

THREE-STREAM CURBSIDE COLLECTION



PHASE 2

Engagement Findings Summary – August 2023

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

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

The Three-Stream Curbside Collection Timeline outlines the process that has been followed to identify key priorities for recycling and waste management in the CVRD. Phase 1 of community engagement informed the two proposed three-stream curbside collection options shared in Phase 2 engagement.

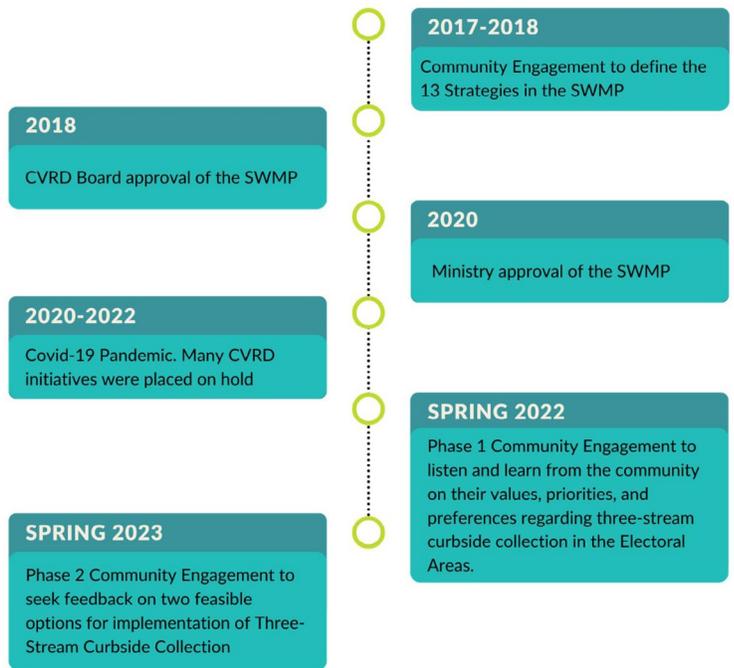
Phase 1 Community Engagement -

In May 2022, the CVRD launched Phase 1 community engagement. The goal of Phase 1 engagement was to listen and learn from the community about the community’s priorities, concerns, and preferences for implementing a three-stream curbside collection service. This feedback helped to identify curbside collection options for community input.

Phase 2 Community Engagement -

The CVRD launched Phase 2 community engagement in the spring of 2023, with two feasible options for the three-stream curbside collection service being shared for community feedback. These options incorporate what was learned in Phase 1 of the community engagement, best practices for curbside collection, lessons learned in other jurisdictions and the requirements in the SWMP.

Three-Stream Curbside Collection Timeline





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Curbside Collection Options Presented for Community Feedback

Options for Curbside Collection Service



Option 1:

Garbage, Recycling and Food Waste

Approximate annual household cost: \$270-\$305

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

This option includes a bear-resistant food waste collection tote and kitchen catcher.



Option 2:

Garbage, Recycling, Food and Yard Waste

Approximate annual household cost: \$290-\$325

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

This option includes a bear-resistant food and yard waste collection tote and kitchen catcher.



Optional add-on: Monthly glass collection

Approximate annual household cost: \$20

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

Online public survey

One-on-one interviews

Interactive forum and Q&A on the project website

Community events

Direct dialogue with project staff

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



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What We Learned from the Community

To gather feedback on each of the options individually, **respondents were first asked to indicate to what degree they support or oppose each of the options. Respondents were then asked which option they would prefer to see implemented as well as why they chose the option they did as their preference.** This allowed participants to provide more in-depth feedback and offer more robust information for decision-makers at the CVRD. The feedback results for both of these questions are below.

Opposition or Support for Each Option

When respondents were asked to indicate the level that they opposed or supported each option, support was highest for Option 1. In total, 70% of survey respondents were either supportive or neutral of Option 1, compared to 66% for Option 1 with glass pickup and 61% for both Option 2 and Option 2 with glass pickup. **Further analysis showed that approximately half (53%) of those who responded to this question were either supportive or neutral towards ALL options, while 22% of these respondents were opposed to ALL options.**

Most Preferred Option for Implementation

Regardless of respondents stating various degrees of opposition and support towards each curbside option presented, when asked to choose their preferred option for implementation, Option 2 with glass pickup was most often selected (35%). This option was followed by Option 1 (32%), Option 1 with glass pickup (25%) and Option 2 (8%). **The preference for implementing Option 2 with glass pickup was primarily driven by respondents who were supportive or neutral towards all service options presented.**

Community members often stated that they preferred Option 2 with glass pickup due to convenience, as it provides the most services while encouraging proper waste disposal and reducing barriers to recycling. Conversely, the **preference for Option 1 was largely influenced by respondents who opposed the three-stream program** (and all service options presented), often stating that their preference for this option was driven by their desire to keep the service like the status quo.

Reducing Barriers to Implementing Three-Stream Curbside Service

Cost – Reducing costs was seen to be a key factor in increasing support and participation in the three-stream curbside program. Respondents suggested that the CVRD provide free totes, apply for grants, and commit to more community partnerships to reduce program costs.

Storage of totes and reducing wildlife interactions – There were concerns about wildlife safety. Suggestions for reducing interactions with wildlife included changes in waste storage habits by residents, the type of container, and frequency/consistency of collection (e.g. weekly pick-up) so that the attractants are not left at the curb for too long.

Moving totes down driveways – Respondents expressed that there is a need for smaller totes with “*wheels to support accessibility and reduce the chance of injury.*” There were also concerns for seniors as they may have challenges with hauling totes down long driveways.

Adjusting to the new service – The availability of clear and easy to understand information, schedules, reminders, and helpful tips was identified as a priority. This included suggestions such as quick “at a glance” resources for sorting, optional text or email reminders about pickup dates and information that is readily available to the public for how to implement the new service.



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Additional Insights

Diverse waste management needs – Participant comments included a high level of support for the service currently provided by the CVRD, excitement for the three-stream program, and a desire that the program be implemented as soon as possible. Other comments contrasted this by suggesting that the three-stream curbside program is unnecessary due to an existing private waste collection service that is available to some residents, along with concerns from others that already compost organics, and those with large volumes of yard waste.

Next Steps

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

