



COWICHAN VALLEY REGIONAL DISTRICT THREE-STREAM CURBSIDE COLLECTION

Phase 1 – Public Engagement
Summary Findings

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Prepared by:

DELANEY
the engagement people

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Executive Summary

As the Cowichan Valley population continues to grow, so does the pressure on the regional district to manage increasing amounts of waste. To reduce the volume of landfilled material, the regional 2018 [Solid Waste Management Plan](#) (SWMP) identified the need to provide all residents with equal access to three-stream (organics, recycling and garbage) curbside collection.

The three-stream curbside collection service will provide an opportunity for the region to move toward reducing garbage disposal and get one step closer to Zero Waste as set out in the 2018 SWMP. While public engagement on a regional three-stream curbside collection was done as part of the development of the 2018 SWMP, it is time for the CVRD to connect with the community and learn about how to best advance waste reduction through the design and implementation of a consistent curbside collection program for all Electoral Areas. Learning from the community is a key part of successful service planning and implementation.

Before developing new service options, the CVRD initiated an engagement process to *listen* and *learn* from residents, business owners, community groups and others with an interest in the three-stream curbside collection.

The first phase of the engagement process included two stages and took place between April and June 2022:

- **Stage 1 – Education** (April-June) During this stage of engagement, the focus was on building community *awareness* and *understanding* of the current state of curbside collection and providing information on key considerations to help inform future curbside collection options.
- **Stage 2 – Listen and Learn** (May-June) The overarching goal of this engagement stage was to *listen* and *learn* from the community about their *priorities*, *concerns*, and any *preferences* they are willing to consider as part of having access to a three-stream curbside collection.

Throughout these two stages, **469 participants** were engaged through the following channels:

- An online survey,
- One-on-one interviews,
- An interactive forum and Q&A on the project website, and
- Direct dialogue with the staff project liaison.

The CVRD shared detailed information about the project and how to participate in the engagement process on its [Plan Your Cowichan](#) website and responded to project queries as they were received.

Key Themes Heard in Stage 2

1. Overall Support for Three-Stream Service in the Electoral Areas

A sentiment widely expressed was that there is overall support among the engagement participants for the implementation of three-stream curbside collection in the Electoral Areas. While there were some concerns, these are mainly related to a potential increase in costs; impacts on the local economy; and defining which waste materials should be included in the curbside service. The drivers for the support were benefits to the community and the environment.

2. Education and Changing Habits

A common theme heard throughout the engagement process related to the need for providing continued education to the community, mainly about effective waste management and recycling processes. While there is a general understanding of residential waste and recycling, there is an opportunity to increase the awareness in the community of how waste is managed in the region, what is expected of residents related to recycling and sorting of materials, and how a shift in the approach to waste and recycling by individual residents can affect long-term change for the environment and in waste reduction.

3. Cost and Implementation

Concerns related to service costs and delivery were raised throughout the engagement, however, it was acknowledged that options such as pay as you go, currently offered by a private waste collector in the south-end of the region, could address the needs of the individual resident to make it cost-effective. Increasing the number of material collection options was seen as resulting in increased cost and that therefore more creative solutions and decisions need to be made. This includes finding ways to manage more waste without transporting it off the island as this is costly and potentially not the most environmentally sustainable option.

4. Community Values

When thinking of three-stream curbside collection as it relates to community values, *waste reduction*, meaning the reduction of garbage sent to landfill, and *convenient* waste disposal service were said to be some of the most important considerations. *Environmental protection* was an additional priority, followed by *local economy*. A sentiment heard from some participants regarding supporting the local economy, related to defining options for curbside service that maintained a mix of delivery from the CVRD and private service collectors to support local business and jobs for individuals within the community.

5. Diverse Rural and Urban Recycling Needs

There were questions about how the decisions are made to identify which waste streams will be included in the curbside service. This feedback showed differences in the priority of which materials should be collected. Differences included the priorities for rural versus urban residents. As a result of varying resident needs, the future three-stream curbside service may not be able to provide a "one size fit all" solution. A sentiment expressed by some participants was the need to review the existing items proposed in the three-stream collection service with a suggestion to remove organics from curbside pickup. This was seen as an option to allow for the recycling of other widely used materials, such as glass, Styrofoam or plastics that currently have to be dropped off at a recycling centre.

Introduction: Context + Background

The Cowichan Valley population is expected to grow to over 100,000 by the year 2040. In 2021 with a population of 80,000, the CVRD shipped over 42,000 tonnes of garbage to the landfill, which is more garbage per person than ever before! To reduce the amount of landfilled material, the regional Solid Waste Management Plan (SWMP) identified the need to provide all residents with equal access to three-stream (organics, recycling and garbage) curbside collection.

Reducing garbage disposal is important as the Cowichan Valley does not have a local landfill, and landfill capacity is limited on Vancouver Island and the Lower Mainland. Transporting waste materials to Washington State, more than 700 km away, is becoming more expensive and difficult. As a result, the Cowichan Valley Regional District (CVRD) identified the need to provide all residents with equal access to three-stream curbside collection, which includes: organics, recycling and garbage.

Three-stream curbside collection will provide residents with easy access to disposal options right at their homes. Three-stream curbside collection is being implemented across British Columbia as the benefits are many.

Before moving forward with curbside service changes, the CVRD launched Phase 1 of the curbside service engagement process on April 5, 2022 to *listen and learn* from the community about their ideas, priorities, concerns and preferences when it comes to implementing three-stream curbside collection. Phase 1 of the public engagement concluded on June 10, 2022. Phase 2 of the public engagement, which will feature the curbside service options is planned for the fall 2022.

Three-stream curbside collection is where residents receive curbside collection totes to separate their household waste into three separate categories: recycling, organics and garbage.

Zero Waste means that all material that can be reused or recycled is diverted from the landfill.

Engagement Timeline

Based on the findings of the Phase 1 engagement, the CVRD will refine design considerations for the Phase 2 engagement to ensure that the service options reflect the values, priorities and needs of the community. Learning from the community is a key part of successful service planning. The results of the engagement process will help to inform the final decision by the CVRD Board on the three-stream curbside service. Other key decision-making considerations include the goals set in the regional SWMP, service costs and best practices for curbside collection. A timeline of the four stages within the two phased engagement process, is below:



Engagement Process

Throughout this engagement process, the CVRD's regional residents, businesses, and interested and affected parties were provided with the information they needed to participate and share their informed feedback and insights on the preferences they are willing to consider as part of having access to three-stream curbside collection. The six ways to participate in Phase 1 of the engagement process were to:

- Complete the online survey at planyourcowichan.ca/curbside-collection,
- Participate in one of two virtual community workshops,
- Participate in one of 11 virtual Focus Groups,
- Share feedback in a one-on-one interview,
- Participate in the online discussion forum and Q&A, and
- Connect with the project liaison to anonymously share ideas and perspectives.

The three-stream curbside collection project launch and roll-out of Phase 1 of the communications and engagement plan began with a 4-week soft launch on April 5, 2022, with the project website, planyourcowichan.ca/curbside-collection. This four-week soft launch provided an opportunity for the community to seek information and gain an understanding of the project, the decision to be made and how the public could participate in the upcoming engagement process to share their feedback and insights. Included on the project page was detailed project information, a comprehensive frequently asked questions document, a factsheet, a live forum for community members to ask questions and receive responses from CVRD staff, a sign-up for the community to receive timely updates, and contact information for staff project liaisons. This soft launch was followed by active engagement from May 9 to June 10, 2022.

Engagement Background: *Engagement Goal*

The engagement goal is an overarching statement about the vision for the entire engagement process. Ensuring that the engagement plan was inclusive and accessible for CVRD residents, businesses and interested and affected parties to connect, learn more and engage so that the CVRD Board can understand the community voice and choice to help inform their decision-making was the engagement goal for this process.

By late 2022, the CVRD Electoral Area community members and interested and affected parties will have had the opportunity to participate in a meaningful engagement process that will have listened to, learned from and documented the values, priorities and preferences that community members are willing to consider regarding the three-stream curbside collection in the Electoral Areas. This feedback will help the CVRD Board decide on the best service options when implementing a three-stream curbside collection service and understand the short and long-term impacts and benefits of the decision.

Communications and Engagement Objectives

This report focuses on Phase 1 engagement, which was implemented in spring 2022. Both the engagement and communications objectives have been developed based on the International Association of Public Participation (IAP2) Spectrum (Appendix A) and are outlined in the following two stages of Phase 1:

Phase 1 - Stage 1 (April to June) *Education*

During this first stage, the focus was on community education and building an understanding of the current state and possible options/considerations for three-stream curbside collection. This stage was at the IAP2 INFORM level on the engagement spectrum and included the following objectives:

- To build a common understanding of the current state of curbside collection in the CVRD, including sharing information about current service levels, benefits, and limitations of the current system.
- To build a common understanding of the opportunities and drawbacks associated with implementing a three-stream curbside collection program.
- To share information about how three-stream curbside collection aligns with broader community values and policy directions (e.g., CVRD's Solid Waste Management Plan, Cowichan's Regional Airshed Protection Strategy, and CVRD's Climate Change Adaptation and Risk Management Strategy).
- To build awareness and motivation for the upcoming community engagement process, to share information about how community members and interested parties can participate and how their input will be used in the overall project.

The focus of this initial stage was to initiate communications about the curbside collection, before launching the active engagement stage.

Phase 1 - Stage 2 (May to June) *Listen and Learn*

The overarching goal of this engagement stage was to *listen* and *learn* from the community about their priorities, concerns, and the preferences they would consider for a three-stream collection service. The objectives in this stage were at the IAP2 INVOLVE level on the spectrum of engagement and included:

- To *listen* and *learn* from community members and interested and affected parties on their key values associated with waste management and how they anticipate their values to factor into decision making around option development.
- To receive feedback on past input from the development of the SWMP related to priorities for curbside collection and to *listen* and *learn* about potential new or changed priorities related to the curbside collection in the Electoral Areas.
- To *listen* and *learn* from the community about how the pandemic (and possibly being at home more often) has impacted residential waste.
- To *listen* and *learn* from community members about the degree to which climate change/climate action is a priority related to waste management.
- To *listen* and *learn* from community members and interested and affected parties about key considerations that are most important to them when developing a three-stream curbside collection program.

Engagement Techniques + Results

The engagement process was open to all CVRD community members, businesses, community groups and interested and affected parties. Due to COVID-19, the public engagement opportunities were available virtually. The section below details the engagement techniques and total participants by technique.

TECHNIQUE	NUMBER OF PARTICIPANTS
Online public survey	423 participants
One-on-one interviews	5 participants
Two Virtual Community Circles	No participants
11 Virtual Focus Groups (There were 11 total registrants across all sessions)	There were too few participants to proceed with any of the sessions. Instead, participants were offered to participate in one-on-one interviews; five registered participants shared their insights via interviews.
Interactive Forum Q&A	31 participants
Project liaison	10 emails/phone calls
Total	469 participants

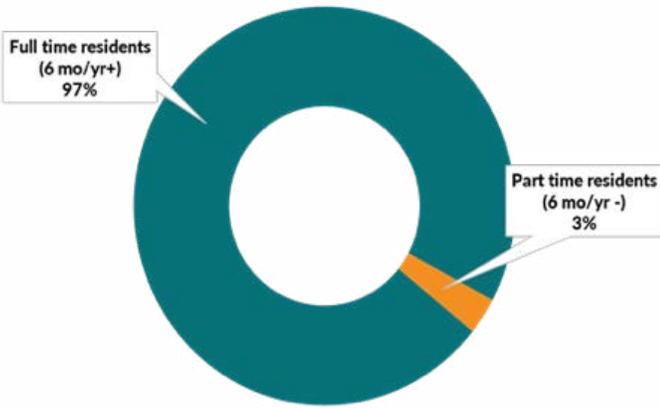
Online Survey

An online survey to seek feedback on values, priorities and preferences for the three-stream curbside collection service was developed by Delaney and hosted at planyourcowichan.ca/curbsidecollection, the CRVD's engagement site hosted by Bang the Table. The survey was launched on May 9, 2022 and was open until June 10, 2022. The survey was shared via an open link, available to all members of the community and anyone who wanted to participate, through the project website, direct mailer, email, newspaper advertisement, and social media. The survey consisted of closed (e.g., multiple choice, ranking) and open-ended questions (free text). Participants had the option to engage in this process so it does not reflect a random sampling of the population or target groups; as a result, survey results cannot be considered statistically reflective. However, the results do provide a current snapshot of the insights and perspectives of directly impacted groups.

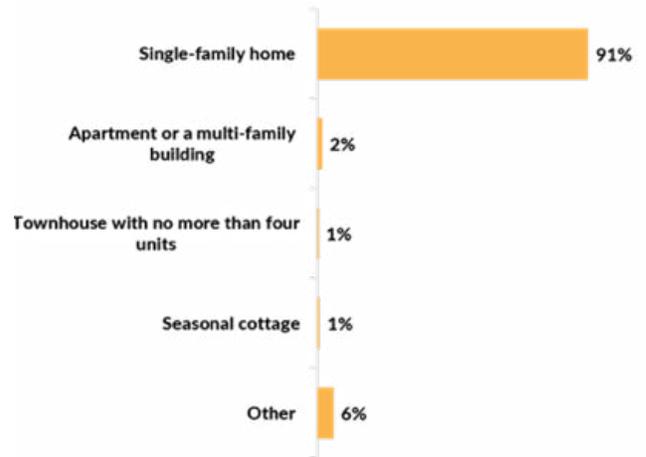
Overall, **423 participants** responded to the online survey.

Survey respondents mostly represented full-time residents of the CVRD who live in the region at least half the year (97% full-time, vs 3% part-time residents). Most Electoral Areas were represented, with the largest proportions of participants living in Cobble Hill, Shawinigan Lake, Cowichan Bay and Cowichan Station/Sathlam/Glenora. Most (91%) live in a single-family home. This data is outlined in the figures below.

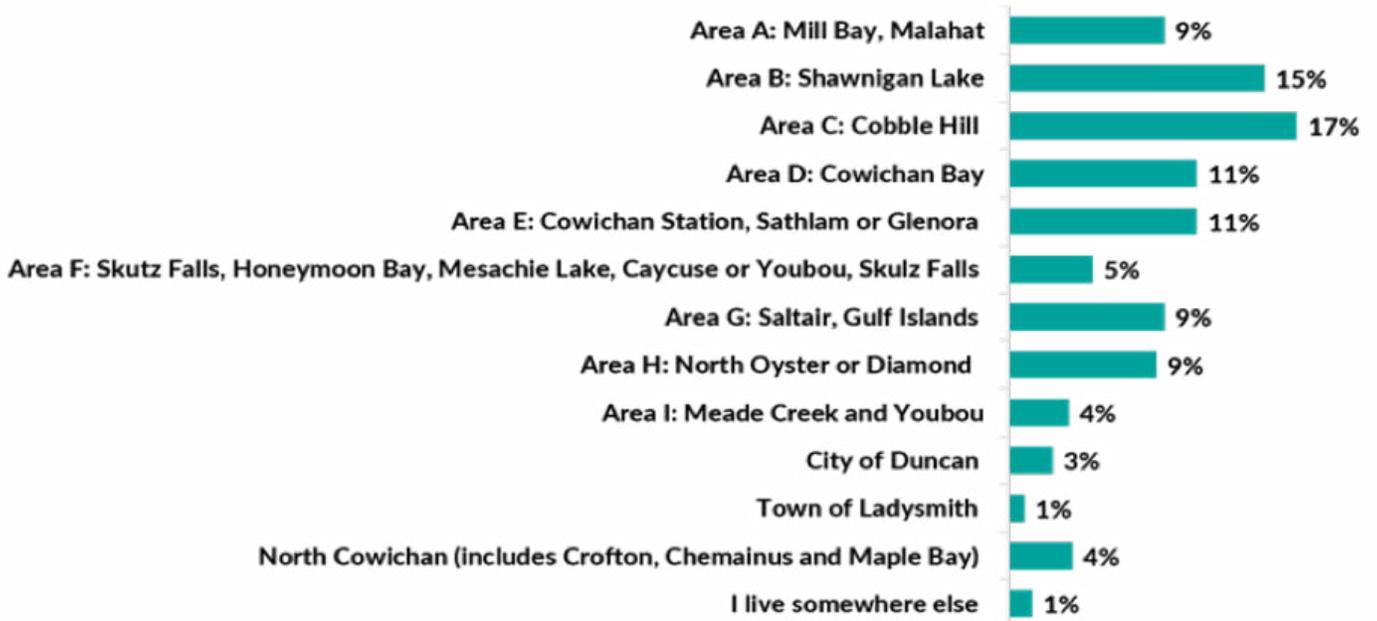
RESIDENCY IN CVRD



DWELLING TYPE



LOCATION



Please see **Appendix B** for the full online survey.

One-on-One Interviews

To provide participants with the opportunity to share their feedback, insights and comments in a one-on-one discussion, a 30–45-minute telephone interview was offered to community members, businesses and those interested or affected by this project.

Between May 31 and June 9, 2022, five interviews were completed with community members who represented both urban and rural properties in the CVRD. Interview questions were sent to the participant ahead of their interview, and detailed notes were taken by the Delaney facilitator during the interview itself. The notes were sent to participants for review of any errors to be corrected and for any additions to be made. Please see Appendix D for interview questions.

Virtual Community Circles

Two 90-minute virtual community circles were scheduled to gather feedback and input from the community on their ideas, priorities, concerns, and preferences when it comes to implementing three-stream curbside collection. The sessions required participants to pre-register and had capacity for 40 people per workshop. They were open to the public and were scheduled on two different days at two different times to accommodate varied schedules. There were no participants registered for either of these sessions, so both sessions were cancelled.

**The CVRD has used virtual community circles in other engagement processes, so residents are familiar with this platform, however, for this process, there were no participants. This may be in part because of the concurrent engagement processes or other reasons unrelated to this engagement platform.*

Virtual Focus Groups

Eleven 90-minute virtual Focus Group sessions were scheduled and open to all members of the community. The sessions required participants to pre-register and had capacity for up to 12 participants per group. The format of the focus group sessions was created to encourage a roundtable discussion of a series of questions to *listen* and *learn* from the communities' ideas, priorities, concerns, and preferences when it comes to implementing three-stream curbside collection. There were only 11 registrants across all 11 sessions, which resulted in each session being cancelled (deemed not cost effective to host sessions with less than 3 participants) and registrants being offered the opportunity to share their feedback in a one-on-one interview. Five residents participated.

**The CVRD has used virtual focus groups in other engagement processes, so residents are familiar with this platform, however, for this process, there were no participants. This may be in part because of the concurrent engagement processes or other reasons unrelated to this engagement platform.*

Interactive Forum Q&A

The *Plan Your Cowichan* project webpage included an interactive question and answer forum to provide the public an opportunity to ask project questions of CVRD staff and to receive a response in a timely manner. Questions and responses were visible to the public. Thirty-one questions/comments were received and responded to from April 4 to June 10, 2022.

Project Liaison (CVRD Staff)

A project liaison was available during the engagement period from April 4 to June 10, 2022, to provide the community with access to timely responses to questions or to address concerns. This role was held by a member of the CVRD project team who was knowledgeable of the project. The function of this role was to:

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

Communications: Engagement Promotion

Communication channels were utilized to build awareness of engagement opportunities and to encourage participation in the process. This included but was not limited to requesting community organizations and CVRD Board Directors to share information to their members directly and through social media channels. The following communication channels were utilized to promote the Phase 1 engagement phase:

Communication Channel	Date Promoted/Completed
Soft launch – poster and postcards (email distribution)	April 5, 2022
Launch planyourcowichan.ca/curbsidecollection project site, which included: <ul style="list-style-type: none"> • Project information and timeline • Project Manager contact information • Infographic video • Fact Sheet • Frequently asked questions • Interactive forum • Registration link for community circles • Registration link for focus groups • Links to project reports and summaries 	April 5, 2022
Promotion of the engagement through the Curbside (Recollect) App; 489 notifications were received in the community via this App.	April 5 – June 1, 2022
Social media postings (Twitter, Instagram, Facebook) <ul style="list-style-type: none"> • Multiple social media postings were created for the public using all CVRD platforms. • Facebook posts were boosted three times to raise their profile and increase the audience reach. 	April 5 – June 1, 2022
Traditional media (newspapers) <ul style="list-style-type: none"> • Cowichan <i>Valley Citizen</i>, news article (April 20, 2022) • Cowichan <i>Valley Citizen</i>, editorial (April 21, 2022) • Cowichan <i>Valley Citizen</i>, letter to Editor (April 26, 2022) • Cowichan <i>Valley Citizen</i>, full page ad (June 2, 2022) 	April to June 2022
Cowichan Valley Regional District Press Release	May 9, 2022

<p>Designed project posters and postcards delivered and posted to community locations:</p> <ul style="list-style-type: none"> • CVRD Ingram Street Office • All CVRD Recreation Centres • Libraries: Duncan, Mill Bay and Lake Cowichan • Honeymoon Bay Hall • Saltair Community Centre • The Hub • Cobble Hill Hall • Glenora Hall • Glenora Store • Country Grocer • The Community Farm Store 	May 12, 2022
<i>Plan Your Cowichan</i> project newsletter; 111 notifications received	May 18, 2022 June 2, 2022
Community Farmers Market, Youbou	June 5, 2022
<p>It should be noted that CVRD staff reached out by direct email to five First Nations (Cowichan Tribes, Ditidaht, Malahat, Penelakut and Stz'uminus) requesting their feedback in this process. Project website links and contact information were shared for their reference.</p>	

Below are the statistics for site visits and online engagement for the *Plan Your Cowichan* project page during the soft launch and active engagement periods between April 5 and June 10, 2022.

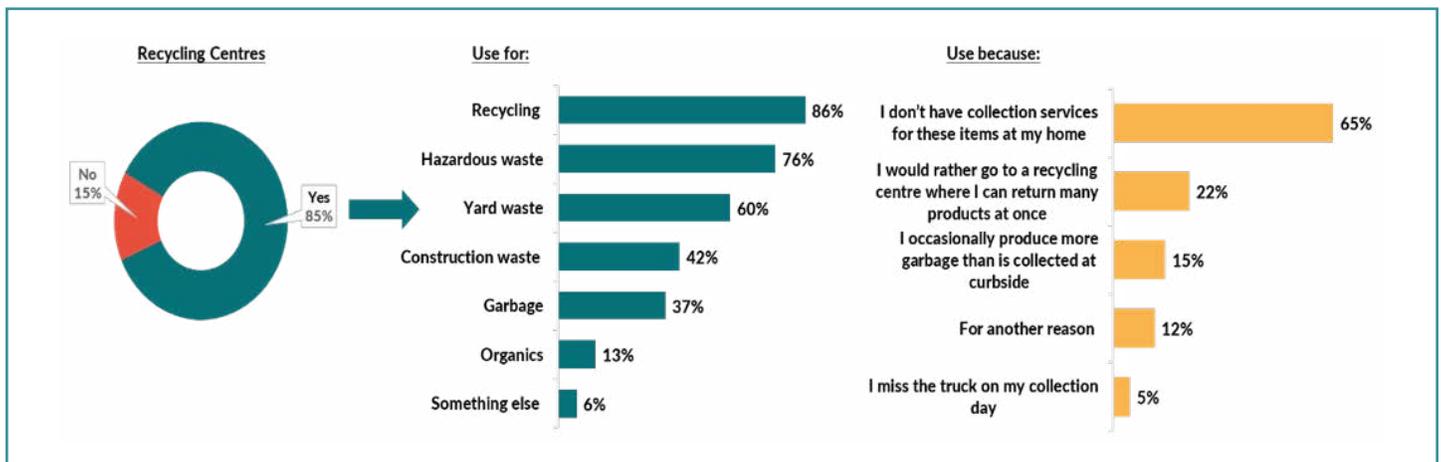
Statistics for site visits and online engagement for the <i>Plan Your Cowichan</i> project page, from April 5 to June 10, 2022	
Total page visitors	1,340
Total Aware Participants (Visited Various pages on the Site)	1,134
Informed Participants (Video views or Download)	572
Engaged Participants (Forum and Survey Contributions)	457

What We Heard

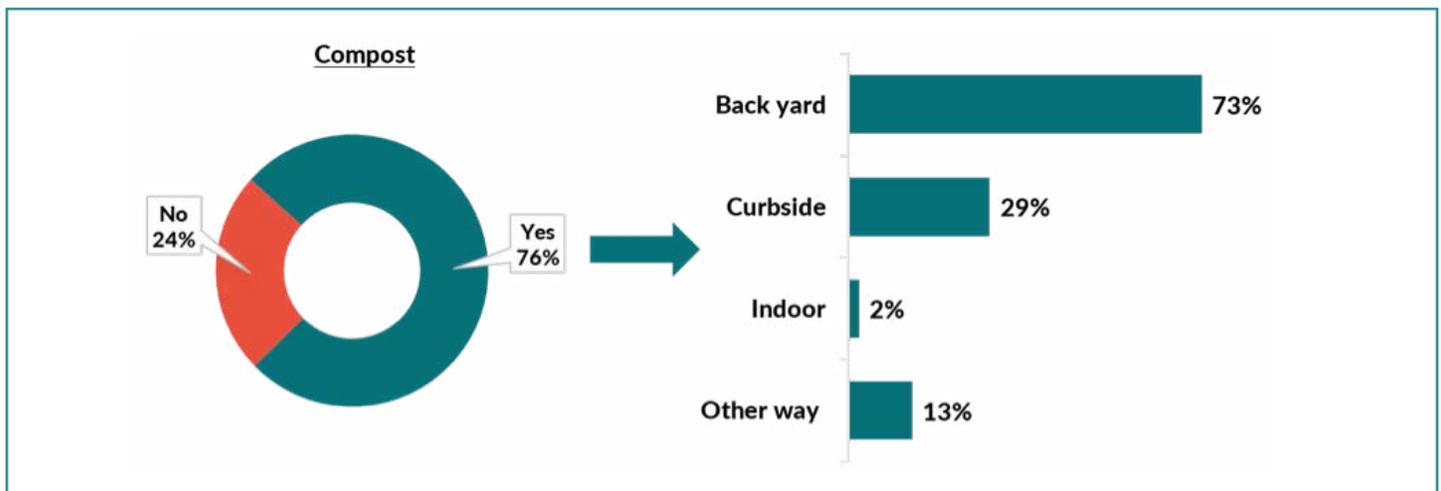
Throughout this section, results have been presented in relation to each topic/question, with survey results shared first and interview and other results as supporting information. Where there are similarities or key differences, it will be noted.

Current Waste Management Practices

Most respondents (85%) indicate they currently use recycling centres. These are mainly used for recycling (86%), hazardous waste (76%) and yard waste (60%). Fewer than half indicated they (also) use them for construction waste (42%), garbage (37%) and organics (13%). The main reason for using recycling centres is in the absence of curbside collection services (65%). However, some also say they'd rather go to a recycling centre to return many products at once (22%), or that they occasionally produce more garbage than is collected at curbside. A small group (5%) say they sometimes miss the truck on collection days. This data is outlined in the figure below.



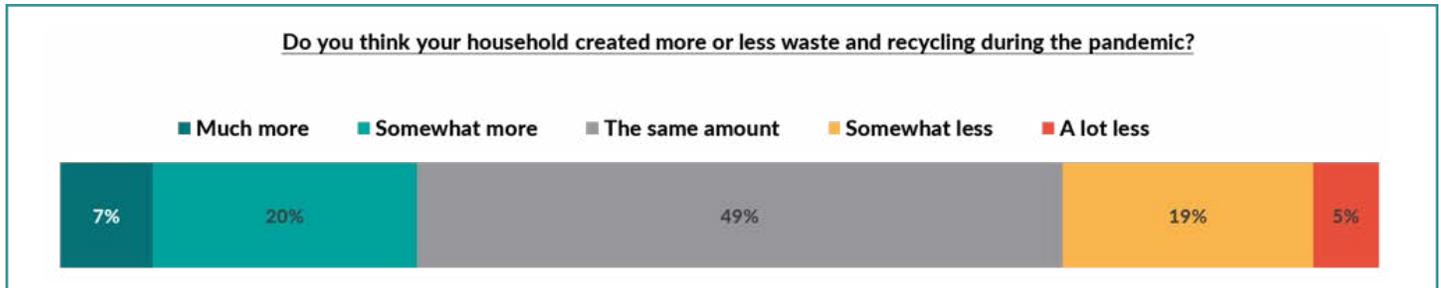
Three-quarters of participants (76%) noted that they compost. Among them, backyard composting (73%) is the most popular, followed by curbside composting (29%). (It should be noted that curbside composting is a private, voluntary subscription service available to residents living in the south-end). Some compost indoors (2%) while 13% indicated they do this in another way. Those other ways mainly include feeding it to animals (mainly chickens, some also to pigs and birds) and bringing their compost to a compost/recycling facility (e.g., Fisher Road Recycling, Bings Creek or Peerless Road Recycling Centres). This data is outlined in the figure below.



Pandemic and Changing Habits

Online Survey Results

Half of respondents (49%) said they created the same amount of household waste during the pandemic as they typically did prior to the pandemic. The other half was split between having more waste (27%, among whom 7% indicating they had much more) or less (24%, among whom 5% a lot less). This data is outlined in the figure below.



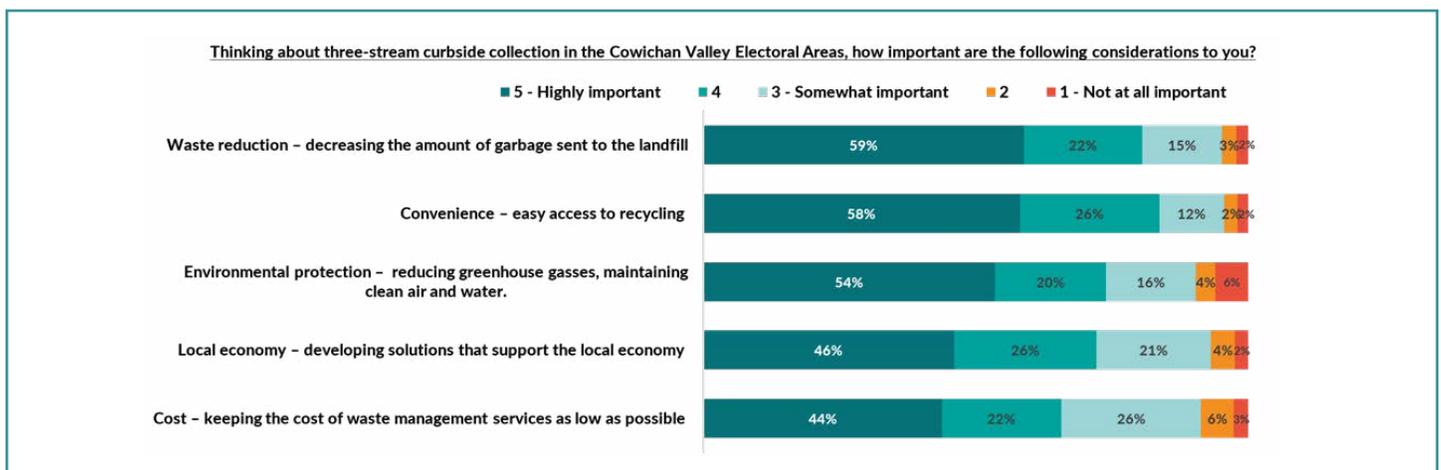
Interview and Community Feedback Results

Interview participants were aligned with survey respondents regarding waste habits during the pandemic with some noting that the pandemic did not result in an increase in their household waste and recycling, and an equal number of participants noted an increase in food packaging, styrofoam, and delivery boxes. A few participants said that the pandemic helped to highlight how much waste people accumulate and that it is apparent that there are still opportunities to provide education on waste management. Suggestions included how to compost effectively in both rural and urban areas, as well as other recycling tips that can be shared with and between residents. Changing habits requires a proactive approach before waste is created and represents a bigger need for large organizations to start reducing waste before it gets to the consumer.

Consideration of Community Values

Online Survey Results

All considerations of reasons for implementing three-stream curbside collection were seen as important, although somewhat to a varying degree. When thinking of three-stream curbside collection, *waste reduction*, meaning the reduction of garbage sent to landfill, and *convenience* are the most important considerations. *Environmental protection* ranks a close third. Each of these three considerations were rated as highly important by a majority of respondents. Of somewhat lower importance are the *local economy and cost*, with just under half rating these as highly important. One in 10 or fewer respondents rated any of these five issues as unimportant. This data is outlined in the figure below.



When asked to provide additional insights regarding community values, as they relate to waste management and recycling in the CVRD, survey participants identified the need for increased material collection (17%), service provider considerations (15%), and service design (14%) as the top three primary considerations for regional waste management.

For other considerations, subthemes, and participant comments, see the table below.

Theme	Subthemes	Participant Comments
Increased Material Collection 17%	<ul style="list-style-type: none"> • Glass • Plastic bags • Yard waste • Styrofoam • Bulky items • Metal 	<p>"Add more recyclable items that can go into the blue bin e.g. plastic bags, glass, metal."</p> <p>"Please make it easier and more convenient to recycle more at the curb. Perhaps a few times a year (fall and spring), pick-up of extra yard waste etc."</p>
Service Providers 15%	<ul style="list-style-type: none"> • Private waste collectors • Public waste collectors • Public-private hybrid waste collection 	<p>"Our private service provider has done a wonderful job with waste/compost collection. Including local companies like them in the new system would help to benefit our local economy and provide great service to residents."</p>
Service Design 14%	<ul style="list-style-type: none"> • Frequent collection • Equal services across Electoral Areas • Consistent and reliable service • Clear service education and expectations 	<p>"Frequency is important to me."</p> <p>"All EAs have the same level of service (or break it into north and south end) - ie. My neighbours down the road in Cobble Hill have garbage service by the CVRD but I do not have this option of service a few minutes away in Shawnigan Lake"</p> <p>"Collections should follow a coordinated, simple schedule, for example "every second Tuesday", rather than "compost every second Monday, recycling every Wednesday, hard garbage on Fridays"</p>
Environmental Concerns 13%	<ul style="list-style-type: none"> • Illegal dumping • Wildlife interactions • Backyard burning • Greenhouse Gas emissions • Reduction of materials sent to the landfill 	<p>"Garden waste pickup containers being the same size as recycling bins- help to reduce people burning their green waste."</p> <p>"Keeping wildlife out of garbage/recycling/compost (rats, racoons, bears)"</p>

Participation Considerations 13%	<ul style="list-style-type: none"> • Accessibility • Low waste generation at home • Has own compost • Opt out of service • Incentive to participate 	<p>"I do NOT want to be included in a three-tier garbage collection. I have my own compost, I visit the garbage dump about once a year and have my recycle picked up about once every three months. Let the system work on a user pay basis not one that is compulsory."</p> <p>"I understand the organic waste pickup has helped, but I would rather see a program where I give the organic waste and get back organic soil.... Is that possible up here? They do it now in Vic."</p> <p>"A curbside collection option for recyclable plastics for those of us who are disabled and medically can not drive."</p>
Cost Considerations 11%	<ul style="list-style-type: none"> • Pay per use • Pay for volume • Keeping costs low • Blanket regional costs 	<p>"Cost to single person households. Currently I pay the same amount bi weekly as Mt neighbours yet my bins are usually only half if not a third full while many others overflow"</p> <p>"No increase in cost to homeowners or businesses that support them (lawn mowing, gardening companies)"</p>
General Positive 10%		"Currently only recieve one stream recycling. Very difficult. Would LOVE three stream!"
Miscellaneous 5%		"controlling odour."
General Negative 3%		"I have no need for curbside pickup except for blue bin."

Interview and Community Feedback Results

There was agreement with survey respondents that the existing community values are relevant and highlight the necessary priority areas for CVRD related to waste management. While convenience, environmental protection, and local economy were noted to be priority-values, interview participants differed in their acknowledgement that waste management is most important. Supporting the local economy was generally agreed to be achieved by defining options for curbside service that maintained a mix of delivery from CVRD and a private service provider to support local business and jobs for individuals within the community.

Benefits

Online Survey Results

When considering the potential benefits of three-stream curbside collection, the importance of all benefits was recognized, with the majority rating all listed benefits as very or somewhat important. However, some were seen as more important than others.

At the top of the list was the:

- reduction of illegal dumping of waste, followed by
- fewer reusable resources going to landfill,
- supporting residents who cannot backyard compost to divert their compost; and
- providing residents with the infrastructure needed to manage all their compost after an organic landfill ban has been implemented.

The majority of respondents found these top four benefits very important.

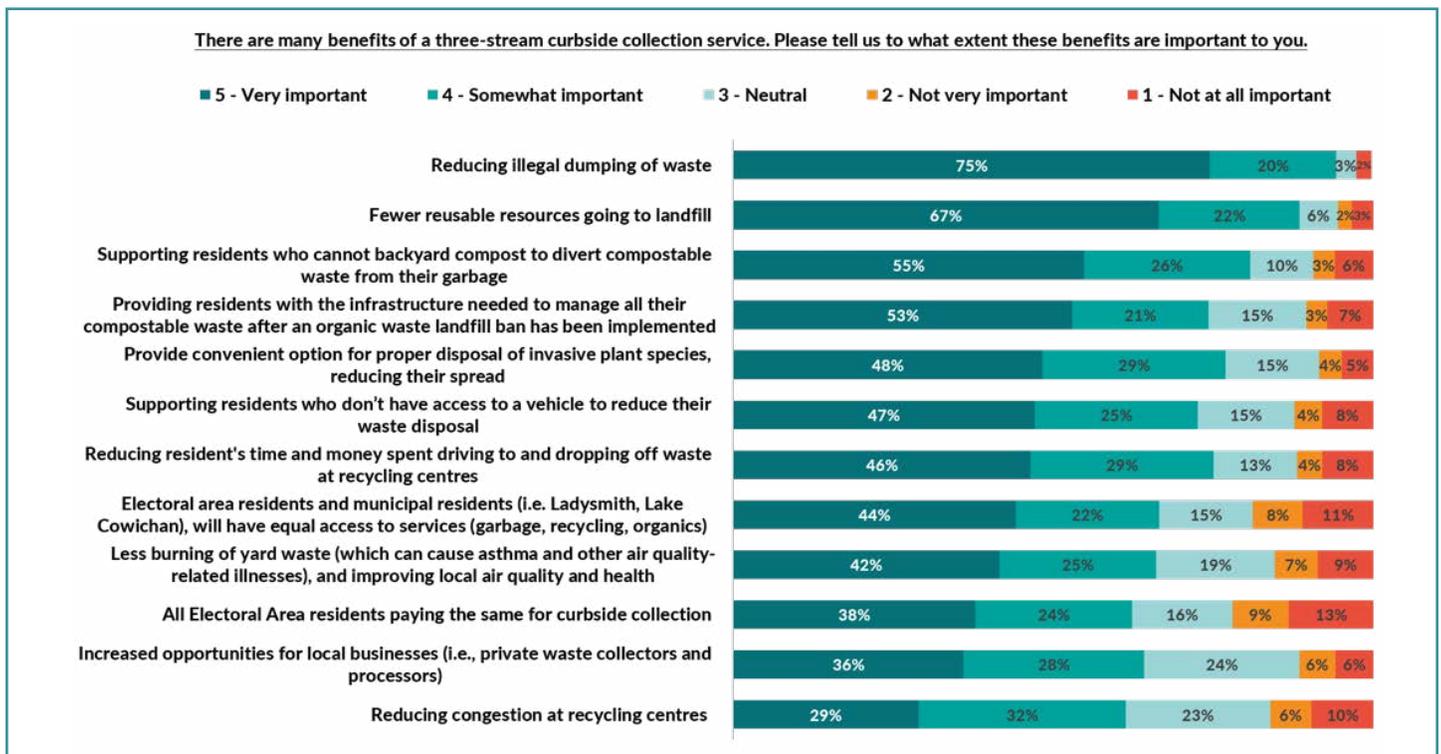
The middle tier of benefits consisted of:

- reducing the spread of invasive plant species,
- helping those without a vehicle to reduce their waste disposal,
- reducing time and money spent on drop-offs; and
- providing equal access across the CVRD.

The bottom four considerations were:

- less waste burning to improve health and air quality,
- all CVRD residents paying the same,
- increased local business opportunities; and,
- reduction of congestion at recycling centres.

**This data is outlined in the figure below.*



Survey respondents were asked to identify additional benefits for the community from a three-stream curbside collection service that is being designed to meet the needs of the community. Respondents felt that the benefits below served as the top three additional benefits that had not been mentioned in previous questions.

- participation benefits (24%),
- convenience (19%), and
- environmental benefits (14%)

See the table below for other identified benefits and concerns about the three-stream curbside collection.

Theme	Subthemes	Participant Comments
Participation Benefits 24%	<ul style="list-style-type: none"> • Variable costs: ability to pay per use • mandatory participation reduces cost 	<p>"Hopefully it costs less if everyone is on the same system"</p> <p>"It would be nice to see some kind of equitable distribution. the more garbage you make, the more you pay for example."</p>
Convenience 19%	<ul style="list-style-type: none"> • Adding more materials to curbside collection • Less time spent going to Recycling Centres 	<p>"Would like to see less reason to have to take recycles to depot by making curbside better improved convenience to separate organics and recycling from garbage (e.g., provide bins to separate waste)"</p>
General Negative 16%	<ul style="list-style-type: none"> • Need to consider urban vs rural needs • Already have program with private contractor • Concerns over cost 	<p>"Urban and rural areas have different needs so one size fits all is not a solution."</p>
Environmental Benefits 14%	<ul style="list-style-type: none"> • Less driving • Less back yard burning • Less human/wildlife interactions • Protecting our environment 	<p>"Diminish the smell from people burning more than yard waste in their yards and preventing dangerous fires."</p> <p>"Garbage not hanging around in yards for long periods will attract less rats/bears, etc."</p> <p>"Our efforts now, will ensure our grandchildren will have an opportunity to enjoy the environment we did as children"</p>
Local Benefits 14%	<ul style="list-style-type: none"> • Private waste collection businesses • Providing compost for the community • More local jobs 	<p>"Hopefully really inexpensive compost from landfill site, as it was in the City of Barrie"</p> <p>"The personal service that we get from our local private waste collector, they are flexible and local."</p>
General Positive 7%		<p>"I think it is a great idea and can work because other places do it. It shouldn't be a matter of IF, but when it will begin."</p>
Miscellaneous 5%		<p>"All appear to have been covered."</p>

Interview and Community Feedback Results

There were parallels between survey respondents and interview participants, including agreement on the need for the CVRD to provide more convenient recycling services or support for those residents who do not have a vehicle, as this directly hinders their ability to recycle. If residents need to store recycling on their property until it can be delivered to a recycling centre, it will most likely end up in the waste stream. Further alignment of response was in the recognition that there are differing waste and recycling needs for rural and urban properties, and this may require the CVRD to implement varied options to address these diverse needs, as one type of service may not be effective for the community as a whole. In addition, it was suggested by more than one participant that blow-down from trees on rural properties is a fire hazard that must be managed and that reducing backyard burning could be accomplished by creating a portable woodchipper or hub that can be shared with other communities to manage the cost. Additional benefits from this include being able to repurpose the mulch on the residential properties. Further alignment centred around the fact that infrastructure and education regarding organics and composting are needed to ensure success.

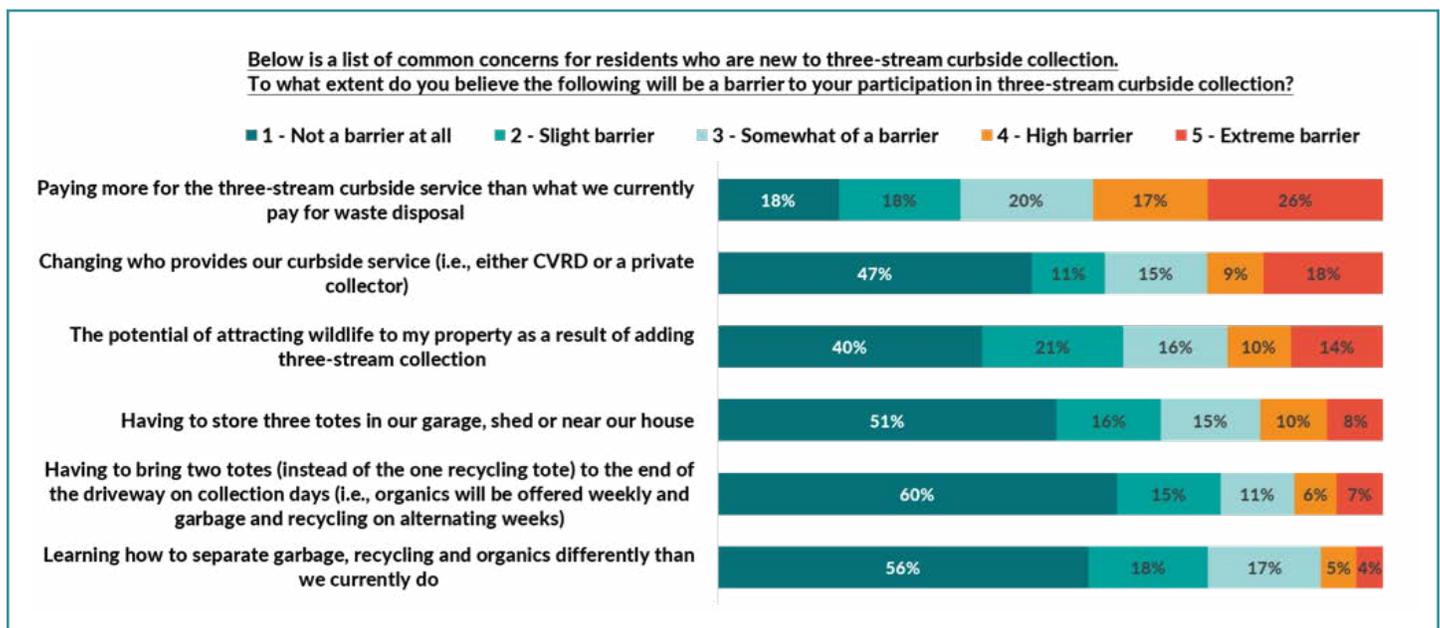
Barriers

Online Survey Results

In terms of barriers or concerns, residents may have about the three-stream curbside collection, the top barrier, by far, is cost. Only one in five (18%) say that *paying more for three-stream curbside than that they currently pay for waste disposal* is not at all a barrier, with 43% feeling this is an extreme or high barrier and another 35% saying this is a slight barrier or somewhat of a barrier.

The *change in who provides the service and the potential of attracting wildlife* to the property are the second-most important barriers.

Fewer than half of respondents consider *storing three totes, bringing two totes out for collection each week and learning how to separate waste* to be barriers. This data is outlined in the figure below.



Additional comments from survey respondents identified that participation (23%), represented the biggest barrier that had not been identified in the survey. Many participants reiterated the importance of choosing the correct service provider (18%), and their concerns related to cost (15%). For more details, see the subthemes and participant comments in the table below.

Theme	Subthemes	Participant Comments
Participation Barriers 23%	<ul style="list-style-type: none"> Rural vs urban needs Accessibility Different collection needs (e.g., opt out of compost or garbage collection) 	<p>"As a rural property with 1/2 km driveway, it makes little sense to drive 2 totes to the road."</p> <p>"Being old, alone and with COPD I cannot haul container bins around, just fill them."</p> <p>"We, personally, produce only 1 garbage can of dry waste every few months with composting and recycling practices."</p>
Service Provider Barriers 18%	<ul style="list-style-type: none"> Changing existing private collection services 	<p>"Don't take private pickup away."</p> <p>"Would be interested to know what would happen to our existing garbage and compostable collection company."</p>
Cost Barriers 15%	<ul style="list-style-type: none"> Tote storage Tote size Frequency of collection Reliability of service Limited accepted material list Effective program education 	<p>"I would be concerned that break downs and making someone wait 2 more weeks for pickups. not so bad with recycling but really bad with garbage and compost."</p> <p>"Having an easy way for the general public to check what can/cannot be put in each bin so loads do not become contaminated. Making it very easy for people to put out yard waste (no special bags needed) to reduce backyard burning. Extra allowances for yard waste during seasonal windows."</p>
Environmental Considerations 11%	<ul style="list-style-type: none"> Wildlife interactions Reliable end-markets for more items Different disposal methods for materials 	<p>"If the bins are not bear proof I anticipate problems."</p> <p>"First of it feels like you are starting downstream while you should start upstream by having all non-recyclable plastic ban reducing plastic in store..."</p> <p>I am all for doing my parts but it must be imposed upstream as well...."</p>
General Positive 6%		<p>"it's about time to join other communities that already do all three."</p>
General Negative 6%		<p>"This is not necessary in my area."</p>
Miscellaneous 6%		<p>"The above barriers are no issue for ME, but other members of my household struggle with this as well as the majority of my neighbors. I would venture a guess that the barriers are very high and frequent, perhaps more than y'all anticipate AND more than citizens recognize."</p>

Interview and Community Feedback Results

Interview participants agreed with survey respondents when identifying size and weight of the totes as being a barrier to participation in three-stream curbside collection. There were multiple comments of the difficulty that many seniors in the community will have when moving carts to the curb and back. To add, due to the size of the totes, many participants said that it may be difficult to find storage space in their homes, with one participant questioning the environmental impact of the CVRD purchasing so many of these totes. Most participants agreed that there is a concern that the organics will be an attractant to bears and other animals and that they should be designed accordingly. It was noted that education continues to be a priority as there is still so much for people to learn, including the implementation of new streams of recycling.

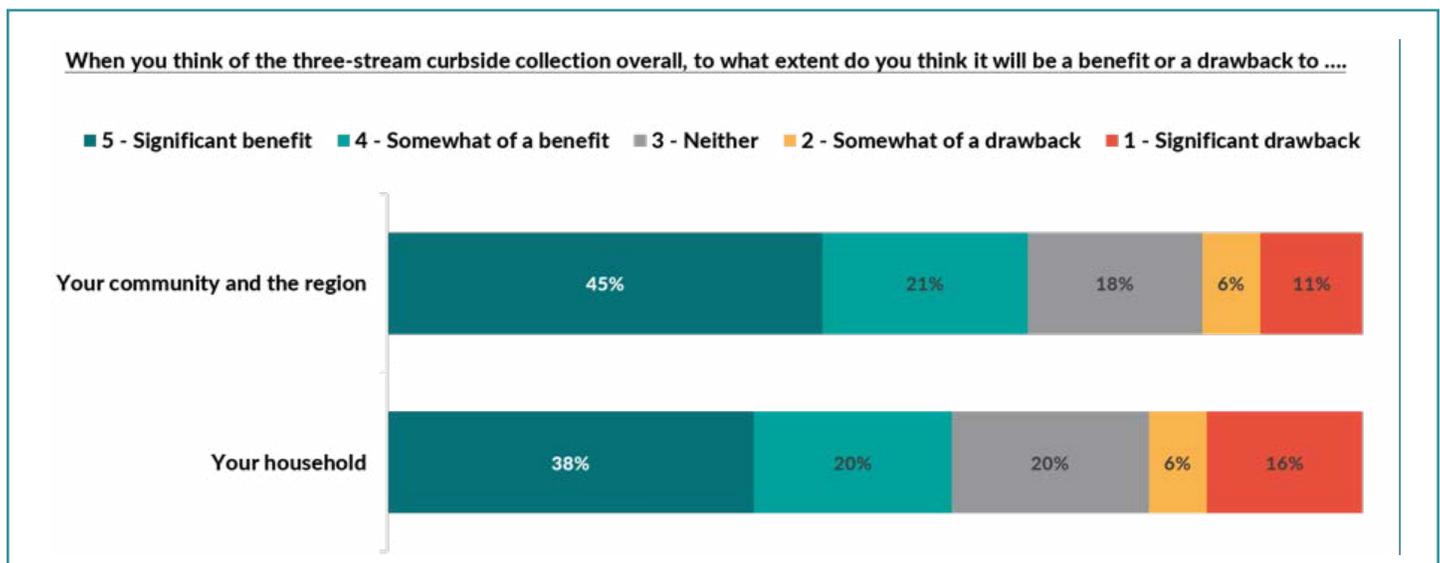
Cost was not identified as a barrier although it was acknowledged that to be sustainable, costs must be kept as low as possible or the CVRD should implement the pay as you go option that is offered by some private waste collectors. This would address the needs of the individual resident, potentially making it more cost-effective. In contrast, some participants suggested that increasing the number of options will result in increased cost and that there is a need to be more creative when finding solutions. This includes finding ways to manage waste without transporting it off the island as this is costly and is not an environmentally sustainable option. A suggestion raised by participants included the option to partner with neighbouring communities to build incinerator facilities in various locations (i.e., South Island and mid-island) to manage waste in the region and to support the local economy and reduce impact on the environment.

Implementation of Three-Stream Curbside-Collection

Online Survey Results

Overall, most respondents see benefits rather than drawbacks to three-stream curbside collection, particularly when it comes to the community at-large.

Two-thirds (66%) see it as a benefit to the community and the region, and fewer than one in five (17%) see it as a drawback. The majority (58%) also see it as a benefit to their household, compared to 22% who see it as a drawback. This data is outlined in the figure below.



When asked to provide additional comments, participants expressed that an effective curbside collection service has an increase of accepted materials at the curb (19%), is easy to use (13%) and must consider the service provider that collects the materials (13%). Summarized themes and participant comments are broken down in the table below.

Theme	Subthemes	Participant Comments
Increased Material Collection 19%	<ul style="list-style-type: none"> • Glass • Styrofoam • Yard Waste • Plastic bags • Bulky items 	<p>"All recycling, waste and organic picked up including glass."</p> <p>"Collects everything. I use to live in the city where nothing was off limits for collecting. They also provided large item pick up (ie; couches) if you call and set up a large item pick up on garbage day."</p>
Easy to Use 13%	<ul style="list-style-type: none"> • Consistent schedule • Clear education • Manageable totes (e.g. size, amount given) 	<p>"Regular collection days, with reminders as there are now for recycle bin collection."</p> <p>"Provide suitable containers and easy reliable access to removal"</p> <p>"easy so that everyone can understand it, and follow it without doing a bunch of extra work"</p>
Service Provider Considerations 13%	<ul style="list-style-type: none"> • Private waste collectors • Public waste collectors • Public-private Hybrid waste collectors 	<p>"We currently have 3 stream collection on the south end. A private collector provides excellent solid waste and organics collection; CVRD provides recycling. This 'looks effective' to me, and should be emulated throughout the regional district"</p> <p>"Waste being collected by the district, no hassles with private contractors."</p> <p>"Use of current local collecting services that are presently operating in the area."</p>
Frequency of Service 11%	<ul style="list-style-type: none"> • Every two weeks • All waste collected every week • Organics collected weekly • To avoid odours • Alternating garbage/ recycling collection 	<p>"Organics weekly, garbage and recycling alternate weeks, including yard waste in curbside collection"</p> <p>"frequent pickup to avoid rot and stink - weekly would be ideal, but every 2 weeks in winter is fine. weekly in summer would be preferable (when garbage moves to weekly)"</p>
Participation Considerations 10%	<ul style="list-style-type: none"> • Urban vs rural needs • Incentives • Variable services • Opt out 	<p>"I think organic collection is less important in truly rural areas. We are used to composting and even burying bones and fat."</p> <p>"Pay and choose the collection service you need - people who generate little waste should be rewarded."</p> <p>"The current separation of garbage, recycling and organic collection gives everyone the choice to use what suits them best instead of having a one size fits all system forced on them."</p>

Cost Considerations 9%	<ul style="list-style-type: none"> • Value of service • Reasonable cost • Charge per residence • Priced to disincentivize illegal dumping • Pay per use 	<p>"keep costs low to stop dumping."</p> <p>"A service that provides what I need at a reasonable cost and ideally I am charged by the services I use and don't subsidize others who produce more garbage or can't be bothered to recycle or compost."</p>
Miscellaneous 7%		"Follow up on unsightly properties as there would be no excuse not to participate."
Environmental Considerations 7%	<ul style="list-style-type: none"> • Wildlife considerations • Reduces illegal dumping • Less driving • Reduction of material sent to landfill 	<p>"we are provided with wildlife and odour proof containers for each stream."</p> <p>"Less separate trips to the landfill to dispose of recyclables that don't get picked up."</p>
General Positive 5%		"the three stream curbside collection looks like a good plan."
General Negative 5%		"Leave it the way it is."

Interview and Community Feedback Results

There was overall agreement that to reduce waste and divert recyclables, three-stream curbside collection is a much-needed service for both urban and rural residents in the CVRD, with participants requesting it be implemented soon. Creating a consistent and convenient service that is cost effective and supports the environment for future generations, was generally agreed to be a priority focus for participants. To encourage composting it was suggested to reduce the size of the totes that are purchased by the CVRD and purchase a composter to be provided with the totes, for each resident. While many residents currently recycle, there is an expectation that the convenience of three- stream service will make the process easier for the community to participate.

There was also general sense that there is a need to implement this service quickly while providing clear communication and education to the community of any changes being implemented.

Other Comments and Insights

Online Survey Results

There is a very strong sense that it is important to *reduce landfill waste*, and that three-stream curbside collection is one of the important tools in doing so. Many think it is great to manage more waste *locally* going forward, supporting local waste management businesses.

The idea that three-stream curbside collection *will prepare residents for the future organics waste ban* is also appreciated by most, as is the idea that it will make *waste management easier for most residents*.

At the same time, more than half (58%) also *worry that it will cost them too much money*. Only one in five (21%) disagree with this. Another four in 10 (41%) express that their *household's waste management is fine, and they don't want any changes* – with the same proportion (42%) disagreeing with this premise. This data is outlined in the figure below.

General Response Themes

Further comments shared by survey respondents were much like those identified in previous sections when participants identified that cost considerations (15%), flexible participation needs (14%) and increased material collection (13%) were important to consider when implementing three-stream curbside collection. Further considerations are categorized below.

Theme	Subthemes	Participant Comments
Cost Considerations 15%	<ul style="list-style-type: none"> Value of service Pay per use/weight Low cost 	<p>"Don't do anything that will cost more than the current rate that has just been upped."</p> <p>"Make those that use it pay for it"</p>
General Positive 14%		<p>"It's brilliant that CVRD is considering this initiative. Having come from an area in the lower mainland that has this program in place, it works, it's effective, and takes no effort on the home owners to do the right thing. My "garbage" was reduced significantly with three-streaming. A lot less "garbage" went to the landfill from my house!"</p>
Flexible Participation 14%	<ul style="list-style-type: none"> Opt in or out Rural vs urban needs 	<p>"Because we are dealing with farms and acreages as well as residential homes within city limits (Duncan, Ladysmith) it needs to have some individual choices depending on Electoral areas. Would be nice to be able to opt in OR out of the composting/garbage collection depending on this."</p> <p>"Make the new system flexible."</p>
Increase Material Collection 13%	<ul style="list-style-type: none"> Glass Styrofoam Bulky items Yard waste Film plastics 	<p>"Add annual "big trash" day curbside pickup of oversized items. Add yearly yard trimmings, branch and leaves pick up/chipping."</p> <p>"A once a month pick up of styrofoam, glass, plastic bags, batteries, lightbulbs etc. So that we can cut out going to the depot all together."</p>

Service Providers 12%	<ul style="list-style-type: none"> • Private • Public • Hybrid 	<p>"Definitely using the existing small private companies services. There is no need for a fleet of CVRD garbage trucks if the private companies can provide the service."</p> <p>"We MUST EMPHASIZE how important it is to us that we can continue to use our private waste collector "</p>
Service Design 9%	<ul style="list-style-type: none"> • Provide clear education • Enforcement • Incentives for participation • Easy to use 	<p>"Ensure that you have adequate resources to follow thru and enforce the rules otherwise they are not worth the bylaws that are written."</p> <p>"Make useable compost available to residents."</p>
Environmental Considerations 9%	<ul style="list-style-type: none"> • Wildlife • Illegal dumping • Reducing material sent to the landfill 	<p>"Please make compost bins bear /animal proof, if possible"</p>
Miscellaneous 7%		<p>"need more services such as water and collection to match our growing multi-unit needs"</p>
General Negative 7%		<p>"The implementation should not happen. I do not want, nor will I ever use a third bin for organic material. It is a huge waste of money."</p>

Interview and Community Feedback Results

Questions surrounding how decisions are made to identify which three streams are included in the curbside service showed some similarities and some differences in priority for rural and urban residents, particularly as it relates to organic waste. While most interview participants noted that they managed their own compost and did not need the organics stream, one participant indicated that some of the restrictions for residential composting, the attractant to animals, and the need to transport often smelly organics to the recycling centre, made this stream a necessary priority for curbside service. To add, further feedback received on the project site indicated a high level of support for organic pick up to be included in three-stream service. For the majority of participants, the recycling of Styrofoam, glass and plastic film was agreed to be a priority stream that needs to be added to curbside pickup for all residents. The need for residents to store, package, and transport these consistently recurring materials to the recycling centres is leading to a high volume of them needlessly entering the waste stream.

Finally, three participants made note of how they perceive that changes in the recycling system under RecycleBC has resulted in greater recycling contamination. This is due to restrictions that are imposed on materials that are accepted at the curbside, and the inconvenience of having to redirect materials to a facility, which results in these materials ending up in the garbage. Adding glass, Styrofoam, and plastics to curbside pickup would decrease this occurrence and reduce overall waste. Some agreed that multi-national corporations should not be operating in the community and that this could be a start to the CVRD implementing long-term change.

Next Steps

Based on the findings from Stage 2, the project team will focus on refining design considerations for the curbside service that reflect the values, priorities and needs of the community. This will include the estimated cost of various curbside service options. These options will be presented to the community for feedback in Phase 2 engagement beginning in Fall 2022.

Phase 2, Stage 3, will begin in Fall 2022 and is the second phase of active engagement. This stage will focus on sharing options for three-stream curbside collection to gain a better understanding of the preferred service design and why community members and interested and affected parties have those preferences. The feedback will help the project team refine the service design further and select a preferred service option to put forward for decision by the Board.

Phase 2, Stage 4 will occur in early 2023 and is the final stage that includes sharing information and community feedback with decision-makers and providing information and strategy on how the implementation of the enhanced three-stream curbside collection service will be supported to ensure successful integration of the service into the community.

APPENDIX A: IAP2 Spectrum of Engagement

IAP2 Spectrum

INCREASING IMPACT OF THE DECISION 

	Inform	Consult	Involve	Collaborate	Empower
Public Participation Goal	To provide the public with balanced and objective information to assist them in understanding the problem, alternatives and/or solutions.	To obtain public feedback on analysis, alternatives and/or decision.	To work directly with the public throughout the process to ensure that public concerns and aspirations are consistently understood and considered.	To partner with the public in each aspect of the decision including the development of alternatives and the identification of the preferred solution.	To place final decision - making in the hands of the public.
Promise to the Public	We will keep you informed.	We will keep you informed, listen to and acknowledge concerns and aspirations, and provide feedback on how public input influenced the decision.	We will work with you to ensure that your concerns and aspirations are directly reflected in the alternatives developed and provide feedback on how public input influenced the decision.	We will look to you for advice and innovation in formulating solutions and incorporate your advice and recommendations into the decisions to the maximum extent possible.	We will implement what you decide.

APPENDIX B: Online Survey

Three-Stream Curbside Collection in the Cowichan Valley Regional District - Phase 1 Community Survey - Programmed April 24, 2022

Welcome!

Thank you for your participation in this survey! A **Fact Sheet** on three-stream curbside collection service is available as a resource to provide you with additional information and project background.

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

1. Reduce landfill waste by removing compostable waste ('organics') from the garbage;
2. Ensure that residents have easy access to organics diversion options at their homes before a ban on landfilling organics is put in place; and,
3. Support local waste disposal solutions, e.g. composting and recycling opportunities

The Survey

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

Questions

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

Anonymity

Your participation in this survey is completely voluntary. No personal information will be collected as part of this survey. The survey responses you provide will be combined with the responses of other survey participants and individual responses will not be identified.

To ensure that your survey answers remain anonymous, do not include personal information, such as your name, email address, phone number, mailing address, etc., in the survey answers.

Privacy

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

Online Survey Questions

During the 2017 public consultation for the 2018 Solid Waste Management Plan (SWMP) update, we asked community members about their priorities and values regarding waste management, including the curbside collection of organics, recycling and garbage. (See the [public consultation summary report](#)). Since 2017, much has changed in everyone's lives due to the global pandemic and the impacts of floods and fires. Therefore, we are interested in identifying possible changes or new priorities related to waste management.

1. When implementing three-stream curbside collection in the Cowichan Valley Electoral Areas, how important are the following considerations to you?

- 1 - Not at all important
- 2
- 3 – Somewhat important
- 4
- 5 – Highly important
- 9 – Don't know

- a. *Environmental protection*- reducing greenhouse gasses, maintaining clean air and water.
- b. *Waste reduction* – decreasing the amount of garbage sent to the landfill
- c. *Cost* – keeping the cost of waste management services as low as possible
- d. *Convenience* – easy access to recycling
- e. *Local economy* – developing solutions that support the local economy

2. Are there any other considerations regarding regional waste management solutions (including curbside collection) that are important to you?

[OPEN END]

3. Do you think your household created more or less waste and recycling during the pandemic? (i.e. the last two years) (check one)

- 1- a lot less
- 2- somewhat less
- 3- the same amount
- 4- somewhat more
- 5- much more
- 6- I don't know

4. What does an effective curbside collection service look like to you?

[OPEN END]

5. There are many benefits of a three-stream* curbside collection service. Please tell us to what extent you believe these are beneficial?

(*Three-stream curbside collection includes the collection of recycling, garbage and organics. Organics includes food waste and, in this question, it also includes yard waste).

- 1- Not beneficial at all
- 2- Slightly beneficial
- 3- Somewhat beneficial
- 4- Significantly beneficial
- 5- Very significantly beneficial
- 9- I don't know

- a. Electoral Area residents and municipal residents (i.e. Ladysmith, Lake Cowichan), will have equal access to curbside collection services (garbage, recycling and organics)
- b. Fewer reusable resources going to landfill
- c. Reducing illegal dumping and burning of waste
- d. Supporting residents who cannot backyard compost to divert compostable waste from their garbage
- e. Less burning of yard waste (which can cause asthma and other air quality-related illnesses), and improving local air quality and health
- f. Reduced spread of invasive plants as a result of reduced illegal dumping of yard waste
- g. Providing residents with an easy disposal opportunity of invasive plants
- h. Reducing resident's time and money spent driving to and dropping off waste at recycling centres
- i. Reducing congestion at recycling centres
- j. Supporting residents who don't have access to a vehicle to reduce their waste disposal
- k. Providing residents with the infrastructure needed to manage all their compostable waste after an organic waste landfill ban has been implemented (a ban to reduce greenhouse gas emissions)
- l. All Electoral Area residents paying the same for curbside collection
- m. Increased opportunities for local businesses (i.e., private waste collectors and processors)

6. Please share any other benefits of the three-stream curbside collection that are important for you and that have not been mentioned yet.

[OPEN END]

7. Below is a list of common concerns for residents who are new to three-stream curbside collection. To what extent do you believe the following will be a barrier to your participation in three-stream curbside collection?

1 – not a barrier at all

2 – slight barrier

3 – somewhat of a barrier

4 – high barrier

5 – extreme barrier

9 – I don't know

- a. Learning how to separate garbage, recycling and organics differently than we currently do
- b. Having to store three totes in our garage, shed or near our house
- c. Having to bring two totes (instead of the one recycling tote) to the end of the driveway on collection days (i.e., organics will be offered weekly and garbage and recycling on alternating weeks)
- d. The potential of attracting wildlife to my property as a result of adding three-stream collection
- e. Paying more for the three-stream curbside service than what we currently pay for waste disposal
- f. Changing who provides our curbside service (i.e., either CVRD or a private collector)

8. Please share any other barriers to the three-stream curbside collection that are important to you that have not been mentioned yet.

[OPEN END]

9. When you think of the three-stream curbside collection overall, to what extent do you think it will be a benefit or a drawback to your household?

1 - Significant drawback

2 – Somewhat of a drawback

3 – Neutral (neither benefit nor drawback)

4 – Somewhat of a benefit

5 – Significant benefit

10. And when you think of the three-stream curbside collection overall, to what extent do you think it will be a benefit or a drawback to your community and the region?

- 1- Significant drawback
- 2 – Somewhat of a drawback
- 3 – Neutral (neither drawback nor benefit)
- 4 – Somewhat of a benefit
- 5 – Significant benefit

11. What, if anything, needs to happen to make the three-stream curbside service easier for you to support and participate in?

[OPEN END]

12. To what extent do you agree or disagree with the following statements?

- 1 – strongly disagree
 - 2 – somewhat disagree
 - 3 – neutral
 - 4 – somewhat agree
 - 5 – strongly agree
 - 6 – I don't know
-
- a. I worry that this three-stream curbside collection program will cost me too much money
 - b. My household's waste management is fine and I don't want any changes
 - c. I think that now more than ever, it is important to reduce landfilling of reusable resources
 - d. Three-stream curbside collection is one of many important tools to reduce landfill waste (from residential sources)
 - e. Three-stream curbside collection will prepare residents for the future organics landfill ban
 - f. Three-stream curbside collection will make waste diversion and disposal easier for most residents
 - g. It is important to me that the three-stream service supports local waste management businesses
 - h. I think it is great that we will manage more of our waste locally

13. Do you have any further feedback you think should be considered when planning the implementation of the three-stream curbside collection in CVRD Electoral Areas? [OPEN END]

About you

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

14. Please select which applies best to you:

- a. I usually live in the Cowichan Valley for more than six months of the year
- b. I usually live in the Cowichan Valley for less than six months of the year

15. Which part of the Cowichan Valley do you live in?

- Area A: Mill Bay
- Area B: Shawnigan Lake
- Area C: Cobble Hill
- Area D: Cowichan Bay
- Area E: Cowichan Station, Sathlam or Glenora
- Area F: Honeymoon Bay, Mesachie Lake, Caycuse or Youbou
- Area G: Saltair
- Area H: Gulf Islands
- Area I: North Oyster or Diamond
- City of Duncan
- Town of Ladysmith
- Town of Lake Cowichan
- North Cowichan (includes Crofton, Chemainus and Maple Bay)
- Don't know
- Prefer not to answer
- I live in a First Nation community, (please specify which one)_
- Somewhere else: _____

16. What type of home do you live in?

- a. Single-family home
- b. Townhouse with no more than four units
- c. Apartment or a multi-family building
- d. Seasonal cottage
- e. Other (please specify)

17. Do you compost? This includes backyard compost, curbside compost (curbside organics pick up), indoor compost (i.e. use a worm bin or another system) or any other way.

- a. Yes
- b. No

18. [If yes:] How do you compost? Please select all that apply

- a. I backyard compost
- b. I curbside compost (I have curbside organics pick up)
- c. I indoor compost (i.e. use a worm bin or another system)
- d. Some other way (please specify)

19. Do you currently use a CVRD Recycling Centre to drop off material not collected curbside?

- a. Yes
- b. No

20. [If yes:] For which of the following do you use recycling centres? Please select all that apply

- a. for garbage
- b. for recycling (e.g., glass containers, styrofoam, film plastic, etc.)
- c. for organics (kitchen/food scraps)
- d. for yard waste
- e. for hazardous waste (paints, electronics, batteries, etc.)
- f. For construction waste (wood waste, rubble, asphalt shingles, etc.)
- g. for something else (please specify)

21. [If yes:] I use recycling centres because...(Please select all that apply)

- a. I don't have collection services for these items at my home
- b. I miss the truck on my collection day
- c. I would rather go to a recycling centre where I can return many products at once
- d. I occasionally produce more garbage than is collected at curbside
- e. For another reason (Please specify)

Thank you for completing this survey!

What we learn from your input will help inform the design of the three-stream curbside collection service options that we will consult on in the fall of 2022. Please follow the three-stream curbside service progress by visiting

www.planyourcowichan.ca/curbside-collection

APPENDIX C: Interview Questions

1. During past community engagements, we asked residents what community values should inform how waste is managed in the region. Today, we want to find out if these are still the community's priority values, or if values have changed due to regional growth, the global pandemic, and climate emergencies such as fires and floods. These are the priority values we heard in the past:

Environmental protection- reducing greenhouse gasses and maintaining clean air and water.

Waste reduction – decreasing the amount of garbage sent to the landfill

Cost – keep the cost of waste management services as low as possible

Convenience – provide easy access to recycling opportunities

Local economy – developing solutions that support the local economy

- a. How do these values sit with you today, and how might they have changed over the last three years?
 - b. When thinking about community values, how do you think these could be best brought to life in a three-stream curbside collection service?
2. Would you say the pandemic has affected your waste disposal habits at home? If so, how have your habits changed?
 3. When we reflect on the past year which saw record breaking temperatures, fires and floods, we are curious to understand *how* climate change impacts may or may not have attributed to how you manage your waste right now.
 4. From your perspective, what are some of the key things (*benefits or barriers*) that CVRD staff need to consider when developing options for three-stream curbside collection?
 5. What, if anything, needs to happen to make a three-stream curbside service easier for you to support and participate in?
 6. Is there anything else you would like to add?