyard	Total
Number of Surveys Returned	183	130	313
Number of Households in Pilot Project Area	322	261	583
Number of Households Not Participating*	15	3	18
Total Number of Households Participating in Pilot Project	307	258	565
Survey Response Rate	60%	50%	55%

*Number of households who contacted Solid Waste Services to advise they are not able/will not participate in pilot project.

3. If you have a backyard compost, please estimate the amount of kitchen scraps you put into your kitchen scraps recycling cart.

	Curbside Collection		Modified Backyard		Combined Results	
0-25%	42	23%	24	18%	66	21%
26-50%	14	8%	8	6%	22	7%
51-75%	16	9%	6	5%	22	7%
More than 75%	46	25%	36	28%	82	26%
No Response*	65	36%	56	43%	121	39%
Total	183	101%	130	100%	313	100%

*Assume no backyard compost.

Note: Although survey respondents indicated they did not have a backyard compost, some responded and indicated a percentage.

4. If you have a garburator, please estimate the amount of kitchen scraps you put into your kitchen scraps recycling cart.

	Curbside Collection		Modified Backyard		Combined Results	
0-25%	35	19%	19	15%	54	17%
26-50%	9	5%	3	2%	12	4%
51-75%	10	5%	3	2%	13	4%
More than 75%	37	20%	21	16%	58	19%
No Response*	92	50%	84	65%	176	56%
Total	183	99%	130	100%	313	100%

*Assume no garburator.

Note: Although survey respondents indicated they did not have a garburator, some responded and indicated a percentage.

5. Please estimate the amount by which your household garbage was reduced as a result of your participation in the pilot project.

	Curbside Collection		Modified Backyard		Combined Results	
0-25%	60	33%	34	26%	94	30%
26-50%	55	30%	58	45%	113	36%
51-75%	56	31%	25	20%	81	26%
More than 75%	8	4%	12	9%	20	6%
No Response	4	2%	1	1%	5	2%
Total	183	100%	130	101%	313	100%

6. Were you satisfied with the indoor kitchen container you were provided with?

	Curbside Collection		Modified Backyard		Combined Results	
Yes	162	89%	108	83%	270	86%
No	13	7%	18	14%	31	10%
No Response	8	4%	4	3%	12	4%
Total	183	100%	130	100%	313	100%

If no, why not?

Curbside Collection Comments:

- Ugly – in the way.
- Adequate once one was used to it and found a good location.
- Worked very well – size, containment of smell, ease of use.
- Ours had to be replaced as it was outside due to foul odours and deer took it away.
- The fruit flies just multiply out of nowhere as we would use it once and then have to dump it or the kitchen would be full of fruit flies. Liked the size with the lock lid; only problem was fruit flies.
- A bit too big.
- Should be smaller (narrower) to fit under the sink. I kept this one on the kitchen counter.
- Good size and bags were great!
- Very much so.
- Yes but I would prefer a taller container but the bags wouldn't fit.
- It would have been nice to be able to attach it to the cupboard door using hooks (like the one I use from Lee Valley).
- A little bit heavy. If the big one sealed better, it will reduce the odours. The small green one seems not useful.
- Totally satisfied!
- A little too small to contain daily kitchen scraps.
- Did not receive one.
- It was in the way and a nuisance.
- Had to open the lid with hands full and bags fell down into bucket.
- However, already have a stainless steel odour-free container.
- A larger container would work better for families.
- Pretty colour – good size and shape. I only used it for fat, bones and food papers and very few actual food leftovers.
- We already had a container that fastened inside cupboard. We used that one.
- I wish it was a little bigger.
- We are a two household house – one up/one down and were only given one bucket.
- Bag inserts weren't quite tall enough to seal.

Modified Backyard Comments:

- N/A.
- We had our own from years past.
- Could be a bit bigger. The lid had a tendency of falling off.
- It worked great.
- Too flimsy. Could be bigger.
- Liked it – held a lot!
- Fruit flies, go through too many bags just to keep fly away.
- Loved it.
- I found a container at Lee Valley that fit over the corner cabinet door with an easy off lid, food swept off the counter and right into it – I used the compostable bags in it.
- Loved it.
- Small.

- Needs a better closing lid/airtight, gets stinky ☹.
- The container was fine and we would have used it more if we did not already compost everything except meat scraps and bones. It was not suitable for storing fish and meat scraps as they would go mouldy and smell.
- Should be little bit bigger.
- For my kitchen, the upper cabinets come too low to the countertop and I couldn't open the lid without pulling the container out, but it was too wide to fit under my sink with other garbage and recycling. I would like a taller narrower container. If this scraps program goes again, I don't mind buying my own container to suit my needs but... the size was good for my household.
- Not so big that it would start to smell i.e. removed often.
- We didn't receive one.
- Only concern was size of bags – they were too long for the container, though this is not a major problem just a minor inconvenience as they tended to slip down inside bucket.
- It was too small and it would be easier if it had a foot pedal.
- I did not use kitchen container. However I did use a modified container. Did not fit conveniently under sink what with recycle container I have.
- I am now using it for my regular compost.
- Started to smell after some time with the lid secured snugly. Stopped using it.
- Good container, but inconvenient due to lack of space where I could have it in my very small kitchen. I have no countertop space or any other area in my kitchen.
- It was put in my fridge freezer.
- I didn't get one until the 2nd last week when I realized this so called and had one delivered and I liked it and would've appreciated it at the start.
- Handle created problems which had to be a certain way before you could open the lid – also could have been a little larger.
- Clean and neat, but bags slip off.
- Missing the lid!
- There should be 2 containers and this container makes it difficult to add a second one.
- Correct size!

7. Were you satisfied with the compostable bags?

	Curbside Collection		Modified Backyard		Combined Results	
Yes	166	91%	113	87%	279	89%
No	7	4%	13	10%	20	6%
No Response	10	5%	4	3%	14	4%
Total	183	100%	130	100%	313	99%

If no, why not?

Curbside Collection Comments:

- Did not use.
- Presumable once the program is live these will have to be purchased... can be expensive!
- They were a little flimsy and could have been bigger (difficult to close if the bin was full).
- Bags that tie more easily (flaps?) would help.
- They worked really well – changed them daily.
- Love the compostable bags! Less smell left in container and no need to wash it out!
- Need some twist ties to go along with the bags.
- Where can I buy them?

- I was satisfied with bags.
- They are slippery but I used clips to hold them.
- Worked well – easy to line container – easy to tie top.
- Yes, more bags were delivered promptly. Appreciated that.
- I could only half fill them because – no ties were provided and with bad hands I could not tie a knot! (Weep) – it took many tries.
- However, bags are expensive to buy from a store. Bags would have to be cheaper if possible.
- Too small. Couldn't tie ends up when full. Also, had to buy more (not cheap).
- Did not receive them.
- Many were not sealed at the bottom.
- Would like them to have tabs to allow you to tie them.
- They often leaked and even when lined with newspaper we often had liquid in the bottom of the curbside can which was very smelly.
- Could have ties for bags.
- Although it did take up a fair amount of space on the counter – but we compost so perhaps it needs to be this big for those who don't.
- Sometimes the bag was opened at both ends making them unusable.
- However, prefer no bag necessary.
- Found they didn't fit the container without tying a knot in them. Sometimes even that didn't work.
- Thank you for providing them.
- Would not use if I had a choice, I would eliminate the bags.
- But do leak.
- Bag inserts weren't quite tall enough to seal.
- However... they could be a bit longer to give you more bag to "tie" with when the container is full.

Modified Backyard Collection Comments:

- N/A
- Also worked great!
- Too flimsy. No ears for tying. Bottom of bag fell out once. Material tears too easily.
- Could have been a little bigger to make easier to tie up.
- Keeps it all clean.
- Though they tend to leak a bit.
- Some larger ones would be useful for BBQ nights with things like corn on cob and paper plates. Just won't fit in small ones. Cost of bags?
- But too much to buy, after program \$7.99 box.
- Loved the bags too.
- A bit too short.
- Although leaked a couple of times but still happy.
- Small.
- These were suitable as we could store the bones in the freezer until recycle collection day.
- Bags were ok. Twist ties would have been nice.
- Did not receive any.
- Other than being too big for container the bags were very sturdy. No problem with tearing or breaking.
- I have concerns, that there will be many low income people not participating because of the cost.
- Bags were fine but need to be able to throw the bag into the outdoor receptacle.
- Same as above - I didn't get one until the 2nd last week when I realized this so called and had one delivered and I liked it and would've appreciated it at the start – good once I had them.

- Not tall enough to tie when bag is full. Had to use twist ties.
- Costly if not free.
- Too small for the container.
- Very strong!
- I did not need to line the kitchen container other than compostable bags.
- We were very satisfied with the compostable bags that were provided. However, the compostable bags we had to purchase weren't as good of quality as the ones provided and also pricy.
- Bags too small and square – hard to tie.

8. What did you use to line your kitchen container?

	Curbside Collection		Modified Backyard		Combined Results	
Compostable Bags	145	82%	101	76%	246	80%
Paper Towel	11	6%	10	8%	21	7%
Newspaper	4	2%	6	5%	10	3%
Nothing	15	9%	13	10%	28	9%
Other	1	1%	3	2%	4	1%
Total*	176	100%	133	100%	309	100%

*Multiple responses provided.

9. On average, how full was your kitchen scraps cart on collection day?

	Curbside Collection		Modified Backyard		Combined Results	
¼ Full	64	35%	55	42%	119	38%
½ Full	58	32%	27	21%	85	27%
¾ Full	31	17%	30	23%	61	19%
Completely Full	19	10%	10	8%	29	9%
Full + Have Extra Material	0	0%	1	1%	1	0%
No Response	11	6%	7	5%	18	6%
Total	183	100%	130	100%	313	99%

10. Was the kitchen scraps cart the correct size?

	Curbside Collection		Modified Backyard		Combined Results	
Yes	101	55%	98	75%	199	64%
No	24	13%	25	19%	49	16%
No Response	58	32%	7	5%	65	21%
Total	183	100%	130	99%	313	101%

If no, why not?

Curbside Collection Comments:

- Too large as we compost fruit and vegetable scraps.
- Could be smaller as we compost much of our kitchen scraps (veg etc.).
- Fine – nice to have a little “space” – increased space good for emergencies such as delayed pickup for holidays etc.
- The kitchen scraps should have been in the household garbage bin and visa versa.
- We are a couple and have our own compost for vegetable waste. Consequently, our scrap waste is minimal.
- But there are only two of us. A larger family might need a larger bin.
- For me, it was far too large.
- Probably too large for us.
- Too large.
- Correct volume awkward shape for bags didn't fit in easily.
- Too large for our needs.
- Can't get much into the bottom. Bottom of cart not big enough. Could use bigger cart.
- While the size worked for us, it could be smaller and still be large enough to hold the scraps.
- Too big for one person.
- Too large – half the size would be good.
- Too large.
- Did not use cart.
- Too big.
- Too big, not able to clean inside due to shape.
- Too big.
- They should be larger. The indentations take up so much the bags don't fit down inside. The sizes should be reversed for scraps/garbage.
- Shape of cart not ideal.
- It could be smaller in size for each residence/house.
- As our family has a lot of kitchen scraps I would prefer a cart that is on the larger size rather than smaller. I think the carts provided met the needs.
- For the 2 people living in our home we only had about 3 bags every 2 weeks, the cart was too big.
- It's a little big for a single person, but not a problem.
- It was too large. We are only a couple – no family.
- Could be larger!
- Could have been smaller based on our usage.
- Too big for us.
- For the amount of compostables I recycled, it was less than ¼ of a compostable bag, therefore it was too large.
- A little big for the two of us.
- We also compost our scraps.

- So convenient and easy to move!!
- Too big.
- Regular garbage one could have been smaller.
- Too large, had two compostable per pickup.
- Was too large and awkward to wash out.
- Too much wasted space due to wheels and metal bar that reduced inside capacity.
- But only 2 people in household.
- Could have been smaller.
- Was very large for what we needed but once again it might be the right size for those who don't compost and maybe it needs to be that big for hoisting into the truck.
- Only had 1 small bag to put in it – could be much smaller and racked on top of garbage can.
- Far more space than we needed.
- Recycle own compost.
- Too big.
- Could be smaller as I compost all my scraps myself except bones, eggshells.
- It could be smaller – but we are a small family of three.
- It could be smaller for us, as we have a compost. Other homes would need the present size, I would think.
- Could be same size as garbage container.
- Too small. Okay most of the time but at times I had to put compost into garbage can.
- The bottom could be redesigned to hold more material.
- Way too big.
- I didn't need it any bigger – maybe having a space at bottom would make it easier to clean and give room to walk while pushing it.
- Could be a bit larger as we had to jam everything in.
- Cart too big for my needs; too awkward to handle it every 2 week period. I filled half of compostable bags – I have 2 backyard compost bins.
- Too big for our household (2 people) but likely right for families with children.
- Maybe a bit too large.
- Depending on household size – fine for smaller family.

Modified Backyard Collection Comments:

- Too big!
- Bigger 20%.
- Too large.
- Much too large.
- For our family, it was too big.
- Too large for our needs – a bin that hooked onto the side of the regular cart would work.
- For our family it was too big considering the amount we actually put inside.
- Too big.
- The outdoor one was ok for us (we compost our own kitchen stuff almost 100%) It looked very awkward for garbage persons to handle.
- Maybe could be smaller but it was not difficult to move.
- Way too big.
- Too large.
- The cart is probably the perfect size for a family (only 2 persons in our home).
- It was about as small as you would want for a cart with wheels, but too big for the amount of scraps we had.
- With two compost sites and one person in the house there was some collection days when they didn't empty the cart.

- Maybe a bit larger ☺!
- It didn't need to be as big for us, but it wasn't a problem.
- Too big.
- Too big.
- It was too big for our needs.
- Too large for a family of 2 adults.
- Too big.
- Should be smaller – only 2 of us.
- Could have probably been smaller.
- Too big.
- For us it was much larger than we needed, there are just two of us and we compost everything we can in our backyard.
- We could have used a smaller one.
- Too big.
- It worked, but we would never fill it.
- I am single so it could be smaller.
- Too big for our house, little smaller would work.
- But could be smaller.
- Too large for a couple.
- Could have been slightly smaller but was ok.
- It could be ½ size.
- Too big – bag would get jammed in cart because of the inside construction of the cart.

11. Was the kitchen scraps recycling cart easy to move to and/or from the curb on collection day?

	Curbside Collection		Modified Backyard		Combined Results	
Yes	162	89%	119	92%	281	90%
No	9	5%	2	2%	11	4%
No Response	12	7%	9	7%	21	7%
Total	183	101%	130	101%	313	100%

If no, why not?

Curbside Collection Comments:

- Long gravel driveway.
- Just fine.
- NO!! Both containers very hard to move on xxxx Glendenning – rural property – difficult for senior citizens. Many others complained (even younger residents). NOT acceptable.
- Love being able to wheel my garbage to the curb instead of having to drag it.
- Because you picked it up at our complex driveway, the cart was manageable. I would hate to have to trundle it all the way to the road.
- Very easy!
- Did not use cart.
- My 3 yr old did it!
- Too big and cumbersome.
- I have a gravel driveway – not too bad to move full because of its small size (see answer #14) – very easy to move empty. (#14 – I have a gravel driveway and the “full” garbage cart was very difficult to roll to the curb so I left it for the garbage men who had a difficult time too – easy to roll back empty.)
- Heavy and the wheels are too big.
- Maybe new handle design. One that folds down, and lifts up higher than the top would make it easier to pull when full.

- So easy to move!!
- A little awkward – especially for elderly person.
- The cart could be smaller for us as the amount going to curb was minimal.
- The plastic wheels are so noisy. I ended up carrying the container in a wheelbarrow. Rubber tires would be better.
- Too heavy.
- I believe larger wheels would have made the cart easier to move around – even though the wheels are already medium size.
- Handle was too close to the wheels and the wheels were too close together. Wheel material was not soft enough.
- I'm 5'6" tall and the handle was too low. We have a 200' driveway (gravel) it was hard to move with one hand and my feet kept bumping into wheels. Also we need a better latch because we've had some animals (dogs) into our garbage before.
- Too big for my needs but easy to move it.

Modified Backyard Collection Comments:

- A bit big and awkward but better than the black garbage can.
- Perhaps 4 wheels would make it easier – they would need a locking mechanism so as not to roll away at curb.
- It was ok. Checkout #14 answer (Have a gravel driveway, so it's a bit more awkward to pull.)
- Senior. It was done for me.
- Above really too short and awkward to wheel.
- N/A (modified backyard collection).
- Very easy. Loved the easy containers-carts!
- We did not have to move it.
- We did have backyard pickup, but we usually keep our gate closed at night and often rolled the cart out ourselves. It was just fine to move. I really liked both the scraps and reg. garbage carts.
- Not very easy to wash out. It did not drain very well.

12. On average, how full was your household garbage cart on collection day?

	Curbside Collection		Modified Backyard		Combined Results	
¼ Full	52	28%	28	22%	80	26%
½ Full	47	26%	32	25%	79	25%
¾ Full	42	23%	34	26%	76	24%
Completely Full	34	19%	26	20%	60	19%
Full + Have Extra Material	8	4%	10	8%	18	6%
No Response	0	0%	0	0%	0	0%
Total	183	100%	130	101%		100%

13. Was the garbage cart the correct size?

	Curbside Collection		Modified Backyard		Combined Results	
Yes	139	76%	104	80%	243	78%
No	36	20%	23	16%	59	19%
No Response	8	4%	3	2%	11	4%
Total	183	100%	130	98%	313	101%

If no, why not?

Curbside Collection Comments:

- Not big enough for all the garbage we had.
- Too big – encourages people to discard more.
- Too large.
- It was almost OK – replacing 2 “normal” garbage carts.
- Too big.
- We are unusual so I wouldn’t change it for us. I could use a larger recycling bucket though.
- Smaller would suffice.
- Too big for my needs, too awkward to handle for the small amount of garbage I generate.
- Could have been bigger, but I think it was mostly how narrow bottom was.
- Was very large for what we needed – but once again it might be the right size for those who don’t compost and maybe it needs to be that big for hoisting into the truck.
- Much too large.
- Did not use the one supplied. Had our own.
- It could be smaller – but we are a small family of three.
- Too small. The wheel wells were too big, so could only fit 1 large bag into cart easily.
- Too large.
- Wheels and metal bar took up too much space on interior incursion.
- For a single person it’s too big but I put it out every other time.
- Too large – cumbersome to move with only a very small bag – sometimes the bag was only once/month.
- The garbage cart was too big. A cart the same size as the recycling cart would have been enough.
- A little big for just one person, but not a problem.
- Again, too large for 2 people. And we do not buy prepared and packaged food.
- Should be larger.
- A little large for 2 people but I am sure families liked the size. Better too big than too small!
- It was too large for us, but for a small family it might be good.
- Too big and heavy – poor shape could not clean inside due to shape.
- Too large.
- It is too large and needs a secure closure. I had it knocked over and spilled by animals.
- It’s better to have the same size as the green one.
- Almost felt cart was too big with all the kitchen scraps etc. being diverted.
- It could be half the size for a single dwelling.
- For us it was too big but if you have a bigger family it’s perfect.
- Too big – we only had 1 or 2 bags of garbage every 2 weeks.
- Too large for one individual.

- Did not use the garbage cart.
- Too big.
- Needed to be bigger. 2 small kitchen sink bags over usually.
- Had to have extra can.
- Not big enough. Always had extra garbage.
- Far too big for one person. I usually only have one bag of garbage.
- Because of the large container it was easy to throw things in. Usually have smaller and half full.
- Maybe too big.
- As a couple, we usually do not have more than a large black garbage bag.
- Very easy – even when completely full.
- It was not full but it meant that if there was something large at any time it would fit.
- Was a bit large – probably because I am only one person, not a family.
- It has no capacity for deep items as did the old cans without wheels so I didn't throw away any large items during the experiment.
- Too big.
- Too large for garbage bags to fit it properly.
- Could have been smaller but once again “unused,” “spare” space good for emergencies, delayed pickups etc.
- We could normally get by with a smaller cart but, on occasion, I could see us using most of the cart size.
- One bin per household was still not enough. (We have downstairs basement suite renters.)
- For smaller family only.
- It could be smaller.

Modified Backyard Collection Comments:

- Had extra and thus had to use other garbage containers.
- Could be smaller – had trouble finding a location as it is bulky.
- From the curb ok. To the curb, might be difficult.
- It was bigger than I needed.
- Not big enough.
- Too big now.
- Too big.
- Could have been smaller (e.g. same size as the green one).
- We could have used a smaller one on most occasions.
- We could have used a smaller one.
- Too big.
- Great container, but too big for our needs.
- Too big.
- Too big.
- Too large as we are faithful in recycling paper, cardboard, tin and plastic in 3 separate containers.
- Small.
- Too large.
- Even with all the diapers we put in, it still was perfect size.
- It was too small for the amount of garbage we produce.
- Too small for our use.
- Yes but barely (family of 4).
- Even though our cart was over-full, much bigger may get too heavy to move easily.
- Much larger than required.
- I believe that people should use less garbage and pay.

- It was double the size of a regular garbage can. I'd never use more than it and it took up a lot of room.
- Way too big for me.
- Bigger 30%.
- Too big.
- A bit large but ok.
- Almost always right size depending on week – perhaps a little bit bigger.
- Too large.
- But we could have managed with a slightly smaller cart.
- A bit too big for the amount of waste.

14. Was the garbage cart easy to move to and/or from the curb on collection day?

	Curbside Collection		Modified Backyard		Combined Results	
Yes	162	89%	121	93%	283	90%
No	14	8%	3	2%	17	5%
No Response	7	4%	6	5%	13	4%
Total	183	101%	130	100%	304	99%

If no, why not?

Curbside Collection Comments:

- A bit big.
- It was picked up in backyard.
- It was very heavy – I'm 80 years old. (It replaced 2 standard [which are usually full] garbage carts – half the weight.)
- I believe larger wheels would have made the cart easier to move around – even though the wheels are already medium size.
- Handle was too close to the wheels and the wheels were too close together. Wheel material was not soft enough.
- Read what was wrong with food scraps cart. Same problems – too low and the wheels make it hard to move. (Food scraps cart comment: I'm 5'6" tall and the handle was too low. We have a 200' driveway (gravel) it was hard to move with one hand and my feet kept bumping into wheels. Also we need a better latch because we've had some animals (dogs) into our garbage before.)
- So easy.
- But for senior person a little difficult.
- As I am older – I found the wheels did not always go easily over the grass boulevard.
- Handle could be improved – when full it's hard to pull/push.
- Awkward design, heavy and unstable.
- Too big and cumbersome. Shape and size.
- Fine for me but I think it would be difficult if I were older and frail.
- I have a gravel driveway and the "full" garbage cart was very difficult to roll to the curb so I left it for the garbage men who had a difficult time too – easy to roll back empty.
- Heavy and the wheels are too big.
- Did not use carts – easy to move with wheels. "For 1 person they were too big."
- Too big.
- Kept on step at side of house and difficult to move to curb from landing.
- No!! See #11 (No!! Both containers very hard to move on xxxx Glendenning – rural property – difficult +++ for senior citizens. Many others complained (even younger residents.) NOT acceptable.) Also – deer and racoons invaded both carts – caused damage.

- Very easy – even when completely full.
- Note: Cart could get away from elderly people having a steep driveway.
- Easy is the wrong word. “Awkward” is appropriate. Please see comment re: curbside as opposed to roadside. (Curbside comment: Because you picked it up at our complex driveway, the cart was manageable. I would hate to have to trundle it all the way to the road.)
- I have a very long gravel driveway.
- Absolutely.

Modified Backyard Collection Comments:

- Again very easy loved them!
- We did not have to move it.
- Senior. Done for me.
- It was heavy.
- But I didn't have to do that.
- I'm going into hospital for my 2nd hip replacement caused originally from falling in a pothole in Saanich and both knees are not good. Sore shoulders, one separated from fall.
- Not really – too big.
- But same comment as compost bin (perhaps 4 wheels would make it easier – they would need a locking mechanism so as not to roll away at curb).
- It was ok. Have a gravel driveway, so it's a bit more awkward to pull.

15. How would you rate the pilot project collection service provided to you?

	Curbside Collection		Modified Backyard		Combined Results	
Excellent	135	74%	83	64%	218	70%
Good	37	20%	33	25%	70	22%
Adequate	5	3%	8	6%	13	4%
Fair	1	0%	3	2%	4	1%
Poor	2	1%	1	1%	3	1%
No Response	3	2%	2	2%	5	2%
Total	183	100%	130	100%	304	100%

Curbside Collection Comments/Improvements:

- The two pilot areas should continue to recycle kitchen scraps until the rest of Saanich is included in the program.
- Nothing special, but solid planning and execution.
- Maybe there could be a drop-off for fat and bones, etc. ALSO – where can I get rid of meat styro packaging and plastic – foil chip bag stuff??? Often that's all that's in the garbage.
- I love it, the best thing ever happened for kitchen scraps. Hope it will continue.
- Odour from kitchen scraps cart was terrible. Can only freeze so much perishables. Really feel bad for the one's collecting these carts.
- It was a step in the right direction. A bit slow for bins to be cleared compared to regular collected time. Curbside collection should be mandatory.
- Loved the pilot project, the bins were very easy to use and secure enough to keep out racoons etc.!
- If anything too often I only had 1 bag for each container.
- Not really necessary. We take our compost to a facility. Therefore program only allowed for composting bone, meat and paper towels.
- Encouraging people to compost their own waste would be best. I use the compost bins all the time.
- Make it a full time occurrence. I would even pay a small fee on my utility bill to maintain it.

- Please continue with this program ASAP!
- Recycling cart needs to be bigger.
- We want this back ASAP! It was great!
- Kitchen waste needs to be picked up weekly especially in warm weather. The indoor container needed replacing daily during warm days – requiring the use of a lot of bags.
- Great idea – sorry we didn't participate (on holidays).
- I loved being able to put bones and all cooked waste into compostable bin.
- I think it is a great idea. We never have had a lot of garbage but this makes it better.
- HOWEVER! The odour from fish and meat and small flies that hatched in scraps bin was not favourable! (One cannot include such scraps with community composting program).
- Unfortunately we were away on holiday for several weeks during this period!
- I really liked this and am sorry it's over... for now.
- It was very good to be able to dispose of food scraps that cannot be composted in a garden composter such as bones, meat, fats, bread etc.
- Great idea!!
- Collection service has always been excellent. I do not like curbside requirements.
- Would prefer backyard collection.
- I emailed requesting more compostable bags and they were delivered that day!
- I phoned several times. Calls answered quickly, information accurate. If they didn't know the answer to my question, they called me back with it.
- In summer every 2 weeks for kitchen waste it is not enough – too smelly – potential for pest – rest of year 2 week time period is okay.
- Allow grass into compost.
- Let's keep it up.
- I am disappointed that the service is discontinuing since the response of the community was so good.
- We loved the program – don't want it to end.
- Was a little confused in beginning re: when to use the bags – but after reading again – understood. They keep everything tidy and not smelly.
- Loved it! We were sad when the pilot project was over.
- We were away one day and there was no pickup – but we had room in carts for additional waste from 2 weeks. Prefer backyard option.
- Loved it!! Want to do this right now – disappointed the project ended.
- Phone support from "Shawn" was wonderful. He is very helpful. Randy – excellent. They are the best part of the project. We had a courtesy pickup when away.
- You have to keep it going. We were devastated to come home and find it gone!
- Have the proper trucks in place that have separate bins so you don't need 2 separate crews.
- It will be excellent if it is collected weekly!
- Need to promote benefits (educate) to people having a garburator as they may dislike taking veg peelings out of the sink.
- Why are you ending it?? That seems stupid to start something that really works and then stop it.
- I am sorry it ended.
- It appeared and sounded to be excellent.
- Was excellent project. Want you to keep doing so we can have natural fertilizer.
- Would like garden waste to be included as private composters do.

- We thrilled with the opportunity to participate. We'd looked at not composting but it wasn't practical for us so we are thrilled that you have provided the solution for us.
- Better bags – sizing according to household size.
- Get a better compost cart.

Modified Backyard Collection Comments/Improvements:

- Of course an increase would occur but well worth the initiative.
- I can see the cost of bags for kitchen scraps... people won't buy. They will use grocery bags (too cheap).
- Wished it would have remained! Loved it!
- Very efficient and fast! We really liked having just the one bin for each the recycling and garbage – and one of each was perfect amount!
- Great – so disappointed it is over.
- Loved it.
- Loved it. Please continue!! We have a garden compost and support this 100%.
- I like the modified program. Not having to take the carts to the curb is very good.
- Compost was not picked up on one of the collection days even though it was at curbside – so maybe a better way for the guys to know if it is empty or not is needed.
- Hopeful that kitchen scraps collection and recycling will continue.
- Kitchen scraps container didn't get rinsed enough and smelled. We have a gate so backyard service was useless.
- Well thought out.
- We really like this idea. Why would this result in a cost increase?
- The garbage collection project was great. The kitchen scraps project was only minimally helpful (for bones/meat scraps) in this household. (As we already compost in our yard.)
- This was an excellent idea and very user friendly.
- Would like kitchen waste picked up weekly to prevent smell.
- Easy once you got used to it!
- It would be nice if it had a latch lock like the compost cart, or a way to lock a bungee cord over to keep the lid down.
- "5 Star" It was beyond excellent.
- Sad to see it end.
- I think it is an outstanding idea. Love it.
- We were disappointed to lose the carts.
- I thought the project went really well. However I will miss the bins.
- The modified garbage pickup seemed extremely labour intensive. Perhaps garbage and kitchen scraps could be collected on separate dates.
- I have always used compost but liked to put eggshells etc in compostable.
- Poor – because we have compost and garburator we did not have a need.
- Remember to fetch my garbage and compost because it was sometimes missed. My neighbours would put theirs on the curb and I didn't.
- Carts were left in middle of driveway once emptied. Would be better if they were left on the side of the driveway.
- Too much labour – curbside cans easier mechanical pickup. NO manual lifting one driver, one truck.
- A small cost increase is okay but a substantial one not. \$100-\$150 a year maximum would be acceptable.
- Smaller carts, two kitchen containers would be better.
- Collection was missed one day – I had to call to get it picked up.
- Modified backyard was great so we don't forget to bring to curb and having a compost bin as part of collection better than own compost which we would not do as concern over attracting rats.

- Overall a great idea, but as I have a very small home I found it most inconvenient to find the right place for the kitchen scraps container. It stinks up the kitchen.
- Lived in Saanich for 17 years. Saanich does a great job at garbage pickup.
- The kitchen scraps cart was too large for our needs – we have a large compost box.
- I trust council will make a positive decision to implement this pilot program on a permanent basis (soon). I would like containers back soon.
- But not looking to a cost. We pay enough already on taxes.

16. How would you rate the pilot project information and instructions provided to you?

	Curbside Collection		Modified Backyard		Combined Results	
Excellent	119	65%	85	65%	204	65%
Good	55	30%	36	28%	91	29%
Adequate	6	3%	8	6%	14	4%
Fair	0	0%	0	0%	0	0%
Poor	1	1%	0	0%	1	0%
No Response	2	1%	1	1%	3	1%
Total	183	100%	130	100%	304	99%

Curbside Collection Comments/Improvements:

- Be more specific about what goes into kitchen scraps and what doesn't.
- I was not sure if I should use bags or not.
- Those residents who did not participate in the pilot project should have paid a fee for the special collection of their refuse.
- I normally don't read too many flyers – these grabbed your attention and told you what you needed to do.
- Great program! Keep up the good work!
- It was very confusing at first because a picture shows a man dumping his scraps into the big pail – no bag – but I could not believe you'd expect us to do that (what a mess in the big pail it would be) so I put the whole bag in.
- Loved the list for referral.
- Would like it to continue.
- Information was well presented, clear, and comprehensive.
- Almost too much info. Got confused about compostable bags – didn't realize different from "biodegradable".
- Easy to understand – I posted the list of acceptable kitchen scraps on the fridge.
- My only criticism would be that there were too many handouts and information sent to the house. Twice should have been enough.
- Just be very clear re: use of bags in kitchen containers. They are great!
- It's an education process. A few more convenient tools to show what can go in the bin. Pickup instructions (dates, etc.) until it becomes a patterned behaviour.
- See #15 and #6. (#15: Phone support from "Shawn" was wonderful. He is very helpful. Randy – excellent. They are the best part of the project. We had a courtesy pickup when away. #6: Ours had to be replaced as it was outside due to foul odours and deer took it away.)
- Easy to follow and did you see the participation?? Almost 100% in our neighbourhood. Please return the containers to us.
- Very clear instructions on what could/could not go in.
- I don't recall being told about pickup on final day of project and forgot to leave out my small kitchen scrap container.
- Wonderful.
- Forum (web-based) for asking questions would be nice.

Modified Backyard Collection Comments/Improvements:

- Hard to get all family on side to put things in inside container.
- Fabulous and clear, updated info very much appreciated. Nice to get outcome updates throughout the trial!
- I love the compostable bags. Makes it easy to dispose of contents into the cart.
- Maybe provide a smaller freezer container for the bones and meat scraps.
- We weren't quite clear on whether we should be rolling the garbage cart out to the curb on collection day.
- Great information was always provided in a timely manner.
- Good updates!
- Couldn't be better.
- Have garbage collection once a month – 1 can.
- Some confusion between compostable and bio-degradable.
- No all that clear about the bags – since I didn't get any I started off putting the waste right into the can – big mess! Almost put me off the whole thing.
- Some mix-up re: use of compost bags you provided.
- Didn't get the indoor kitchen scrap container initially. Made a phone call and had one dropped off quite quickly.

17. How would you prefer to receive information from Saanich Public Works?

	Curbside Collection		Modified Backyard		Combined Results	
By Mail	113	57%	88	56%	201	57%
By Email	70	35%	44	28%	114	32%
Saanich Website	6	3%	14	9%	20	6%
Newspaper	8	4%	7	4%	15	4%
Other*	2	1%	3	2%	5	1%
Total**	199	100%	156	99%	355	100%

*Responses include: drop off in mailbox, some public place (library, rec centre, etc. bus), delivered with garbage pickup as has happened with kitchen scraps (saves postage), newsletter on specific issues, mail slot at home.

**Multiple responses provided.

18. How long have you lived in Saanich?

	Curbside Collection		Modified Backyard		Combined Results	
Less than 5 Years	11	6%	18	14%	29	9%
5 to 10 Years	31	17%	14	11%	45	14%
11 to 20 Years	38	21%	22	17%	60	19%
More than 20 Years	101	55%	74	57%	175	56%
No Response	2	1%	2	2%	4	1%
Total	183	100%	130	101%	313	99%

19. How many and into which category do individuals living in your residence fall?

	Curbside Collection		Modified Backyard		Combined Results*	
1 Person Household	67	37%	32	25%	99	32%
2 Person Household	66	36%	44	34%	110	35%
3 Person Household	19	10%	15	11%	34	11%
4 Person Household	19	10%	24	18%	43	14%
5 Person Household	2	1%	9	7%	11	4%
6+ Person Household	5	3%	3	2%	8	2%
No Response	5	3%	3	2%	8	3%
Total	183	100%	130	99%	313	101%

	Curbside Collection		Modified Backyard		Combined Results*	
0 to 18 Years	71	18%	74	23%	145	20%
19 to 39 Years	55	14%	61	19%	116	16%
40 to 59 Years	112	29%	113	35%	225	32%
60+ Years	149	39%	79	24%	228	32%
Total	387	100%	327	101%	714	100%

*Results not valid given some respondents checked the box and did not indicate number of persons in household or age category. If one box was checked it was included in 1 person household category.

20. Do you own or rent your dwelling?

	Curbside Collection		Modified Backyard		Combined Results	
Own	163	89%	116	89%	279	89%
Rent	19	10%	12	9%	31	10%
No Response	1	0%	2	2%	3	1%
Total	183	99%	130	101%	313	100%

21. Is there anything else you wish to tell us about kitchen scraps recycling and garbage collection in Saanich?

Curbside Collection Comments:

- The project has good objectives, but in our case – as we don't really cook – it was more a complication than a benefit (only orange and lemon peels, tea bags, spoiled paper towels).
- I generate almost no garbage. The pilot project reduced that even further by taking food contaminated paper products. It also pretty much eliminated my use of my garburator. But the bulk of my waste still went to backyard compost and recycling – curbside and other.
- My neighbours used the project and really liked it. They're away now so I've included their comments on a lock for garbage can lid – they had dogs into theirs. They are a young family 30's with 2 kids under 7. They've lived here in Saanich 11 years.
- What about a green bin for garden/yard waste collected once a month? I was very happy with the program and hope to see it implemented very soon. Survey is a great thing too.
- Residents should pay a fee for the amount of garbage they generate – if they put out a lot, charge accordingly; if they put out little a small fee should be in place. The 120 litre container should be banned. I do not agree to pay for residents stuck in the old ways.
- We were all disappointed when we were stopping. Finally educated the in-laws and friends when they were over. It's a good habit. Would like to see soft plastics in recycle/pickup.
- Please find ways to minimize costs. Municipal taxes are out of control. Perhaps some company (companies) would like to pick up the tab for the carts through advertising on the sides.
- I would love the pilot project to become a reality for all residents. Already missing the kitchen scraps method particularly when it comes to disposing of grease materials.
- Offer free compost to customers or... sell compost to reduce cost increase.
- Except for large bones (i.e. turkey and beef) we garburate everything. While garburators use energy so do trucks and the manufacturing of garbage carts and compost bags. I recommend the encouragement of composting as was done in the 1980's. At that time black plastic composters were issued with renewed interest in gardening and greener attitudes. I think we should once again promote composting.
- Why ban kitchen scraps? It will compost like other natural environment scraps like branches etc.
- Household should be able to fill container with any compostable material on collection day. This reduces CO2 as it may mean some trips to Saanich compost facility unnecessary.
- Including the milk containers in the recycle is great that cuts down on our garbage a lot. Reducing flyers that come to the house would help – never read or use them – go directly into recycle.
- I was amazed at how much of my 'garbage' could be composted and I really hope we are able to continue to use this program. PS: I assume putting the compostable bag of kitchen scraps into the big pail was acceptable, otherwise the big pail would get horribly messy and I wouldn't like it so much.
- It might be nice if the bags were dark coloured rather than clear so the contents aren't visible.

- Bring the collection back! If the program was a success it should be expanded not cancelled!!
- I feel it is a worthwhile system. Now that I am trained to use it, I would prefer to continue. The plastic wheels are very noisy. The garbage receptacle lacks a mechanism to stop animals from getting into it.
- Makes sense!
- It would be nice to have periodic pickup of garden waste. It seems quite inefficient to have everyone drive to Saanich yard to dump the garden waste, not to mention somewhat chaotic.
- I loved it! Miss it already.
- Would appreciate a drop-off site so if it started to smell in hot summer months could drop it off between collection dates.
- I have a backyard composter, so I did not participate because it adds another layer of work/complexity to garbage disposal. 90% of my kitchen scraps go to my composter. It's not worth the extra work for only 10% of my scraps.
- Our fear is that people will be dumping their smelly garbage in our parks and roadsides in order to get rid of it fast.
- First letter said "congratulations!" Should have said "sucker you are being imposed upon."
- Hope it will be reinstated soon.
- I think it's a shame it has been discontinued. Hope there is a way to begin it again.
- Let's have this start ASAP.
- I was worried that the program would result in a rat infestation but that didn't appear to happen. (Latch on kitchen scraps container.)
- We have always composted, but appreciate being able to put in bones, etc. We gave you everything. We have a garburator, but very seldom use it as I think it puts pressure on the waste water system.
- NB – As mentioned re: odours and fly hatch.
- Please continue the service – especially for meat, dairy, bread, soft wrappers, paper products etc. etc.! We appreciated all the items taken that did not have to go to landfill.
- It was an excellent service. We hope it will continue in the near future. We always have excellent service from our pickup people.
- We were delighted to be part of the pilot project and look forward to having food scraps program introduced across the municipality.
- A great program. I hope it continues.
- We thought it was great!
- We really loved being selected as one of the pilot streets. We hope it won't be too long before we get our bins back again. Thanks for the under-sink pail. It will be useful to take the compost to our compost container. Well done Saanich.
- I have no problem with separating kitchen scraps and garbage. I do not however like curbside pickup nor do I like the huge containers provided. The bags provided for recycling come at a cost. If bags are not used we are back to a "slop bucket" which is unhealthy given the two week pickup.
- If the bins become available for sale we would be very interested in purchasing the large bin, both if the program is resumed.
- I am mostly concerned about security around the curbside collection if you are away and unable to put out or return containers in a timely manner. I would be willing to move them closer to the curb.
- Love the idea. Should put back the program stat.
- At first it seemed time consuming (gone are the days when everything was garbage). Garbage now goes through a triage system – recycling, kitchen scraps, true garbage. Plus the space "under the kitchen sink" isn't really big

- enough anymore. My daughter has a cat and we felt bad filling the household garbage cart with all the used litter – perhaps the next step in reducing the amount of garbage going to the landfill.
- Loved it. Now I can't stop composting!
 - It was effortless! I loved how muffin liners, used tissues, grease and bones now have a "place." I will continue recycling my scraps; bringing it to my friend's bin. At least I can do this until a kitchen scrap program is permanent in Saanich. Enclosed please find a "cheat sheet" which we found helpful during the first week.
 - Well done – great job – many thanks to all who helped.
 - I liked the kitchen scraps program. I thought it was easy to use, didn't create smells and wasn't an inconvenience in any way. Excellent program that I would support.
 - I wish it would go ahead because we can recycle most of our waste.
 - It was very easy to sort garbage and food waste. I think "voluntary" participation rather than mandatory food scrap separation is the way to go – you will get good participation, reduce landfill volume and those who don't participate will be less than those that do. Make it easy to participate by providing collection containers like the pilot project and who wouldn't want to comply. Banning food waste at Hartland won't be necessary.
 - Concerned about having kitchen scraps outside. Too many animals in area to go thru it. We keep our container in garage to discourage this problem.
 - A lot of waste money particularly the kitchen scrap collection.
 - Do my own garden scraps recycling for my garden use.
 - It was fantastic.
 - Excellent program.
 - My kitchen scraps container is usually on an upper deck. After starting to recycle meat scraps and bones it was raided by a racoon.
 - You have gone from one truck to two.
 - I definitely think it should be continued!! I was frustrated that not all of the neighbourhood participated. I even recycle the remainder @ Reynolds School every 3 months for a fee, of course.
 - Very worthwhile.
 - We love this program and would like it to continue.
 - I ran out of our sm kitchen scrap bags. Did not know where to purchase some.
 - Please re-start program. We are happy to "pay for service."
 - Because I had a garburator – I didn't think this affected me. But – I am willing to use it if it is better for the overall "systems." Information about use of garburators and use of this program would be useful.
 - Bring the program back. We loved it!
 - We would really love the program to continue. We have a compost, but we also have rats. We love the compost box and pickup!
 - Excluding meat products, much of my scraps would have been put in my compost (backyard). During the trial, I did not use my compost, nor would during the winter months. Having a kitchen scrap pickup would be helpful in meeting the landfill's goals but I think many will begin backyard composting if they were told kitchen scraps were banned. I would like to mitigate any increases in cost as possible i.e. bringing our items to the curb, not providing residents with liners or kitchen containers.
 - One thing I don't like regarding the green indoor kitchen container, it takes up a space on my countertop. The appearance is non-appealing.
 - Although we were part of the curbside pickup collection was done as backyard as we live on a panhandle lot and there wasn't room to place 4 containers on the

driveway and still allow access to the house. Would like to see backyard pickup continue.

- I don't eat anything with eyelashes and don't buy meat containing bones. My kitchen scraps mainly contained Kleenex and paper towels, avocado bits and skins and eggshells. I compost all vegetable peelings etc.
- We hope the pilot project can be turned into a regular service at no additional cost.
- Loved the project and want this to be the method – inpatient to wait for permanent change.
- See #11, #14 and #15. (#11 - NO!! Both containers very hard to move on xxxx Glendenning – rural property – difficult for senior citizens. Many others complained (even younger residents). NOT acceptable. #14 – NO!! See #11. Also – deer and racoons invaded both carts – caused damage. #15 – Phone support from “Shawn” was wonderful. He is very helpful. Randy – excellent. They are the best part of the project. We had a courtesy pickup when away.)
- As mentioned, because we have our own composting for vegetable waste, our scrap waste is minimal. We could easily use a much smaller scraps recycling cart. Maybe you could reduce costs, by having carts of varying sizes?
- I loved the program. It simplified our waste situation in our house and the new containers were awesome.
- This is by far one of the most important green projects introduced and the affect on the neighbourhood was noticeable. Previously there were families with 3 or more overflowing garbage cans. This morning NO ONE had extra cans – kudos to you! The kitchen scraps is #1. Please give us our cans back! They are missed!
- The quality of the bins was excellent, very sturdy and rugged. The only concern was the latch on the kitchen scraps bin could easily be opened by our furry friends of the outdoors if the bins were left outside.
- Good program.
- We absolutely loved the program and would love to see it go live.
- I support it.
- It is a very good system and it will be much better if collected weekly, especially in summer time.
- I have noticed the majority of what ends up in my trash bin is plastic, i.e. plastic packaging. Is there no way to recycle this?
- Will the “new” system allow 2 cans as in the past? I do not consider the kitchen scrap cart to be considered equal. Why waste all the existing garbage cans? (You know where they'll end up.) Add the new kitchen cart if you must but keep the 2 previous homeowner cans in use.
- I loved the pilot project and I want my carts back!! We tried composting scraps in proper CRD composters but rats would chew through them so we hired Community Composting service. During Saanich's pilot project we put our scraps into the Saanich bin.
- I think this was a great project and was surprised how easy it was to recycle the scraps.
- I felt it was a tremendous program. I really like the idea of compost – it goes back into the land. I hated to see rats in and out of my compost bin this way they don't seem to be around and as many. Thank you Saanich!
- This project will be very helpful for future. Garbage redirection and recycling is environment friendly.
- Keep doing it!!!
- What is the extra cost we are looking at?

- Excellent opportunity could be improved by including garden waste though this could be difficult with some users though would work well with normal households... must be a way.
- It's a very good idea!
- Great! I want to keep going! Great idea and very straightforward to follow. LOVE IT!

Modified Backyard Collection Comments:

- Implement this program soon. One of the best initiatives Saanich has developed. We are fortunate to have such a great staff working the garbage collection process. Glad to see the weekly results of the pilot program.
- This was a great way to see how our household garbage broke down (compostable vs. non compostable). Would like to see this in place ASAP.
- I like the backyard pickup because I fear I will forget to put the cans out on time. Returning them myself is no problem.
- Maybe I read the instructions incorrectly, but it would be much more convenient to throw the small kitchen waste bag directly into the large kitchen waste container outside.
- I've always considered the garbage collection services in Saanich as being very good.
- I think everything went smoothly.
- We think the pilot project worked well and hope it can be established on a permanent basis.
- I would like to see the blue box program expand to include soft plastic and Styrofoam. Right now I have to pay Encorp to recycle these items.
- Do not like extra cost to homeowner/taxpayer to accommodate CRD decision. Like compost idea; want modified backyard pickup to accommodate those that have difficulty manoeuvring bins/remembering days.
- Loved it!
- I really support the idea of it and really want to participate. This had a few glitches but generally worked well. Still, I'm not that comfortable putting bones and cooked food into the compost (not what I do at home) – so more information on the benefits of this and how the compost is broken down and used would be helpful.
- Has left a void with the completion of the pilot.
- Would like to see this program full time sooner than later.
- No [comments to add]. But the men sure earn their pay. They sure have to be in great shape and young to keep up to the truck. The fellow delivering the notices ran from house to house with great speed.
- Overall excellent program. I certainly hope this program is established in the Saanich municipality – and maybe other areas as well. Well done.
- Excellent trial. I was disappointed that it had to end. After an initial adjustment period of about 1 week, the program was easy to follow and I feel it was extremely beneficial. Looking forward to a permanent program.
- Please keep it going!
- During the warm weather it was necessary to refrigerate the kitchen scraps and put them in the cart just prior to collection.
- We think there should be less labour involved pickup at curbside. Added content to blue boxes has greatly reduced waste (good thing). Watch waste video management at library.
- Great program. We did not have any problems switching to this system.
- This recycling was a real eye opener for us to realize how much food waste goes into garbage. We're disappointed that we now must wait 2 years before the trial program will be returned full time... what a shame.

- Sometimes the containers were left blocking the driveway. Also, we weren't supposed to put the compostable bags in the big container but we did because I didn't want it to get mouldy and sticky in there. If there were my permanent containers I wouldn't want to wash that. Thank you. Great program!
- The kitchen scraps container could be a bit smaller to keep smell down and I have no counter space – handle good.
- I would like the collection of garbage cans from the yard to continue and not to have to take garbage cans to the road.
- Please hurry on re-implementing the program. I have become pleasantly dependent on it. Please have a program or alternatives to help with the cost of the bags so all can participate.
- Love it. Please reinstall the program as quickly as possible.
- I thought it was a good idea. I appreciated having a proper place to put grease and oil.
- I commend Saanich for having the pilot program. I want it back. The problem with animals in the garbage disappeared. All family members took part in the program.
- Loved it! Hope it becomes the “norm.” To stop now... feels like a step backwards. Hope it starts up again soon ☺!
- Some consideration should be given to people who compost, although I realize this may be difficult.
- Well planned, well executed. Good job to all involved.
- My saddest day was Wednesday when after Saanich picked up the garbage, they took away our cans! It was a great experience and there isn't anything I'd suggest you change.
- I said it all along the survey ☺.
- To save money and time, recycling and garbage carts should be picked up at curbside unless elderly, handicapped, etc. and they would be red-flagged.
- I was happy to participate. I would be willing to convert to curbside service for garbage/kitchen waste. I wouldn't expect this to increase my taxes. It would probably be cheaper.
- It was easy to do the pilot project! I liked having a separate place for kitchen scraps and they would therefore be out of the house sooner. I was glad to have the bags provided (I would not want to pay for them in the future).
- I'd like to have collection of the grass and sand from garden. Not cut grass from lawn more necessarily with maybe a special bin for that...
- We compost most kitchen scraps into our vegetable garden. Used your collection for the meat-bones, tissues (fat drainage), some bigger longer to degrade scraps. In colder seasons I would tend to use your recycling more because of lack of ease digging in garden. Thanks! Sorry it's over.
- I don't know if is worth the extra expense of this program to remove kitchen scraps from the landfill. If we are trying to be green I'm not sure about that either because of the extra trucking and handling.
- We loved it! We currently use community composting for our yard waste and found we used needed both. We will miss not having the food recycling option. Bring it back before 2015 please.
- Program is great! (Scraps recycling) and should have continued in the test areas and the rest of Saanich brought on board ASAP! Garbage collection should remain the same not switched to curbside.
- Just that I really enjoyed participating and hope it happens again. I'd even be willing to pay a small fee for the service.
- All good.
- They are doing an excellent job. In addition we use “Community Composting” service for our yard (garden) scraps.

- Because we put into the kitchen scraps only what we cannot put into our own compost – meat, bones, fat, etc., please explain reasons for any higher cost for this programme. We have been composting for many years now.
- I drop off garden prunings to the McKenzie St. dump each month. It would be good if there were a place somewhere in the McKenzie St. dump to leave compostable kitchen waste e.g. either a bin or a parked garbage truck at least once a month when I bring in garden prunings.
- Both my wife and I felt the program was excellent! We wished it could have continued as we got used to separating the kitchen scraps and garbage.
- Great job Saanich on the pilot project. Wish we could have continued on!! Many thanks to the team who collect the garbage – they all are friendly and do great work.
- I love the idea of the project, and the execution made it easy to participate. We are looking forward to making this project a permanent solution! Thank you for a job well done.
- I think it was a good project and would like to see it implemented at full scale in near future.
- I love the program! Just rinse the container better.
- Very disappointed it isn't continuing. Looking forward to implementation in the near future.
- Although in the modified backyard pickup, we preferred to take the carts to the front and for future changes would want to do that on collection day. Very good pilot project – showed us what amount of compostable garbage we actually end up with.
- Great idea, excellent service! I hope this initiative continues.
- I didn't think we would make much use of the kitchen scrap container being we are only two people – but I found I got a lot of use and was surprised at what I was able to compost – like leftovers, meats and bones, baking goods. It's a great plan to use what we can for compost!!
- We compost 99% of our own scraps. So besides the odd chicken bones about once every two weeks we really don't have a use for the kitchen scraps recycling.
- Wonderful idea.
- Please bring back ASAP.
- The kitchen scraps program works perfect. I cannot say enough about how well it works. Please bring my carts back.
- Loved it – very sad to see it end. Please bring it back.
- Would like to start the program again ASAP.
- I thought it worked out great as there are some items that cannot be placed in a garburator or a compost. I don't want to have to pay more though for this service as I do have a garburator and plan on setting up a compost.
- Go Saanich! What a progressive municipality. Setting high standards and a great example.
- I really like this program. I can see it might be a pain if you don't have the room for the container in your kitchen. We do and it's very convenient. We're still getting used to it though since our current garbage pullout is much easier.
- A few questions for you: (1) if you adopt this program what will happen to homeowners' existing garbage carts as many may wish to dispose of them? (2) How much will new kitchen scraps/garbage carts cost and will Saanich buy these in bulk and offer to homeowners at a discount? (3) There are a lot of plastic/compostable/biodegradable bags on the market. How will you ensure homeowners purchase the right bags? Thanks!
- We are very disappointed it is over. We got into a great routine with the compost buckets. Now what should we do? Doesn't seem fair that you have taken away

the garbage pails. We turned our old garbage pails to our garden waste so now we have no garbage pails. This is now costing us money ☹.

- I loved it. Easy to do. Containers were great.
- I really enjoyed the recycling program and hope that Saanich decides to expand and keep the program.
- We are sad that we cannot continue!! This was a great project to be a part of. We are a family of 3 with lots of diapers and still all we needed was the one garbage bin. Looking forward to the scraps recycling becoming mandatory!
- I hope this gets up and running on a regular basis very quickly. For those houses that have tenants, a secondary in house collection bucket would have helped in a higher amount of kitchen scraps making their way out of garbage.
- I'm concerned about cost of scraps recycling pickups. As taxpayer please try to keep as low as possible. *Don't leave containers in driveway – have to move them before we can get in or out. Please put beside driveway.
- It's a good program and we need to do something with all the waste.
- The pilot was excellent. I'm disappointed that it's not going forward to become a permanent service. Look forward to reading the final results of the project.
- I am quite willing to do this to help with 'greening' the municipality – as a single person I just did not produce a significant amount of waste though when better organized could recycle more.
- When will the composting bin be restored? And in the meantime, where can I bring my composting refuse? I'm committed to continue composting so bring back my bin!! ☺
- Just another waste of our taxpayers dollars by Saanich!
- I prefer the "modified backyard" service for future collection!
- Now that we have been educated on another recycling option it is unfortunate that the project has ended.
- I was initially opposed but having done it I'm in favour UNLESS there is added cost.
- We wouldn't have any use for scraps recycling as we have a bin for that, what little we have. But thank you.
- We have a large family (6 adults, one baby and 2 pet), so one garbage container was not enough. If number of people in households could be put in consideration, it may work out better!!

