



Regional District of  
Central Okanagan

# What We Heard Report: Phase One Food Waste Engagement for the RDCO

February 2024

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## Summary

In October 2023, the Regional District of Central Okanagan began Phase 1 of a public engagement process to gather feedback from residents on a possible curbside food waste collection program. The goal of Phase 1, Stage One of the engagement process was to measure overall community support for a curbside food waste program and identify concerns residents may have regarding this type of program.

To gather this information, the RDCO conducted a statistically valid survey with approximately 1800 residents randomly selected to participate.

In addition to the survey, the RDCO launched an online engagement opportunity at [yoursay.rdco.com](https://yoursay.rdco.com), providing residents with information on how our food waste is currently managed, and considerations for going forward with a curbside food waste program.

Survey results indicated 73% of respondents would support implementation of a food waste collection program. Of those residents that engaged via [yoursay.rdco.com](https://yoursay.rdco.com), 53% of comments were in strong support of a food waste program.



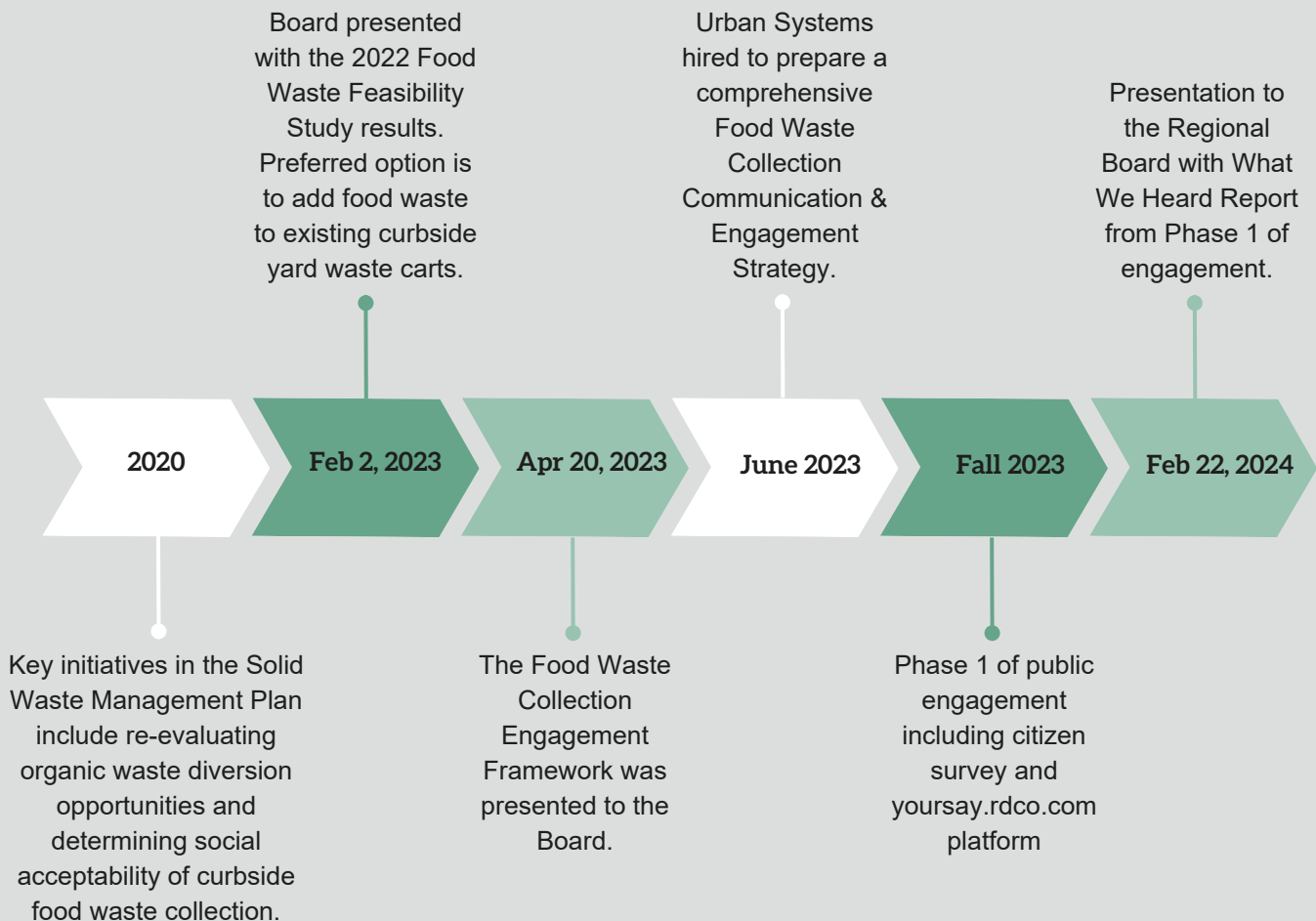
*I fully support a food waste collection program with yard and food waste being done weekly and other garbage collected every other week. This was the arrangement we had in the city we lived in before we moved to the Central Okanagan. I believe it worked well.*

# Background

The Regional District of Central Okanagan’s Solid Waste Management Plan includes re-evaluating organics diversion in the region and in particular determining if food waste diversion is supported by residents in the region.

Below is a recent timeline of events leading to the consideration of a curbside food waste program.

## ROAD TO CURBSIDE FOOD WASTE COLLECTION





# What we heard

In the fall of 2023 first steps to engage the public about food waste were undertaken through a statistically valid survey as well as education and engagement opportunities through the regional districts engagement platform [yoursay.rdco.com](https://yoursay.rdco.com).

The purpose of this initial consultation was to gain understanding of public acceptance for a food waste curbside collection program as well as identify concerns residents may have.

Below is a summary of benefits and concerns identified in the Survey and Yoursay.



## Overall support

There is overall support among engagement participants for the implementation of a food waste collection program in the Central Okanagan. Residents see the service as a benefit to their household, and to the environment.



## Cost concerns

There are concerns about cost increases with the addition of food waste collection to the existing service.



## Nuisance of wildlife, rodents and odour

Residents have expressed a need to understand what can be done to minimize conflict with not only wildlife, but also rodents. Managing potential odours is also a concern.



## Scheduling concerns

Bi-weekly garbage collection is seen as a concern however those that were concerned felt they could manage using cart upgrades or tag-a-bag if needed.

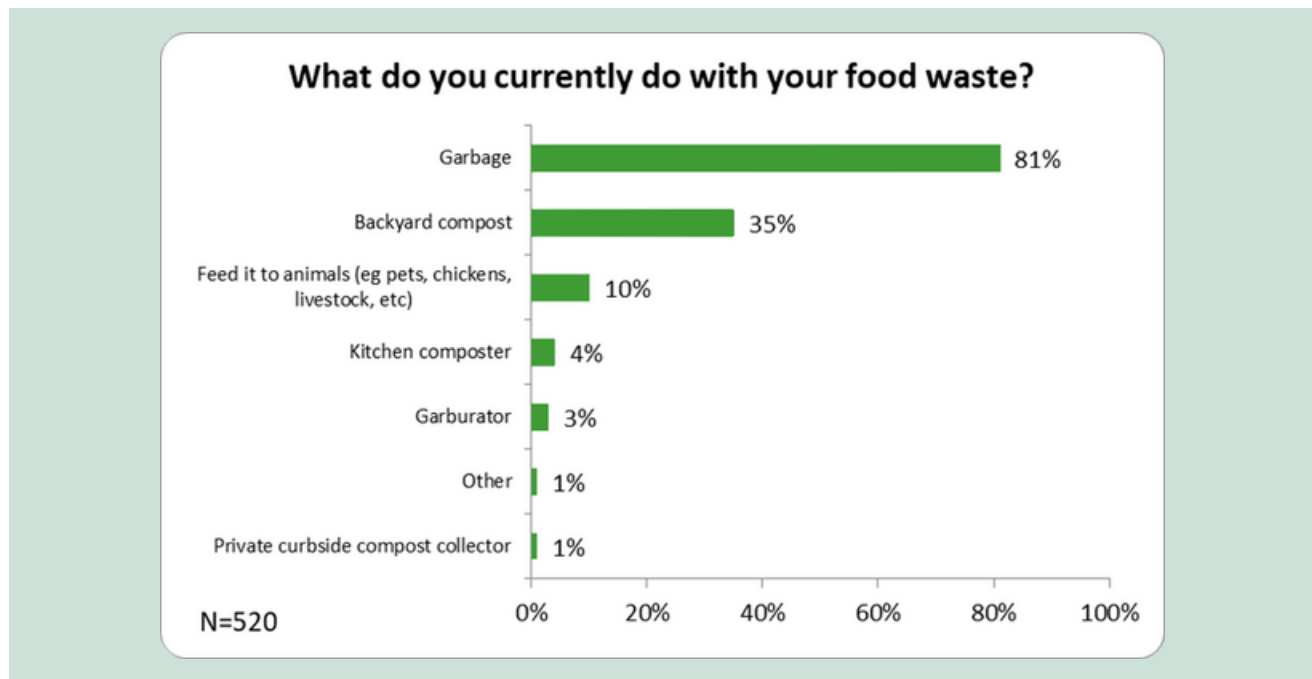
# What we heard cont...

## Survey Results

A comprehensive mail in survey was conducted in October/November of 2023, with a random sample of 1800 Central Okanagan residents. Residents were asked to provide feedback on current behaviour, and satisfaction with current services. They were also asked to comment on proposed new curbside collection services under consideration to accommodate food waste collection.

Overall, 30% of those that received a survey either returned their survey by mail or used a QR code to conduct the survey online.

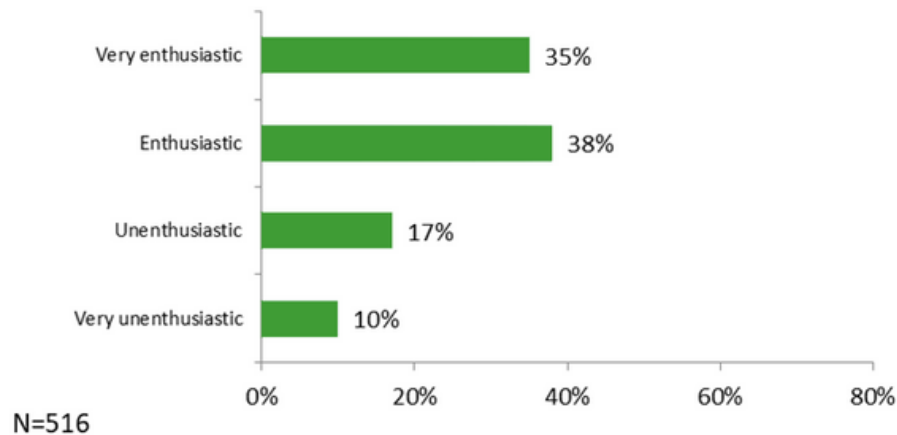
### Majority of residents put food waste in the garbage and thirty-five percent put food waste into backyard composters



*I love this idea. My concern is would a proper bin for inside my home to store the food waste, be provided? Something that is easy to carry out to the curb side but will not make the house smell.*

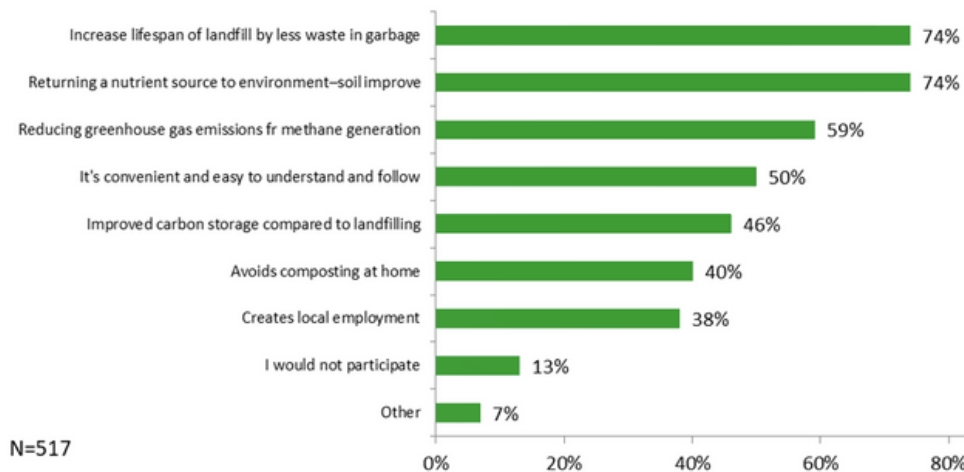
Majority would support implementation of curbside food waste collection.

Overall, how would you rate your household's support for a curbside food waste collection program?



Main reasons for supporting a food waste collection program include increasing landfill life, soil improvement and reducing greenhouse gas emissions.

If a curbside residential food waste collection program is in place, which of the following benefits would motivate your household to participate in the program?





### People are satisfied with current curbside collection services.

Eighty-nine percent of respondents were satisfied with their current curbside collection service. Ninety-one percent of respondents rated the value of their current curbside collection service as good or excellent.

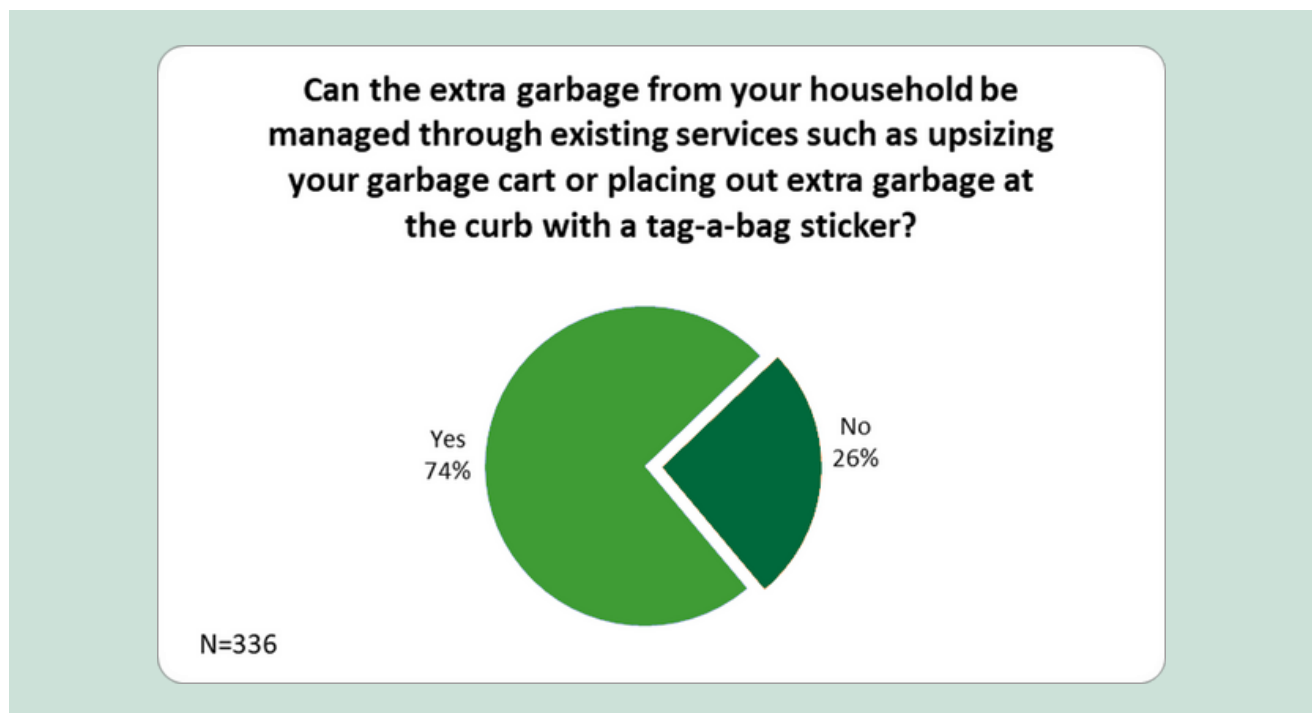
### New fees for the curbside food waste collection program are a top concern.

Sixty-three percent indicated they would be willing to pay more for the new food waste collection program, depending on cost. Fifty-four percent would support an increase of \$50/year for the new program. Twenty-seven percent would support an increase of \$100/year and 13% would support an increase of \$150/year for the new program.

### Half would be concerned about bi-weekly garbage pick-up.

If food waste pick-up were to be implemented, 53% would be concerned about shifting from weekly to every other week garbage collection. With bi-weekly garbage pick-up, 65% expected to have more garbage than their current cart's capacity.

### The majority could manage extra garbage through cart upsizing or tag-a-bag sticker program

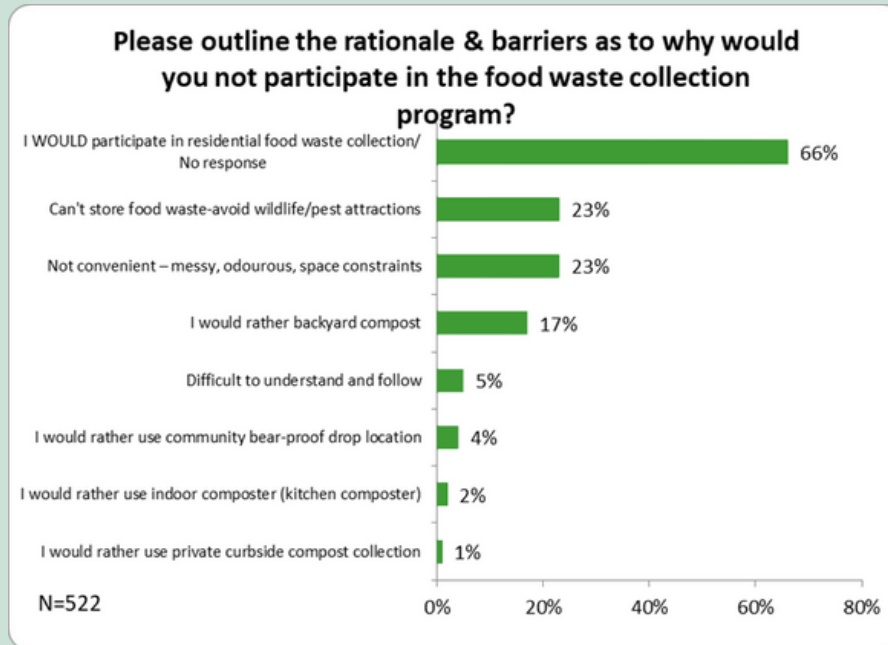


*So exciting that the RDCO is considering this. It was total culture shock moving here from the lower mainland and having a full garbage can weekly instead of half can biweekly with kitchen waste picked up weekly.*

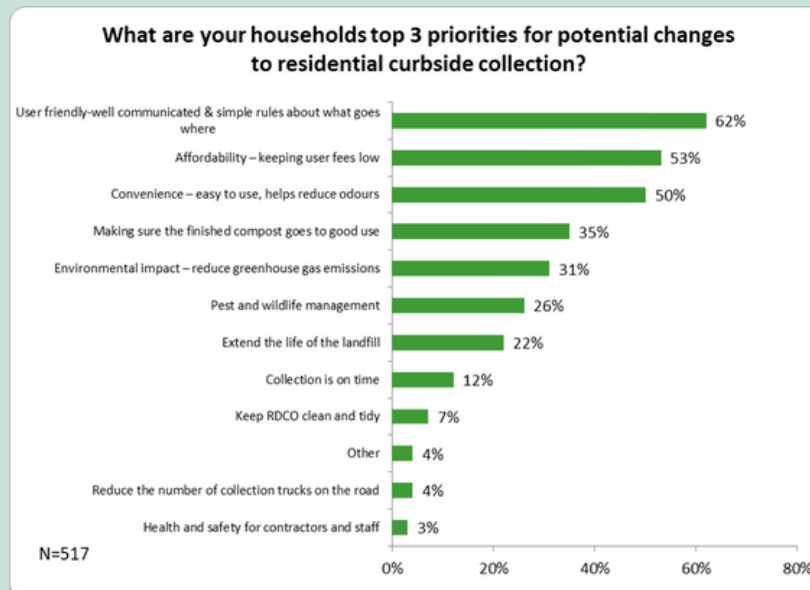
## Storing food waste attracts wildlife/pests and is messy

While the majority of residents said they would participate in a food waste program, those that would not identify two main barriers:

- storing food waste is messy, odorous, and takes up too much space.
- storing food waste attracts wildlife and pests.



## Resident's top priorities for changes to their curbside collection include making it user friendly with easy to follow rules, affordable and convenient







# What's next

Thank you to everyone who participated in this early stage of engagement! We appreciate and value your feedback.

The next steps towards implementing curbside food waste collection include the project team developing a service design to include the following elements:



**Where composting will take place.**



**Considerations for siting a transfer station.**



**Costs related to collection, transportation, processing.**



**Working through resident concerns.**



**Confirmation on frequency of collection.**



**Engaging with Municipal councils.**



**Continued public engagement.**

**Stay up-to-date with this project at [yoursay.rdco.com](https://yoursay.rdco.com).**



Regional District of  
Central Okanagan





A hand is holding a white ceramic bowl filled with various food waste items. The waste includes vegetable scraps like broccoli, leafy greens, and a slice of squash, as well as a cracked eggshell and a pile of dark coffee grounds. The background is a blurred outdoor setting with green foliage. The image is overlaid with a semi-transparent green geometric pattern in the top right and bottom right corners.

# Appendix 1: Regional Food Waste Survey Report





DISCOVERY RESEARCH



# Regional Food Waste Collection Survey 2023

## Detailed Report on Findings

Prepared For: *Regional District of the Central Okanagan*

Prepared By: *Discovery Research*

Date: *November 2023*

## Executive Summary

A comprehensive mail survey was conducted with a random sample of 1733 Central Okanagan residents in November 2023. Residents were asked to provide feedback on new curbside collection services under consideration as well as rate their satisfaction with the services provided by the Regional District of Central Okanagan. **522** people completed the survey, giving a response rate of **30%**.

### Majority of food waste put in garbage

Currently, **41%** of households put *all* of their food waste in the garbage, **22%** put *most* of their food waste in the garbage and **28%** put *some* of their food waste in the garbage.

### Majority of households do not compost

Fifty-nine percent of households *do not compost*. Thirty-eight percent use a *backyard compost* and **4%** use an *indoor composter*.

### People are satisfied with current curbside collection services

Eighty-nine percent of respondents are satisfied with their current garbage and yard waste curbside collection service. Ninety-one percent of respondents rate the value (\$170/household) of their current curbside collection service as good or excellent.

### Majority would support implementation of curbside food waste collection

Seventy-three percent of respondents were enthusiastic about a curbside food waste collection program.

### Half would be concerned about bi-weekly garbage pick-up

If food waste pick-up is implemented, **53%** would be concerned about shifting from weekly to every other week garbage collection. With bi-weekly garbage pick-up, **65%** expect to have more garbage than their current cart's capacity.

### Storing food waste attracts wildlife/pests and is messy

The 2 main barriers to participating in a food waste collection program are that storing food waste is messy, odorous, and takes up too much space and storing food waste attracts wildlife and pests.

### New fees for the curbside food waste collection program is a top concern

Sixty-three percent indicated they would be willing to pay more for the new food waste collection program, depending on cost. **54%** would support an increase of *\$50/year* for the new program. **27%** would support an increase of *\$100/year* and **13%** would support an increase of *\$150/year* for the new program.

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## ***Introduction***

In November of 2023, the Regional District of the Central Okanagan conducted a comprehensive mail survey with a random sample of Residents. Residents of the region were asked to evaluate their current waste and recycling collection services and programs. In addition, a new food waste collection program was evaluated by respondents. The survey was an important step in the process to include input from citizens when the Regional District is making operational, service and budget decisions for the upcoming years.

**Discovery Research**, an independent consulting firm, was retained to conduct the 2023 Regional Food Waste Collection Survey. The survey was designed so that citizens' opinions could be easily summarized and prioritized. A mail survey was selected to ensure a random, representative sample with a sufficient sample size to produce statistically valid results that accurately and reliably represent the opinions of residents. This report provides detailed results from the mail survey.

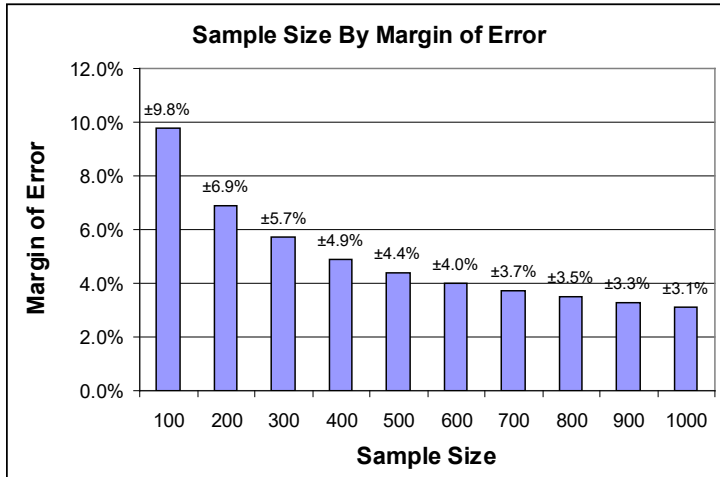
## ***Objectives***

The 2023 Citizen Satisfaction Survey has the following objectives:

- **Measure citizens' usage and satisfaction levels with the various curbside collection services.**
- **Determine the public's views as to new programs being considered by Regional District.**
- **Identify areas for improvement.**
- **Summarize the public's views as to the priority of future operational or infrastructure improvements.**

## Methodology

A random sample of 1,800 Central Okanagan residents were mailed a survey in October 2023. The random sample was generated such that each customer had an equal opportunity of being selected for the research. 67 surveys were incorrectly addressed and returned to sender. **522** surveys were completed, giving a response rate of **30%**.



This bar graph displays the margin of error associated with various sample sizes.

Statistics generated from a sample size of **522** will be accurate within **±4.3%**, at the 95% confidence interval (19 times out of 20).

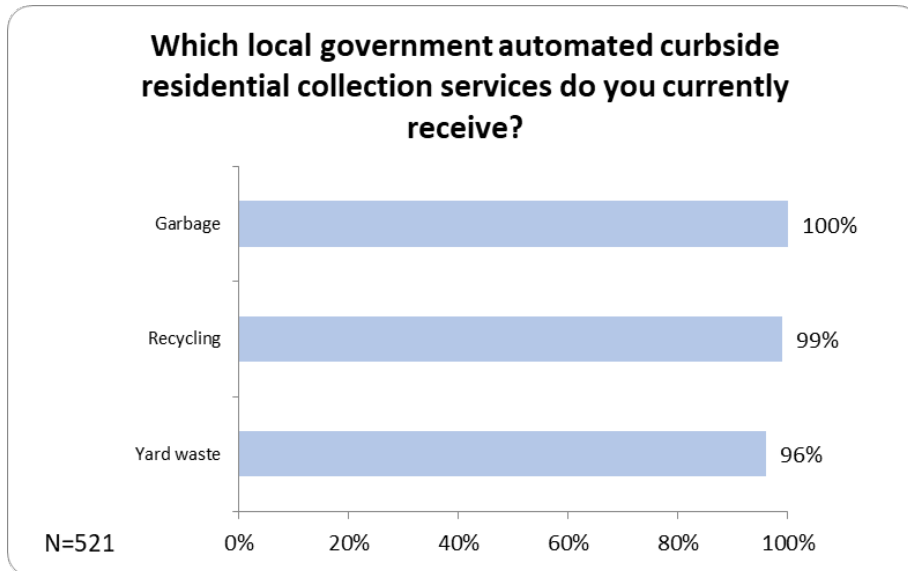
## Weighting

The population distribution by age of homeowners in the RDCO was taken from Statistics Canada, 2021 Census of Population results. The sample statistics have been weighted to match the Census distribution.

Age	Population from 2021 Census	Unweighted Sample	Weighted Sample
19-39	24%	14%	24%
40-59	34%	34%	34%
60+	42%	52%	42%

## Section 1 – Current Behavior

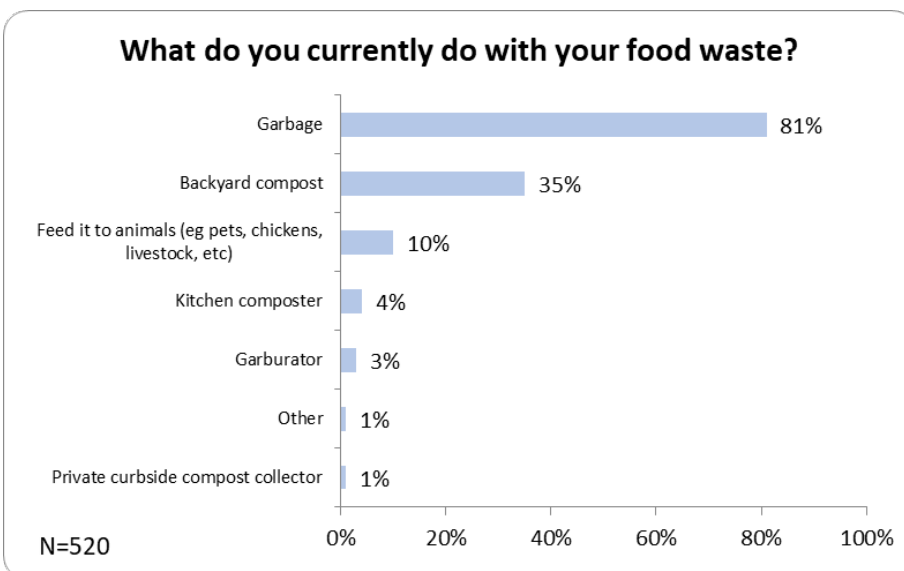
### Q1. Curbside Collection Services currently receiving



All of the respondents (**100%**) are currently receiving *garbage* collection services.

Ninety-nine percent of respondents are currently receiving *recycling* collection services and **96%** are receiving *yard waste* collection services.

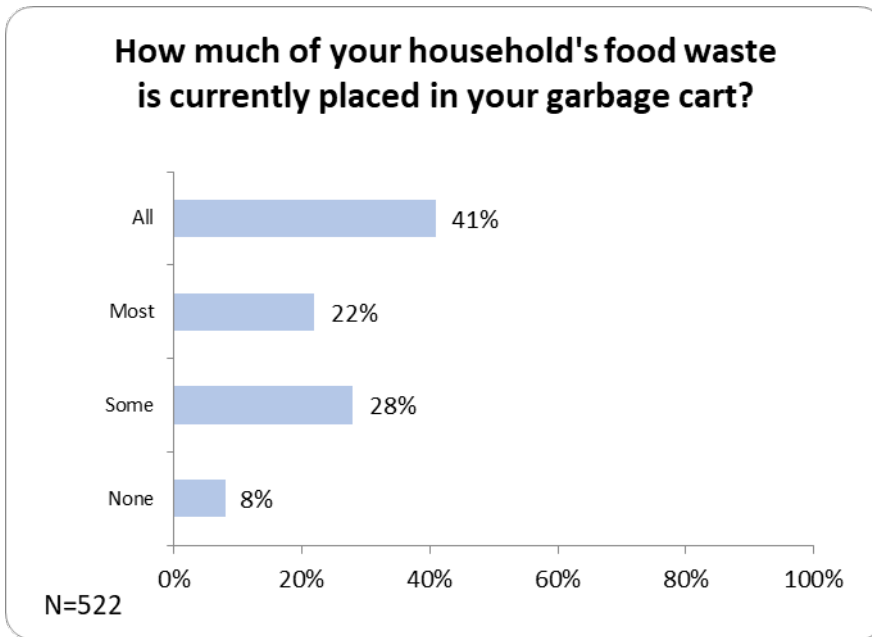
### Q2. What Citizens currently do with their food waste



Eighty-one percent of RDCO residents currently dispose their food waste into their *garbage*.

**Thirty-five percent** of residents deposit their food waste into a *backyard compost* and **10%** *feed animals* with household food waste.

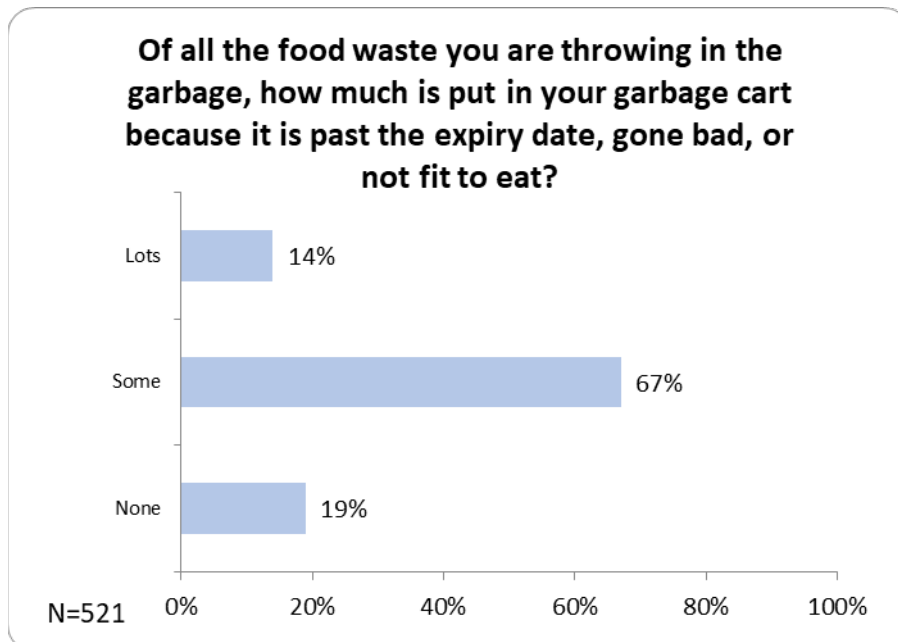
### Q3. Current food waste being thrown out



Forty-one percent of residents place *all* household food waste in their garbage cart and **22%** put *most* food waste into their garbage cart.

Only **8%** of residents reported *not placing any* food waste into their garbage carts.

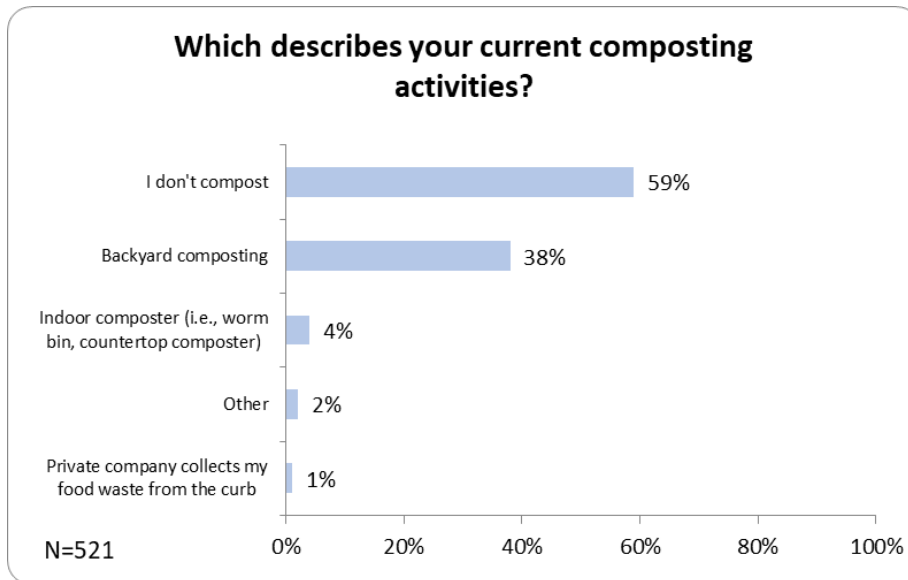
### Q4. Expired food placed in garbage carts



Fourteen percent indicated they throw *lots* of food waste in the garbage because it has gone bad and **67%** said they throw out *some* food waste because it has gone bad.



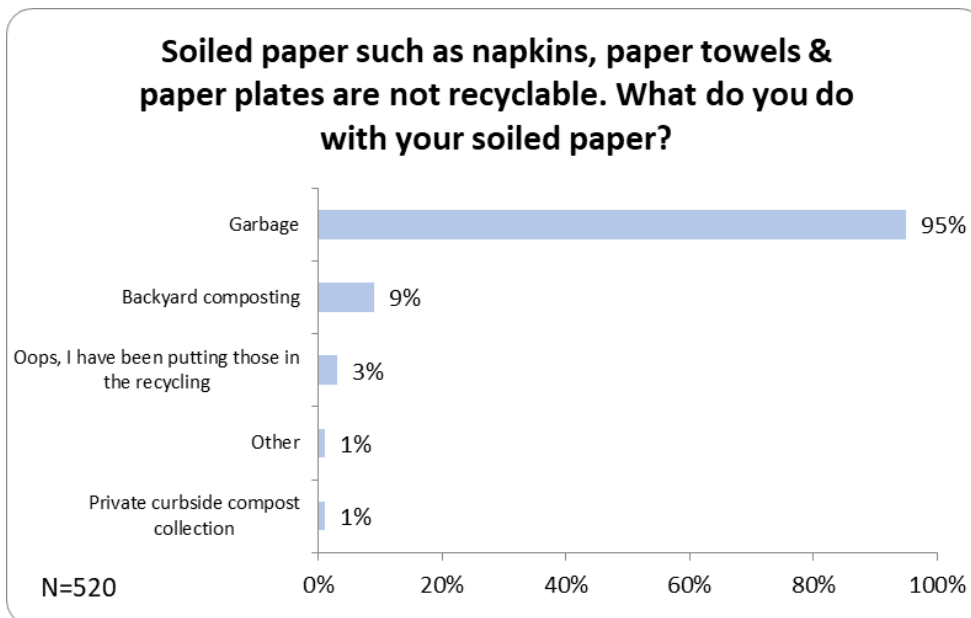
Q5. Current composting activities



Fifty-nine percent of residents said that their household is *not currently composting*.

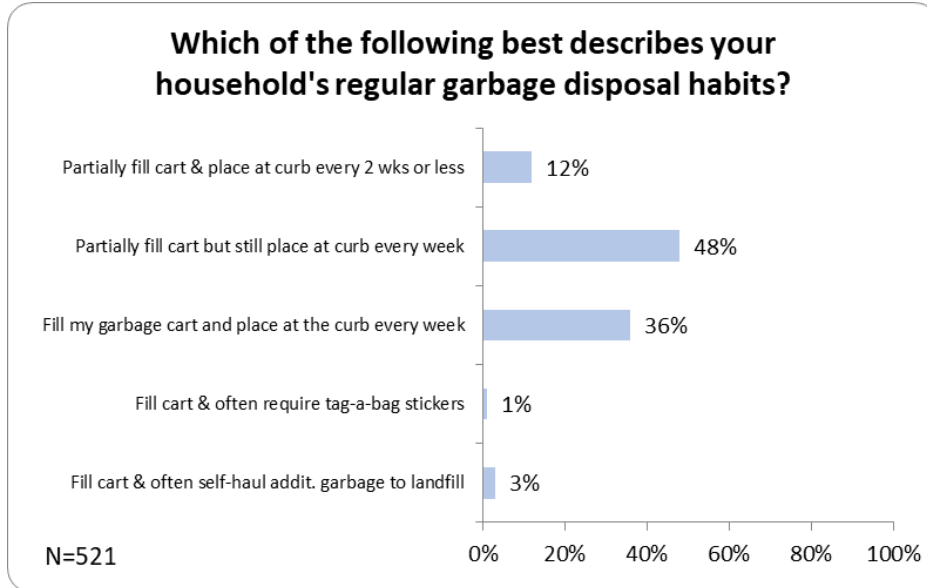
Thirty-eight percent are currently *backyard composting* and **4%** are *indoor composting*.

Q6. What Citizens are doing with soiled paper



Ninety-five percent of residents are placing their soiled paper such as napkins, paper towels & paper plates in the *garbage*.

*Q7. Current garbage disposal habits*



Forty-eight percent of households *partially fill their garbage carts for weekly pick up* and **36%** completely *fill their garbage carts each week* for pick up.

*Q8. Yard waste disposal habits*



Forty-nine percent of households *fill their yard waste carts for bi-weekly pick up*.

While **33%** of households are *only filling their yard waste carts from time to time*.

*Q9. Awareness of additional garbage Tag-a-bag stickers*

**Are you aware that up to two additional bags of garbage can be placed at the curb on collection day using the Tag-a-Bag sticker program (\$2.50/bag)? Stickers are sold through your municipality.**



N=521

Over half (**58%**) were *not aware* that they could purchase additional Tag-a-Bag stickers for garbage collection.

*Q10. Awareness of the option to upsize garbage carts*

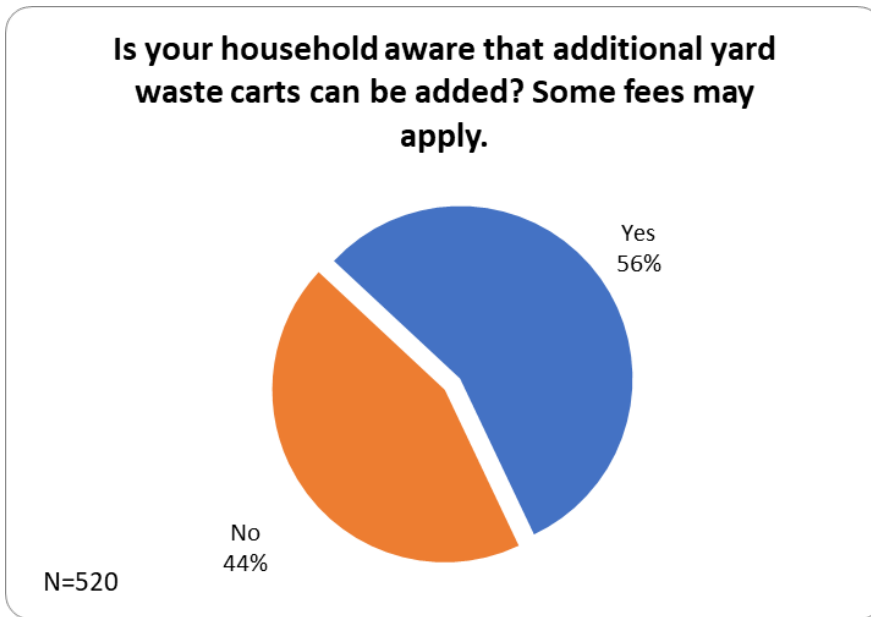
**Are you aware that residential curbside carts can be upsized (e.g., garbage cart can be upsized from 120 L to 240 L)? Some fees may apply.**



N=520

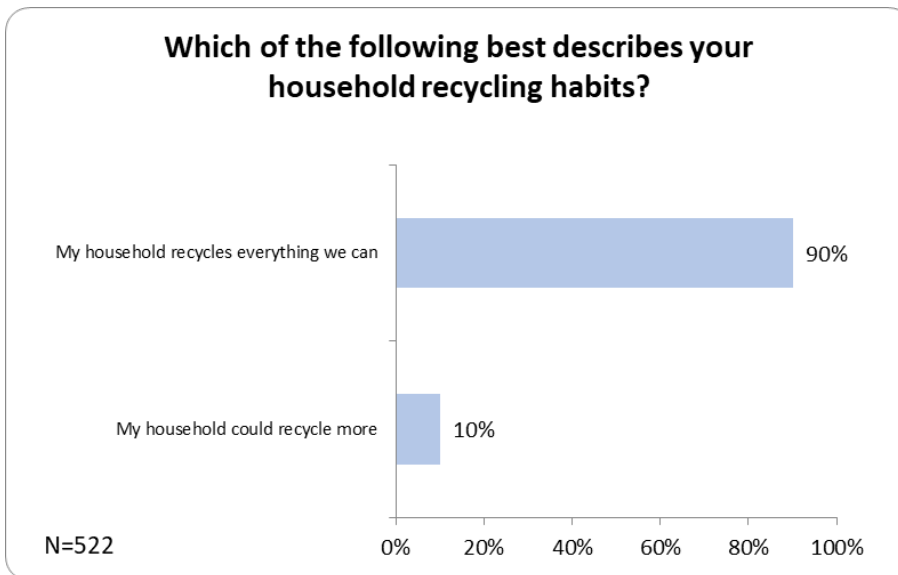
Seventy-eight percent of respondents were *aware* of the option to upsize their garbage carts.

*Q11. Citizens aware of yard waste carts*



Fifty-six percent said that they *are aware* of the option to add additional yard waste carts for an additional fee.

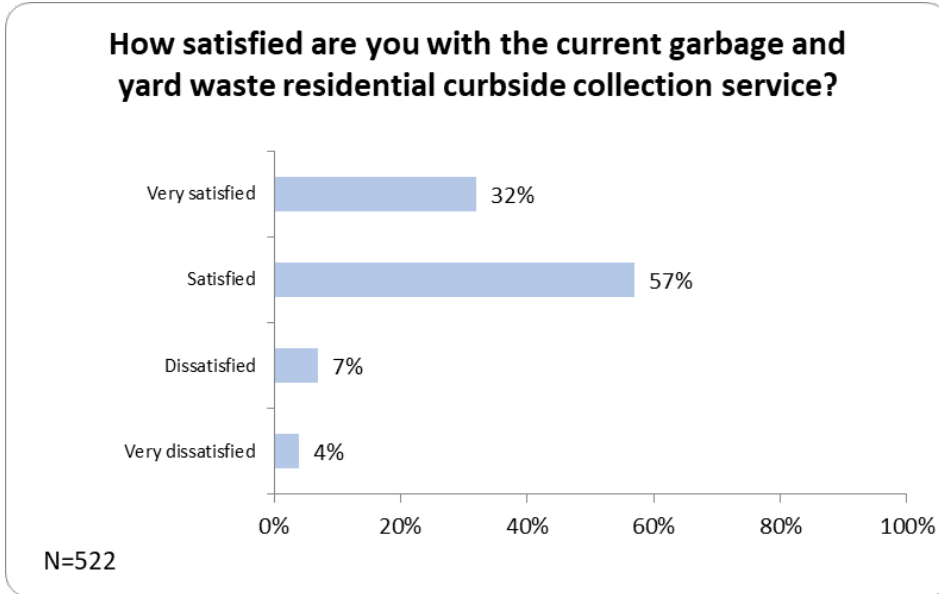
*Q12. Household recycling habits*



The vast majority of households (**90%**) are currently *recycling as much as they can* and **10%** indicated their *household could recycle more*.

## Section 2 – Satisfaction with Current Services

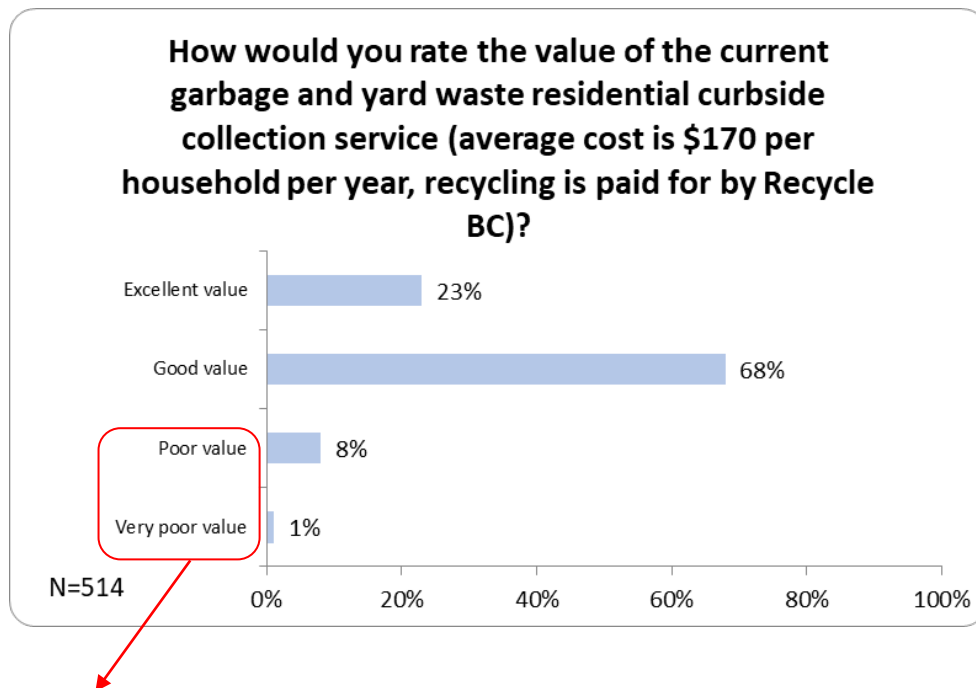
### Q14. Satisfaction with current curbside collection services



Eighty-nine percent of respondents are either *satisfied* (57%) or *very satisfied* (32%) with their current garbage and yard waste residential curbside collection service.



## Q15. Value for current cost of services



Ninety-one percent of respondents feel that the current cost of garbage and yard waste curbside collection services are either an *excellent value* (23%) or a *good value* (68%).

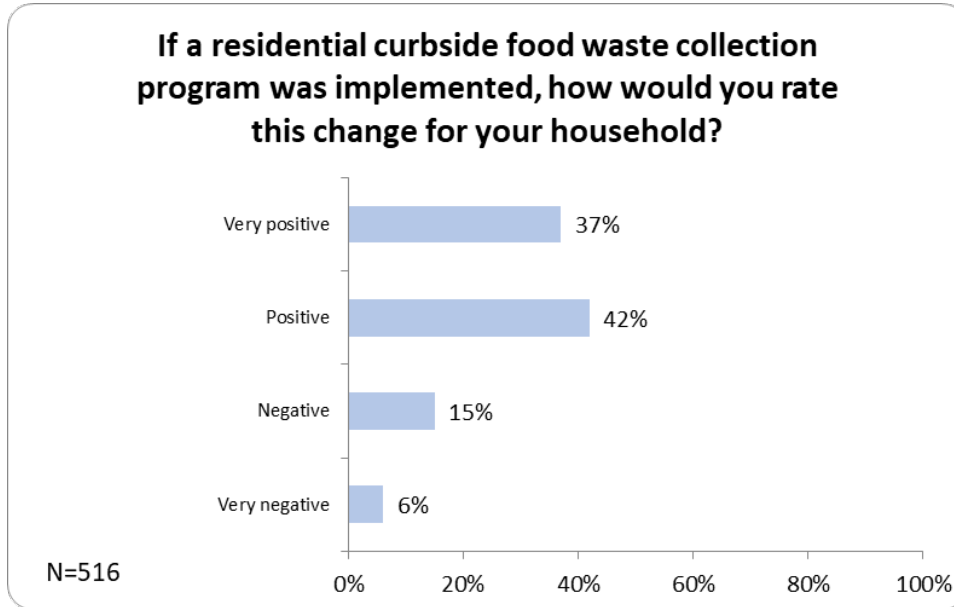
### ***Why is it a 'poor' value?***

- \$170/year is a lot of money on top of all the existing taxes and other costs of home ownership, e.g. property taxes, utility billing, general property maintenance, etc.
- bag recycling would be great
- Because there are most weeks I only have one small bag in the garbage. I could handle pick up every 2 weeks so it is not a great value for me.
- because we do not have much garbage
- biweekly for garbage is adequate
- can't fit all yard waste into oversized bin every 2 weeks
- careless drivers & missed pickups
- cheaper to do it yourself
- cost is high
- cost is too high
- Costs \$12 to go to the dump, \$15 is OK per month
- could recycle more at curbside, food waste, plastic bags\ packaging
- does not accommodate larger households, no compost system
- Everything is expensive, just another cost to incur
- Expensive
- Garbage and yard waste are standard. A better recycling pick up system where everything that can be recycled can be picked up and recycled properly. Everything from glass to corrugated cardboard. Then sent to a recycling facility. Currently if you have glass you have to take it to a recycling depot for recycling. Something needs to be in place that allows glass pick up on recycling day
- garbage is minimal
- glass could be picked up, I think a lot of glass ends up in garbage
- I feel yard waste should be weekly.
- I usually have under 2 gallons of waste so don't need a weekly service
- I would prefer to be able to put food waste in the yard waste bin which I was able to do when I lived in Nanaimo
- it seems the garbage and recycling are often dumped into the same truck
- it would be better if there was food compost as well as yard waste

- it would cost a lot more to deal with it myself
- Large yard Always hauling extra yard waste to dump
- Limited on stuff you are allowed to recycle
- maybe how much profit is the private company making
- missed to pick up a few times
- More items should be included and accepted in recycle bins
- my family produces very little garbage, I would support a fee per amount of garbage generated, would reduce garbage.
- need food waste collection, more could be added to recycle
- Need more frequent recycling, ability to place large items at curb, remove more yard waste
- no compost
- No food waste program.
- Often picked up and leaves a mess behind or doesn't always shake the bin and half is left in the bin.
- Our garbage doesn't get picked up until late afternoon
- overpriced for service received
- Pay lots of taxes
- private company makes too much money at my expense
- reasonable rate
- Should be cheaper, private suppliers are making too much money.
- so far behind the rest of the world, even lower mainland make it easy for people and they will recycle
- someone reliable and competent is doing it for us
- Too expensive
- Too expensive
- too much money
- very convenient
- we get missed periodically and then have too much for the next garbage waste day and then have to play catch up
- we live on a crescent and our yard is missed a least once a month
- wish I had 2 bins for yard waste

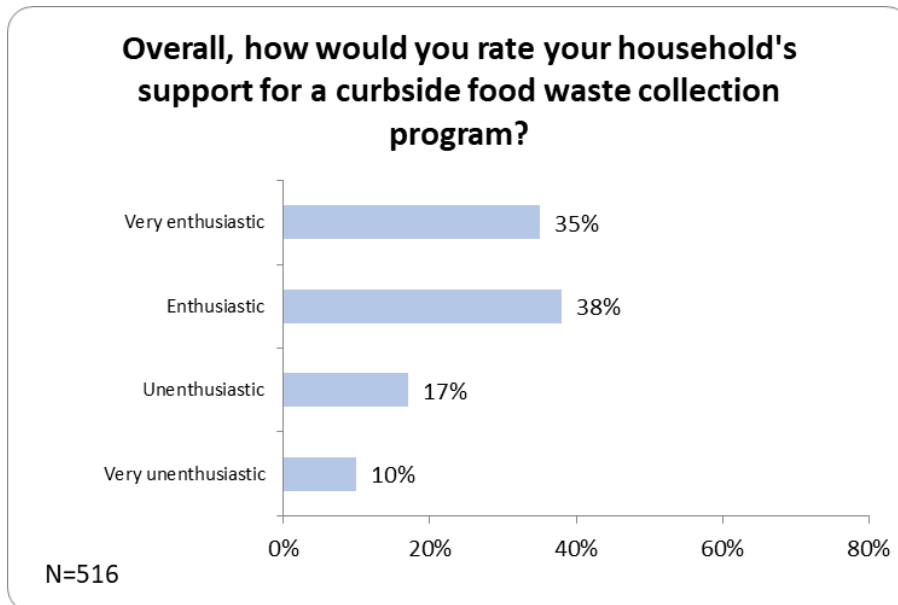
### Section 3 – Potential New Services

#### Q16. How Citizens feel about implementing a food waste collection program



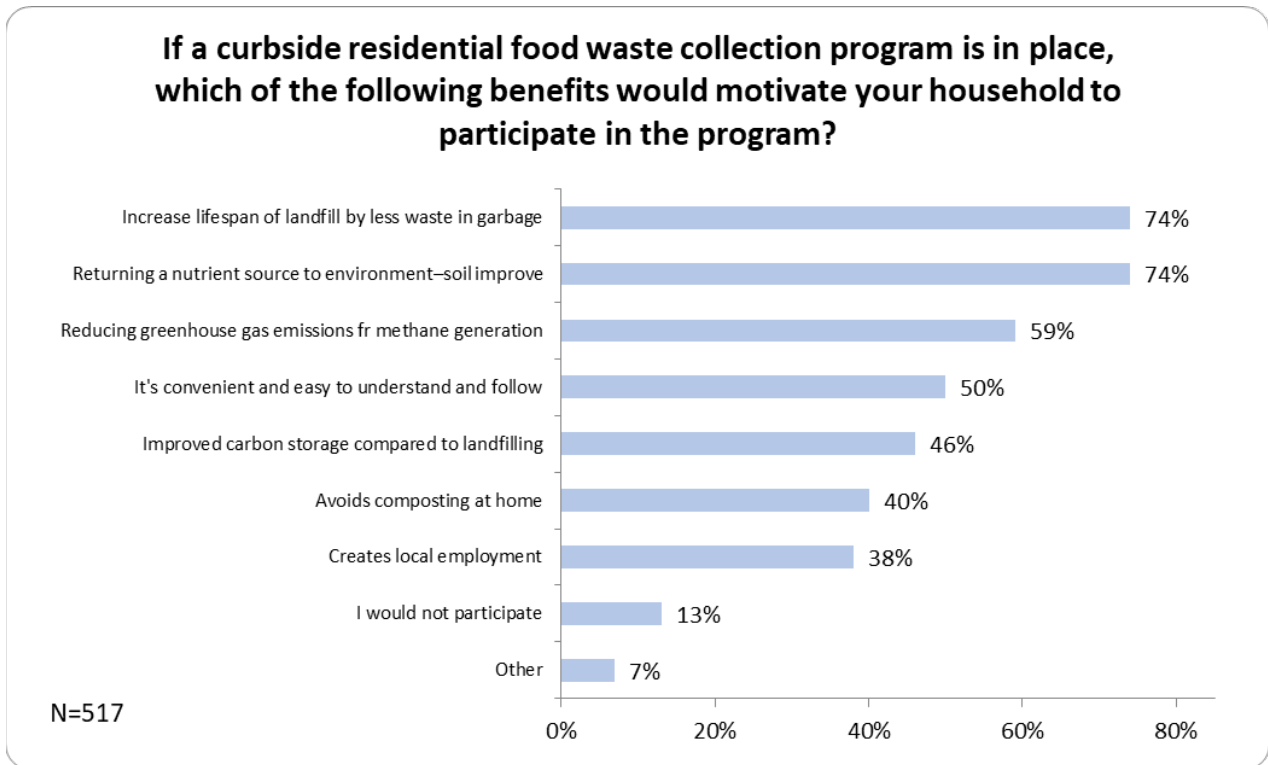
Seventy-nine percent would welcome a food waste collection program being implemented with **37%** saying they feel *very positively* about this change and **42%** feel *positively*.

#### Q17. Citizen support for the implementation of food waste collection



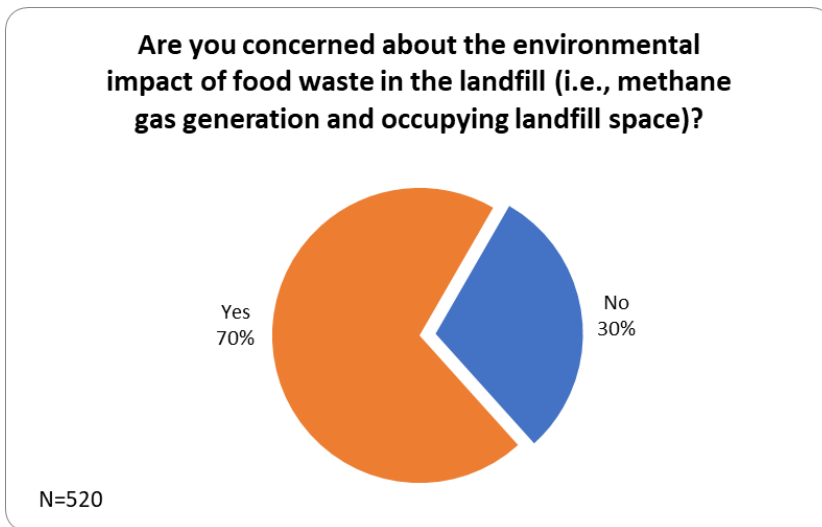
Thirty-five percent of households were *very enthusiastic* and **38%** were *enthusiastic* about support for a curbside food waste collection program.

Q18. Citizen motivation to participate in food waste collection



The top 2 motivating benefits (both at **74%**) for participating in the potential food waste program were: *returning a nutrient source to the environment – soil improvements* and *increasing the lifespan of the landfill by less waste in the garbage*. *Reducing greenhouse gas emissions from methane generation (59%)* was also a top choice.

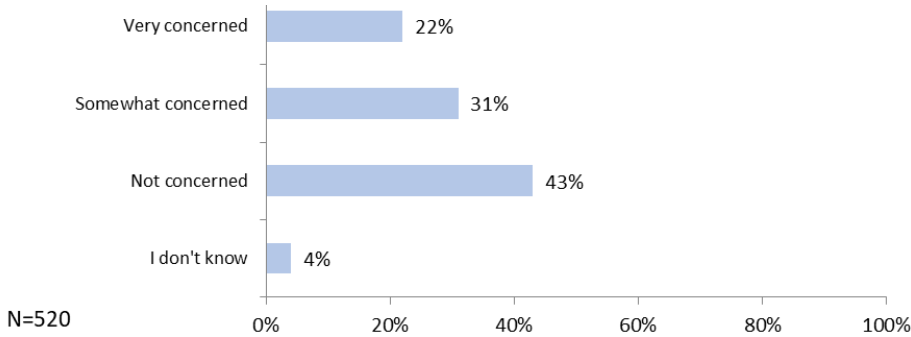
Q19. Food waste in landfills



Seventy percent were concerned over the environmental impact of food waste in the landfill.

*Q20. Bi-weekly collection feedback*

**Many other communities with food waste collection have every other week garbage and recycling collection, with weekly organics (yard and food waste) collection, as they find they produce less garbage. Based on your household's garbage habits, would shifting from weekly to every other week garbage be a concern for your household, if food waste collection is implemented?**

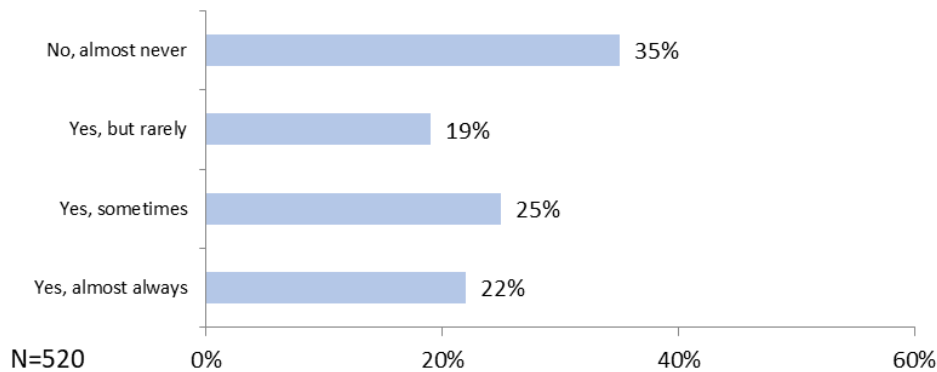


If the RDCO were to implement bi-weekly curbside garbage collection, **53%** of residents have *concern* around this decision.

Alternatively, **43%** of residents surveyed have stated that they are *not concerned* about this potential change.

*Q21. Bi-weekly garbage collection and cart size*

**If curbside garbage collection were to change from weekly to every other week as well as weekly comingled food / yard waste collection, would you expect to have more than your current garbage cart's capacity?**



If garbage collection changes to bi-weekly and a weekly food waste collection is added, **65%** feel they will have more than their current garbage cart's capacity: **22%** *almost always*; **25%** *sometimes* and **19%** *rarely*.

*Q22. Extra garbage & Tag-A-Bag*

**Can the extra garbage from your household be managed through existing services such as upsizing your garbage cart or placing out extra garbage at the curb with a tag-a-bag sticker?**



N=336

Among the 336 respondents who expect to have more garbage than their current cart's capacity, 74% of these residents, say they can manage their extra household garbage by either upsizing their cart or using a tag-a-bag sticker.

*Q23. Combining food and yard waste*

**Would a transition from every other week yard waste only collection to weekly combined food/yard waste collection be a service level improvement for your household to help manage yard waste?**

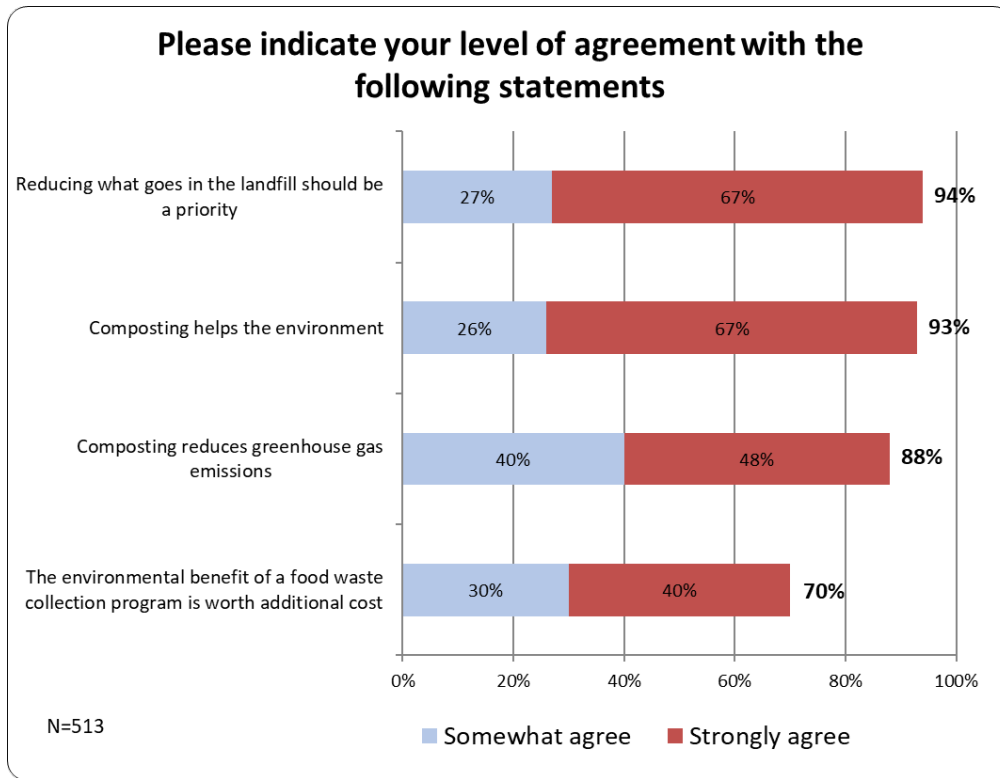


N=517

Sixty-seven percent of respondents believe that *combining food and yard waste for a weekly pickup would be a positive change* from the current bi-weekly yard waste pickup schedule.



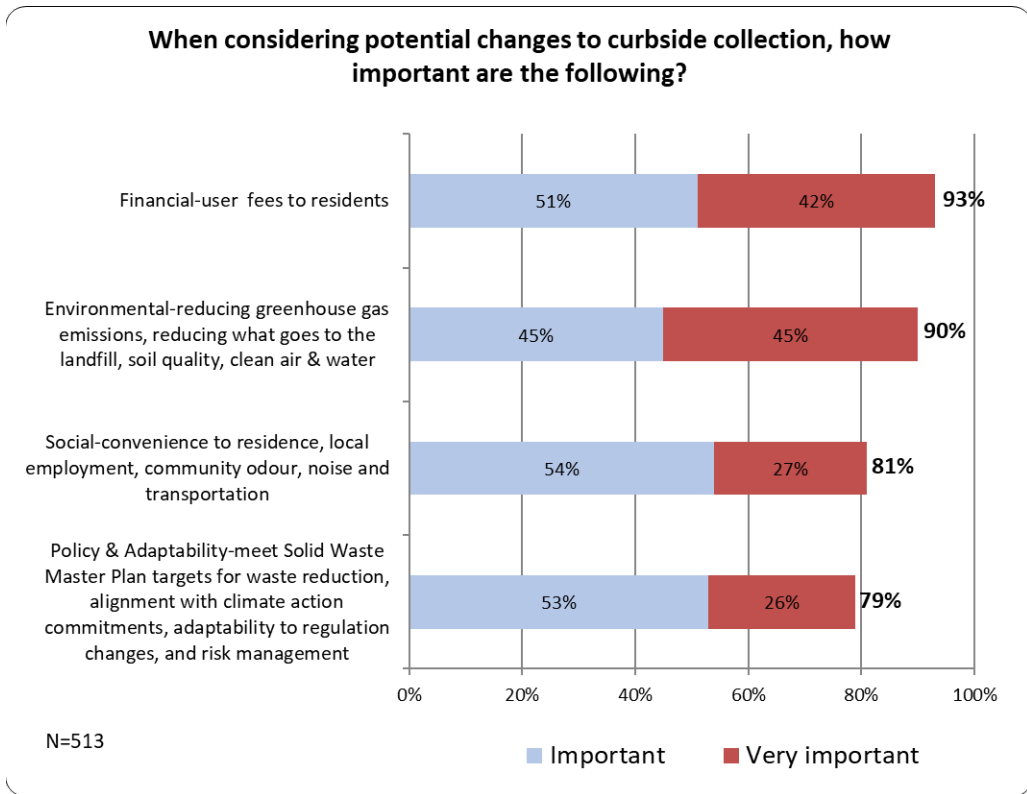
Q24. Environmental benefits



Ninety-four percent agree that *reducing what goes in the landfill should be a priority*.

Ninety-three percent of respondents agreed that *composting helps the environment*.

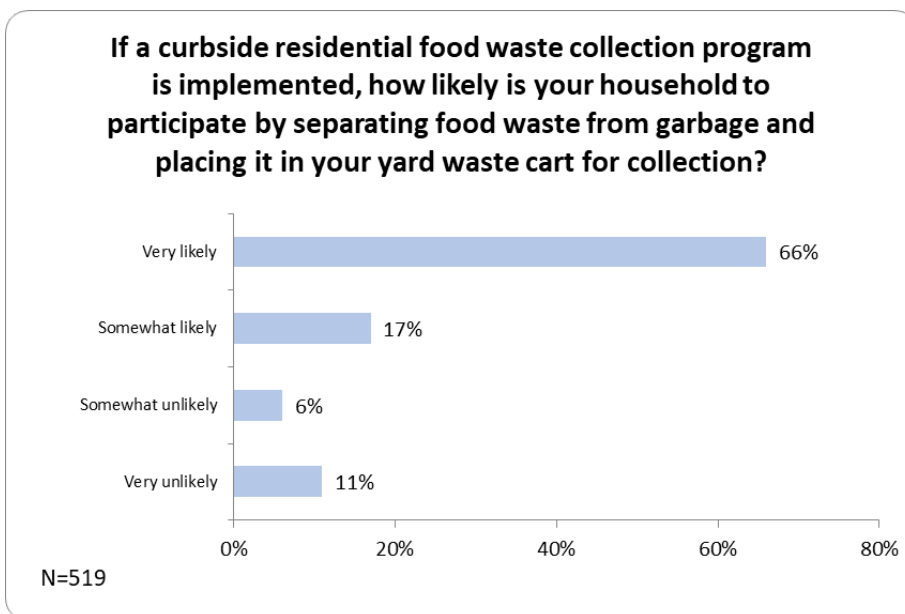
*Q25. Potential changes to curbside collection program*



Ninety-three percent feel it is important to consider the financial-user fees to residents when considering making changes to curbside collection.

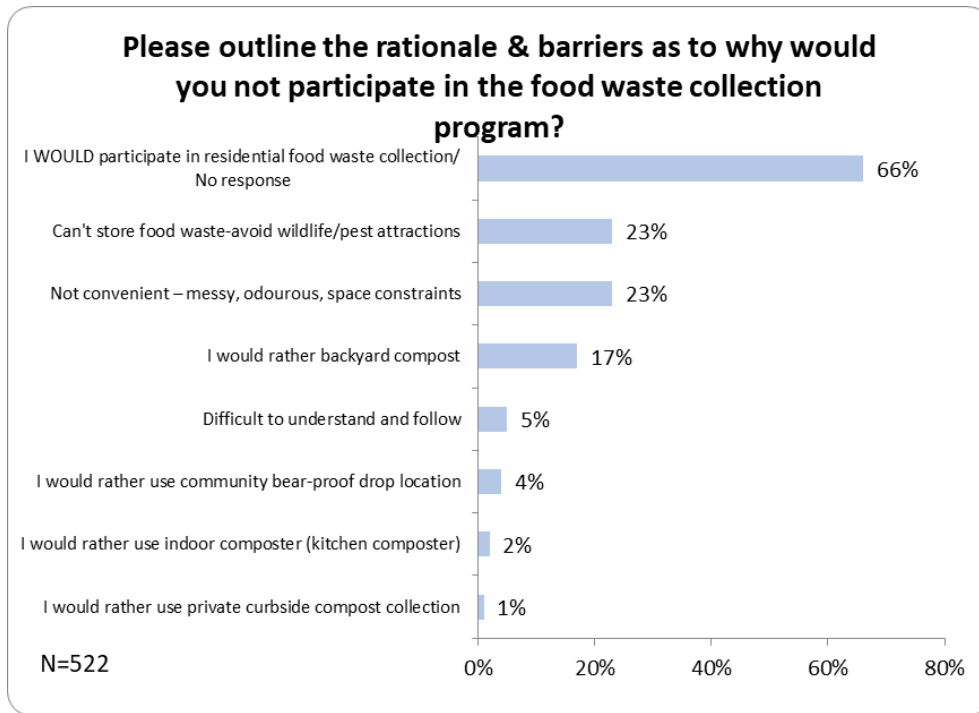
Ninety percent feel the environmental impact is important to consider when changing curbside collection.

*Q26. Separating garbage, yard & food waste*



Eighty-three percent felt their household is *very likely* (66%) or *likely* (17%) to participate in separating food waste from garbage and placing it in their yard waste carts for curbside collection.

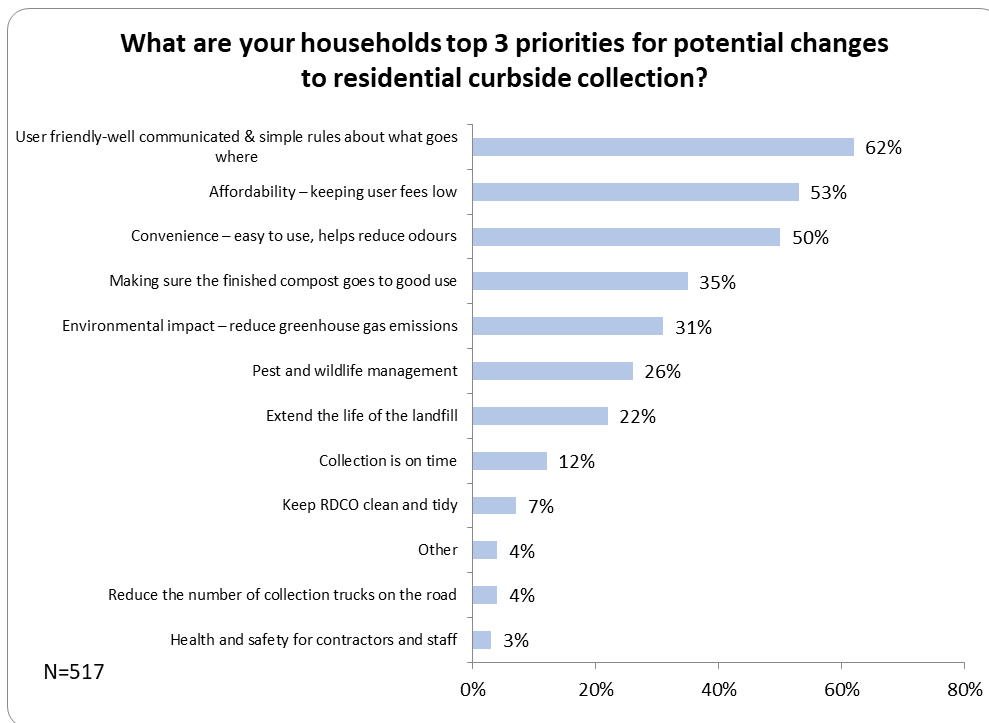
*Q27. Barriers to participating in a food waste collection program*



The majority (**66%**) will participate in a food waste collection program.

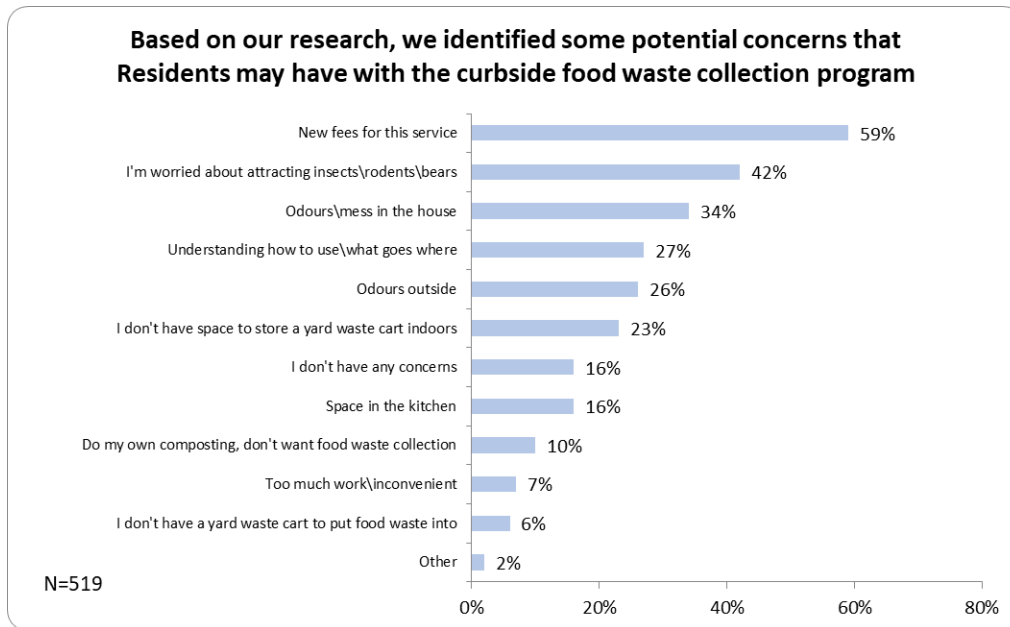
Among people that won't participate, **23%** indicated they want to *avoid attracting wildlife and pests* and **23%** indicated food waste collection will be *messy, smelly and require too much space*.

*Q28. Citizen priorities for potential changes*



The top 3 priorities when considering changes to residential curbside collection are: *user friendly - well communicated and simple rules about what goes where (62%)*; *affordability-keeping user fees low (53%)*; *convenience-easy to use, helps reduce odours (50%)*.

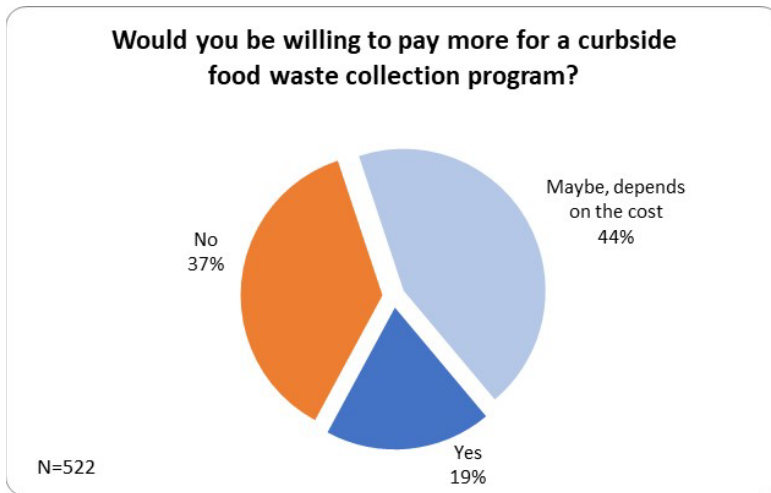
*Q29. Potential concerns about curbside food waste collection program*



Fifty-nine percent are concerned about *new fees associated with curbside collection service* and **42%** are concerned about *attracting insects/rodents/bears*.



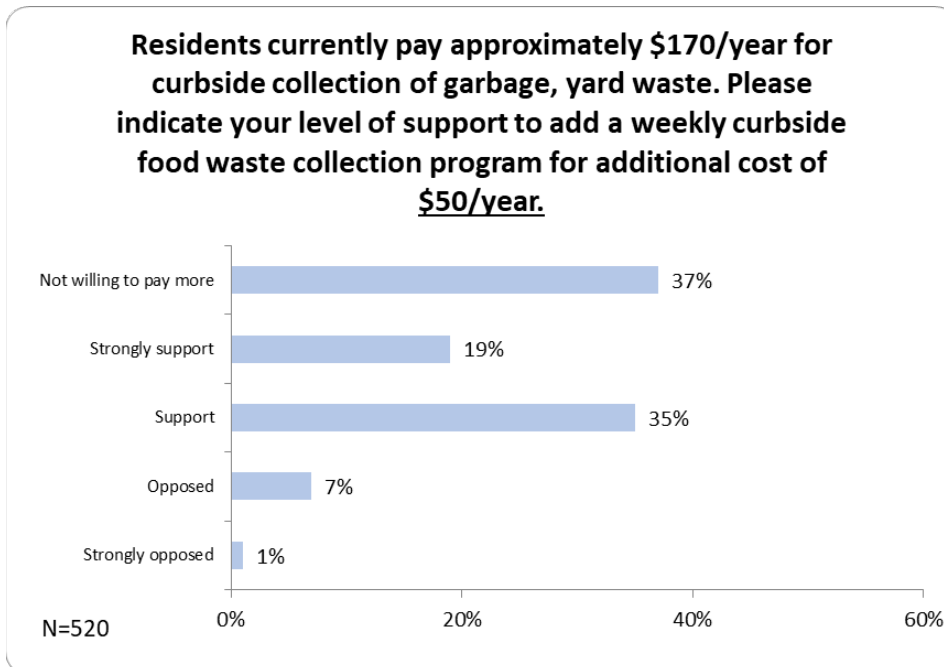
*Q30. Cost of a food waste program*



Nineteen percent of respondents would be willing to pay more for a curbside food waste collection program and **44%** said *maybe, depending on the cost*.

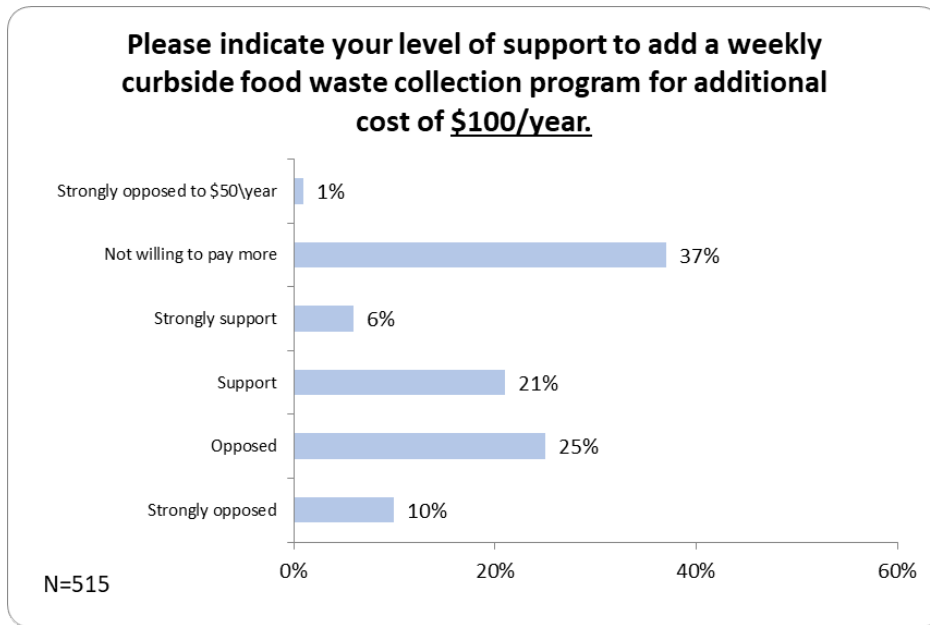
Thirty-seven percent would not pay more for a food waste collection program.

*Q31. Support for a cost of an additional \$50/year*



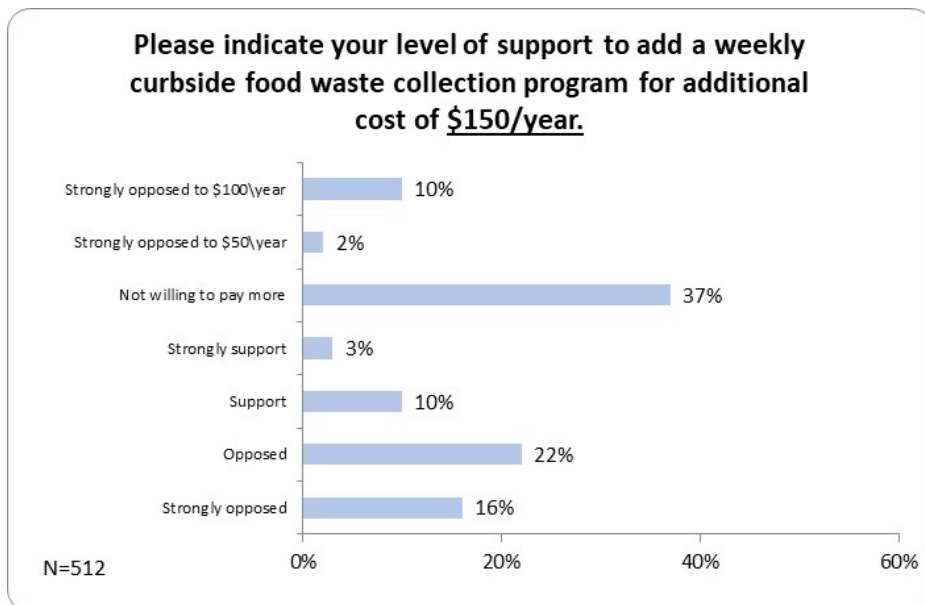
Fifty-four percent support (**19% strongly support and 35% support**) adding a food waste collection program for \$50/year.

*Q32. Support for a cost of an additional \$100/year*



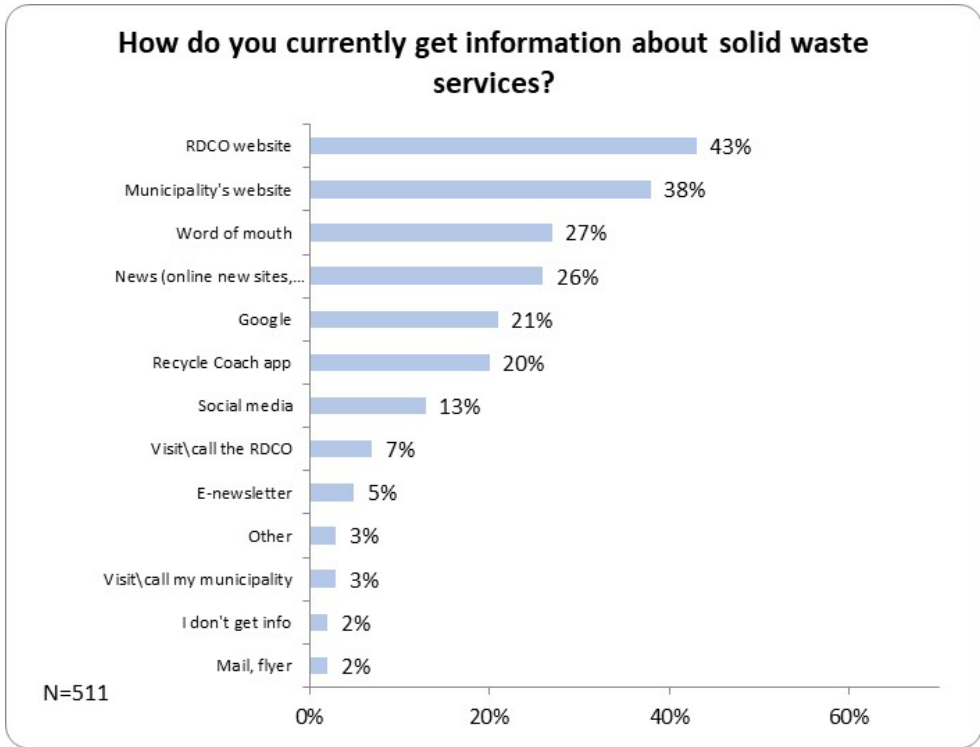
Twenty-seven percent support (6% strongly support and 21% support) adding a food waste collection program for \$100/year.

*Q33. Support for a cost of an additional \$150/year*



Thirteen percent support (3% strongly support +10% support) adding a food waste collection program for \$150/year.

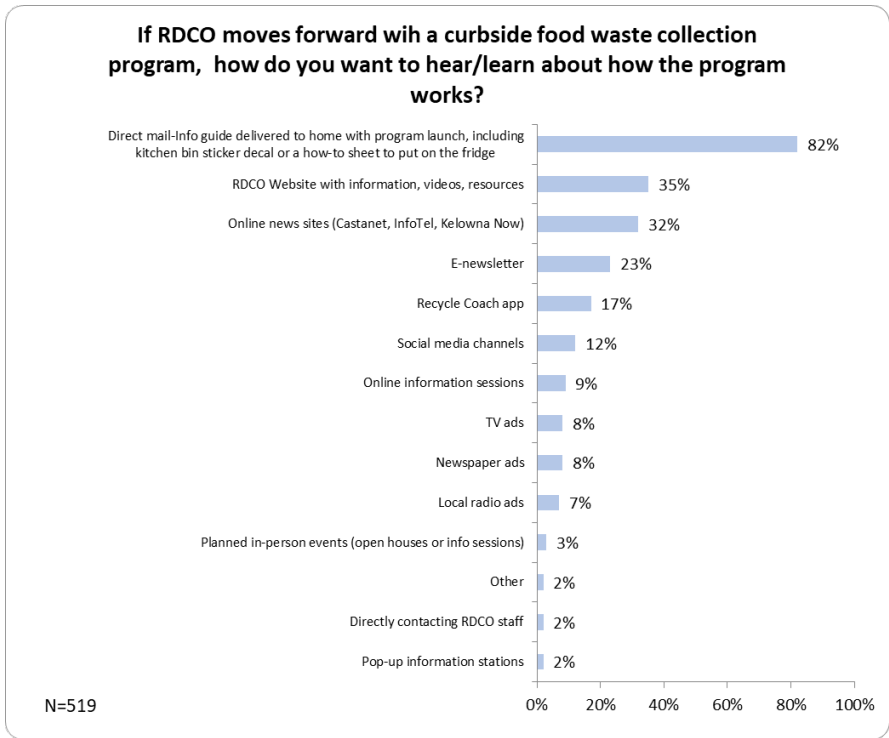
*Q34. How Citizens currently stay informed*



The majority of respondents are currently accessing information about solid waste services *online*.

Forty-three percent of respondents access information through the *RDCO website*, **38%** are accessing this information on the *Municipality's website*.

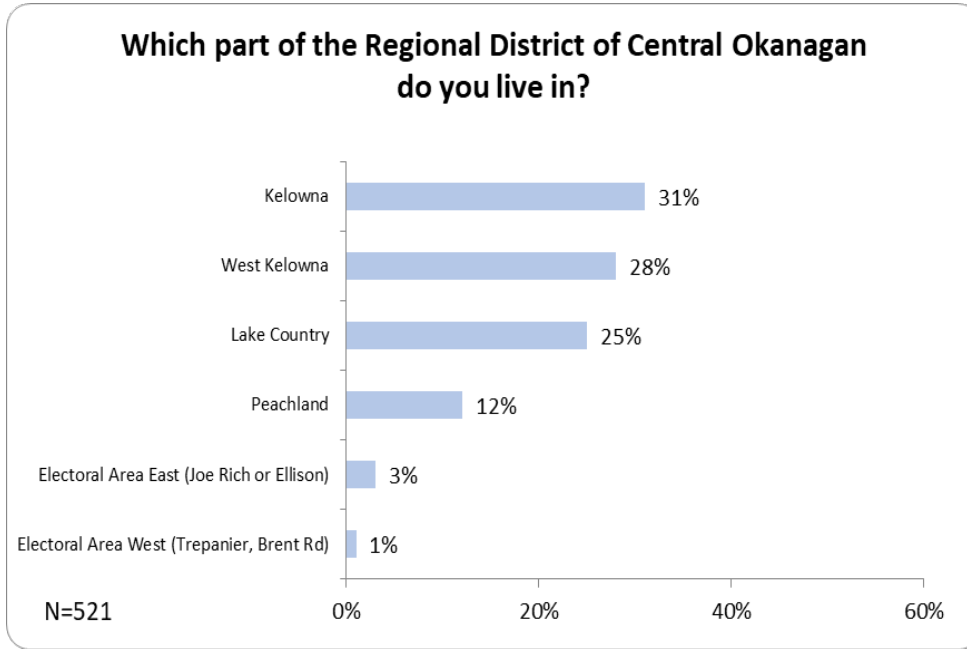
*Q35. How would you like to learn about how the new program works*



Most respondents (**82%**) would like to receive information how on this program works *via direct mail with an information guide mailed with program launch, including a kitchen bin sticker decal or a how-to sheet to put on fridge*.

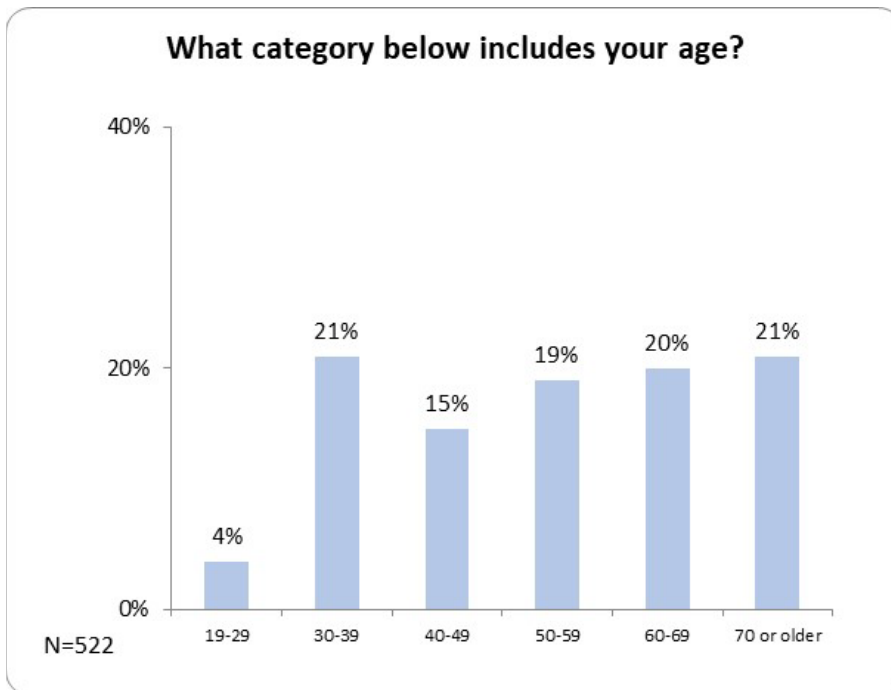
## Section 4 – About You

### Q36. Region



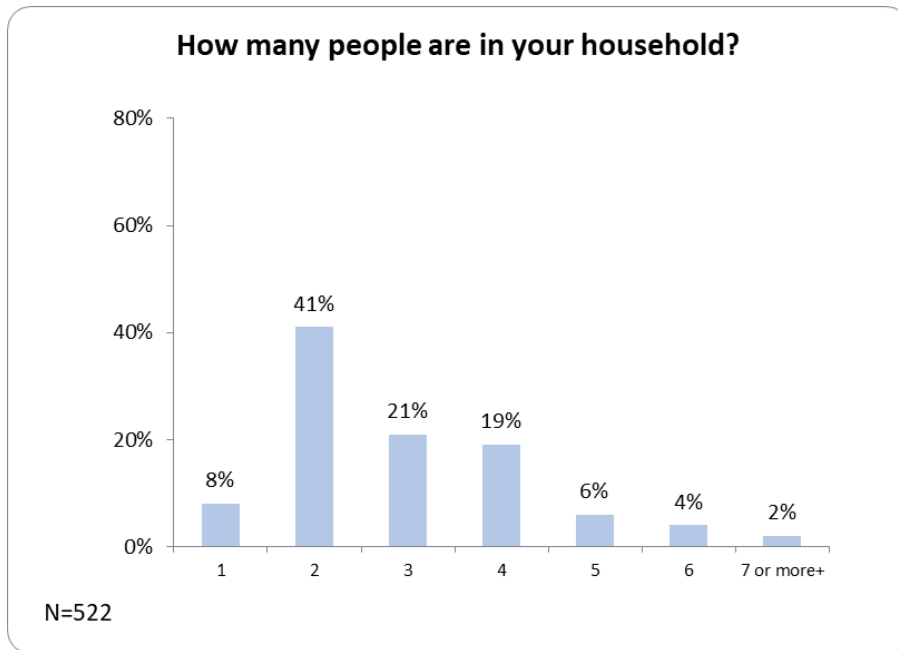
Thirty-one percent of the sample was from *Kelowna*, **28%** from *West Kelowna* and **25%** from *Lake Country*.

### Q37. Age



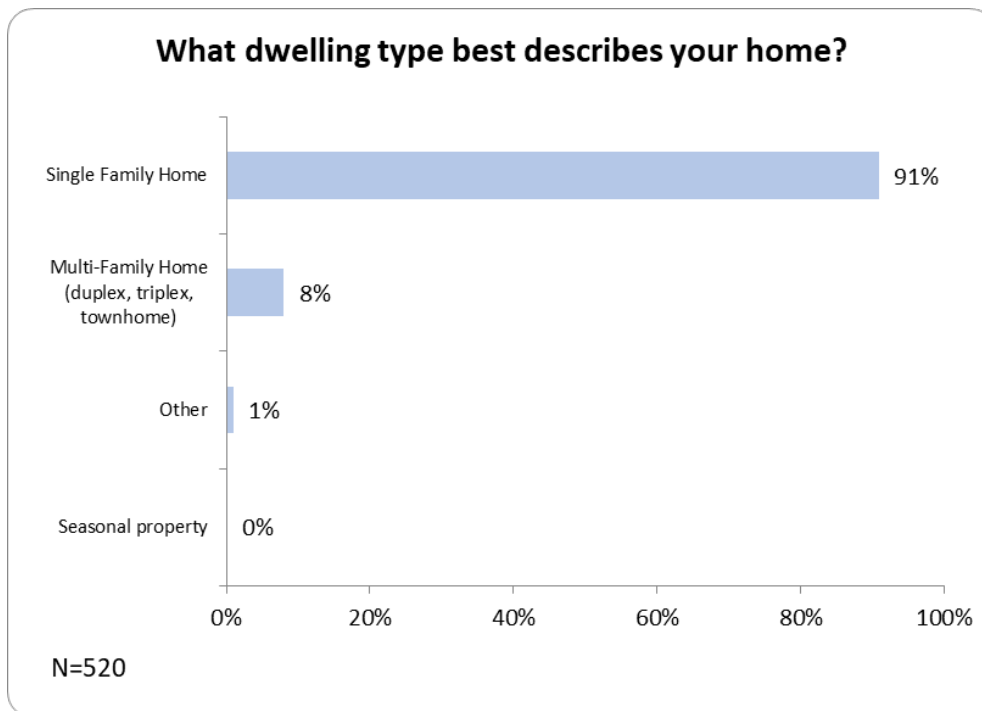
Twenty-one percent of respondents were *70 years or older* and **20%** were 60-69 years old.

Q38. Number of people in Household



Forty-one percent of respondent live in households with 2 people.

Q39. Type of dwelling



Ninety-one percent of respondents live in single family homes.

Eight percent of respondents reside in a multi-family home (duplex, triplex or townhome).

## *Appendices*

Appendix 1 – Questionnaire

Appendix 2 – Detailed Tables

Appendix 3 – Open Ended Response



## 2023 Regional Food Waste Collection Survey



Please take a few minutes to share your thoughts on curbside collection and a potential food waste program under consideration by the Regional District of the Central Okanagan and your Municipality. Your input will help us make important decisions on future community programs, while improving our understanding of the values and priorities of Residents.

*Respondents are guaranteed complete anonymity.*

**Please return your survey in the enclosed postage-paid envelope by November 13, 2023. Thank you for your help!**

### Current Behavior

1. Which local government automated curbside residential collection services do you currently receive?

[Check all that apply]

- Garbage
- Recycling
- Yard waste

2. What do you currently do with your food waste?

[Check all that apply]

- Garbage
- Backyard compost
- Kitchen composter
- Garburator
- Private curbside compost collector
- Feed it to animals (e.g. pets, chickens livestock, etc.)
- Other

3. How much of your household's food waste is currently placed in your garbage cart?

- None
- Some
- Most
- All

4. Of all the food waste you are throwing in the garbage, how much is put in your garbage cart because it is past the expiry date, gone bad, or not fit to eat?

- None
- Some
- Lots

5. Which describes your current composting activities?

[Check all that apply]

- Backyard composting
- Private company collects my food waste from the curb
- Indoor composter (i.e., worm bin, countertop composter)
- I don't compost
- Other

### Current Behavior

6. Soiled paper such as napkins, paper towels and paper plates are not recyclable. What do you do with your soiled paper?

[Check all that apply]

- Garbage
- Oops, I have been putting those in the recycling
- Backyard composting
- Private curbside compost collection
- Other

7. Which of the following best describes your household's regular garbage disposal habits?

- Partially fill my garbage cart & place at the curb every 2 weeks or less
- Partially fill my garbage cart but still place at the curb every week
- Fill my garbage cart and place at the curb every week
- Fill my garbage cart and often require tag-a-bag stickers for additional garbage
- Fill my garbage cart and often have to self-haul additional garbage to the landfill for disposal

8. Which of the following best describes your yard waste disposal habits?

- Don't have a yard waste cart
- Use my yard waste cart from time to time but generally don't have much to put out every two weeks
- Fill my yard waste cart every two weeks and place at the curb
- Fill more than one yard waste cart every two weeks
- Self-haul my yard waste to the landfill or transfer station

9. Are you aware that up to two additional bags of garbage can be placed at the curb on collection day using the Tag-a-Bag sticker program (\$2.50/bag)? Stickers are sold through your municipality.

- Yes
- No

10. Are you aware that residential curbside carts can be upsized (e.g., garbage cart can be upsized from 120 L to 240 L)? Some fees may apply.

- Yes
- No

**PLEASE TURN OVER →**

## Current Behavior

1. Is your household aware that additional yard waste carts can be added? Some fees may apply.

- <sub>1</sub> Yes  
<sub>2</sub> No

2. Which of the following best describes your household recycling habits?

- <sub>1</sub> My household doesn't recycle  
<sub>2</sub> My household recycles everything we can  
<sub>3</sub> My household could recycle more  
<sub>4</sub> My household throws pretty much everything in the garbage

3. Please list your top reason why you don't recycle more:

\_\_\_\_\_

## Satisfaction with Current Services

4. How satisfied are you with the current garbage and yard waste residential curbside collection service?

- <sub>1</sub> Very dissatisfied  
<sub>2</sub> Dissatisfied  
<sub>3</sub> Satisfied  
<sub>4</sub> Very satisfied

5. How would you rate the value of the current garbage and yard waste residential curbside collection service (average cost is \$170 per household per year, recycling is paid for by Recycle BC)?

- <sub>1</sub> Very poor value → Why? \_\_\_\_\_  
<sub>2</sub> Poor value →  
<sub>3</sub> Good value  
<sub>4</sub> Excellent value

## Potential New Services

6. If a residential curbside food waste collection program was implemented, how would you rate this change for your household?

- <sub>1</sub> Very negative  
<sub>2</sub> Negative  
<sub>3</sub> Positive  
<sub>4</sub> Very positive

7. Overall, how would you rate your household's support for a curbside food waste collection program?

- <sub>1</sub> Very unenthusiastic  
<sub>2</sub> Unenthusiastic  
<sub>3</sub> Enthusiastic  
<sub>4</sub> Very enthusiastic

## Potential New Services

8. If a curbside residential food waste collection program is in place, which of the following benefits would motivate your household to participate in the program? [Check all that apply]

- <sub>1</sub> Reducing greenhouse gas emissions from methane generation  
<sub>2</sub> Increase lifespan of the landfill by not putting as much waste into the garbage  
<sub>3</sub> Returning a nutrient source to the environment – soil improvements  
<sub>4</sub> Improved carbon storage compared to landfilling  
<sub>5</sub> Avoids composting at home  
<sub>6</sub> It's convenient and easy to understand and follow  
<sub>7</sub> Creates local employment  
<sub>8</sub> I would not participate  
<sub>9</sub> Other, please specify: \_\_\_\_\_

9. Are you concerned about the environmental impact of food waste in the landfill (i.e., methane gas generation and occupying landfill space)?

- <sub>1</sub> Yes  
<sub>2</sub> No

10. Many other communities with food waste collection have *every other week* garbage and recycling collection, with weekly organics (yard and food waste) collection, as they find they produce less garbage. Based on your household's garbage habits, would shifting from weekly to *every other week* garbage be a concern for your household, if food waste collection is implemented?

- <sub>1</sub> Not concerned  
<sub>2</sub> Somewhat concerned  
<sub>3</sub> Very concerned  
<sub>4</sub> I don't know

11. If curbside garbage collection were to change from weekly to *every other week* as well as weekly comingled food / yard waste collection, would you expect to have more than your current garbage cart's capacity?

- <sub>1</sub> Yes, almost always  
<sub>2</sub> Yes, sometimes  
<sub>3</sub> Yes, but rarely  
<sub>4</sub> No, almost never → [GO TO Q23]

12. If "Yes" to Q21, can the extra garbage from your household be managed through existing services such as upsizing your garbage cart or placing out extra garbage at the curb with a tag-a-bag sticker?

- <sub>1</sub> Yes  
<sub>2</sub> No

13. Would a transition from *every other week* yard waste only collection to weekly combined food / yard waste collection be a service level improvement for your household to help manage yard waste?

- <sub>1</sub> Yes  
<sub>2</sub> No

## Potential New Services

1. Please indicate your level of agreement with the following statements:

	Strongly Disagree	Somewhat Disagree	Somewhat Agree	Strongly Agree
Composting helps the environment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reducing what goes in the landfill should be a priority	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Composting reduces greenhouse gas emissions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The environmental benefit of a food waste collection program is worth additional cost	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2. When considering potential changes to the residential curbside collection program, how important are the following?

	Not at all Important	Not Important	Important	Very Important
Financial-user fees to residents	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Environmental-reducing greenhouse gas emissions, reducing what goes to the landfill, soil quality, clean air & water	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Social-convenience to residence, local employment, community odour noise, and transportation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Policy & Adaptability-meet Solid Waste Master Plan targets for waste reduction, alignment with climate action commitments, adaptability to regulation changes, and risk management	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3. If a curbside residential food waste collection program is implemented, how likely is your household to participate by separating food waste from garbage and placing it in your yard waste cart for collection?

- Very unlikely  
 Somewhat unlikely  
 Somewhat likely  
 Very likely

4. If a curbside residential food waste collection program is in place, and your household would **not** participate in the program, please outline the rationale or barriers for your household?

[Check all that apply]

- I would rather backyard compost  
 I would rather use a private curbside compost collection  
 I would rather use an indoor composter (i.e., kitchen composter)  
 I would rather use a community bear-proof drop location  
 Difficult to understand and follow  
 Not convenient – messy, odourous, space constraints  
 Can't store food waste to avoid wildlife and pest attractions  
 I would participate in the residential food waste collection program  
 Other, please specify: \_\_\_\_\_

## Potential New Services

5. What are your household's top 3 priorities when it comes to potential changes to residential curbside collection?

[Check top 3 choices]

- User friendly-well communicated & simple rules about what goes where  
 Convenience – easy to use, helps reduce odours  
 Environmental impact – reduce greenhouse gas emissions  
 Extend the life of the landfill  
 Keep RDCO clean and tidy  
 Affordability – keeping user fees low  
 Collection is on time  
 Reduce the number of collection trucks on the road  
 Pest and wildlife management  
 Health and safety for contractors and staff  
 Making sure the finished compost goes to good use (ie. low cost for residents to purchase, used on local parks, gardens, soil improvement such as mine reclamation)  
 Other-please specify: \_\_\_\_\_

6. Based on our research, we've identified some potential concerns that residents may have with a curbside food waste collection program. [Check top 3 concerns]

- I don't have any concerns  
 New fees for this service  
 Understanding how to use/what goes where  
 Space in the kitchen  
 Odours/mess in the house  
 Odours outside  
 Too much work/inconvenient  
 I already do my own composting & don't want curbside food waste collection  
 I'm worried about attracting insects/rodents/bears  
 I don't have space to store a yard waste cart indoors to protect from attracting insects/rodents/bears  
 I don't have a yard waste cart to put food waste into  
 Other-please specify: \_\_\_\_\_

7. Would you be willing to pay more for a curbside food waste collection program?

- Yes  
 No → [GO TO Q34]  
 Maybe, depends on the cost

8. Residents currently pay approximately \$170/year for curbside collection of garbage, yard waste (curbside recycling is paid for by Recycle BC). Please indicate your level of support to add a weekly curbside food/ waste collection program for additional cost of \$50/year.

- Strongly opposed → [GO TO Q34]  
 Opposed  
 Support  
 Strongly support

9. Please indicate your level of support to add a weekly curbside food/ waste collection program for additional cost of \$100/year.

- Strongly opposed → [GO TO Q34]  
 Opposed  
 Support  
 Strongly support

## Potential New Services

1. Please indicate your level of support to add a weekly curbside food/ waste collection program for additional cost of \$150/year.

- 1. Strongly opposed
- 2. Opposed
- 3. Support
- 4. Strongly support

2. How do you currently get information about solid waste services? [Check top 3 choices]

- 1. Recycle Coach app
- 2. Municipality's website
- 3. RDCO website
- 4. E-newsletter
- 5. Visit/call my municipality
- 6. News (online news sites, newspaper, radio, TV, etc.)
- 7. Other-please specify: \_\_\_\_\_
- 8. Visit/call the RDCO
- 9. Social media
- 10. Word of mouth
- 11. Google

3. If the RDCO moves forward with a curbside food waste collection program, how would you want to hear/learn about how the program works? [Check top 3 choices]

- 1. Direct mail - Information guide delivered to home with program launch, including kitchen bin sticker decal or a how-to sheet to put on the fridge or keep handy for reference
- 2. TV ads
- 3. Newspaper ads
- 4. Local radio ads
- 5. Pop-up information stations
- 6. Directly contacting RDCO staff
- 7. Online information sessions
- 8. Social media channels
- 9. Recycle Coach app
- 10. E-newsletter
- 11. RDCO Website with dedicated page with information, videos, resources
- 12. Online news sites (Castanet, InfoTel, Kelowna Now, etc.)
- 13. Planned in-person events (i.e., open houses or information sessions)
- 14. Other-please specify: \_\_\_\_\_

## About You

4. Which part of the Regional District of Central Okanagan do you live in?

- 1. Kelowna
- 2. West Kelowna
- 3. Lake Country
- 4. Peachland
- 5. Electoral Area East (Joe Rich or Ellison)
- 6. Electoral Area West (Trepanier, Brent Rd)
- 7. WFN
- 8. Other-please specify: \_\_\_\_\_

5. What category below includes your age?

- 1. 18 or younger
- 2. 19 – 29
- 3. 30 – 39
- 4. 40 – 49
- 5. 50 – 59
- 6. 60 – 69
- 7. 70 or older

6. How many people are in your household?

- 1. 1
- 2. 2
- 3. 3
- 4. 4
- 5. 5
- 6. 6
- 7. 7+

7. What dwelling type best describes your home?

- 1. Single Family Home
- 2. Multi-Family Home (e.g., duplex, triplex, townhome)
- 3. Apartment
- 4. Seasonal property
- 5. Other

**THANK YOU FOR YOUR HELP!**

### Contest Entry

Completed surveys will be eligible for one of:

1. Three \$200 Visa Gift Cards

Name\*: \_\_\_\_\_ Phone\*: \_\_\_\_\_

**Good Luck!**

*\*Contact information will only be used to contact you if you win a prize.  
Survey responses will remain anonymous.*

Appendix 2 – Detailed Tables

**Banner Legend:**

Question		Banner						Grand Total: Response percentages for all people answering Question
		Gender		Marital Status				
		Male	Female	Single/ never married	Married	Living with a partner	Divorced/ separated/ widowed	
Which newspapers have you read or looked into in the past week?	Neither Province or Sun	27%	34%	33%	28%	25%	34%	30%
	Province Only	22%	21%	22%	23%	17%	18%	21%
	Sun Only	22%	24%	17%	25%	17%	26%	23%
	Both Province and Sun	30%	21%	29%	24%	42%	22%	26%
Total	Base	250	250	119	264	24	82	500

**Column Percentage:**  
Columns add up to 100%  
Example: Out of all Females:  
34% read neither Province or Sun  
21% read Province only  
24% read Sun only  
21% read both Province and Sun  
100% of Females

**Base:**  
Number of people answering both Question & Banner

Note:  
If Base < 100, interpret column percentages with caution.  
If Base < 50, interpret column percentages with extreme caution.

**CURRENT BEHAVIOUR**

		Total	Region						Age		
			Kelowna	West Kelowna	Lake Country	Peachland	Elect Area East (Joe Rich or Ellison)	Elect Area West (Trepanier, Brent Rd)	19-39	40-59	60+
Which local government automated curbside residential collection services do you currently receive?	Garbage	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Recycling	99%	100%	100%	98%	97%	100%	100%	100%	99%	99%
	Yard waste	96%	99%	95%	93%	100%	94%	81%	96%	98%	96%
Total	Responses	1540	489	434	382	179	41	12	375	530	636
	Base	521	164	147	131	60	14	4	127	179	216

Column percentages may exceed 100% because multiple responses given

		Total	Region						Age		
			Kelowna	West Kelowna	Lake Country	Peachland	Elect Area East (Joe Rich or Ellison)	Elect Area West (Trepanier, Brent Rd)	19-39	40-59	60+
What do you currently do with your food waste?	Garbage	81%	82%	86%	77%	84%	56%	62%	85%	84%	77%
	Backyard compost	35%	33%	28%	49%	29%	37%	57%	35%	36%	35%
	Feed it to animals (eg pets, chickens, livestock, etc)	10%	4%	15%	9%	3%	38%	57%	12%	12%	6%
	Kitchen composter	4%	7%	2%	4%	3%			7%	2%	4%
	Garburator	3%	1%	4%	3%	8%			1%	3%	4%
	Other	1%	0%	2%	2%	1%				2%	2%
	Private curbside compost collector	1%	2%		1%				1%	1%	0%
Total	Responses	707	210	204	190	77	18	7	180	249	278
	Base	520	162	148	131	60	14	4	127	179	215

Column percentages may exceed 100% because multiple responses given



		Total	Region						Age		
			Kelowna	West Kelowna	Lake Country	Peachland	Elect Area East (Joe Rich or Ellison)	Elect Area West (Trepanier, Brent Rd)	19-39	40-59	60+
How much of your household's food waste is currently placed in your garbage cart?	None	8%	9%	4%	10%	7%	14%	38%	4%	5%	13%
	Some	28%	27%	26%	33%	26%	35%		23%	30%	30%
	Most	22%	16%	25%	27%	19%	27%	38%	32%	20%	19%
	All	41%	47%	44%	29%	48%	23%	24%	41%	45%	38%
<b>Total</b>	Base	<b>522</b>	<b>164</b>	<b>148</b>	<b>131</b>	<b>60</b>	<b>14</b>	<b>4</b>	<b>127</b>	<b>179</b>	<b>217</b>

		Total	Region						Age		
			Kelowna	West Kelowna	Lake Country	Peachland	Elect Area East (Joe Rich or Ellison)	Elect Area West (Trepanier, Brent Rd)	19-39	40-59	60+
Of all the food waste you are throwing in the garbage, how much is put in your garbage cart because it is past the expiry date, gone bad, or not fit to eat?	None	19%	18%	18%	20%	22%	24%	38%	12%	13%	29%
	Some	67%	66%	70%	68%	66%	50%	62%	70%	71%	62%
	Lots	14%	16%	12%	12%	12%	25%		18%	16%	9%
<b>Total</b>	Base	<b>521</b>	<b>164</b>	<b>147</b>	<b>131</b>	<b>60</b>	<b>14</b>	<b>4</b>	<b>127</b>	<b>179</b>	<b>216</b>

		Total	Region						Age		
			Kelowna	West Kelowna	Lake Country	Peachland	Elect Area East (Joe Rich or Ellison)	Elect Area West (Trepanier, Brent Rd)	19-39	40-59	60+
Which describes your current composting activities?	I don't compost	59%	60%	69%	43%	66%	55%	43%	61%	59%	58%
	Backyard composting	38%	35%	30%	51%	32%	45%	57%	34%	39%	39%
	Indoor composter (i.e., worm bin, countertop composter)	4%	5%	3%	3%	1%	7%		5%	2%	4%
	Other	2%		2%	5%	2%			3%	2%	2%
	Private company collects my food waste from the curb	1%	2%		1%				1%	1%	0%
<b>Total</b>	Responses	<b>537</b>	<b>167</b>	<b>154</b>	<b>135</b>	<b>61</b>	<b>15</b>	<b>4</b>	<b>132</b>	<b>185</b>	<b>221</b>
	Base	<b>521</b>	<b>164</b>	<b>147</b>	<b>131</b>	<b>60</b>	<b>14</b>	<b>4</b>	<b>127</b>	<b>179</b>	<b>216</b>

Column percentages may exceed 100% because multiple responses given

		Total	Region					Age			
			Kelowna	West Kelowna	Lake Country	Peachland	Elect Area East (Joe Rich or Ellison)	Elect Area West (Trepanier, Brent Rd)	19-39	40-59	60+
Soiled paper such as napkins, paper towels & paper plates are not recyclable. What do you do with your soiled paper?	Garbage	95%	98%	95%	91%	97%	100%	100%	95%	96%	95%
	Backyard composting	9%	8%	8%	12%	7%	6%		8%	9%	9%
	Oops, I have been putting those in the recycling	3%	2%	3%	4%	4%			7%	1%	3%
	Other	1%	1%	1%		3%	6%	47%		1%	3%
	Private curbside compost collection	1%	1%		1%				1%	1%	
<b>Total</b>	Responses	<b>570</b>	<b>182</b>	<b>158</b>	<b>141</b>	<b>67</b>	<b>16</b>	<b>5</b>	<b>141</b>	<b>193</b>	<b>237</b>
	Base	<b>520</b>	<b>164</b>	<b>148</b>	<b>130</b>	<b>60</b>	<b>14</b>	<b>3</b>	<b>127</b>	<b>178</b>	<b>216</b>

Column percentages may exceed 100% because multiple responses given

		Total	Region					Age			
			Kelowna	West Kelowna	Lake Country	Peachland	Elect Area East (Joe Rich or Ellison)	Elect Area West (Trepanier, Brent Rd)	19-39	40-59	60+
Which of the following best describes your household's regular garbage disposal habits?	Partially fill cart & place at curb every 2 wks or less	12%	14%	10%	12%	14%		47%	8%	9%	18%
	Partially fill cart but still place at curb every week	48%	44%	49%	55%	47%	56%		34%	47%	58%
	Fill my garbage cart and place at the curb every week	36%	38%	37%	32%	31%	38%	53%	49%	42%	23%
	Fill cart & often require tag-a-bag stickers	1%	2%						1%	1%	
	Fill cart & often self-haul addit. garbage to landfill	3%	2%	3%	1%	7%	6%		8%	2%	1%
<b>Total</b>	Base	<b>521</b>	<b>164</b>	<b>148</b>	<b>131</b>	<b>60</b>	<b>14</b>	<b>3</b>	<b>127</b>	<b>179</b>	<b>216</b>

		Total	Region						Age		
			Kelowna	West Kelowna	Lake Country	Peachland	Elect Area East (Joe Rich or Ellison)	Elect Area West (Trepanier, Brent Rd)	19-39	40-59	60+
Which of the following best describes your yard waste disposal habits?	Don't have a yard waste cart	3%	2%	4%	3%	6%	11%	31%	5%	2%	4%
	Use yard waste cart time to time but don't have much	33%	38%	33%	32%	22%	29%	39%	42%	32%	29%
	Fill yard waste cart every 2 weeks & place at curb	49%	49%	51%	49%	52%	48%		35%	53%	55%
	Fill more than one yard waste cart every two weeks	12%	12%	11%	11%	18%	6%	31%	15%	12%	10%
	Self-haul yard waste to the landfill or transfer stn	2%	0%	1%	5%	1%	6%		3%	2%	2%
<b>Total</b>	Base	<b>520</b>	<b>164</b>	<b>148</b>	<b>130</b>	<b>60</b>	<b>14</b>	<b>3</b>	<b>127</b>	<b>179</b>	<b>214</b>

		Total	Region						Age		
			Kelowna	West Kelowna	Lake Country	Peachland	Elect Area East (Joe Rich or Ellison)	Elect Area West (Trepanier, Brent Rd)	19-39	40-59	60+
Are you aware that up to two additional bags of garbage can be placed at the curb on collection day using the Tag-a-Bag sticker program (\$2.50/bag)? Stickers are sold through your municipality.	Yes	42%	42%	40%	45%	44%	31%	47%	30%	38%	53%
	No	58%	58%	60%	55%	56%	69%	53%	70%	62%	47%
<b>Total</b>	Base	<b>521</b>	<b>164</b>	<b>148</b>	<b>131</b>	<b>60</b>	<b>14</b>	<b>3</b>	<b>127</b>	<b>179</b>	<b>216</b>

		Total	Region						Age		
			Kelowna	West Kelowna	Lake Country	Peachland	Elect Area East (Joe Rich or Ellison)	Elect Area West (Trepanier, Brent Rd)	19-39	40-59	60+
Are you aware that residential curbside carts can be upsized (e.g., garbage cart can be upsized from 120 L to 240 L)? Some fees may apply.	Yes	78%	70%	87%	77%	80%	80%	70%	72%	82%	78%
	No	22%	30%	13%	23%	20%	20%	30%	28%	18%	22%
<b>Total</b>	Base	<b>520</b>	<b>164</b>	<b>148</b>	<b>130</b>	<b>60</b>	<b>14</b>	<b>3</b>	<b>127</b>	<b>178</b>	<b>216</b>

		Total	Region						Age		
			Kelowna	West Kelowna	Lake Country	Peachland	Elect Area East (Joe Rich or Ellison)	Elect Area West (Trepanier, Brent Rd)	19-39	40-59	60+
Is your household aware that additional yard waste carts can be added? Some fees may apply.	Yes	56%	56%	52%	55%	70%	49%	57%	53%	55%	59%
	No	44%	44%	48%	45%	30%	51%	43%	47%	45%	41%
<b>Total</b>	Base	<b>522</b>	<b>164</b>	<b>148</b>	<b>131</b>	<b>60</b>	<b>14</b>	<b>4</b>	<b>127</b>	<b>179</b>	<b>217</b>

		Total	Region						Age		
			Kelowna	West Kelowna	Lake Country	Peachland	Elect Area East (Joe Rich or Ellison)	Elect Area West (Trepanier, Brent Rd)	19-39	40-59	60+
Which of the following best describes your household recycling habits?	My household recycles everything we can	90%	89%	87%	92%	94%	86%	100%	81%	91%	94%
	My household could recycle more	10%	11%	13%	8%	6%	14%		19%	9%	6%
<b>Total</b>	Base	<b>522</b>	<b>164</b>	<b>148</b>	<b>131</b>	<b>60</b>	<b>14</b>	<b>4</b>	<b>127</b>	<b>179</b>	<b>217</b>

### SATISFACTION WITH CURRENT SERVICES

		Total	Region						Age		
			Kelowna	West Kelowna	Lake Country	Peachland	Elect Area East (Joe Rich or Ellison)	Elect Area West (Trepanier, Brent Rd)	19-39	40-59	60+
How satisfied are you with the current garbage and yard waste residential curbside collection service?	Very dissatisfied	4%	4%	5%	6%	3%			3%	2%	7%
	Dissatisfied	7%	7%	8%	6%	4%	7%		14%	6%	4%
	Satisfied	57%	55%	56%	58%	64%	63%	19%	64%	62%	49%
	Very satisfied	32%	34%	31%	30%	29%	30%	81%	20%	30%	40%
<b>Total</b>	Base	<b>522</b>	<b>164</b>	<b>148</b>	<b>131</b>	<b>60</b>	<b>14</b>	<b>4</b>	<b>127</b>	<b>179</b>	<b>217</b>

		Total	Region						Age		
			Kelowna	West Kelowna	Lake Country	Peachland	Elect Area East (Joe Rich or Ellison)	Elect Area West (Trepanier, Brent Rd)	19-39	40-59	60+
How would you rate the value of the current garbage and yard waste residential curbside collection service (average cost is \$170 per household per year, recycling is paid for by Recycle BC)?	Very poor value	1%	1%		1%				1%	1%	
	Poor value	8%	9%	8%	8%	9%			11%	9%	6%
	Good value	68%	59%	73%	76%	61%	80%	76%	69%	64%	71%
	Excellent value	23%	32%	19%	15%	30%	20%	24%	18%	27%	23%
<b>Total</b>	Base	<b>514</b>	<b>160</b>	<b>147</b>	<b>129</b>	<b>59</b>	<b>13</b>	<b>4</b>	<b>123</b>	<b>174</b>	<b>216</b>

### POTENTIAL NEW SERVICES

		Total	Region						Age		
			Kelowna	West Kelowna	Lake Country	Peachland	Elect Area East (Joe Rich or Ellison)	Elect Area West (Trepanier, Brent Rd)	19-39	40-59	60+
If a residential curbside food waste collection program was implemented, how would you rate this change for your household?	Very negative	6%	4%	4%	6%	11%	18%	38%	1%	5%	10%
	Negative	15%	13%	14%	18%	16%	27%	38%	11%	13%	20%
	Positive	42%	36%	47%	43%	43%	42%	24%	39%	41%	44%
	Very positive	37%	47%	35%	33%	31%	13%		49%	42%	26%
<b>Total</b>	Base	<b>516</b>	<b>161</b>	<b>145</b>	<b>130</b>	<b>60</b>	<b>14</b>	<b>4</b>	<b>127</b>	<b>179</b>	<b>211</b>

		Total	Region						Age		
			Kelowna	West Kelowna	Lake Country	Peachland	Elect Area East (Joe Rich or Ellison)	Elect Area West (Trepanier, Brent Rd)	19-39	40-59	60+
Overall, how would you rate your household's support for a curbside food waste collection program?	Very unenthusiastic	10%	11%	5%	9%	14%	25%	38%	4%	10%	14%
	Unenthusiastic	17%	12%	20%	19%	18%	20%	38%	12%	14%	23%
	Enthusiastic	38%	36%	41%	36%	35%	42%	24%	32%	38%	40%
	Very enthusiastic	35%	40%	34%	36%	32%	13%		51%	38%	23%
<b>Total</b>	Base	<b>516</b>	<b>161</b>	<b>147</b>	<b>129</b>	<b>60</b>	<b>14</b>	<b>4</b>	<b>127</b>	<b>179</b>	<b>211</b>

		Total	Region						Age		
			Kelowna	West Kelowna	Lake Country	Peachland	Elect Area East (Joe Rich or Ellison)	Elect Area West (Trepanier, Brent Rd)	19-39	40-59	60+
If curbside residential food waste collection is in place, which of the following benefits would motivate your household to participate in the program?	Returning a nutrient source to environment–soil improve	74%	78%	76%	74%	67%	62%		81%	78%	67%
	Increase lifespan of landfill by less waste in garbage	74%	79%	73%	73%	72%	55%	24%	80%	74%	70%
	Reducing greenhouse gas emissions fr methane generation	59%	63%	61%	58%	55%	37%		65%	58%	57%
	It's convenient and easy to understand and follow	50%	58%	48%	49%	44%	33%	24%	61%	52%	43%
	Improved carbon storage compared to landfilling	46%	52%	44%	47%	41%	32%		50%	47%	44%
	Avoids composting at home	40%	41%	38%	41%	42%	22%	24%	51%	45%	28%
	Creates local employment	38%	43%	36%	40%	28%	32%	24%	47%	44%	28%
	I would not participate	13%	10%	11%	13%	18%	31%	76%	7%	13%	17%
	Other	7%	6%	6%	6%	10%	19%		5%	4%	10%
<b>Total</b>	Responses	<b>2071</b>	<b>699</b>	<b>569</b>	<b>524</b>	<b>224</b>	<b>45</b>	<b>7</b>	<b>567</b>	<b>726</b>	<b>777</b>
	Base	<b>517</b>	<b>162</b>	<b>145</b>	<b>131</b>	<b>59</b>	<b>14</b>	<b>4</b>	<b>127</b>	<b>175</b>	<b>214</b>

Column percentages may exceed 100% because multiple responses given

		Total	Region						Age		
			Kelowna	West Kelowna	Lake Country	Peachland	Elect Area East (Joe Rich or Ellison)	Elect Area West (Trepanier, Brent Rd)	19-39	40-59	60+
Are you concerned about the environmental impact of food waste in the landfill (i.e., methane gas generation and occupying landfill space)?	Yes	70%	71%	66%	73%	79%	42%	38%	69%	69%	72%
	No	30%	29%	34%	27%	21%	58%	62%	31%	31%	28%
<b>Total</b>	Base	<b>520</b>	<b>163</b>	<b>148</b>	<b>131</b>	<b>59</b>	<b>14</b>	<b>4</b>	<b>127</b>	<b>179</b>	<b>215</b>

		Total	Region						Age		
			Kelowna	West Kelowna	Lake Country	Peachland	Elect Area East (Joe Rich or Ellison)	Elect Area West (Trepanier, Brent Rd)	19-39	40-59	60+
Many other communities have every other week collection, Based on your household's garbage habits, would shifting from weekly to every other week garbage be a concern for your household, if food waste collection is implemented?	Not concerned	43%	43%	44%	41%	48%	37%	43%	32%	46%	48%
	Somewhat concerned	31%	29%	30%	34%	36%	13%	38%	34%	31%	29%
	Very concerned	22%	23%	21%	22%	17%	38%	19%	30%	21%	18%
	I don't know	4%	5%	5%	3%		11%		4%	2%	6%
<b>Total</b>	Base	<b>520</b>	<b>163</b>	<b>147</b>	<b>130</b>	<b>60</b>	<b>14</b>	<b>4</b>	<b>127</b>	<b>179</b>	<b>214</b>

		Total	Region						Age		
			Kelowna	West Kelowna	Lake Country	Peachland	Elect Area East (Joe Rich or Ellison)	Elect Area West (Trepanier, Brent Rd)	19-39	40-59	60+
If curbside garbage collection were to change from weekly to every other week as well as weekly comingled food / yard waste collection, would you expect to have more than your current garbage cart's capacity?	Yes, almost always	22%	26%	19%	21%	16%	38%	23%	35%	23%	13%
	Yes, sometimes	25%	23%	29%	25%	22%	13%	23%	23%	26%	25%
	Yes, but rarely	19%	20%	17%	19%	18%	17%		19%	18%	19%
	No, almost never	35%	31%	35%	36%	43%	32%	53%	23%	33%	44%
<b>Total</b>	Base	<b>520</b>	<b>163</b>	<b>148</b>	<b>130</b>	<b>60</b>	<b>14</b>	<b>3</b>	<b>127</b>	<b>179</b>	<b>214</b>



		Total	Region						Age		
			Kelowna	West Kelowna	Lake Country	Peachland	Elect Area East (Joe Rich or Ellison)	Elect Area West (Trepanier, Brent Rd)	19-39	40-59	60+
Can the extra garbage from your household be managed through existing services such as upsizing your garbage cart or placing out extra garbage at the curb with a tag-a-bag sticker?	Yes	74%	72%	77%	75%	77%	44%	67%	73%	74%	74%
	No	26%	28%	23%	25%	23%	56%	33%	27%	26%	26%
<b>Total</b>	Base	<b>336</b>	<b>111</b>	<b>94</b>	<b>85</b>	<b>34</b>	<b>10</b>	<b>2</b>	<b>96</b>	<b>118</b>	<b>122</b>

Base: People who expect to have more than their current garbage carts capacity

		Total	Region						Age		
			Kelowna	West Kelowna	Lake Country	Peachland	Elect Area East (Joe Rich or Ellison)	Elect Area West (Trepanier, Brent Rd)	19-39	40-59	60+
Would a transition from every other week yard waste only collection to weekly combined food/yard waste collection be a service level improvement for your household to help manage yard waste?	Yes	67%	73%	64%	64%	69%	50%	19%	74%	66%	63%
	No	33%	27%	36%	36%	31%	50%	81%	26%	34%	37%
<b>Total</b>	Base	<b>517</b>	<b>161</b>	<b>145</b>	<b>131</b>	<b>60</b>	<b>14</b>	<b>4</b>	<b>127</b>	<b>177</b>	<b>213</b>

		Total	Region						Age		
			Kelowna	West Kelowna	Lake Country	Peachland	Elect Area East (Joe Rich or Ellison)	Elect Area West (Trepanier, Brent Rd)	19-39	40-59	60+
Would a transition from every other week yard waste only collection to weekly combined food/yard waste collection be a service level improvement for your household to help manage yard waste?	Yes	67%	73%	64%	64%	69%	50%	19%	74%	66%	63%
	No	33%	27%	36%	36%	31%	50%	81%	26%	34%	37%
<b>Total</b>	Base	<b>517</b>	<b>161</b>	<b>145</b>	<b>131</b>	<b>60</b>	<b>14</b>	<b>4</b>	<b>127</b>	<b>177</b>	<b>213</b>

**Please indicate your level of agreement with the following statements**

		Total	Region						Age		
			Kelowna	West Kelowna	Lake Country	Peachland	Elect Area East (Joe Rich or Ellison)	Elect Area West (Trepanier, Brent Rd)	19-39	40-59	60+
Composting helps the environment	Strongly disagree	4%	3%	2%	5%	7%	6%		8%	3%	3%
	Somewhat disagree	2%	2%	1%	3%	1%	7%		3%	2%	2%
	Somewhat agree	26%	25%	29%	25%	22%	32%	77%	18%	23%	34%
	Strongly agree	67%	70%	67%	66%	69%	55%	23%	72%	72%	61%
<b>Total</b>	Base	<b>515</b>	<b>162</b>	<b>147</b>	<b>128</b>	<b>59</b>	<b>14</b>	<b>3</b>	<b>127</b>	<b>178</b>	<b>211</b>
Reducing what goes in the landfill should be a priority	Strongly disagree	2%	2%	1%	3%	4%			5%		2%
	Somewhat disagree	3%	1%	2%	6%	2%	7%		3%	5%	2%
	Somewhat agree	27%	29%	28%	26%	23%	24%	77%	22%	28%	30%
	Strongly agree	67%	68%	68%	66%	71%	68%	23%	70%	67%	66%
<b>Total</b>	Base	<b>513</b>	<b>161</b>	<b>145</b>	<b>128</b>	<b>60</b>	<b>14</b>	<b>3</b>	<b>127</b>	<b>175</b>	<b>210</b>
Composting reduces greenhouse gas emissions	Strongly disagree	4%	3%	2%	7%	7%	6%		8%	1%	5%
	Somewhat disagree	8%	6%	8%	9%	6%	25%	23%	4%	10%	9%
	Somewhat agree	40%	33%	50%	34%	39%	50%	53%	43%	40%	37%
	Strongly agree	48%	58%	39%	49%	48%	19%	23%	45%	49%	49%
<b>Total</b>	Base	<b>511</b>	<b>160</b>	<b>146</b>	<b>127</b>	<b>59</b>	<b>14</b>	<b>3</b>	<b>127</b>	<b>174</b>	<b>209</b>
The environmental benefit of a food waste collection program is worth additional cost	Strongly disagree	16%	13%	12%	18%	23%	37%	23%	12%	14%	20%
	Somewhat disagree	15%	10%	17%	18%	15%	19%	23%	14%	12%	18%
	Somewhat agree	30%	32%	32%	27%	23%	26%	23%	28%	31%	29%
	Strongly agree	40%	45%	39%	37%	39%	19%	30%	46%	44%	32%
<b>Total</b>	Base	<b>515</b>	<b>162</b>	<b>146</b>	<b>128</b>	<b>60</b>	<b>14</b>	<b>3</b>	<b>127</b>	<b>178</b>	<b>210</b>

**When considering potential changes to curbside collection, how important are the following?**

		Total	Region						Age		
			Kelowna	West Kelowna	Lake Country	Peachland	Elect Area East (Joe Rich or Ellison)	Elect Area West (Trepanier, Brent Rd)	19-39	40-59	60+
Financial-user fees to residents	Not at all important	1%	1%		1%					1%	0%
	Not important	7%	8%	8%	5%	1%	13%		7%	7%	6%
	Important	51%	57%	45%	49%	54%	50%	70%	47%	53%	51%
	Very important	42%	34%	47%	45%	45%	37%	30%	46%	39%	42%
<b>Total</b>	Base	<b>509</b>	<b>161</b>	<b>145</b>	<b>127</b>	<b>57</b>	<b>14</b>	<b>3</b>	<b>127</b>	<b>175</b>	<b>207</b>
Environmental-reducing greenhouse gas emissions, reducing what goes to the landfill, soil quality, clean air & water	Not at all important	2%	1%	2%	4%	2%		30%		3%	2%
	Not important	7%	6%	8%	10%	4%	11%		7%	6%	9%
	Important	45%	47%	49%	41%	36%	64%	70%	43%	45%	47%
	Very important	45%	46%	42%	45%	59%	24%		50%	46%	42%
<b>Total</b>	Base	<b>513</b>	<b>162</b>	<b>146</b>	<b>127</b>	<b>59</b>	<b>14</b>	<b>3</b>	<b>127</b>	<b>175</b>	<b>211</b>
Social-convenience to residence, local employment, community odour, noise and transportation	Not at all important	3%	2%	2%	8%	4%			3%	2%	5%
	Not important	15%	18%	14%	13%	13%	29%	23%	12%	13%	19%
	Important	54%	52%	57%	58%	44%	59%	47%	53%	60%	50%
	Very important	27%	28%	28%	21%	39%	11%	30%	32%	25%	25%
<b>Total</b>	Base	<b>512</b>	<b>162</b>	<b>146</b>	<b>127</b>	<b>58</b>	<b>14</b>	<b>3</b>	<b>127</b>	<b>175</b>	<b>209</b>
Policy & Adaptability-meet Solid Waste Master Plan targets for waste reduction, alignment with climate action commitments, adaptability	Not at all important	5%	3%	4%	8%	5%	12%	30%	1%	6%	6%
	Not important	17%	14%	14%	22%	15%	43%	23%	15%	19%	16%
	Important	53%	55%	56%	46%	53%	37%	47%	54%	49%	55%
	Very important	26%	28%	26%	24%	27%	7%		30%	26%	23%
<b>Total</b>	Base	<b>502</b>	<b>160</b>	<b>144</b>	<b>124</b>	<b>57</b>	<b>14</b>	<b>3</b>	<b>127</b>	<b>173</b>	<b>201</b>

		Total	Region						Age		
			Kelowna	West Kelowna	Lake Country	Peachland	Elect Area East (Joe Rich or Ellison)	Elect Area West (Trepanier, Brent Rd)	19-39	40-59	60+
If a curbside residential food waste collection program is implemented, how likely is your household to participate by separating food waste from garbage and placing it in your yard waste cart for collection?	Very unlikely	11%	9%	10%	10%	18%	32%	57%	9%	9%	15%
	Somewhat unlikely	6%	4%	5%	8%	7%	13%	19%		7%	9%
	Somewhat likely	17%	14%	21%	18%	16%	17%		18%	15%	18%
	Very likely	66%	74%	64%	64%	58%	37%	24%	73%	68%	59%
<b>Total</b>	Base	<b>519</b>	<b>163</b>	<b>147</b>	<b>129</b>	<b>60</b>	<b>14</b>	<b>4</b>	<b>127</b>	<b>178</b>	<b>214</b>

		Total	Region						Age		
			Kelowna	West Kelowna	Lake Country	Peachland	Elect Area East (Joe Rich or Ellison)	Elect Area West (Trepanier, Brent Rd)	19-39	40-59	60+
If curbside residential food waste collection is in place, and your household would NOT participate in the program, please outline the rationale or barriers for your household?	I would rather backyard compost	17%	15%	12%	21%	19%	19%	57%	15%	16%	18%
	I would rather use private curbside compost collection	1%	0%	1%	1%						1%
	I would rather use indoor composter (kitchen composter)	2%	2%	2%	2%	6%			3%	2%	3%
	I would rather use community bear-proof drop location	4%	3%	3%	4%	7%	13%		5%	3%	4%
	Difficult to understand and follow	5%	6%	4%	5%	3%	7%		1%	5%	6%
	Not convenient – messy, odourous, space constraints	23%	25%	24%	20%	18%	24%	38%	26%	23%	21%
	Can't store food waste-avoid wildlife/pest attractions	23%	21%	25%	18%	30%	50%		22%	19%	27%
	I would participate in resident. food waste collection	49%	54%	51%	45%	44%	26%	24%	57%	53%	41%
	No response	17%	16%	18%	21%	13%	13%		15%	15%	20%
<b>Total</b>	Responses	<b>730</b>	<b>233</b>	<b>206</b>	<b>179</b>	<b>84</b>	<b>21</b>	<b>5</b>	<b>182</b>	<b>242</b>	<b>306</b>
	Base	<b>522</b>	<b>164</b>	<b>148</b>	<b>131</b>	<b>60</b>	<b>14</b>	<b>4</b>	<b>127</b>	<b>179</b>	<b>217</b>

Column percentages may exceed 100% because multiple responses given

		Total	Region						Age		
			Kelowna	West Kelowna	Lake Country	Peachland	Elect Area East (Joe Rich or Ellison)	Elect Area West (Trepanier, Brent Rd)	19-39	40-59	60+
What are your households top 3 priorities when it comes to potential changes to residential curbside collection?	Well communicated & simple rules about what goes where	62%	61%	63%	64%	55%	94%	77%	57%	65%	64%
	Affordability – keeping user fees low	53%	43%	58%	59%	57%	46%	47%	53%	52%	55%
	Convenience – easy to use, helps reduce odours	50%	53%	56%	48%	40%	32%	30%	55%	56%	43%
	Making sure the finished compost goes to good use	35%	38%	27%	35%	46%	32%	23%	43%	29%	34%
	Environmental impact – reduce greenhouse gas emissions	31%	37%	26%	34%	30%	28%		34%	31%	30%
	Pest and wildlife management	26%	21%	27%	24%	35%	54%		30%	27%	22%
	Extend the life of the landfill	22%	27%	21%	21%	20%	6%		18%	25%	24%
	Collection is on time	12%	12%	13%	10%	9%		47%	15%	12%	9%
	Keep RDCO clean and tidy	7%	5%	7%	8%	5%		53%	8%	9%	4%
	Reduce the number of collection trucks on the road	4%	4%	2%	5%	6%			3%	2%	6%
	Other	4%	4%	1%	6%	3%		23%	3%	3%	5%
	Health and safety for contractors and staff	3%	2%	5%	3%	3%			5%	3%	2%
<b>Total</b>	Responses	<b>1599</b>	<b>497</b>	<b>453</b>	<b>412</b>	<b>186</b>	<b>38</b>	<b>10</b>	<b>410</b>	<b>553</b>	<b>636</b>
	Base	<b>517</b>	<b>161</b>	<b>148</b>	<b>130</b>	<b>60</b>	<b>13</b>	<b>3</b>	<b>127</b>	<b>177</b>	<b>213</b>

Column percentages may exceed 100% because multiple responses given

		Total	Region					Age			
			Kelowna	West Kelowna	Lake Country	Peachland	Elect Area East (Joe Rich or Ellison)	Elect Area West (Trepanier, Brent Rd)	19-39	40-59	60+
Based on our research, we have identified some potential concerns that Residents may have with a curbside food waste collection program	New fees for this service	59%	51%	62%	65%	63%	62%	81%	54%	59%	63%
	I'm worried about attracting insects/rodents/bears	42%	37%	43%	40%	53%	80%		46%	45%	38%
	Odours/smell in the house	34%	40%	35%	26%	30%	26%	19%	45%	34%	27%
	Understanding how to use/what goes where	27%	34%	26%	23%	18%	24%	43%	24%	26%	29%
	Odours outside	26%	26%	28%	23%	29%	30%		24%	32%	22%
	I don't have space to store a yard waste cart indoors	23%	20%	24%	23%	27%	40%		26%	22%	22%
	Space in the kitchen	16%	19%	15%	17%	13%	6%	19%	26%	12%	14%
	I don't have any concerns	16%	18%	18%	14%	10%		43%	15%	16%	16%
	Do my own composting, don't want food waste collection	10%	9%	8%	12%	14%		19%	5%	9%	14%
	Too much work/inconvenient	7%	7%	8%	5%	7%		19%	8%	8%	4%
	I don't have a yard waste cart to put food waste into	6%	7%	4%	7%	9%		38%	9%	5%	6%
Other	2%	2%	1%	3%	4%			3%		3%	
Total	Responses	1391	436	404	332	167	37	12	362	473	556
	Base	519	162	148	129	60	14	4	127	178	214

Column percentages may exceed 100% because multiple responses given

		Total	Region					Age			
			Kelowna	West Kelowna	Lake Country	Peachland	Elect Area East (Joe Rich or Ellison)	Elect Area West (Trepanier, Brent Rd)	19-39	40-59	60+
Would you be willing to pay more for a curbside food waste collection program?	Yes	19%	19%	18%	22%	18%	7%	24%	22%	23%	14%
	No	37%	32%	30%	43%	48%	57%	76%	32%	33%	43%
	Maybe, depends on the cost	44%	50%	52%	35%	34%	36%		46%	45%	42%
Total	Base	522	164	148	131	60	14	4	127	179	217

		Total	Region						Age		
			Kelowna	West Kelowna	Lake Country	Peachland	Elect Area East (Joe Rich or Ellison)	Elect Area West (Trepanier, Brent Rd)	19-39	40-59	60+
Residents currently pay approximately \$170/year for curbside collection of garbage, yard waste. Please indicate your level of support to add a weekly curbside food/waste collection program for additional cost of \$50/year.	Strongly opposed	1%	2%	2%	1%	1%			4%	1%	1%
	Opposed	7%	8%	6%	7%	5%	6%		3%	5%	11%
	Support	35%	37%	42%	30%	32%	30%		35%	38%	33%
	Strongly support	19%	22%	20%	19%	13%	7%	24%	26%	23%	12%
	Not willing to pay more	37%	32%	31%	43%	48%	57%	76%	32%	33%	43%
<b>Total</b>	Base:	<b>520</b>	<b>164</b>	<b>146</b>	<b>131</b>	<b>60</b>	<b>14</b>	<b>4</b>	<b>127</b>	<b>178</b>	<b>216</b>

		Total	Region						Age		
			Kelowna	West Kelowna	Lake Country	Peachland	Elect Area East (Joe Rich or Ellison)	Elect Area West (Trepanier, Brent Rd)	19-39	40-59	60+
Please indicate your level of support to add a weekly curbside food/waste collection program for additional cost of \$100/year.	Strongly opposed	10%	10%	11%	9%	7%	6%		12%	6%	12%
	Opposed	25%	24%	29%	24%	20%	23%		18%	28%	26%
	Support	21%	25%	19%	19%	22%	7%	24%	25%	24%	16%
	Strongly support	6%	6%	9%	3%		7%		8%	9%	1%
	Not willing to pay more	37%	32%	31%	43%	50%	57%	76%	33%	33%	43%
	Strongly opposed to \$50/year	1%	2%	2%	1%	1%			4%	1%	1%
<b>Total</b>	Base:	<b>517</b>	<b>163</b>	<b>146</b>	<b>130</b>	<b>59</b>	<b>14</b>	<b>4</b>	<b>125</b>	<b>177</b>	<b>215</b>



		Total	Region						Age		
			Kelowna	West Kelowna	Lake Country	Peachland	Elect Area East (Joe Rich or Ellison)	Elect Area West (Trepanier, Brent Rd)	19-39	40-59	60+
Please indicate your level of support to add a weekly curbside food/ waste collection program for additional cost of \$150/year.	Strongly opposed	16%	15%	19%	17%	14%	11%		14%	20%	14%
	Opposed	22%	24%	21%	20%	19%	19%	24%	19%	24%	22%
	Support	10%	13%	11%	8%	9%	7%		11%	14%	7%
	Strongly support	3%	3%	6%	1%				7%	3%	1%
	Not willing to pay more	37%	32%	31%	43%	50%	57%	76%	33%	33%	43%
	Strongly opposed to \$50/year	2%	2%	2%	1%	1%			4%	1%	1%
	Strongly opposed to \$100/year	10%	10%	11%	9%	7%	6%		12%	6%	12%
<b>Total</b>	Base:	<b>516</b>	<b>162</b>	<b>146</b>	<b>130</b>	<b>59</b>	<b>14</b>	<b>4</b>	<b>125</b>	<b>175</b>	<b>215</b>

		Total	Region						Age		
			Kelowna	West Kelowna	Lake Country	Peachland	Elect Area East (Joe Rich or Ellison)	Elect Area West (Trepanier, Brent Rd)	19-39	40-59	60+
How do you currently get information about solid waste services?	RDCO website	43%	48%	40%	42%	37%	59%	81%	42%	47%	41%
	Municipality's website	38%	35%	38%	45%	40%	6%	19%	34%	36%	42%
	Word of mouth	27%	33%	28%	20%	27%	20%	19%	24%	25%	31%
	News (online new sites, newspaper, radio, TV, etc.)	26%	28%	29%	19%	32%	13%		12%	25%	35%
	Google	21%	27%	24%	10%	18%	25%	19%	38%	22%	10%
	Recycle Coach app	20%	17%	26%	20%	22%	6%	19%	23%	24%	16%
	Social media	13%	9%	14%	18%	15%			15%	14%	11%
	Visit/call the RDCO	7%	7%	4%	6%	9%	26%		8%	5%	7%
	E-newsletter	5%	4%	6%	10%	1%			5%	5%	6%
	Visit/call my municipality	3%	2%	2%	3%	10%	7%			5%	5%
	Other	3%	3%		6%	4%		19%	1%	2%	5%
	Mail, flyer	2%	2%	2%	1%	5%	6%		1%	3%	2%
	I don't get info	2%	2%		2%	3%	6%	19%	1%	2%	2%
<b>Total</b>	Responses	<b>1077</b>	<b>349</b>	<b>310</b>	<b>250</b>	<b>135</b>	<b>24</b>	<b>8</b>	<b>261</b>	<b>374</b>	<b>442</b>
	Base:	<b>511</b>	<b>161</b>	<b>146</b>	<b>124</b>	<b>60</b>	<b>14</b>	<b>4</b>	<b>127</b>	<b>175</b>	<b>209</b>

Column percentages may exceed 100% because multiple responses given

		Total	Region						Age		
			Kelowna	West Kelowna	Lake Country	Peachland	Elect Area East (Joe Rich or Ellison)	Elect Area West (Trepanier, Brent Rd)	19-39	40-59	60+
If RDCO moves forward with a curbside/food waste program, how do you want to hear/learn about how the program works?	Direct mail-Info guide, sticker, delivered to home	82%	82%	83%	83%	81%	81%	81%	86%	83%	79%
	RDCO Website with information, videos, resources	35%	35%	36%	35%	33%	33%	24%	36%	38%	31%
	Online news sites (Castanet, InfoTel, Kelowna Now)	32%	33%	39%	27%	28%	6%		24%	35%	33%
	E-newsletter	23%	24%	18%	29%	19%	27%	38%	30%	22%	20%
	Recycle Coach app	17%	16%	22%	13%	23%	6%		23%	21%	11%
	Social media channels	12%	12%	9%	15%	15%			18%	14%	7%
	Online information sessions	9%	12%	9%	6%	4%		19%	9%	11%	6%
	Newspaper ads	8%	10%	5%	8%	10%				5%	15%
	TV ads	8%	11%	6%	4%	11%			3%	5%	13%
	Local radio ads	7%	8%	10%	4%	1%			9%	6%	6%
	Planned in-person events (open houses or info sessions)	3%	3%	1%	3%	3%	13%			3%	4%
	Pop-up information stations	2%	2%	1%	3%	6%			1%	3%	3%
	Directly contacting RDCO staff	2%	2%	2%	3%		7%		3%	2%	2%
	Other	2%	1%	1%	2%	1%	6%	19%		2%	2%
Total	Responses	1250	412	357	306	140	25	8	309	440	501
	Base	519	164	147	130	59	14	4	127	177	216

Column percentages may exceed 100% because multiple responses given

**ABOUT YOU**

		Total	Region					Age			
			Kelowna	West Kelowna	Lake Country	Peachland	Elect Area East (Joe Rich or Ellison)	Elect Area West (Trepanier, Brent Rd)	19-39	40-59	60+
Which part of the Regional District of Central Okanagan do you live in?	Kelowna	31%	100%						34%	33%	29%
	West Kelowna	28%		100%					31%	30%	26%
	Lake Country	25%			100%				28%	22%	26%
	Peachland	12%				100%			5%	12%	14%
	Electoral Area East (Joe Rich or Ellison)	3%					100%		1%	3%	3%
	Electoral Area West (Trepanier, Brent Rd)	1%						100%		1%	1%
<b>Total</b>	Base	<b>521</b>	<b>164</b>	<b>148</b>	<b>131</b>	<b>60</b>	<b>14</b>	<b>4</b>	<b>127</b>	<b>178</b>	<b>217</b>

		Total	Region					Age			
			Kelowna	West Kelowna	Lake Country	Peachland	Elect Area East (Joe Rich or Ellison)	Elect Area West (Trepanier, Brent Rd)	19-39	40-59	60+
What category below includes your age?	19-29	4%	6%	1%	5%				15%		
	30-39	21%	20%	26%	22%	11%	12%		85%		
	40-49	15%	14%	17%	15%	18%				44%	
	50-59	19%	22%	18%	15%	18%	36%	24%		56%	
	60-69	20%	19%	18%	23%	24%	29%	19%			49%
	70 or older	21%	20%	20%	21%	28%	23%	57%			51%
<b>Total</b>	Base	<b>522</b>	<b>164</b>	<b>148</b>	<b>131</b>	<b>60</b>	<b>14</b>	<b>4</b>	<b>127</b>	<b>179</b>	<b>217</b>

		Total	Region					Age			
			Kelowna	West Kelowna	Lake Country	Peachland	Elect Area East (Joe Rich or Ellison)	Elect Area West (Trepanier, Brent Rd)	19-39	40-59	60+
How many people are in your household?	1	8%	7%	8%	6%	13%	6%		1%	6%	13%
	2	41%	42%	42%	35%	48%	29%	76%	24%	26%	63%
	3	21%	22%	19%	28%	11%	20%	24%	22%	28%	15%
	4	19%	17%	19%	20%	20%	26%		32%	26%	5%
	5	6%	7%	6%	4%	7%	7%		7%	10%	2%
	6	4%	3%	5%	5%	2%			8%	4%	1%
	7+	2%	2%	2%	1%		12%		5%	1%	0%
<b>Total</b>	Base	<b>522</b>	<b>164</b>	<b>148</b>	<b>131</b>	<b>60</b>	<b>14</b>	<b>4</b>	<b>127</b>	<b>179</b>	<b>217</b>

		Total	Region					Age			
			Kelowna	West Kelowna	Lake Country	Peachland	Elect Area East (Joe Rich or Ellison)	Elect Area West (Trepanier, Brent Rd)	19-39	40-59	60+
What dwelling type best describes your home?	Single Family Home	91%	83%	95%	95%	99%	76%	77%	86%	92%	94%
	Multi-Family Home (duplex, triplex, townhome)	8%	16%	4%	4%	1%	17%		12%	7%	5%
	Seasonal property	0%			1%						0%
	Other	1%	1%	1%			7%	23%	1%	1%	1%
<b>Total</b>	Base	<b>520</b>	<b>163</b>	<b>148</b>	<b>131</b>	<b>60</b>	<b>14</b>	<b>3</b>	<b>127</b>	<b>179</b>	<b>215</b>

### *Appendix 3 – Q13. Open Ended Response*

#### **Q13. Please list your top reason why you don't recycle more:**

- **60% of respondents *did not respond* or indicated they *recycle as much as they can already*.**
- A lot of items are not accepted in bin
- Access to municipal facilities
- Because I am careful to buy things and always bring a container
- Because some things aren't accepted for recycling
- Because you don't accept items that should be easily recyclable, plastics, glass, packaging materials
- Bin is full
- Bin space
- Can be time consuming to clean out take out containers, remove staples from cardboard packaging, separating Styrofoam and bringing to landfill separately etc.
- Can't be recycled
- Can't remember which are recyclable. Too many things are not acceptable.
- Can't recycle food waste
- Certain items are difficult to recycle, not collected in blue bin
- Clarity of what should be recycled and cleanliness of items that should be recycled but are bloody or dirty more than a quick rinse
- Cleaning some containers is hard, some containers get too greasy (pizza boxes).
- Confused as to what to put in
- Convenience
- Convenience
- Convenience
- Convenience
- Convenience - have to take flexible plastics, styrofoam, etc to Vernon or Kelowna from Lake Country
- Convenience and too many rules
- Could use plastic bag recycling, we try to save these and take to a private recycle
- Curbside plastic bag pickup
- Curbside recycling doesn't allow most stuff to be put in the bin
- Current recycle does not include glass or clothes
- Difficult to put some stuff in the bin but have to drive other stuff to a location ex glass jars
- Discouraged with reports of where stuff ends up because of contamination
- Do as much as I can do
- Don't have access to composting
- Ease and knowledge
- Education
- Education and ease of use
- Facilities don't exist here for some items.
- Facilities don't yet exist
- Family members

- Flexible plastic not allowed in cart
- Food scraps considered as waste
- Food waste cant be recycled
- Food waste does not have a city composting option, so it goes in the garbage
- Food waste goes into garbage as only place to put it
- Further to the answer to the previous question, we recycle as much as possible. This includes taking aluminum cans, plastic bags, batteries, and styrofoam to a separate, privately-owned recycling facility every 2 weeks or thereabouts.
- Glass bottles are not allowed
- Glass bottles should be a part of recycle and styrofoam.
- Glass can't be recycled
- Glass is not accepted in the recycle bin. Recyclable food containers that are deeply soiled \ hard to clean go in to garbage
- Glass is not included
- Glass isn't taken
- Glass not convenient have to take to depot
- Glass would be nice
- Glass, metal, paint pile up and are taken to a station
- Glass, styrofoam & plastics we try and take to the station once a month but sometimes it goes in the garage due to lack of curbside pick up
- Glass, what to do with it
- Hard to clean some recyclables
- Hard to know sometimes if it's recyclable
- Hassle to drop off
- Hate having to drive all over the place for the special staff
- Have no option for food waste
- Have no place to put meat scraps other than in the garbage
- Have to take it to the return it depot and store it somewhere until then.
- Having to take glass to a depot can be a hassle
- I can't imagine being more diligent about recycling
- I don't think food waste is worth paying a bunch to do because it decomposes very nicely in the landfill
- I don't think that it is possible to do so. We already use planet earth and other pop up sites as well as charity shops and restore.
- I feel like we recycle as much as we can- taking what isn't accepted in the blue bin to the depot
- I forget
- I recycle most food waste except meat scraps.
- I recycle most things including taking soft plastic wraps to the recycling at the landfill
- I recycle really well
- I suppose it is inconvenience. Time to go to a separate facility.
- I think we recycle everything possible
- I would use food waste if it was available
- I'm aware of what is recyclable.
- If overly dirty, ends up in garbage instead of recycling
- If there is any doubt if something is recyclable it goes in the garbage. Try to use recycle coach but nit all items fit into the categories.
- If there was more that i could recycle i would. I take plastic bags and jars down to the bottle depot for recycling.
- If too dirty, garbage
- I'm a senior and find it difficult to return plastic, glass jars etc in town
- Inconvenience of certain items

- Inconvenience. Having to collect a large container of glass then drive to take it somewhere to recycle.. It's heavy, time consuming, and inconvenient
- Inconvenience. Was glad when we had pop-up in summer
- Is hard to understand how to recycle properly. And, don't have enough time to separate stuff
- It is discouraging to see on the news how recycled waste from Canada ends up in other countries, starting to question the recycling program
- It's hard to get to the depot to recycle items that are not accepted in the bin. We have young children so it's a challenge but we would like to be able to recycle more.
- It's inconvenient to separate glass, styrofoam and glass and haul to recycling depot instead of having curbside service.
- Items not accepted in recycling
- Items not eligible for recycling
- Kelowna doesn't have curbside glass recycling.
- Lack of containers/bag to place recyclables. There's only one bin for everything
- Lack of knowledge
- Lack of recycle options available
- Lack of understanding of which items are recyclable
- Laziness on behalf of a family member
- Lazy
- Limited by what can go into the blue bin for recycling. Without having to save it for a larger haul to a recycling depot
- Line ups at the landfill are long with only one scale open, usually 20 minutes to drive there, 20 minutes wait, open another scale
- Lots of plastic wrappers are not recyclable
- Most of the garbage is food waste and I hate not being able to recycle it.
- Municipal recycling doesn't account for everything. We try to take soft plastics and glass to depot, but difficult to keep up with due to busy life
- My bin gets too full it doesn't fit
- Need to know proper things to recycle
- Need weekly greens a lot put in garbage
- No available
- No car to take stuff to depots
- No compost
- No convenient place to drop off plastic bags and styrofoam
- No curbside glass pickup
- No food waste pickup. Sometimes not sure it can be recycled.
- No glass recycling pickup at curbside
- No glass, magazines
- No more room in recycle bin
- No reason
- No room
- No space
- No where to store it
- Non-recyclable items
- Not able to put on blue bin
- Not always convenient to take things to the depot. It's very small, bad location, we're too busy. A lot of packaging cannot be recycled as well.
- Not available for collection have to take to dump, no space to store things not allowed in recycling
- Not aware of where to recycle some items
- Not being able to recycle soft plastics and glass



- Not currently accepted by our local government
- Not easy!! Wish we could have more curbside options
- Not enough access to recycling other objects!! Plastic bags, styrofoam etc
- Not enough room in can
- Not enough space to recycle large items
- Not everyone in the household is aware or pays attention to what should be recycled. Also there are aot of items that can't be included in the regular recycling pick up so they need to be separated and taken to a recycling depot.
- Not everything is recyclable like cooked food waste
- Not recyclable
- Not sure about glass
- Not sure of everything that can be recycled
- Not sure on some items. Not everything has a recycle symbol but i think it should be recycled. Some items are really messy.
- Not sure what is allowed
- Not sure what is recyclable. Should read website more.
- Nothing is trashed that can be recycled
- Occasionally lazy about cleaning out containers
- Our bins don't accept all items.
- Our blue bin in enough
- Packaging often has partially recyclable and partially not recyclable parts. It's inconvenient to separate them sometimes.
- Plastic bags and other soft plastics are not allowed and often end up in garbage - blue bins has slot if limitations
- Plastic bags are not picked up, no time to do a extra trip
- Plastic containers are too dirty. (almond butter)
- Plastic wraps, foil, plastic bags, sometimes unsure of what to recycle
- Possible recycle depots to far away (car pollution 25 km round trip)
- Products that end up in the garbage are not recyclable i also place meat scraps, egg shells, avocado and other hard to compost items in the garbage
- Program takes a limited amount of recyclable item types.
- Prohibited items
- Rd doesn't allow certain items in recycling bin
- Recycle facilities not close by.
- Recycle programs don't work, reduction policy implemented on supplies would be a better program
- Restrictions on what can be recycled curbside
- Run out of room in bin
- Run out of room in bin
- Soft plastics
- Soft plastics no longer recycled from home
- Some family members don't always take time to wash recyclables so garbage
- Some items I just don't know what to do with
- Some items not recyclable
- Some items not recyclable.
- Some lack of sorting by household members
- Some stuff has to be delivered to the recycling depot and sometimes we're otherwise occupied
- Sometimes unsure what can be put into the blue and green bins.
- Tedious to separate recyclables that can't go in the blue bin.
- Text response is not required on the paper form
- The amount of items not accepted in the curbside program that need to be separated and taken to a depot
- The items I don't recycle can't be recycled

- There are rules to what is permitted in the recycle bin people have looked inside my bin to explain what is not allowed
- There is no food waste recycling. I have lived in cities where it is available and combined with blue bin recycling, the amount of garbage I put out was minimal. I put my garbage out every two weeks instead of every week. I fully support food waste recycling!
- There is no recycling for items like clothes, glass, plastic, we do recycle these at the depot
- They won't take some plastic
- Time
- Time consuming
- Time consuming
- Time, unsure of what is not recycling
- Too lazy to clean some containers
- Too limited, no glass, bottles, jars for pickup
- Too many rules
- Too many rules on what can or can't go into recycle bin
- Too much cardboard with amazon and with Canadian Superstore boxes etc
- Unsure if items are to be recycled and if they actually get recycled
- Unsure of what goes where
- Unsure of what is possible to recycle and where
- Was told yard composting is discouraged because of the rat population in Kelowna
- Waste of fresh water to clean heavily soiled recyclables
- We already recycle everything and take what doesn't get picked up curbside to the recycling depot.
- We do recycle everything we can, it's not on the bin list it goes into the garage. Wish the program took everything.
- We do recycle everything we can. We'd do more if we were provided the opportunity.
- We do recycle, and wish that more items could be recycled curbside (e.g., glass, flexible packaging, styrofoam) - we take them to the dump.
- We fill our extra large recycling bin
- We have no food waste collection
- We lived in Vancouver, requires compost, garbage, yard waste for the longest time, Okanagan needs compost bins
- We mostly bring soft plastics and styrofoam to landfill recycling station but not every time.
- We pay tax for garbage removal, I feel we pay more for a service we have to do the work on
- We recycle 99% of all items that can be. This includes taking items to Columbia bottle depot. We would love to be able to recycle glass and various plastic bags and materials in household recycling though instead of having to store and haul away.
- We recycle as much as local recycling facilities can - soft plastics are not as recyclable as we think they are.
- We recycle everything possible, including taking to transfer station items which are not part of curbside recycling.
- We recycle everything recyclable. The hassle is the clutter in the garage for sorted plastics, jars, styrofoam and metal, electronics, refundable empties. They sit there until there's enough to take to Glenmore landfill depot or return it.
- We take great care to pull packaging apart and recycle appropriately. As for yard waste, we live in a strata and would be required to keep that bin in our garage, but really don't have space for a 3rd bin
- We throw out glass, too much work to drive it to collection
- We try to recycle as much as we can, but sometimes we are not sure if some material are recyclable
- What we don't recycle there is either no program that takes the waste or the item is not recyclable
- White styrofoam isn't picked up
- Why not glass in recycle bin
- Widow and live alone
- You do not pick it up
- You have to dispose of the items yourself at the transfer station.
- Your recycling list is restrictive, scrap metal, glass, styrofoam, food scraps

A hand is holding a white ceramic bowl filled with various food scraps. The scraps include several broken eggshells, pieces of green leafy vegetables like lettuce and kale, and a head of broccoli. The background is a soft-focus image of a kitchen counter with more food scraps. The image is overlaid with a semi-transparent green geometric pattern in the top right and bottom right corners.

# Appendix 2: Your Say Report



# Project Report

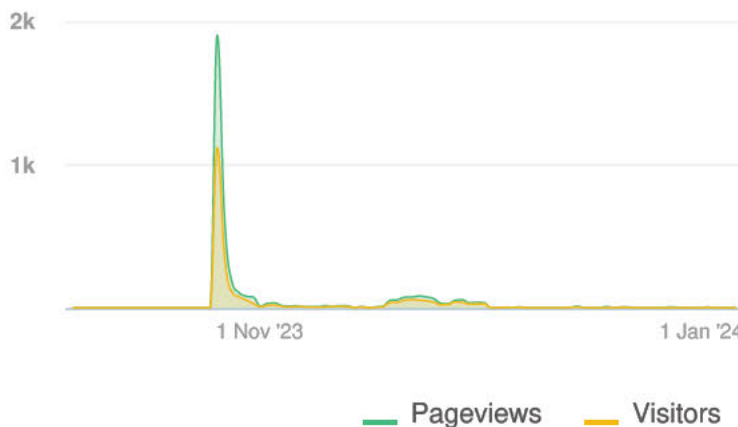
08 February 2022 - 03 January 2024

# Your Say RDCO

## Curbside food waste collection



### Visitors Summary

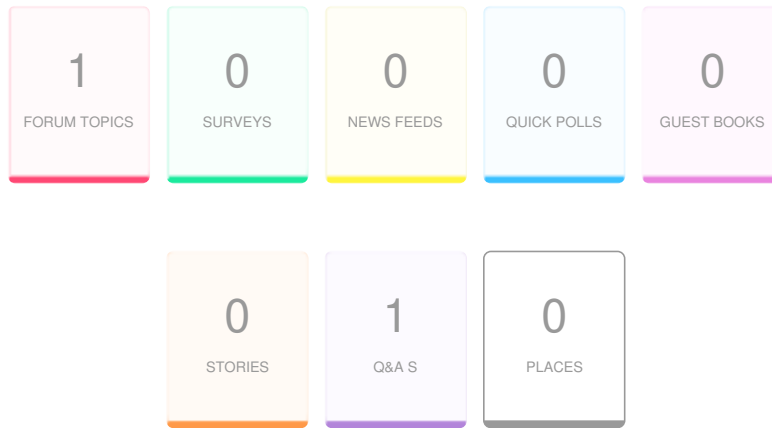


### Highlights

TOTAL VISITS	MAX VISITORS PER DAY	
2.7 k	1.1 k	
NEW REGISTRATIONS		
55		
ENGAGED VISITORS	INFORMED VISITORS	AWARE VISITORS
157	579	2.3 k

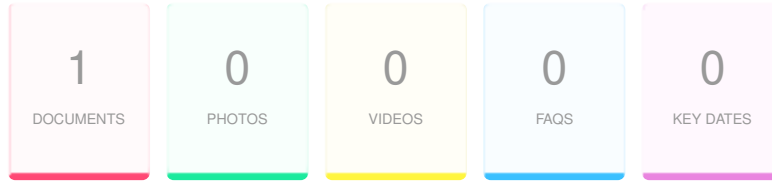
Aware Participants		Engaged Participants			
2,256		157			
Aware Actions Performed	Participants	Engaged Actions Performed			
		Registered	Unverified	Anonymous	
Visited a Project or Tool Page	2,256				
Informed Participants	579	Contributed on Forums	28	0	0
Informed Actions Performed	Participants	Participated in Surveys	0	0	0
Viewed a video	0	Contributed to Newsfeeds	0	0	0
Viewed a photo	0	Participated in Quick Polls	0	0	0
Downloaded a document	21	Posted on Guestbooks	0	0	0
Visited the Key Dates page	0	Contributed to Stories	0	0	0
Visited an FAQ list Page	0	Asked Questions	22	108	0
Visited Instagram Page	0	Placed Pins on Places	0	0	0
Visited Multiple Project Pages	283	Contributed to Ideas	0	0	0
Contributed to a tool (engaged)	157				

## ENGAGEMENT TOOLS SUMMARY



Tool Type	Engagement Tool Name	Tool Status	Visitors	Contributors		
				Registered	Unverified	Anonymous
Forum Topic	Curbside food waste collection - share your thoughts and ...	Published	94	28	0	0
Qanda	Food waste collection	Published	446	22	108	0

## INFORMATION WIDGET SUMMARY



Widget Type	Engagement Tool Name	Visitors	Views/Downloads
Document	Feasibility Assessment of Food Waste Collection and Processing	21	37

## FORUM TOPIC

### Curbside food waste collection - share your thoughts and questions

Visitors <b>94</b>	Contributors <b>28</b>	CONTRIBUTIONS <b>71</b>
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<p>23 October 23 [REDACTED]</p> <table border="1"> <tr> <td>AGREES</td> <td>DISAGREES</td> <td>REPLIES</td> </tr> <tr> <td>1</td> <td>0</td> <td>1</td> </tr> </table>	AGREES	DISAGREES	REPLIES	1	0	1	<p>I'm excited about this big step forward in reducing greenhouse gasses and extending the life of the landfill. Thank you! Any idea how much of an increase we might see in our pickup bill? Can you provide a sample list of what you are considering for food waste. Will it include bones? Thanks</p>
AGREES	DISAGREES	REPLIES					
1	0	1					
<p>23 October 23 [REDACTED]</p> <table border="1"> <tr> <td>AGREES</td> <td>DISAGREES</td> <td>REPLIES</td> </tr> <tr> <td>5</td> <td>0</td> <td>0</td> </tr> </table>	AGREES	DISAGREES	REPLIES	5	0	0	<p>I have just recently moved to the area and I am shocked that this is not already being done. It will cut down on the amount of garbage being dumped into the landfills. Where I moved from the food waste was put in the same bin as yard waste. These bins were picked up every week with the recycling. The garbage and glass were picked up every other week. It is a great program and I am all for this being implemented.</p>
AGREES	DISAGREES	REPLIES					
5	0	0					
<p>23 October 23 [REDACTED]</p> <table border="1"> <tr> <td>AGREES</td> <td>DISAGREES</td> <td>REPLIES</td> </tr> <tr> <td>0</td> <td>6</td> <td>0</td> </tr> </table>	AGREES	DISAGREES	REPLIES	0	6	0	<p>Firstly, many thanks for all the hard work to explore this option. My thoughts are multiple: 1. Increased cost, no! 2. Decreasing Garbage pick up to biweekly NO and Increasing Green BIN NO, as my Green Bin is barely used as it is. The minimal amount of "food waste" would be ridiculous small to warrant weekly pick up. Especially during non yard clean up months... Summer and Winter would be a complete waste of time picking up Green bins and FUEL, which is what we should also be considering. 3. I would suggest a community Food Drop off zone as an alternative instead of into the Green bins? example H2O, Parkinsons, City Hall area, RDCO parking lot etc. and of course the existing Bottle Depots?</p>
AGREES	DISAGREES	REPLIES					
0	6	0					
<p>23 October 23 [REDACTED]</p> <table border="1"> <tr> <td>AGREES</td> <td>DISAGREES</td> <td>REPLIES</td> </tr> <tr> <td>2</td> <td>0</td> <td>0</td> </tr> </table>	AGREES	DISAGREES	REPLIES	2	0	0	<p>Thank you for your comments. Costs for the program have yet to be determined. The list of items considered for food waste collection will be robust, including bones.</p>
AGREES	DISAGREES	REPLIES					
2	0	0					
<p>23 October 23 [REDACTED]</p> <table border="1"> <tr> <td>AGREES</td> <td>DISAGREES</td> <td>REPLIES</td> </tr> <tr> <td>2</td> <td>0</td> <td>0</td> </tr> </table>	AGREES	DISAGREES	REPLIES	2	0	0	<p>I live in an adult strata community that does not allow composting units. This is exactly what we need so I can go back to composting responsibly.</p>
AGREES	DISAGREES	REPLIES					
2	0	0					

## FORUM TOPIC

### Curbside food waste collection - share your thoughts and questions

<p>23 October 23 [REDACTED]</p>	<p>It seems crazy that it has taken this long! This is such wonderful news that this is in the making.</p>						
<table border="1"> <thead> <tr> <th>AGREES</th> <th>DISAGREES</th> <th>REPLIES</th> </tr> </thead> <tbody> <tr> <td>4</td> <td>0</td> <td>0</td> </tr> </tbody> </table>	AGREES	DISAGREES	REPLIES	4	0	0	
AGREES	DISAGREES	REPLIES					
4	0	0					
<p>23 October 23 [REDACTED]</p>	<p>Thank you! Welcome the additional opportunities for composting.</p>						
<table border="1"> <thead> <tr> <th>AGREES</th> <th>DISAGREES</th> <th>REPLIES</th> </tr> </thead> <tbody> <tr> <td>4</td> <td>0</td> <td>0</td> </tr> </tbody> </table>	AGREES	DISAGREES	REPLIES	4	0	0	
AGREES	DISAGREES	REPLIES					
4	0	0					
<p>24 October 23 [REDACTED]</p>	<p>I am entirely for weekly collection of green bin for food waste. But yard waste needs the large bins and food bins where I moved from was a smaller locking bin. Are you talking about 2 separate ones? Grass clippings should not be accepted in yard waste. They were not in my previous town. Mulching was a must. Garbage collection can therefore be done biweekly as it won't ever smell of food</p>						
<table border="1"> <thead> <tr> <th>AGREES</th> <th>DISAGREES</th> <th>REPLIES</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>0</td> <td>1</td> </tr> </tbody> </table>	AGREES	DISAGREES	REPLIES	1	0	1	
AGREES	DISAGREES	REPLIES					
1	0	1					
<p>24 October 23 [REDACTED]</p>	<p>We currently have a vitamix to compost our food waste which isn't large enough and takes a long time. There is too much wildlife for a backyard composter, this would be a very welcomed initiative and I fully support it.</p>						
<table border="1"> <thead> <tr> <th>AGREES</th> <th>DISAGREES</th> <th>REPLIES</th> </tr> </thead> <tbody> <tr> <td>2</td> <td>0</td> <td>0</td> </tr> </tbody> </table>	AGREES	DISAGREES	REPLIES	2	0	0	
AGREES	DISAGREES	REPLIES					
2	0	0					
<p>24 October 23 [REDACTED]</p>	<p>Moved here 8 years ago. Shocked that it wasn't done here, and that it's taken this long to get to "just talking about it". Many other communities have been doing this for decades. They realized long ago the many advantages (including financial) of this system. Please let's learn from their experiences, both pro and con, and not "reinvent the wheel". Single family houses currently have the option of backyard composting. The roughly half of Kelowna residents that live in multifamily residences (stratas) often don't have that option. That's where I think the earliest and biggest push for action should happen, the other houses. Can't happen soon enough!<a href="https://amp.kelownanow.com/watercooler/news/news/Real_Estate/More_and_more_Kelowna_residents_live_in_condos_and_apartments">https://amp.kelownanow.com/watercooler/news/news/Real_Estate/More_and_more_Kelowna_residents_live_in_condos_and_apartments</a></p>						
<table border="1"> <thead> <tr> <th>AGREES</th> <th>DISAGREES</th> <th>REPLIES</th> </tr> </thead> <tbody> <tr> <td>3</td> <td>0</td> <td>1</td> </tr> </tbody> </table>	AGREES	DISAGREES	REPLIES	3	0	1	
AGREES	DISAGREES	REPLIES					
3	0	1					
<p>24 October 23 [REDACTED]</p>	<p>Hello, we are not proposing a separate bin for food waste, but rather putting food waste into existing yard waste carts and adding yard waste collection through January and February (which we currently do not do).</p>						
<table border="1"> <thead> <tr> <th>AGREES</th> <th>DISAGREES</th> <th>REPLIES</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>0</td> <td>0</td> </tr> </tbody> </table>	AGREES	DISAGREES	REPLIES	1	0	0	
AGREES	DISAGREES	REPLIES					
1	0	0					



## FORUM TOPIC

### Curbside food waste collection - share your thoughts and questions

<p>24 October 23 [REDACTED]</p>	<p>Thanks so much for participating! Some of the communities that have been collecting food waste for some time do not have a landfill that captures methane and are running out of immediate landfill space. We have been very fortunate to have been collecting yard waste for decades (which diverts large volumes of organics from landfill) and producing a class A compost product (Glengrow). Our regions only landfill also captures over 70% of methane gas produced by decomposing organics (including food waste). We do however recognize that many would still like to see a food waste collection service and it will only enhance our current organics diversion programs as well as increase our GHG reductions.</p>						
<table border="1"> <thead> <tr> <th>AGREES</th> <th>DISAGREES</th> <th>REPLIES</th> </tr> </thead> <tbody> <tr> <td>0</td> <td>0</td> <td>0</td> </tr> </tbody> </table>	AGREES	DISAGREES	REPLIES	0	0	0	
AGREES	DISAGREES	REPLIES					
0	0	0					
<p>25 October 23 [REDACTED]</p>	<p>I totally support curbside food waste collection by RDCO. Although given the amount of yard waste those of us who live in rural or treed areas have, I do not think that having a joint food and yard collection is feasible. They should be separate, especially if the composting with food waste needs to be done out of area. We do not need more trucks on the highways, more congestion and pollution, especially as emissions is something this change is trying to reduce. Would it not be better to keep yard waste as it is, being composted locally, and then add a weekly food waste collection and move general rubbish to every two weeks? I lived elsewhere when a weekly food waste collection was introduced. We went from putting out general waste once a week to once every 3 months! Along with collecting and taking soft plastics to a collection centre, the food waste collection enabled us to totally change our personal waste management. In that location we were able to also have our own compost but in the OK Valley I do not find that is feasible due to wildlife issues and a dryer climate. As far as I am concerned this can't come soon enough but please rethink combining yard waste and food waste, if it cannot be composted locally.</p>						
<table border="1"> <thead> <tr> <th>AGREES</th> <th>DISAGREES</th> <th>REPLIES</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>0</td> <td>1</td> </tr> </tbody> </table>	AGREES	DISAGREES	REPLIES	1	0	1	
AGREES	DISAGREES	REPLIES					
1	0	1					
<p>26 October 23 [REDACTED]</p>	<p>I support curbside compost pick up! We currently pay a private service to grab our compost weekly from residential neighborhood. This would be incredible!</p>						
<table border="1"> <thead> <tr> <th>AGREES</th> <th>DISAGREES</th> <th>REPLIES</th> </tr> </thead> <tbody> <tr> <td>2</td> <td>0</td> <td>0</td> </tr> </tbody> </table>	AGREES	DISAGREES	REPLIES	2	0	0	
AGREES	DISAGREES	REPLIES					
2	0	0					
<p>26 October 23 [REDACTED]</p>	<p>I support composting collection but I do not support the collection of black garbage bi-weekly. This is going to lead to more issues right wildlife. Residents don't abide by the requirement to only put garbage out on collection day today and there is little to no policing on this. In many smaller homes there is nowhere to put the garbage and hold on to it for an extra week. You're also suggesting using up some of the green bin for compost and although you will be collecting this more frequently it's going to be disruptive to the yard waste. We're already paying more for extra green bins and paying for additional yard waste at the transfer station. And what will you be charging for this service? And how exactly will this save on emissions overall, you still have us individually driving to recycling depots to recycle drink containers which isn't green.</p>						
<table border="1"> <thead> <tr> <th>AGREES</th> <th>DISAGREES</th> <th>REPLIES</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>2</td> <td>2</td> </tr> </tbody> </table>	AGREES	DISAGREES	REPLIES	1	2	2	
AGREES	DISAGREES	REPLIES					
1	2	2					

## FORUM TOPIC

### Curbside food waste collection - share your thoughts and questions

<p>27 October 23 [REDACTED]</p> <table border="1"> <thead> <tr> <th>AGREES</th> <th>DISAGREES</th> <th>REPLIES</th> </tr> </thead> <tbody> <tr> <td>0</td> <td>1</td> <td>0</td> </tr> </tbody> </table>	AGREES	DISAGREES	REPLIES	0	1	0	<p>Thank you for your comments, our feasibility study showed that combining food with existing yard waste carts is the most feasible option. We looked at having a separate cart just for food waste and it did not score as high as combined collection mostly because having a separate cart would require all separate trucks (more emissions). You are correct however, if it is combined it may need to be transferred elsewhere as the final processing facility has yet to be determined. Once we understand if the public is in favour of food waste collection (this first phase on engagement), we will review all the collection and processing options and conduct further engagement with the public. Hope you will weigh in again once we have further details on what the system may look like.</p>
AGREES	DISAGREES	REPLIES					
0	1	0					
<p>07 November 23 [REDACTED]</p> <table border="1"> <thead> <tr> <th>AGREES</th> <th>DISAGREES</th> <th>REPLIES</th> </tr> </thead> <tbody> <tr> <td>2</td> <td>0</td> <td>0</td> </tr> </tbody> </table>	AGREES	DISAGREES	REPLIES	2	0	0	<p>I completely support having food waste composting in the Okanagan. I previously lived in a city that collectively recycled food waste on a weekly basis. They had curbside blue and green recycling pickup each week, and had regular garbage collection every two weeks. It was noted that a weekly garbage pickup was no longer needed when food waste was diverted into composting (versus garbage pickup). Food waste from any individual, or group of individuals, takes up a lot of space in the truck. The diversion of food waste (bones, peelings, cores, eggshells etc.) really reduces your regular garbage a lot. My adult children both live in [REDACTED] and they both have had food composting services available to them for a number of years. I understand that there is a financial cost involved in setting up a district-wide food waste composting program, but given society's concern regarding the preservation of the environment, and the amount of landfill space we need both now, and in the future, it is definitely a positive solution to these concerns.</p>
AGREES	DISAGREES	REPLIES					
2	0	0					
<p>09 November 23 [REDACTED]</p> <table border="1"> <thead> <tr> <th>AGREES</th> <th>DISAGREES</th> <th>REPLIES</th> </tr> </thead> <tbody> <tr> <td>0</td> <td>2</td> <td>0</td> </tr> </tbody> </table>	AGREES	DISAGREES	REPLIES	0	2	0	<p>Caught in the middle. I think it's a great idea, BUT - (1) are you still going to make residents pay for larger green bins to accommodate more waste? (2) how are you going to make them wildlife safe for those who do not have a place to store them indoors? (3) are you going to make residents pay for however you decide to make these bins wildlife safe? (4) are residents going to receive some kind of rebate for you profiting off waste that we pay to have picked up? (5) will residents have the option to return and no longer pay for the larger black bins if they feel they will no longer need it (6) will residents have to pay for a larger black bin since collection will only be done biweekly? I'm not ok with paying more for services that the district gets to profit from. There is little to no benefit to me as a resident if this change is implemented.</p>
AGREES	DISAGREES	REPLIES					
0	2	0					
<p>21 November 23 [REDACTED]</p> <table border="1"> <thead> <tr> <th>AGREES</th> <th>DISAGREES</th> <th>REPLIES</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>0</td> <td>0</td> </tr> </tbody> </table>	AGREES	DISAGREES	REPLIES	1	0	0	<p>Having always lived in a Community that had food waste pick up, the last 10 years here in Kelowna have been so frustrating. At least 3/4 of my garbage is food waste, and yes I could compost, but I have tried and failed, plus living on the mountain I don't want to encourage bears!! I support this whole heartedly and want it to start ASAP!! If you need help promoting please reach out</p>
AGREES	DISAGREES	REPLIES					
1	0	0					
<p>21 November 23 [REDACTED]</p> <table border="1"> <thead> <tr> <th>AGREES</th> <th>DISAGREES</th> <th>REPLIES</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>0</td> <td>0</td> </tr> </tbody> </table>	AGREES	DISAGREES	REPLIES	1	0	0	<p>Yes please!</p>
AGREES	DISAGREES	REPLIES					
1	0	0					



## FORUM TOPIC

### Curbside food waste collection - share your thoughts and questions

22 November 23 [REDACTED]			<p>Currently I have three composting systems for our house. Garden waste and leaves are composted in the traditional outdoor bins. Food scraps are composted in a barrel system to keep pests at bay. I also run an indoor worm composter which I use to infuse the bin composted. I do use yard waste bin collection for branches etc as I no longer have a wood chipper. So, although I would have little use for food waste program it would still be a valuable service for the community.</p>
AGREES	DISAGREES	REPLIES	
0	0	0	
22 November 23 [REDACTED]			<p>Yes, please. Absolutely. As I am sure many others have, I have written letters in the past asking for this. I lived on [REDACTED]. I always found it odd, at best, that Kelowna didn't do food waste collection. I understand there will be challenges but it is important and necessary to do.</p>
AGREES	DISAGREES	REPLIES	
0	1	0	
22 November 23 [REDACTED]			<p>We definitely need food waste collection here! We moved from the [REDACTED] in 2021 and I was shocked when we arrived and learned that you can't put food waste in the green bin. We have signed up for food waste collection from a private company in the meantime, but even their biggest bin isn't big enough some weeks, depending on how much meal prep we do. The only downside I can see to regional food waste collection is that this private company that collects will likely lose a lot of business.</p>
AGREES	DISAGREES	REPLIES	
0	1	0	
26 November 23 [REDACTED]			<p>Food waste collection is just and long overdue for the Okanagan!</p>
AGREES	DISAGREES	REPLIES	
0	1	0	

## QANDA

### Food waste collection

Visitors <b>446</b>	Contributors <b>130</b>	CONTRIBUTIONS <b>131</b>
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Q

23 October 23

Hello! I have not received a survey as of yet, but I just wanted to express my enthusiasm for this initiative! I have just moved here from [REDACTED] and had previously lived in [REDACTED] and both had curbside compost pick-up, which were very well-received by the community. Not would a program of this nature decrease the amount of waste that is brought to the dump, but it could benefit the community with the number of farms, orchards, and vineyards in our region.

A

Publicly Answered

Thank you for your comment.

Q

23 October 23

Have you looked at how other areas do this? Greater Vancouver area has been doing a food scrap collection for years. (Separate from their yard waste collection) I'm not sure which way is better but we don't have to reinvent the wheel on this topic.

A

Publicly Answered

Hello, yes we are very familiar with what is going on in other parts of the province with regards to curbside food waste collection.

## QANDA

### Food waste collection

Q

23 October 23

Does the glenmore dump not collect natural gas from decomposing waste? How much will a compost pickup service cost the taxpayers?

A

Publicly Answered

Hello, yes you are correct, methane gas is being collected from the Glenmore landfill. About 70% is captured and sold to Fortis as fuel. There is still 30% that enters the atmosphere. We do not know the exact cost to taxpayers yet. If residents are in support of the idea of food waste collection we will work to determine what the collection system will look like and do further public engagement that will include costs.

Q

23 October 23

Would the yard waste bins be secure from raccoons and bears? I don't have a garage where I could store the bins.

A

Publicly Answered

Thank you for the comment and letting us know some of your concerns. Knowing you have concerns with wildlife will help us develop a program to address this concern.

Q

23 October 23

No question but approval for such a program

A

Publicly Answered

Thank you!

## QANDA

### Food waste collection

Q

23 October 23

Pick up a great idea,as composting now is now encouraging the rat population, unfortunately

A

Publicly Answered

Thank you for your comment

Q

23 October 23

I fully support a food waste collection program with yard and food waste being done weekly and other garbage collect ed every other week. This was the arrangement we had in the city we lived in before we moved to the Central Okanagan. I believe it worked well.

A

Publicly Answered

Thank you for your feedback. Glad to hear you experienced a successful model elsewhere.

Q

23 October 23

It definitely should be composed . West Kelowna should as well

A

Publicly Answered

Thank you

Q

23 October 23

Why have we waited soooo long to consider this? Let's get it going!!

A

Publicly Answered

Thank you for your comment and support for the idea.

## QANDA

### Food waste collection

Q

23 October 23

Please start a food waste collection pick up. I currently compost all my food waste at Chick Peace, in Kelowna, for a fee of \$3/large bucket/week. Because I compost all my food waste, I am able to use 100% biodegradable bags for garbage- no need for plastic bags. I completely support this program. If you are in need of a volunteer to help implement this program, I am available. I have been a volunteer for many years in the Kelowna community.

A

Publicly Answered

Hi [REDACTED], great to hear you are already doing this! Thank you for reaching out and offering to volunteer should we be needing that to roll out a program in the future.

Q

23 October 23

Why is interior health not following through with their composting program?

A

Publicly Answered

We are not aware of what interior health was considering regarding composting

Q

23 October 23

when will food waste be collected from condo buildings or those that have more than two units per building? Compost bins are not allowed in condo buildings. I save mine and take it to a refill store in the plaza. From there sent to a large composting facility. Compost is sold to the public. My experience with a kitchen recycler was not successful. a convenient way would be to install a large bin and this be collected weekly from a condo building. Thank you.

A

Publicly Answered

Hello, we are hoping to phase food waste collection in, first focusing on those that currently have curbside yard waste collection. Multifamily buildings would be considered in the future. Thank you for the feedback on the kitchen recycler and bin requirements for a condo building.

## QANDA

### Food waste collection

Q

23 October 23

I love this idea. My concern is would a proper bin for inside my home to store the food waste, be provided? Something that is easily to carry out to the curb side but will not make the house smell. I think the large bins we use now would not work as the food would have to sit for a long time before the bin would be full/ worth picking up, this attracting critters and creatures especially in some of the more rural areas of the city. If true appropriate bin could be developed, our house hold would definitely appreciate this kind of development to better our environment!

A

Publicly Answered

Hello, thank you for the feedback regarding food storage inside the home. We hope to have food waste added to the yard waste cart but would look at what needs to be done to make things as easy as possible for residents.

Q

23 October 23

with composting dont we still get the Methane? What is the difference with putting it on the landfill? not sure how we reduce the methane output by picking the waste up seperately?

A

Publicly Answered

Hello [REDACTED], you are correct that there is still GHG impacts from picking up waste. Our recent Food Waste Feasibility study looked at several options including collecting food waste separate, collecting food waste in existing yard waste carts, keeping food waste in the garbage and using kitchen compost appliances. Adding food waste to existing yard waste carts was shown to be the most feasible. This would not require extra trucks as trucks are already doing the work. We are proposing moving food waste from the garbage cart to the yard waste cart.

Q

23 October 23

Given the city will sell this compost, it should cost the tax payer zero to implement. The costs associated with curbside pickup and landfill drop off are very high for what the service provides.

A

Publicly Answered

Hello [REDACTED], thank you for your comment. It is not yet determined what will happen to the finished compost.



## QANDA

### Food waste collection

Q

23 October 23

Would places that are stratas be able to get a bin for the complex? We have a private contract with our garbage pickup.

A

Publicly Answered

Hello [REDACTED], if the program goes ahead, we would be focusing on curbside service to start. We hope to phase in other opportunities for multifamily in the future once things are established for curbside users.

Q

23 October 23

I fully support this initiative! It is about time that, other municipalities have been doing this for years!

A

Publicly Answered

Thank you for your feedback.

Q

23 October 23

This would be amazing! Our community is lacking this option.

A

Publicly Answered

Thank You for your feedback.

Q

23 October 23

Having just moved to Kelowna I was shocked to learn that there was no curbside food waste collection program. Thrilled to hear it's being considered!

A

Publicly Answered

Thank you for your feedback.

## QANDA

### Food waste collection

Q

23 October 23

i totally support food waste collection . we have 2 on-site composters but have had to stop adding food waste due to infestation of rats... which was nasty as the entered our home. we annually go to the dump to get the compost soil for our gardens, amazing results !

A

Publicly Answered

We appreciate your feedback, including comments on rodents.

Q

23 October 23

How will this work at a strata of townhouses, where we just have one big garbage bin for 20 units

A

Publicly Answered

Thank you for reaching out. We are hoping to phase in the food waste collection program, first focusing on those that currently have curbside collection. Multi-family buildings would be considered in the future.

Q

23 October 23

very little of my household garbage is food waste - sending another truck is a huge waste of fuel and carbon

A

Publicly Answered

We appreciate your feedback. We are not proposing an extra truck, rather having people put food waste into existing yard waste carts versus the garbage cart. There would be two additional months of yard waste collection added through the winter.

## QANDA

### Food waste collection

Q

23 October 23

Can the existing composting facility be modified to compost co-mingled yard and food waste? why is a new transfer station required?

A

Publicly Answered

Thanks for your feedback. These details have yet to be determined.

Q

23 October 23

This is a great idea and will have an impact on our carbon footprint in the long run! We have just declared a climate emergency in this city. Please get it going here ASAP!

A

Publicly Answered

We appreciated your feedback.

Q

23 October 23

This is great please move forward with it!!!

A

Publicly Answered

We appreciate your feedback.

Q

23 October 23

I think Kelowna has been needing this for a long time, I am very excited for this to potentially be put in place.

A

Publicly Answered

Thank you for your comments.

## QANDA

### Food waste collection

Q

23 October 23

I absolutely support food waste collection! Despite my efforts to produce very little food waste, I still have food scraps from preparing food. I pay in to a private service to take my small weekly bucket of food scraps away. This really should be municipality run initiative

A

Publicly Answered

We appreciate your feedback.

Q

23 October 23

100% in support of this!! I think this is a great idea specifically for those who may not have the ability to compost on their own (ie: apartment complexes.) Critter proofing these bins is definitely essential. Would a portion of the compost product be available to the public for local gardens and greenspaces? What would the cost increase look like overall?

A

Publicly Answered

Thank you for your feedback. We are hoping to phase in food waste collection, first focusing on those that currently receive curbside collection, with multi-family buildings considered in the future. Costs for the program have yet to be determined, as well as how an end product might be made available to the public. We appreciate your comments regarding wildlife.

Q

23 October 23

We [REDACTED] never waste food. Kitchen scraps go into our garden compost, but because we live on an acreage, we have too many leaves to deal with in the fall. Therefore, we sure could use another green bin for yard waste. Thanks for the opportunity to give you our thoughts.

A

Publicly Answered

We appreciate your feedback. Did you know you can order up to two yard waste carts through your municipality? Please note there is a fee associated with the upgrade.

## QANDA

### Food waste collection

Q

23 October 23

This would be a great thing to happen. We used to hardly have any garbage because of composting. We had to stop because of the bears getting into them. Really hope this follows through.

A

Publicly Answered

We appreciate you reaching out with your feedback, including your concerns with managing wildlife.

Q

23 October 23

I have waited a long time for compost curbside collection! I currently collect my food waste and take to a local retailer that will compost for me for a small fee. This is a service that should've been initiated long ago. We collectively need to do what we can to reduce our carbon footprint.

A

Publicly Answered

Thank you for your feedback.

Q

23 October 23

How long would it take to implement the household collection phase of this? Are yard waste containers bear-proof? Too many of our residents are already so careless with 'presents' for our animal friends.

A

Publicly Answered

Our current yard waste containers are not bear-resistant. Management of attractants would still be required whether the food waste goes into the garbage cart or the yard waste cart. Timeline for implementation, should the public support this, is not known at this time but regular updates will be found here on the yoursay page.

## QANDA

### Food waste collection

Q

23 October 23

Hello - I read several comments and appreciate the questions - comments ... regional districts seem to want to reinvent the wheel - this is done in SCRd and Vanc - the big risks from rural experience incl personal kitchen vegetable compost in RDOS is BEARS raccoons and rodents — please consider your neighbours, I do not want your rodents etc. For kelowna area rd, I would say yes if I lived in your RD. I wish I could buy a separate bin for garbage cuz so far the scr d green kitchen bin is fairly effective (only a few bear teeth marks) — and if I see another silly rd brochure about storing food scraps in my food freezer - that's not health acceptable for any kitchen commercial or household. I vet there are neighbourhood block groups who would test this for you. It gets going by word of mouth, not more studies.

A

Publicly Answered

Thank you for providing your feedback on your experience with food waste collection from the Sunshine Coast Regional District. Input from other programs as well as best practises will definitely be taken into account. We appreciate your comments, including a test model with neighborhood block groups.

Q

23 October 23

I think this is a no-brainer. A couple of years ago I was living in the [REDACTED] and enjoyed the compost pick up service. The container was half the size (or smaller) of the garbage bin, the lid had a latch to reduce animals opening the bin, and you could buy compostable bags at local stores. Definitely reduced garbage waste. And some companies and restaurants, like A&W, offer compostable containers that just get thrown out in the garbage when they could be composted. And as others have mentioned, rats, mice and raccoons limit my desire to have a compost bin in my yard.

A

Publicly Answered

We appreciate your feedback, including comments concerning rodents.

Q

23 October 23

How soon could this start? This would eliminate 1/2 our garbage

A

Publicly Answered

We have no timeline as we are in early stages of public consultation

## QANDA

### Food waste collection

Q

23 October 23

I FULLY support this, as long as food waste is combined with the existing organics collection, both of which should be collected weekly.

A

Publicly Answered

Thank you for your comment

Q

23 October 23

I totally support this! Moving here from [REDACTED], where food waste collection is done, I was surprised that does n't happen here.

A

Publicly Answered

Thank you for your comment

Q

23 October 23

When will the city provide BEAR SAFE containers to put our food in?

A

Publicly Answered

We have piloted several bear resistant carts with little success to date. Thank you for your comment

Q

23 October 23

Please do this!

A

Publicly Answered

Thank you

## QANDA

### Food waste collection

Q

23 October 23

I don't mind the food waste in with the yard waste but yard waste isn't picked up in the winter. There is a lot of food waste everywhere but small containers on your counter? Not so sure I agree. Already spend a lot of time sorting jars, recycle and garbage. This would have to be easy, quick and not time consuming.

A

Publicly Answered

Hi, thanks for your comment. If we move forward with food waste in the yard waste cart, yard waste would then be collected year round.

Q

23 October 23

Coming from another large city - [REDACTED], I was horrified to learn that BC, which proclaims to be the GREEN province didn't have a green bin program. [REDACTED] has been doing it for years with good success.

A

Publicly Answered

Thank you for your comment. We do divert 15,000 tonnes annually of other organic matter such as yard waste from the curb and 70% of the methane produced from our landfill is captured and reused as energy. We hope with a food waste collection program we can reduce the remaining methane gas.

Q

23 October 23

I was shocked when I moved here that Kelowna was so far behind the curve on this. Absolutely there should be food waste collection! I'm already paying a private company to do it, I'd happily pay taxes for it instead.

A

Publicly Answered

thank you for commenting



## QANDA

### Food waste collection

Q

23 October 23

This impacts all residents - it should be a survey we can all participate in. Why you are selecting a random survey when all residents are impacted is beyond me. If you want to keep costs down and that is why you are limiting your mailouts fine, but at least run an informative campaign with media support so people are aware and can respond online with their feelings

A

Publicly Answered

The survey is designed to be random and therefore statistically valid. We are happy you are here as this is the place to make comments, voice concerns and ask questions especially if you do not get the survey.

Q

23 October 23

I currently have my food waste picked up by a private compost company and would be happy to see Kelowna have food waste collection as Kamloops does now. We hardly have any garbage because of composting.

A

Publicly Answered

Thank you for commenting

## QANDA

### Food waste collection

Q

23 October 23

We 100% LOVE and support this! I've lived in Kelowna for a year, [REDACTED]. Vernon has a composting program and it's wonderful. Calgary also has a similar program. For readers who don't know how the Vernon program works, as mentioned, compost is collected weekly, and garbage bi-weekly. Garbage pickup every other week was fine because anything that was stinky or smelly was put into the compost anyway, for weekly pickup. Vernon provided countertop containers and I bought compost bags for those. Just as you would take your kitchen garbage to your garbage can, you now bring your compost bags to the compost bin for weekly pickup. So many items were allowed in the compost ... paper plates, napkins, paper towels, bones (chicken, steak, fish), all meal leftovers, compostable take out containers, wood utensils, light cardboard (I think), eggshells ... I'm sure I've forgotten a few, but it was amazing. With a family of three, I had very little garbage. Sometimes I didn't even have enough for a bi-weekly pickup. I can appreciate the fact that people may have rats in their yard composts and that definitely has to be taken into consideration. My experience was stellar - we did not experience rats or rodents of any kind with the compost program. Vernon rolled out the program very well. There was a default size for the bins, and if you wanted a smaller/larger size, you were given a timeframe in which to contact to get your name on that list. I chose both the smaller 120L size for both compost and garbage (2 young adults, 1 old adult (ha - not that old!!)). I am very excited of the potential for this program in Kelowna!! Kudos to the program organizers!

A

Publicly Answered

Thank you for providing your experience with food waste collection in Vernon, much appreciated.

Q

23 October 23

I moved from the [REDACTED] a few years ago. They collect food and yard waste weekly. They also enforced restaurants to separate the food waste from other items. It took awhile to get used to it, but I think it works.

A

Publicly Answered

Thank you for reaching out, and for sharing your feedback on your experience with a similar program elsewhere. We appreciate your comments.

## QANDA

### Food waste collection

Q

23 October 23

Totally in favour!

A

Publicly Answered

Thank you for your feedback.

Q

23 October 23

You may have made a mistake in the last paragraph above - I think it should say that the first phase focuses on residents with yard waste collection, not food waste. This would be really interesting, but perhaps the time has come to build a facility that generates class A compost from food waste here in the Okanagan (or nearby) since the constant transportation of truckloads of compostable waste would seem to cancel out the greenhouse gas reduction gained from composting it. With that in mind, if building a facility, odour control is the most important factor to consider in designing it.

A

Publicly Answered

Thank you for that [REDACTED], we have changed it and thank you for your comments as well. Our Glenmore landfill does currently produce a class A compost from the regions yard waste.

Q

23 October 23

This is a great idea, and long overdue. We have composted for years, and as a family of 5 (with 3 teens), we usually only have one small, light bag of garbage for the week. The compost is also great for our garden. Adding this to curbside pickup, with an effort to keep it easy will be a great benefit for the community. I also think it will be important to make the bins rodent proof and bear resistant. A small bin for inside the house (countertop or under sink) should also keep the smell down, and be easy to clean.

A

Publicly Answered

Thank you for your feedback, and sharing your successful home composting model. Knowing you have concerns about wildlife and rodents will help us develop a program to address these concerns. Regarding a kitchen catcher, we would look at what needs to be done to help make things as easy as possible for residents, so appreciate your input on this matter.

## QANDA

### Food waste collection

Q

23 October 23

Will there be bear safe containers provided?

A

Publicly Answered

Thank you for reaching out. Our current collection carts are not bear-resistant. (We have piloted several bear resistant carts with limited success to date). Knowing you have concerns about wildlife will help us develop a program to address this concern.

Q

23 October 23

As a taxpayer in Kelowna I am all for moving forward with this plan and willing to pay a price. Great that you are asking for input and relevant questions to be looked at so it can come together as smoothly as possible. From comments already posted it sounds like a lot of cities have this in place. Learn from their mistakes and successes and move forward as quickly as possible.. I have owned a townhouse here for 20 years and always wondered why this was not a priority and implemented much sooner.

A

Publicly Answered

Thank you for your feedback. Costs for the program have yet to be determined, but your comments have been noted. We appreciate you reaching out.

Q

23 October 23

Will rat numbers increase??

A

Publicly Answered

Thank you for your question. We are proposing having food waste go into yard waste carts as opposed to garbage carts. Therefore we don't anticipate more rodents compared to today. The same amount of food waste is likely going to the curb, just in a different cart.

## QANDA

### Food waste collection

Q

23 October 23

Moving from a home where we composted into our garden year round to a condo, we are saddened that there are no food composting facilities in Kelowna. Will there ever be the possibility of taking our food to the dump to drop off. Putting it into our garbage makes us cringe.

A

Publicly Answered

Thank you for sharing your thoughts. Details of the program and potential drop off options have yet to be determined. Initially the aim would be to phase in food waste collection, first focusing on those currently receiving curbside collection, then considering residents in multi-family buildings (condos and apartments) in future.

Q

23 October 23

I 100% oppose this. I'm utterly fed up of the eco-cultists pushing their radical leftist agenda on me. Stick in your lane and collect the garbage. I'm not going to be sorting my kitchen garbage to 'save the planet' whilst China and India build hundreds of coal-fired power stations every year. This is just another green leftist scam to cost me more money for absolutely zero benefit. BC is already expensive enough. Try this scam and I simply won't comply.

A

Publicly Answered

Thank you for your comments, we appreciate your feedback.

Q

23 October 23

How soon can it start?!

A

Publicly Answered

This is yet to be determined, we have just begun public engagement.



## QANDA

### Food waste collection

Q

23 October 23

I support this 100%! Fingers crossed this gets the green light.

A

Publicly Answered

We appreciate your feedback.Regular updates on the program will be posted here on the yoursay page.

Q

24 October 23

Why would you use the compost for something like mine reclamation instead of selling it for vegetable gardens or to small farms? That makes no sense. Vancouver has a compost system you should look at.

A

Publicly Answered

Mine reclamation is just one option. Most existing compost facilities that are permitted to take food waste near us, are using the finished product for both sale for garden use, as well as mine reclamation. We have yet to determine where the composting facility will be or what will be done with the final product. Thank you for the comment.

Q

24 October 23

So many municipalities are already doing this, and have been for many years, hoping this will happen as soon as possible! What is the current time frame if consultations result in approval of a compost program?

A

Publicly Answered

Thank you for your feedback.We are anticipating the results of our statistically valid survey as well as feedback from the "yoursay" pre-engagement to be presented to the Regional Board in early 2024, including recommendations on potential program implementation.

## QANDA

### Food waste collection

Q

24 October 23

With the intense hot temperatures we have, will you allow compostable bags to contain the maggots? and stench?

A

Publicly Answered

Whether we accept compostable bags will depend entirely on the processing facility, this is to be determined.

Q

24 October 23

I totally support this! Food waste is a huge contributor to methane gas emissions which is even more potent than CO2 emissions. We have a very small window of time now to drastically reduce our carbon footprint and we need to make this a priority in Kelowna, including improving our transportation system (esp. for UBCO students that live in the Mission area or West Kelowna). Let's vote for a government who prioritizes protecting nature and helps us work towards using renewable energy sources.

A

Publicly Answered

Thank you for sharing your feedback. Yes, food waste when landfilled decomposes and gradually creates methane gas, a powerful greenhouse gas. Seventy per cent of the methane gas generated at the Glenmore landfill is captured and diverted through the renewable natural gas upgrade plant operated by FortisBC to heat homes in the region, and the remaining methane not captured is released into the environment. We appreciate your comments.

Q

24 October 23

Where is the facility for composting currently located?

A

Publicly Answered

Currently our yard waste is going to the Glenmore landfill for composting, however this facility is not permitted to take food waste. There are currently several composting facilities that can accept food waste in the interior of British Columbia, however it has yet to be determined where material collected in the Central Okanagan will end up.

## QANDA

### Food waste collection

Q

24 October 23

100% support this initiative....our household already collects our food waste and takes it to a private company here in Kelowna and we pay to dispose of it. The reduction in our garbage for a family of 4 has been tremendous. Anything to divert waste from our only landfill is a great idea! We have experienced curb side food waste pick up in other parts of [REDACTED] and never had issues with wildlife or rodents.

A

Publicly Answered

Thank you for your comment.

Q

24 October 23

I am in favour of collection as I have discontinued composting due to rat attraction and I been recycling my food waste with an automated composter (LOMI)

A

Publicly Answered

Thank you for your feedback, including your concerns about rodents.Kitchen composter appliances may be a feasible option for residents that do not receive curbside waste collection, all yet to be determined.

Q

24 October 23

I am in agreement. I am currently paying a private company to provide this service. It is done in most large centres. We need it now!

A

Publicly Answered

Thank you for commenting.



## QANDA

### Food waste collection

Q

24 October 23

I am 100% in support of this. When I moved to the RDCO years ago, I was very disappointed to see that there wasn't any compost program, and that garbage pickup was weekly. Probably 20 years ago [REDACTED] where I lived previously - a city of similar size to Kelowna - implemented a highly successful bi-weekly garbage pickup and weekly compost, yard waste & recycling pick up. I gather from the 'questions' posted here, most communities elsewhere have a compost program. Please do it here!

A

Publicly Answered

Thank you for your comment

Q

24 October 23

It is about time! I would suggest Kelowna consider supplying the composting buckets that are being used in Nelson ... turns waste into odor free compost that can then be either picked up by the city or used to supplement our gardens ... less chemical fertilizer use and less CO2 emissions

A

Publicly Answered

Thank you for your comment. Kitchen composter appliances may be a feasible option for those that do not have yard waste collection currently but that has not been determined yet.

Q

24 October 23

Would we get new yard waste bins? Would they be bear proof?

A

Publicly Answered

We would be using existing yard waste carts. While there is no bin on the market that is bear proof, we appreciate your comment raising this concern. Food waste that currently goes into the garbage would go into the yard waste cart instead.

## QANDA

### Food waste collection

Q

24 October 23

Very much in support of this but, it is necessary that the Okanagan gets on board with all waste bins having extra security to protect our wildlife. We don't even need new bins, just the ability to add locks or carabiners to our existing ones would be enough.

A

Publicly Answered

Thank you for your feedback.(We have piloted several bear resistant carts with limited success to date).Knowing you have concerns about wildlife will help us develop a program to address this concern.

Q

24 October 23

I am 100% in favour of a food waste collection in Kelowna. It boggles my mind that in a city of this size one does not already exist. With the climate crisis, it is no longer a "nice to do" but a "have to do". I have been taking our kitchen scraps to a private company and paying to have them composted as I feel so strongly about reducing greenhouse gas emissions. My concern is that Kelowna needs to finally address the bear problem here and initiate a robust BearSmart program, in conjunction. People will need to be educated to put the compost bins out in the morning of pick up to avoid the senseless killing of human-caused food habituated bears. Locks on the compost bins is a must. I suggest you look to North Vancouver's successful composting/ BearSmart programs. Thank you.

A

Publicly Answered

Thank you for your feedback, and for sharing your concerns regarding wildlife, as well as BearSmart initiatives elsewhere.Knowing we have concerns about wildlife here will help us develop a program to address this concern for our residents. As with all programs, education will be key.

Q

24 October 23

I totally agree with a food waste collection program. It works well in Edmonton. I live in [REDACTED] where we take our garbage to a transfer station. Would we be able to participate in this program too?

A

Publicly Answered

Thank you for your feedback.The aim would be to phase in food waste collection, first focusing on those residents currently receiving curbside collection, and multi-family buildings and those currently using transfer stations to be considered in the future.

## QANDA

### Food waste collection

Q

24 October 23

I love this, I hope it becomes reality! I currently pay a private service (LC compost) and it makes my regular trash much much smaller. It would be really great for Kelowna to have this, it will make a big difference.

A

Publicly Answered

We appreciate your feedback, thank you.

Q

24 October 23

Yes 100% support! Like others who have commented, we moved here from a city that had a composting program and were very surprised that Kelowna didn't! Looking forward to having a program here!

A

Publicly Answered

Thank you for your comments, and sharing your successful experience from another jurisdiction.

Q

24 October 23

What foods/products would be accepted? Would meat or animal byproducts be accepted, or would only greens be accepted?

A

Publicly Answered

Thank you for reaching out. The list of items considered for food waste collection will be robust, including meat and bones.



## QANDA

### Food waste collection

Q

24 October 23

Would food waste be picket up every week, and garbage every two week? This is long overdue, especially with the ra  
t population not being controled throughout the city, it makes back yard composting hard to do.

A

Publicly Answered

Thank you for your feedback.Collection details have yet to be determined.We appreciate you weighing in with your co  
ncerns about the rodent situation, this will help us to develop a program to address this concern.

Q

24 October 23

Isn't composting more important? but both is needed for condos and apartments

A

Publicly Answered

Thank you for your feedback.The first phase of food waste collection would focus on those that currently receive curb  
side collection, with multi-family buildings (Condos and apartments) to be considered in the future.

Q

24 October 23

Does collected, composted waste produce methane or other GHGs? If so, would these gases/products be captured a  
nd used or made less problematic?

A

Publicly Answered

Thanks for this question. Yes, GHG emissions are still produced from a compost program due to collection, transferrin  
g and hauling, as well as the compost processing itself (running equipment for example). However there is also more  
carbon capture with composting versus landfilling, and landfilling produces methane, a more powerful GHG. Collectin  
g food waste in yard waste carts rather than sending to the landfill will see an overall reduction of CO2 equivalent gas  
of 28,500 tonnes compared to what we are doing today. If you want to check out the details of our Food Waste Feasi  
bilty study it can be found here

## QANDA

### Food waste collection

Q

24 October 23

This is a welcome project. Way too much food scraps are put into municipal waste. In order to cut down and sustain long term viability of the Kelowna waste station, we need to implement this plan sooner rather than later. Household waste will decrease and the city can charge a fee for gardens to collect compost for their gardens.

A

Publicly Answered

Thanks for sharing your thoughts. How an end product might be made available to the public has yet to be determined. We appreciate your feedback.

Q

24 October 23

Great idea as long as the bins can be wildlife safe. We already have a issue in our neighbourhood.

A

Publicly Answered

Thank you for your feedback, and your concerns regarding wildlife. Knowing there are concerns about wildlife will help us to develop a program to address this issue.

Q

24 October 23

I am 100% in favour of this. It has been in place in Toronto for a dozen years or more, the lower mainland too - and Kamloops has very recently adopted it. With our large population base, the Okanagan should definitely be doing municipal composting.

A

Publicly Answered

We appreciate your comments, thank you for reaching out.

## QANDA

### Food waste collection

Q

24 October 23

Excellent idea. Many other cities have been doing this for years. We are not inventing a new process. Best practices and input from other programs would be helpful.

A

Publicly Answered

Thank you for sharing your comments. Yes, input from other programs as well as best practises will most definitely be considered.

Q

24 October 23

Great idea! Wildlife needs to be considered but this is long over due. East coast has been doing this for several years with success.

A

Publicly Answered

Thank you for your comments. Knowing you have concerns about wildlife will help us develop a program to address these concerns.

Q

24 October 23

So exciting that the RDCO is considering this. It was total culture shock moving here from the [REDACTED] and having a full garbage can weekly instead of half can biweekly with kitchen waste picked up weekly. We lived in bear country there so it can be done, it is up to the people to do it right. You will need weekly pickup year round to do this correctly.

A

Publicly Answered

Thank you for your comments. We appreciate your feedback, including your experience with a successful model of food waste collection and wildlife management elsewhere. Knowing there are concerns about wildlife will help us develop a program to address this.

## QANDA

### Food waste collection

Q

25 October 23

Is there an online vote we could do ? I would love if there was an option of food waste collection as right now we use LC C OMPOST SERVICE which was recently closed for business

A

Publicly Answered

We appreciate you reaching out and sharing your experience with composting. The RDCO is currently conducting a random sample statistically valid survey of over 1800 residents to gauge interest in the program. Those that don't receive a survey are able to weigh in here on "yoursay" to offer preliminary feedback.

Q

25 October 23

I strongly support this project! I echo others' concerns regarding wildlife-proofing our bins. A simple carabiner system has worked well in many other communities.

A

Publicly Answered

Thank you for reaching out and sharing your input. Regarding concerns surrounding wildlife, knowing there are concerns will help us develop a program to address this. (Note, our most recent bear resistant cart pilot program offered a limited number of the carabiner locking model carts to residents).



## QANDA

### Food waste collection

Q

25 October 23

Finally!! I'm 100% in support. Sadly, I no longer grow a garden or have a backyard compost system due to the severe rodent problem. The neighborhood cats can't even keep up with controlling the nasty little critters!! I agree with concerns about bears and other wildlife for those that live in more rural areas, but also understand the costs and implementation of locking carts is expensive and at times not effective. Educating the public on changing their waste management habits is the challenge! While I think the proposed length of time to implement this program is excessive, I encourage the community to support the RDOC with this long overdue program.

A

Publicly Answered

We appreciate you reaching out with your feedback. Yes, the wildlife and rodent problems noted will help us in developing a program to address these concerns. We anticipate results of our statistically valid survey as well as feedback from the "yoursay" pre-engagement to be presented to the Regional Board in early 2024, including recommendations on potential program implementation.

Q

25 October 23

Please implement this and reduce our landfill requirements

A

Publicly Answered

Thank you for your feedback.



## QANDA

### Food waste collection

Q

25 October 23

If I am reading this right, our present green bin (we use to put tree clippings, grass, dead flowers/veg in would be used on alternate weeks for the food waste that would be put into the same bin? Our practice has always been to take two weeks to top up the green bin - it is always being used for the two weeks before collected. Therefore we could not participate as we would need a different bin. Our present green bin always has grass clippings in it so we could not put the food waste in same bin at same time? Am I missing something.

A

Publicly Answered

Hello we are proposing that food waste would go into your existing yard waste cart and that collection would change to every week. Your garbage could then be collected every other week instead as there wouldn't be food waste in there. If food waste goes into the yard waste cart, then collection of the yard waste cart would also be year round.

Q

25 October 23

Also, further to above comments, I am 100% in favour of collecting and composting our food scraps, veg tops, veg peelings, fruit waste, etc and would welcome a weekly collection. However, not in same green bin we now use for grass clippings.

A

Publicly Answered

Thanks

## QANDA

### Food waste collection

Q

25 October 23

I am opposed to this idea. The amount of carbon footprint from operating a vehicle to drive weekly to pickup compost is not a good idea for the environment. I would be in favour of a program wherein the City adopted a program like other BC municipalities to compost food waste at home. I believe Cranbrook has a program wherein they provided home owners with a countertop food waste composter.

A

Publicly Answered

Thank you for commenting [REDACTED] We did review the countertop food waste composter as one of the options to manage food waste in our region. The study looked at various criteria such as financial, environmental, convenience. The best option identified in this study is putting food waste into existing yard waste carts and switching collection of that bin to weekly and garbage to every other week. A copy of that study can be found here if you are interested.

Q

26 October 23

Coming from a city that has included kitchen, organic, yard and pet waste in their green bin program, I was astonished that it wasn't done here. I am 100% in favor of this project! It's time we made the change to catch up to other areas of the country.

A

Publicly Answered

Thank you for your comment [REDACTED]

## QANDA

### Food waste collection

Q

26 October 23

So the green bin is for our leaves and grass clippings, now we would put food in there, this is collected weekly. Now, when winter comes and we don't use the green bin for grass clippings, etc. as there is snow on the ground, seems to me the green bin will be almost empty from food, I'm not in favour of this idea.

A

Publicly Answered

Thank you for reaching out with your comments. With food waste added to the yard waste cart, collection of those yard waste carts would be year round. As is stands now, yard waste collection runs March through the end of December.

Q

27 October 23

I very much support this! So much of our waste is some kind of food and I would love to reduce what we're sending to landfills.

A

Publicly Answered

Thank you for your feedback.

Q

27 October 23

We have moved to Kelowna a few years back from [REDACTED]. We had organic waste collection there for many years. We were surprised that it is not in Kelowna given that BC is always more environmentally conscious. We had our share of raccoons there and it was not an issue if the bins were only taken out in the morning of the collection. Along with the blue bin and the recycling depot (for plastic bags, glassware, styrofoam etc), 90% of our garbage is organic. We had considered a composter ourselves but we have zero scape landscaping (strongly encouraged in our subdivision), we have no use for compost. It would be wonderful if the city could find a place to compost the organic waste locally. In [REDACTED] every spring the city will truck the compost to community centre to distribute them to local gardeners. It's so popular that they always ran out in the first hour!

A

Publicly Answered

Thank you for sharing your feedback on your personal experience with organics collection in [REDACTED]. Your comments on raccoons and compost distribution to the community are most interesting. (Our Glenmore landfill does currently produce a class A compost from the regions yard waste that is available to the public).



## QANDA

### Food waste collection

Q

27 October 23

I am very much in support of this project - I am happy to hear yard/food waste collection would change to weekly and garbage collection would change to biweekly. Given there is no compost facility in the region and the environmental impacts of having to transfer compostable products (e.g. gas), is the city of Kelowna consider building/investing in a compost facility vs. transfer station? If all compostable material is now being transferred out of Kelowna will residents still have access to Glengrow? For food waste, would it need to be put in a compostable bag or could it be added to the green bin as is?

A

Publicly Answered

Thank you for your feedback. There are currently several composting facilities that can accept food waste in the interior of B.C., however it has yet to be determined where material collected in the Central Okanagan will end up. Also yet to be determined, resident access to GlenGrow or details of the collection program. (likely no bags required)

Q

28 October 23

Bear/animal proof yard waste bins would be first on list? I 100 percent agree with veggie scraps going in the green bins. Reducing what goes into the landfill is a priority. But harm reduction for wildlife as well.

A

Publicly Answered

Thank you for your comments. Knowing there are concerns surrounding wildlife will help us develop a program to address this.

Q

28 October 23

Property tax cost

A

Publicly Answered

Thanks for reaching out. Costs for the program have yet to be determined.

## QANDA

### Food waste collection

Q

28 October 23

I just completed the questionnaire regarding Foodwaste. By doing it in line, I wasn't given the opportunity to enter the prize draw.

A

Privately Answered

Hello [REDACTED] Thanks for reaching out and alerting us to this issue with the online version of the survey, we have now corrected this. For you to be entered now (given you have already completed the survey), could you please send us your contact info directly so we can manually enter you into the draw. (email us at [REDACTED]) We just need your name and phone number. Thanks so much for bringing this to our attention!

Q

30 October 23

I fully support this change. This is a service I'm used to from living in [REDACTED] This greatly reduces garbage going to our landfills and it's time this city made more effort towards being green and reducing climate change.

A

Publicly Answered

Thanks for your feedback, we appreciate your comments.

Q

01 November 23

Ready to try if looking for a volunteers

A

Publicly Answered

Hi [REDACTED] thanks for reaching out and offering to volunteer to try this program out. If this type of opportunity presents itself, we will be in touch. We encourage you to visit 'yoursay' regularly to stay up to date on all the latest associated with the proposed food waste program.

## QANDA

### Food waste collection

Q

02 November 23

I do not support this. I understand that food scraps would be included in the "green bin". Normally, we have very little in the "green bin" as we use it for yard clean up only in the early spring and in the fall. We do not have a lawn so there are no lawn clippings in the "green bin". The "green bin" is huge and if food scraps are included in this bin this requires that I store the large "green bin" in my garage to prevent rodents, bears and other animals from gaining access. I do not have room in my garage to store the "green bin" on an ongoing basis. Will meat scraps, bones and fish scraps go into the "green bin"? Largely populated centres in India, China, Africa and some U.S.A. cities contribute to methane gas as more than the City of Kelowna does. If Kelowna implements this type of program, we would have a minimal, if any, impact on the production of methane gas in the world. Also, if you implement such a program what about the production of greenhouse gases by vehicles which will be used to transport the food scraps and yard waste from a transfer station to a facility that can compost such materials? If you want to impact the amount of methane gas produced, what about the City of Kelowna doing something about enforcing the "no-idling" of vehicles which are in the long line ups of the drive-throughs at places like Tim Hortons, Starbucks and Wendy's????!!!! I contend that those vehicles contribute excessively to the production of greenhouse gases. Thank you for the opportunity to provide comments respecting this program. Signed by "Completely Opposed and Not Convinced That This is the Right Thing To Do".

A

Publicly Answered

Thank you [REDACTED] for taking the time to share your comments. We appreciated your feedback and have noted your opposition to the proposed food waste program.

Q

05 November 23

Support 100% have always wondered why we didn't have this

A

Publicly Answered

We appreciate you reaching out, thanks for your comments.

## QANDA

### Food waste collection

Q

07 November 23

I fully support this project. This is a much needed change for our community and planet. Hopefully this one will go through.

A

Publicly Answered

Thank you for sharing your feedback.

Q

16 November 23

When we moved from [REDACTED], to Kelowna eight years ago, we were very surprised that Kelowna didn't have food waste collection. We're 100% in favour of it. The model [REDACTED] uses works very well and would be good for you to study / consider.

A

Publicly Answered

Thank you for your comments [REDACTED]

Q

16 November 23

I would definitely like to see curbside pickup.

A

Publicly Answered

Thank you for your comment [REDACTED]

Q

17 November 23

What about the potential risk of large animals? Such as bears, etc.

A

Publicly Answered

Thanks for reaching out. The wildlife problems noted will help us in developing a program to address these concerns.



## QANDA

### Food waste collection

Q

17 November 23

I totally support food waste collection. I lived in [REDACTED] for seven years and they had this program. I loved it. Had hardly any garbage that would go in the landfill. Yay Kelowna. Better late than never!

A

Publicly Answered

Thanks for your comment, much appreciated.

Q

17 November 23

I have long wondered why we have not had this program and do agree with going ahead with it. I do have concerns about using the green bins. In the summer months our bin (and we have a large one) is always full. Even now in Nov we are still using it as we have a large yard. I also have three compost bins that I use for some garden waste and for uncooked kitchen scrapes minus meat products. I am very particular in what I put in these bins due to rats and raccoons. With using our green bins for this program I am concerned that those bins are just not rodent or animal proof. We do not have a garage that we could put our bin in plus those bins will become absolutely filthy and eventually stink

A

Publicly Answered

Thanks [REDACTED] for the feedback. Knowing there are concerns surrounding wildlife- including rats and raccoons -will help us to develop a program that addresses these issues.

Q

18 November 23

Where is the nearest food waste compost facility? Is there where Vernon/RDNO sends their food waste?

A

Publicly Answered

The final composting facility has yet to be determined however there are several sites that would be a good option.



## QANDA

### Food waste collection

Q

18 November 23

Will pickup be weekly as it cannot be left out to the heat in summer and potentially rats or raccoons. Will residents get to get free compost once a year once it's processed and sanitized

A

Publicly Answered

Hello [REDACTED] yes the recommendation is to have weekly organics collection and biweekly garbage collection. It has yet to be determined if finished compost will be available to residents at no cost.

Q

19 November 23

The real issue is educating people not to create food waste in the first place. Buy less and consume it all. Most vegetables should not be peeled as a lot of the nutritional value is in the skin. Leftovers should be kept to add to another meal. Egg shells can be added to the garden, as can coffee grounds and tea leaves. Chicken and meat bones can be used to make stock, as can shrimp shells and fish waste. Waste is largely lazy habits!

A

Publicly Answered

[REDACTED] all great ideas and feedback. We appreciate your comments.

Q

19 November 23

What about attracting bears or rodents in the rural areas

A

Publicly Answered

Thanks for reaching out. Knowing there are concerns surrounding wildlife including rodents will help us develop a program to address these types of issues.

## QANDA

### Food waste collection

Q

20 November 23

How do you plan on handling the already terrible rat population if you decide to put food out for them? They will get to it as collection personnel don't pick up fallen pieces (as seen with plastic and paper recycling) and not everyone can adhere to a regulated timeline for curb pickup due to employment commitments. Get rid of the rats first and then revisit waste food pickup.

A

Publicly Answered

We appreciate your feedback. The rodent problems you have noted will help us in developing a program to address these concerns.

Q

20 November 23

Why commingle food waste with yard waste and then try and separate? Is this efficient?

A

Publicly Answered

Hello [REDACTED] Collected food waste comingled with yard waste would not be separated after collection, it would be processed (composted) together.

Q

20 November 23

Has it been considered to have a drop off station for those who live in apartments/condos?

A

Publicly Answered

Details of the program and potential drop off options have yet to be determined, however the aim would be to first focus on those currently receiving curbside collection, then considering residents in multi-family buildings (condos and apartments).

## QANDA

### Food waste collection

Q

20 November 23

I am in full support of this. It can't happen soon enough. I compost what I can in my own garden but I hate having to throw organic material into the garbage. It is very easy to keep a small bag in the freezer, or a bucket in the garage until pick up day if you're worried about animal's getting into it. It's gratifying to have so little to put in the garbage once you sort out the recycling and organic waste.

A

Publicly Answered

Thank you, we appreciate your comments.

Q

20 November 23

I am not at all interested in this. I currently compost 100% of our food and table scraps including meat ,oils and dairy using bokashi bran, it does not attract pests and has improved my garden and reduced our waste volume considerably. We don't need added costs on our property tax for a service we would not use.

A

Publicly Answered

Thank you [REDACTED] we appreciate your feedback.

Q

20 November 23

This is long overdue. Other regions have been diverting food waste from the landfill stream for over a decade. It is very important to consider how to implement this for multi-family residents - condo, apartments and townhouses need to be included. As our regions densify, more and more people will be living in multi-family homes, and we need to consider best environmental practices alongside development.

A

Publicly Answered

Thank you [REDACTED] for your feedback. We are hoping to phase in food waste collection, first focusing on those currently receiving curbside collection, with multi-family residents considered in the future.

## QANDA

### Food waste collection

Q

21 November 23

Will there be a collection option for Strata Properties?

A

Publicly Answered

the aim would be to phase in food waste collection, first focusing on those residents currently receiving curbside collection, then considering residents in multi-family buildings (apartments/condos) in future.

Q

21 November 23

I think it is worth exploring this idea

A

Publicly Answered

Thank you for the feedback.

Q

21 November 23

Will they do food waste collection in my area?

A

Publicly Answered

this proposed food waste program is for residents of the Central Okanagan. You may wish to connect with the directly for answers to questions regarding services in your area.

Q

22 November 23

Will there be education on what can't be out in the bin?

A

Publicly Answered

Yes, there will be an extensive education campaign to help residents adjust to the new program.



## QANDA

### Food waste collection

Q

22 November 23

My concern is how badly people recycle and separate what they throw out. What is the plan to educate on exactly what foods can go into the bin with yard waste that will NOT contaminate the rest. I'd hate to see large bins of yard waste be ruined by inappropriate food waste being thrown in.

A

Publicly Answered

Thanks [REDACTED] for the feedback. Yes, there will be an extensive education campaign to assist residents with all facets of the program.

Q

23 November 23

My biggest concern is animals getting into the carts. Birds, Rodents, Cats, Bears and so on. Disrupting their natural feeding and/or fear of humans. I have seen current garbage bins have garbage strewn all over the place when animals are able to open the lids. Are there going to be ways to secure the lids so animals can't open it?

A

Publicly Answered

Thanks for your feedback. Knowing there are concerns surrounding wildlife including rodents and other animals will help us develop a program to address these types of issues.

Q

24 November 23

To me, this is a no brainer. I don't understand why this requires study. Help me understand the downsides.

A

Publicly Answered

Thanks [REDACTED] for your comments.

## QANDA

### Food waste collection

Q

26 November 23

When is food waste collection starting in Kelowna?

A

Publicly Answered

Thanks [REDACTED] for reaching out. We anticipate results of our statistically valid survey as well as feedback from this 'yoursay' pre-engagement process to be presented to the Regional Board in early 2024, including recommendations on potential program implementation. Exact timeline for implementation is not known at this time, but regular updates will be found here on the 'yoursay' page.

Q

27 November 23

I currently pay an external service for pick up of compost and flexible plastics. This RDCO compost service cannot come soon enough!

A

Publicly Answered

We appreciate your comments [REDACTED]

Q

28 November 23

100% in favour of food waste collection. We have recently moved from [REDACTED] and are struggling to adjust to having to place all our food scraps into the garbage. It was surprising to find that this area of the Okanagan does not participate in or have any type of food scrap collection program. I am hopeful this can be implemented in order to reduce biodegradable waste from going to the landfill. [REDACTED]

A

Publicly Answered

Thanks [REDACTED] for your comments and for sharing your experience with food waste collection in [REDACTED]. We appreciate you reaching out.

## QANDA

### Food waste collection

Q

28 November 23

How will it work for condo buildings?

A

Publicly Answered

The aim is to phase in food waste collection, with the first focus on those that currently receive curbside collection, then considering residents in condos/apartments/multi-family buildings in future. Details regarding style of collection for these types of units has yet to be determined.

Q

29 November 23

How can people living in apartment buildings contribute to this program, as there are a lot of us!

A

Publicly Answered

Thanks for your comments. We are hoping to phase in food waste collection, first focusing on those that currently have curbside collection. Multi family buildings (apartment/condo dwellers) would be considered in the future.

Q

04 December 23

Is building a food waste processing plant in the region or in partnership with nearby regional districts an option under consideration?

A

Publicly Answered

Thanks for reaching out. Once we determine there is an interest in collecting food waste curbside and the Board approves moving to the next steps, we will begin reviewing processing options and potential partnerships.



## QANDA

### Food waste collection

Q

25 December 23

Is compostable plastic accepted with food waste in the yard waste bins?

A

Publicly Answered

Thanks for reaching out [REDACTED] Collection details have yet to be determined, more information will be forthcoming as we progress with this program.