



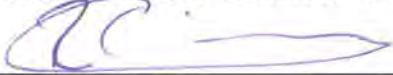


To: Public Works and Transportation Committee **Date:** May 7, 2015
From: Tom Stewart, ASCT.
Director, Public Works **File:** 10-6405-03-01/2015-
Vol 01
Re: **Bi-Weekly Garbage Collection**

Staff Recommendation

1. That City garbage collection service for single-family dwellings be changed from weekly to every other week (bi-weekly) commencing the first quarter of 2016, with recycling services (i.e. Blue Box and Green Cart) continuing to be provided on a weekly basis;
2. That, as part of implementation of bi-weekly collection service, the City provide one garbage cart per household to residents in single-family dwellings, where residents have the opportunity to select the cart size of their choice;
3. That the Chief Administrative Officer and General Manager, Engineering and Public Works be authorized to negotiate and execute an amendment to Contract T.2988, Residential Solid Waste & Recycling Collection Services, to service, acquire, store, assemble, label, deliver, replace and undertake related tasks for the garbage carts, and related operational service changes associated with this program;
4. That an amendment to the City's Five Year Financial Plan (2015 – 2019) to include capital costs of \$2.6 million with \$2.3 million funding from the City's General Solid Waste and Recycling Provision and \$300,000 from the City's General Utility Surplus, be approved; and
5. That appropriate bylaw amendments be brought forward as part of the 2016 solid waste and recycling utility budget process and amending rates, to enact this service.

Tom Stewart, ASCT.
Director, Public Works
(604-233-3301)

Att. 2

REPORT CONCURRENCE		
ROUTED TO: Finance Division	CONCURRENCE <input checked="" type="checkbox"/>	CONCURRENCE OF GENERAL MANAGER 
REVIEWED BY STAFF REPORT / AGENDA REVIEW SUBCOMMITTEE	INITIALS: 	APPROVED BY CAO 

Staff Report

Origin

At the January 27, 2014 Council meeting, a pilot project to evaluate weekly and bi-weekly service levels for garbage collection was approved and commenced in March, 2014. This project was designed to evaluate the differences in weekly vs. bi-weekly collection of garbage in City-provided carts, and any differences in recycling and waste diversion levels under the two models. In addition, resident feedback regarding whether City-provided carts for garbage collection was preferred by residents was also sought. An initial status update was provided early in the program to Mayor and Councillors in July (Attachment 1).

This report presents final outcomes from the pilot based on a full year of evaluation and, based on those outcomes, recommends that bi-weekly garbage collection, using City-provided carts, be implemented in 2016.

This report supports Council's Term Goal #8 Sustainability:

To demonstrate leadership in sustainability through continued implementation of the City's Sustainability Framework.

8.1. Continued implementation and significant progress towards achieving the City's Sustainability Framework, and associated targets.

Analysis

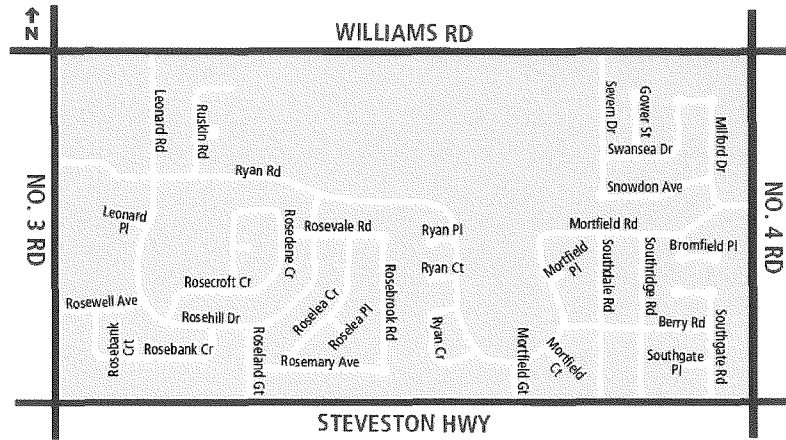
Background

Many communities in the Lower Mainland, including Vancouver and Surrey, have changed their services levels for garbage collection to bi-weekly (Attachment 2). Bi-weekly garbage collection is being implemented to help accelerate waste reduction goals. It also recognizes that there is considerably less garbage to collect from residents due to the success of ever-expanding recycling programs. As a region, Lower Mainland communities, including Richmond, are striving to reach 70% waste diversion by 2015, aspiring to 80% by 2020.

Richmond residents in single-family homes have embraced recycling and initially met the 70% waste diversion target in 2013. This increased to 71% in 2014. To consider options for further advancing waste reduction, Council directed staff to undertake a pilot program to evaluate weekly versus bi-weekly collection service for single-family households.

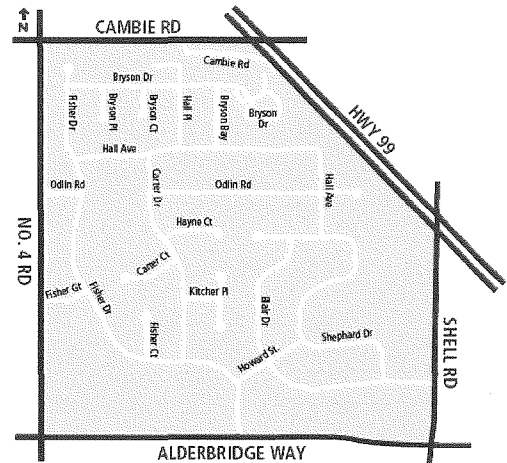
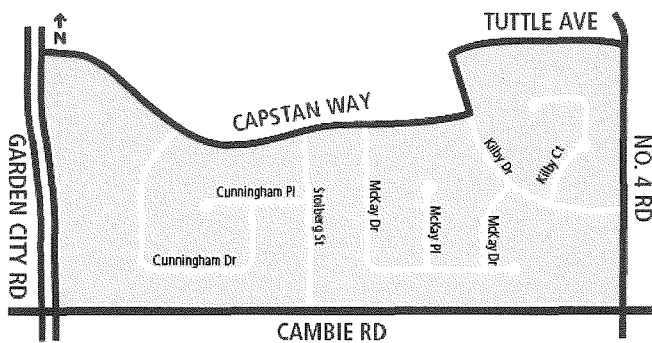
The pilot project commenced on March 3, 2014 and is continuing at this time pending a decision from Council on future action. A brief snapshot of the pilot areas is provided below:

Weekly: There are 1,040 residences in the weekly pilot zone. The pilot area is shown in the inset map and includes the area bounded by No. 3 and No. 4 Roads and Williams Road and Steveston Highway.



A 120-litre cart size was provided as the standard-issue size, and residents had the opportunity to change to a size of their choice. Approximately 10% of participants opted for a different cart size. Of these, 75% opted for the 240-litre cart, 15% opted for the 360-litre cart, and 6% opted for the 80-litre size. Another 4% switched to a different size and then switched back to the standard-issue size.

Bi-Weekly: There are 838 residences in the bi-weekly pilot zone. The pilot area is shown in the map below and includes the area between Cambie Road and Alderbridge Way and No. 4 and Shell Roads; plus the area bounded by Garden City Road and No. 4 Road and Capstan Way and Cambie Road.



A 240-litre cart size was provided as the standard size, and residents had the opportunity to change to a size of their choice. Approximately 7% of participants opted for a different cart size. Of these, 36% opted for the 360-litre sized cart, 47% for the 120-litre cart, and 12% for the 80-litre cart.

Given the relatively low percentage of residents who opted for a different cart size (i.e. 7%) we can conclude from this that the 240-litre cart is the appropriate

standard-issue size for bi-weekly collection service. However, residents should continue to have the choice to switch to a size suitable to their needs.

Outcomes

The pilot project outcomes demonstrate that recycling and waste diversion improves significantly where bi-weekly garbage collection service is provided. Compared to pre-pilot amounts in the bi-weekly zone, the weight of Blue Box recycling materials increased by 55%, whereas the weight of garbage was reduced by 20%. In addition, when compared with average amounts recycled through the Green Cart program, there was a 44% increase in the weight of organics recycled in the bi-weekly zone (in the weekly zone, organics recycling also increased, but by a lesser amount, i.e. 37%).

The following table highlights the performance of the weekly and bi-weekly collection zones.

Materials	Weekly Garbage Cart Collection	Bi-Weekly Garbage Cart Collection
<u>Participation (% change)</u>		
Garbage (GARBAGE Cart)	↓ 9.6% reduction	↑ 9.56% increase
Recycling (Blue Box)	↑ 4% Increase	↑ 3.7% increase
<u>Weights (% change)</u>		
Garbage (GARBAGE Cart)	↑ 9.8% increase per HH	↓ 20% reduction per HH
Recycling (Blue Box)	↓ 14.12% decrease per HH	↑ 55% increase per HH
Organics (GREEN Cart)	↑ 37% increase per HH	↑ 44% increase per HH

Based on the increased recycling performance and waste diversion results from the pilot project, it is estimated that if bi-weekly garbage collection were implemented on a City-wide basis, overall recycling performance would increase by a range of 5%-8% (increasing potential total diversion for single-family households to a range of 76% - 79%).

Resident Feedback

In the survey undertaken with residents (detailed in Attachment 1), the following key points of feedback were received:

- The majority of residents in both the weekly and bi-weekly zones favoured having carts for garbage provided by the City (88% and 80%, respectively).
- The majority of residents prefer weekly garbage collection service. However, once on bi-weekly service, the level of support for weekly vs. bi-weekly is roughly split. For example, 84% of residents in the weekly zone preferred weekly service; whereas 52% in the bi-weekly zone favoured weekly service.
- Support for a fee-based structure for garbage collection (fee charged based on size of cart) was generally accepted, with roughly 60% of residents surveyed either somewhat or extremely supportive and one-third of residents not in support.

Pilot Conclusion

The outcomes from the pilot project indicate that a transition to bi-weekly garbage collection service can be expected to significantly improve recycling and waste diversion performance, and is therefore recommended. Even though most residents prefer weekly garbage collection service, the level of support lessens as residents become accustomed to every other week collection service (i.e. support for weekly vs. bi-weekly collection service was roughly split in the bi-weekly collection zone).

It is evident that the majority of residents favour City-provided carts for their garbage. Support for a fee based structure, where residents pay based on the size of Garbage Cart they subscribe to, is also supported. Staff recommend implementation of these aspects of a bi-weekly collection service as well. It is noted that residents would continue to have the option to purchase garbage tags (current cost is \$2 each) for any additional garbage that may not fit into their subscribed cart size. In addition, garbage vouchers (available for purchase at City facilities for \$5 each) will remain available for residents to dispose of up to \$20 worth of waste at the Vancouver Landfill.

Other Considerations

Other considerations in moving to a cart-based, bi-weekly garbage collection program include:

- From a benefits perspective, cart-based systems help to improve the overall appearance of the streetscape. This is due to reduced instances of litter and spilled materials, generally caused by animal intrusion into garbage cans and from weather conditions. The design and durability of City-provided carts helps to mitigate these issues as well as instances of missing lids and broken garbage cans. Wheels also make manoeuvring the carts easier for residents. Cart service also tends to result in a more attractive streetscape after servicing -- avoiding tossed garbage cans, etc.
- Other benefits include the fact that residents no longer have to purchase their own garbage cans since the City-provided carts are maintained and replaced by the City, as required.
- From a challenges perspective, there are increased risks of contamination in the Green Cart and Blue Box programs. Since recycling services for both of these programs will remain weekly, residents wishing to get rid of garbage on their off-garbage week may be motivated to hide waste materials in their Green Cart or Blue Box. This could potentially add to the City's costs. To address this, collectors can attempt to identify and tag any contaminated Green Carts or Blue Boxes curbside, where possible. Focused educational efforts will also be required to help reduce potential contamination issues.
- Other challenges could include increased service demand in City parks/litter containers caused by individuals using these containers to dispose of their household garbage, i.e. to avoid holding onto their garbage until their garbage collection day under a bi-weekly scenario. There could also be increases in the number of instances of illegal dumping. Both of these issues are expected to occur at the outset of programs, but typically reduce over time, as residents become accustomed to the new program.

Implementation

A number of measures are required to implement this program, including targeted outreach to residents, policy and contractual amendments, as well as operational planning considerations (cart acquisition, delivery, etc.). Resident communications will be a key aspect of this program in light of the service changes. A four-stage campaign would be undertaken as part of implementation of the program, including:

1. *Program announcement and general awareness* - emphasizing the benefits of City-provided carts, the importance of reducing waste to achieve regional targets, the proven success from the Garbage Cart Pilot Project, and the opportunity to reduce garbage fees by using smaller carts through waste reduction and increased recycling.
2. *Cart size selection* – alternate size selection and related fees, noting that the standard size was found to be sufficient for residents in the Garbage Cart Pilot Project, that residents who select smaller than the standard size will have lower costs for their service, and that those who are generating more garbage than average residential use will be pay for the larger cart size required.
3. *Cart delivery and program details* - which will provide residents with cart delivery schedules and information materials that include tips on how to use the new carts, reminders about the City's recycling programs and how to use them to reduce garbage, what to expect when the new service rolls out, and other information to support increased recycling.
4. *Program launch* - which will include customer service through the Environmental Programs Information Line, website support and responsive outreach in the community to facilitate an efficient and smooth transition to the new program.

Various tactics will be used including media releases/newspaper ads, the City website, social media, direct mail to residents, outreach displays, etc. The communications/outreach initiatives would be staged over the course of implementation, with the program announcement/general awareness phase starting in approximately June.

Due to the timeframes associated with these items, staff anticipate the earliest potential launch date for the program would be first quarter of 2016.

Operationally, residents would continue to have their garbage collected on the same day it has been previously, except on alternate weeks.

Financial Impact

The capital cost associated with acquiring and delivering carts to residents is estimated at \$2.6 million. There is approximately \$2.3 million funding available in the Sanitation and Recycling Provision. The remaining \$300,000 will initially be funded by General Utility Surplus and will be repaid by the Sanitation and Recycling Provision which is expected to generate a surplus in 2015 due to the implementation of the Multi-Material BC program. The 5 Year Financial Plan (2015-2019) would need to be amended to allow for order placement and other necessary capital

implementation measures to be undertaken to meet the implementation date in the first quarter of 2016.

Overall collection cost savings under a bi-weekly scenario are expected to be minimized in the initial transition year due to the fact the City is also providing carts to residents (at no added cost) and the carts take longer to service when compared to manual collection processes. In addition, garbage waste volumes end up being diverted into other waste streams (Green Cart, Blue Box recycling, etc.) so collection vehicles end up being shifted to where they are required to adjust to the volume requirements and in order to maintain service levels.

Further, administration and operational costs are expected to increase to meet resource and communication needs associated with addressing increased enquiries (i.e. residents confused about when their collection day is, mailing/distribution costs for zone-specific collection calendars, operational matters impacting costs (increased composting site fees for added volumes, material contamination)). On the flip side, garbage disposal costs are expected to decrease. These cost variations will be evaluated as part of establishing rates in 2016. Generally, cost savings are expected to range from 2% - 15%, depending on the cart size selected by residents. Costs to increase to a larger cart are expected to be 15%-20% higher. More information on rates will be provided in presentation of the 2016 rates. The key point for residents is that they can reduce their costs by switching to smaller sized carts, or pay more if they choose to use a larger cart. Costs will continue to be evaluated and adjusted based on outcomes (actual volumes/resource requirements, etc.) and any savings reflected back to residents in the rates charged as this program matures.

Conclusion

A pilot program to test recycling and waste diversion performance for single-family homes in a weekly versus bi-weekly garbage collection scenario was implemented in March, 2014. The outcome of the pilot demonstrated that bi-weekly garbage collection service could be expected to improve overall single-family recycling rates by a range of 5%-8% (increasing to 76%-79%). Given the City's objective to meet the regional waste reduction goal of 80% by 2020, this initiative is considered important as part of advancing recycling performance in the single-family residential sector.

To make the transition to bi-weekly service as convenient as possible for residents, garbage carts of variable sizes are recommended to be provided to residents by the City. Residents will have the ability to select a cart size of their choice, based on a variable rate structure designed to create incentives to minimize waste disposal and maximize recycling efforts.

The City's existing service provider, Sierra Waste Services, is best positioned to support the City through acquisition and delivery of carts to residents. Therefore, it is recommended Sierra Waste Services be engaged to support the City with the implementation of cart-based collection service for bi-weekly garbage collection. At this time, funding approval for the capital cost items is required to plan for implementation of this program in the first quarter of 2016.

May 7, 2015

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Suzanne Bycraft
Manager, Fleet & Environmental Programs
(604-233-3338)

- Att. 1: Weekly/Bi-Weekly Garbage Collection Pilot Program Update memorandum dated July 16, 2014
- Att. 2: Garbage/Recycling Service Levels – Comparison to Other Cities



**City of
Richmond**

Memorandum
Engineering and Public Works
Fleet and Environmental Programs

To: Mayor and Councillors **Date:** July 16, 2014
From: Suzanne Bycraft **File:** 10-6405-01/2014-Vol 01
 Manager, Fleet & Environmental Programs
Re: **Weekly/Bi-Weekly Garbage Collection Pilot Program Update**

At the January 27, 2014 meeting, Council approved a pilot program to test weekly vs. bi-weekly garbage collection using carts. The purpose of this pilot program is to evaluate opportunities to further waste diversion and recycling objectives through dis-incentives to waste disposal, as well as to evaluate resident feedback concerning the use of City-provided carts for garbage collection service. Council requested that a progress update on the pilot program be provided in July, which this memo provides. This memo also advises of next steps.

Background

The pilot program commenced on March 3, 2014 and is continuing at this time. The following provides a brief summary of the program scope:

	Number of Participating Households	Standard Cart Size Provided <i>Note: Residents have the ability to change to the cart size of choice, i.e. 80 litre, 120 litre, 240 litre, 360 litre</i>	Collection Zone <i>Reference attachment 1</i>
Weekly Collection:	1,040 units	120 litre	Zone 1: Area between No. 3 & No 4 Roads and Steveston Highway and Williams Road
Bi-Weekly Collection:	838 units	240 litre	Zone 2: Area between Cambie Road and Alderbridge Way and No. 4 Road & Shell Road; plus area bounded by Garden City Road and No. 4 Road and Capstan Way and Cambie Road

Collection for residents in both the weekly and bi-weekly collection areas started on their first collection day in the first week of March, 2014. Residents on bi-weekly collection received collection service every other week after that. Residents on the weekly collection pilot continued to receive weekly collection service.



July 16, 2014

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Start Up Communications

Resident education about the program start up was undertaken in two phases:

Phase 1: Pre-Pilot Notification. Direct mail notification was sent to residents coupled with neighbourhood meetings prior to the program start. This included:

- Letter from the Mayor to notify residents they've been selected to participate in the garbage pilot program
- Information brochure with key program elements, needs/benefits highlights, FAQs and invitation to a neighbourhood meeting
- Neighbourhood meetings were held on February 12 and 13 to provide opportunities for residents to speak to City staff and ask questions, as well for viewing different cart sizes available

Phase 2: Program Launch Materials. Information packages were delivered with carts at the end of February, 2014, which included:

- Overview of what participants are receiving and how to provide input
- Collection calendar (for biweekly group only)
- Information brochure with program details, cart exchange information, what goes in the garbage, and FAQs
- Recycling Guide to encourage residents to increase their recycling using the Blue Box, Green Cart and Large Item Pick Up programs, as well as drop off options at the City's Recycling Depot

Program Evaluation

The evaluation of the program has encompassed two key aspects:

1. Operational: Comparing key factors such as participation, weight of waste garbage generated, and weight of blue box recycling materials generated.

A benchmark was established by collecting pre-pilot comparative data for a baseline assessment from January 15 to February 26.

This update represents an evaluation of the pilot program from March 3 to May 22, 2014, approximately 2.5 months.

2. Resident Feedback: A door-to-door participant survey as well as an on-line survey was undertaken to obtain resident feedback about the program.

Operational

As shown in the following table, there has been relatively little change in the participation and average amounts of garbage and recycling activities of residents in the weekly pilot program. Changes are much more noticeable in the bi-weekly garbage collection pilot, where the volume of garbage generated has reduced 33% and blue box recycling volumes increased 43%.

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Collection Frequency	Participation: Garbage			Waste Disposed: Garbage Weight/Unit (kgs)			Waste Recycled: Recycling Weight/Unit (kgs)		
	Pre	Pilot	% Change	Pre	Pilot	% Change	Pre	Pilot	% Change
Weekly	67.45%	63.48%	-5.89%	12.11	12.67	+4.58%	3.76	3.46	-7.98%
Bi-Weekly	64.21%	78.72%	+22.59%	21.90	14.65	-33.11%	2.46	3.54	+43.32%

The results of the pilot to date indicate that bi-weekly garbage collection has significant impact on reducing the overall amount of waste generated as well as increasing the amounts of materials recycled. While these are expected trends, staff do note that the information presented is based on a very short 2.5 month window of analysis. A period of 6 months is generally considered the minimum necessary to establish consistent patterns (12 months is preferable). Therefore, further evaluation of the pilot will continue over the next several months.

Resident Feedback

A door-to-door resident survey, coupled with an on-line resident survey, was undertaken in June. Information displays at malls and other community events (e.g. Open House, etc.) were also set up as part of gathering feedback. The survey findings are presented in Attachment 2. Key findings are outlined below:

	Weekly	Biweekly
1. Support for City-provided Carts (support or extremely supportive)	88%	80%
2. Requested a different cart size (different than standard issued by City)	16%	15%
3. Did residents consider that they increased their Blue Box recycling efforts		
a) Yes	45%	40%
b) No	54%	50%
4. Preference for frequency of collection		
a) Weekly	84%	52%
b) Bi-Weekly	14%	45%
5. Support for garbage fee structure:		
a) Do not support	34%	39%
b) Support/Extremely supportive	49%	42%
6. Recycle Using Blue Box		
a) Yes	96%	94%
b) No	2%	4%

In summary, the survey findings indicate the following summary points:

- The majority of residents favour having City-provided carts for garbage;
- The pre-determined cart size established by the City is generally adequate, however residents like the ability to choose a different cart size (up to 16% chose a different cart size):

Attachment 1 (Cont'd)

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- The majority of residents prefer weekly garbage collection service, although once residents are receiving bi-weekly collection service, their support for weekly vs. bi-weekly service is roughly split (i.e. 52% weekly preference vs. 45% bi-weekly preference);
- 'Support' or 'extreme supportive' for a fee structure, where residents pay based on the size container they use is less than one-half (up to 49%). Where those who are 'somewhat supportive' is considered, it is over one-half (i.e. 62%). Approximately one-third of residents do not support a fee structure for garbage; and
- Residents' participation rates in Blue Box recycling remains very high.

Next Steps

As noted, the operational survey data presented in this memo was gathered over a short timeframe of 2.5 months. As a longer timeframe for collecting operational program performance is best practise, staff will continue to evaluate the pilot program over the next several months.

Additional findings and recommendations will be presented as part of the 2015 annual utility budget process for Council's consideration. In the interim, the program will continue for all residents currently in the pilot pending a decision by Council. These residents will be notified accordingly, i.e. via direct mail information provided by the City.

If you have any questions or require additional information, please contact me at 604-233-3338.

Suzanne Bycraft
Manager, Fleet & Environmental Programs

Att: 2

pc: SMT
Tom Stewart, AScT., Director, Public Works

4290862

July 16, 2014

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Attachment 2 – Garbage Pilot Participant Surveys (door to door survey undertaken June 10 – 13, 2014)

	Weekly (423 responses)		Biweekly (267 responses)		Overall (690 responses)	
	# of Responses	%	# of Responses	%	# of Responses	%
1. Please indicate your level of support for City-provided carts for garbage collection.						
Do not support	17	4%	21	8%	38	6%
Somewhat supportive	33	8%	25	9%	58	8%
Support	279	66%	145	54%	424	61%
Extremely supportive	93	22%	69	26%	162	23%
No response	1	0%	7	3%	8	1%
2. Are you actively participating in the garbage pilot program?						
Yes, I'm using the garbage cart provided by the City	411	97%	231	87%	642	93%
No, I'm continuing to use my own garbage can(s)	11	3%	1	0%	12	2%
No response	4	1%	35	13%	36	5%
3. Did you request a different cart size?						
Yes	68	16%	39	15%	107	16%
No	351	83%	225	84%	576	83%
No response	4	1%	3	1%	7	1%

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Attachment 2 Cont'd

	Weekly (423 responses)		Biweekly (267 responses)		Overall (690 responses)	
4. If yes, what size did you exchange to?						
Small (80L)	9	13%	7	18%	16	15%
Medium (120L)	3	4%	15	38%	18	17%
Large (240L)	28	41%	6	15%	34	32%
Extra Large (360L)	19	28%	9	23%	28	26%
No response	9	13%	2	5%	11	10%
5. With the shift to one garbage cart, did you increase your recycling using your Blue Box?						
Yes, we did increase our recycling	191	45%	106	40%	297	43%
No, we did not increase our recycling	231	55%	159	60%	390	57%
No response	1	0%	2	1%	3	0%
6. With the shift to one garbage cart, did you increase your recycling using the Green Cart?						
Yes, we did increase our recycling	191	45%	128	48%	319	46%
No, we did not increase our recycling	228	54%	134	50%	362	52%
No response	4	1%	5	2%	9	1%

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Attachment 2 Cont'd

	Weekly (423 responses)		Biweekly (267 responses)		Overall (690 responses)	
7. Please indicate whether you are receiving Biweekly or Weekly Collection during this pilot project:						
Biweekly collection (garbage collected every other week)	N/A	N/A	N/A	N/A	266	39%
Weekly collection (garbage collected every other week)	N/A	N/A	N/A	N/A	423	61%
No sure					11	2%
8. How much garbage do you usually put out for collection?						
One cart	298	70%	205	77%	503	73%
One cart plus one garbage can/bag	37	9%	17	6%	54	8%
No response	88	21%	45	17%	133	19%
9. How often do you put garbage at the curbside for collection?						
Weekly	291	69%	26	10%	317	46%
Every other week	34	8%	227	85%	261	38%
Once a month	3	1%	3	1%	6	1%
No Response	95	22%	11	4%	106	15%

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Attachment 2 Cont'd

	Weekly (423 responses)		Biweekly (267 responses)		Overall (690 responses)	
10. What is your preference for garbage collection frequency?						
Weekly	356	84%	138	52%	494	72%
Biweekly (every other week)	61	14%	121	45%	182	26%
No response	6	1%	8	3%	14	2%
11. Please indicate your level of support for a fee structure based on container size as a measure of the amount of garbage being collected.						
Do not support	144	34%	103	39%	250	36%
Somewhat supportive	64	15%	48	18%	113	16%
Support	175	41%	88	33%	264	38%
Extremely supportive	33	8%	23	9%	56	8%
No response	7	2%	5	2%	7	1%
12. Are you aware of the City's Large Item Pick Up Program?						
Yes	302	71%	185	69%	490	71%
No	119	28%	76	28%	197	29%
No response	2	0%	6	2%	3	0%

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Attachment 2 Cont'd

	Weekly (423 responses)		Biweekly (267 responses)		Overall (690 responses)	
13. Have you used the City's Recycling Depot (5555 Lynas Lane)?						
Yes	301	71%	169	63%	475	69%
No	114	27%	94	35%	208	30%
No response	8	2%	4	1%	7	1%
14. Are you regularly using the Blue Box program to recycle paper, glass and mixed containers?				0%		
Yes	406	96%	252	94%	663	96%
No	8	2%	11	4%	19	3%
No response	9	2%		0%		0%
15. Are you familiar with the expanded Blue Box recycling program where glass needs to be separated in the grey bin?						
Yes	351	83%	231	87%	586	85%
No	68	16%	29	11%	98	14%
No response	4	1%	7	3%	6	1%
16. Are you familiar with the expanded Blue Box program that was rolled out in mid-May?						
Yes	229	54%	140	52%	369	53%
No	191	45%	112	42%	306	44%
No response	3	1%	15	6%	15	2%

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Attachment 2 Cont'd

	Weekly (423 responses)		Biweekly (267 responses)		Overall (690 responses)	
17. Please indicate how you use your Green Cart to recycle:						
Yard t rimmings only	82	19%	29	11%	112	16%
Food s craps only	14	3%	9	3%	23	3%
Both y ard trimmings and food scraps	302	71%	219	82%	525	76%
I don't use my Green Cart	22	5%	7	3%	29	4%
No response	3	1%	3	1%	11	2%

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Garbage/Recycling Collection Frequency**Attachment 2**

Comparison to Other Cities

	Garbage	Recycling	Green Waste	Large Item P/U
City of Vancouver	Biweekly (June 2013) (Wkly from limited MF & Comm bldgs) Cart	Weekly (Max of 2 each) Box/bags	Weekly (June 2013) Cart	No
City of Burnaby	Weekly Cart	Weekly Box/bags	Weekly Cart	Yes
City of Surrey	Biweekly (October 2012) Cart	Biweekly (October 2012) Cart	Weekly Cart	Yes (4 items per year)
City of New Westminster	Biweekly Cart	Biweekly Cart Single-stream (blue lid w/ grey cart)	Weekly Cart MF – cart lined with compostable bag	Provided for a fee
West Vancouver	Biweekly (April 22, 2013) 2 cans (154L/home)	Weekly Box/bags	Weekly Cans (Green Can)	No
District of North Vancouver	Weekly 2 cans (154L/home)	Weekly Box/bags	Weekly Cans (Green Can)	No
Port Moody	Biweekly Cart	Biweekly Cart Single-stream (blue lid w/ grey cart) Glass Monthly	Weekly Cart	Yes, fee payable to Smithrite
City of Coquitlam	BiWeekly Cart	Weekly Box/bags	Weekly Carts	Yes (4 items per year)