

Beyond Recycling

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Beyond Recycling - Curbside Services Survey

We want to hear from you!

We are engaging the community regarding the current state of service delivery and your preferred method of curbside collection. Your feedback will be used to help influence the future of curbside collection of residential waste, recycling and organics collection.



Complete our curbside collection survey for a chance to get your **2019 annual curbside collection fee WAIVED!** A total of 3 prizes to be won - valued at \$145, no cash value and cannot be transferred.

Please note this survey is for ***RDN Curbside Collection Service customers only*** and is not intended for City of Nanaimo residents.

This survey should take approximately 5-10 minutes to complete. The survey is open for contributions until the end of September, 2018.

Program details

Manual vs. Automated Collection

	Manual (Current Program)	Automated
		
Description	1-2 workers per truck to drive, and manually lift and empty containers into truck	Operated by a driver inside the truck through the use of a mechanical arm to lift and empty carts
Staffing	Prone to higher turnover due to the labour intensive nature of the job (workers lift on average 12,000 lbs (5.4 tonnes) per collection day)	Generally less turnover and greater workforce diversity
Worker Safety	Higher risk compared to automated (repetitive motion injuries, slips and trips, exposure to sharp objects and infectious diseases)	Reduced to no risk, workers do not lift materials, exit truck nor handle material
Weight Limit	Limited to 50 lb per container for work safety	No weight limit as long as the material is contained inside the cart with lid closed
Volume Limit	Limited to 100 L per container for worker safety and waste diversion goal	Limited to the predetermined cart size to align with waste diversion goal
New equipment requirement	Yes, new trucks will be required for the new contract (even if collection remains manual)	Yes, new trucks with mechanized lifting arm and compatible carts
Container	Residents purchase, own and maintain waste containers and green bins (must meet the volume and weight specifications)	RDN/Contractor will supply, own and maintain the carts for all three waste streams to encourage diversion efforts
Finances	Overall lower system cost due to lower initial capital investments and maintenance costs but generally have a higher worker compensation costs factored into contract pricing	Overall higher system cost due to higher initial capital investments and associated maintenance costs, offset by lower worker compensation costs, disability claims and work accommodations

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If the decision is made to stay with a manual collection system, the RDN is contemplating the use of rigid garbage and recycling containers to improve general neighbourhood aesthetics by preventing litter/odour issues from wildlife and/or exposure to elements. Do you support this? (Choose any one option) (Required)

- Yes
- No, I should have a choice to use bags rather than putting my material in an enclosed container
- Do not know / No opinion

A common sight on garbage collection day



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Automated collection will require the use standardized carts

Standardized carts are available in set sizes, and have specialized features so they can be picked up and emptied by collection trucks.

What are your ideal collection cart sizes if the RDN were to go to automated collection service? (Required)

Questions	80 litres	120 litres	240 litres	360 litres	Do not know / No opinion
Garbage (collected every two weeks)					
Recycling (collected every two weeks)					
Food Waste ONLY (collected every week)					
Food AND Yard and Garden Waste (collected every week) *					

Comparison of cart sizes



Would you prefer the new automated collection carts to be: (Choose any one option) (Required)

- Supplied and owned by the RDN/contractor (to stay with the property)
- Resident purchased and owned
- Do not know / No opinion

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Curbside collection service options

Are you willing to pay more for an automated curbside collection service? (Choose any one option) (Required)

- Yes
- No
- Do not know / No opinion

Answer this question only if you have chosen No for Are you willing to pay more for an automated curbside collection service?

If no, why not? (Choose all that apply)

- User fees already too high
- Rather see the money spent on other services
- Do not agree with the overall curbside collection program
- Other

Answer this question only if you have chosen Other for If no, why not?

If other, please specify

Would you support yard and garden waste collection if it were offered at an additional cost? Please note, yard and garden waste collection is only an option with an automated system. (Choose any one option) (Required)

- Yes
- No
- Do not know / No opinion

Note: This service would cost an estimated \$50 per household annually. Primarily due to weight and volume limits, along with other collection challenges, yard and garden waste collection is not practical through a manual system.

Please rate the level of importance: (Required)

Questions	Not important	Somewhat important	Very important but NOT willing to support the additional cost	Very important AND willing to support the additional cost	Do not know / No opinion
Improved worker safety through elimination of manual intervention					
Yard waste collection					
Large item pickup event					
Upgrade to bear proof cart at an additional cost of \$65 per cart					
Extreme weather event response (i.e. additional trucks after ice storm)					

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Would you prefer manual or automated curbside collection service?

What is your preference? (Choose any one option) (Required)

- No change – manual collection for garbage, recycling and food waste
- Automated collection for garbage, recycling and food waste (at an increased cost)
- Automated collection for garbage, recycling, food AND yard and garden waste (at an increased cost)
- Do not know / No opinion

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Please provide your feedback with the current curbside collection services

Do you receive RDN curbside service? (Choose any one option) (Required)

- Yes
- No
- Do not know

Note: You likely receive RDN curbside collection service if you live in a single family home or secondary suite, and live in an electoral area or municipality within the RDN, excluding the City of Nanaimo.

On average, how much garbage does your household generate for each pickup (every other week)? (Choose any one option) (Required)

- Less than 100 litres / 50 pounds
- More than 100 litres / 50 pounds
- Do not know

Note: A standard 100 litre bin holds 2-3 garbage bags

How satisfied are you with the current curbside collection service? (Required)

Questions	Not at all satisfied	Somewhat satisfied	Satisfied	Very satisfied	Do not know / No opinion
Overall curbside collection service					
Weight limit: 50 pounds					
Volume limit: 100 litres					
Frequency of service					
Material streams (garbage, food waste, recycling)					
Delivery of service					
RDN communications and education materials (curbside calendar, newsletter, outreach and social media)					

Are there other services, or changes to existing services, you would like to see?

Which curbside calendar system would you prefer? (Choose any one option) (Required)

- Add-a-day (i.e. your curbside pickup would shift one day later after each statutory holiday; this is the existing system)
- Fixed-day (i.e. your curbside pickup would always be collected on the same week day; this system would have an increased cost)
- Do not know / No opinion

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Please tell us about your home

This section is optional

What type of home do you live in? (Choose any one option)

- Single family home
- Single family home with secondary suite
- Mobile home
- Duplex
- Triplex
- Quadplex
- Do not know
- Other

Answer this question only if you have chosen Other for What type of home do you live in?

If other, please specify

How many people live in your home?

Do you live at your home full time or part time? (Choose any one option)

- Full time
- Part time / Seasonal

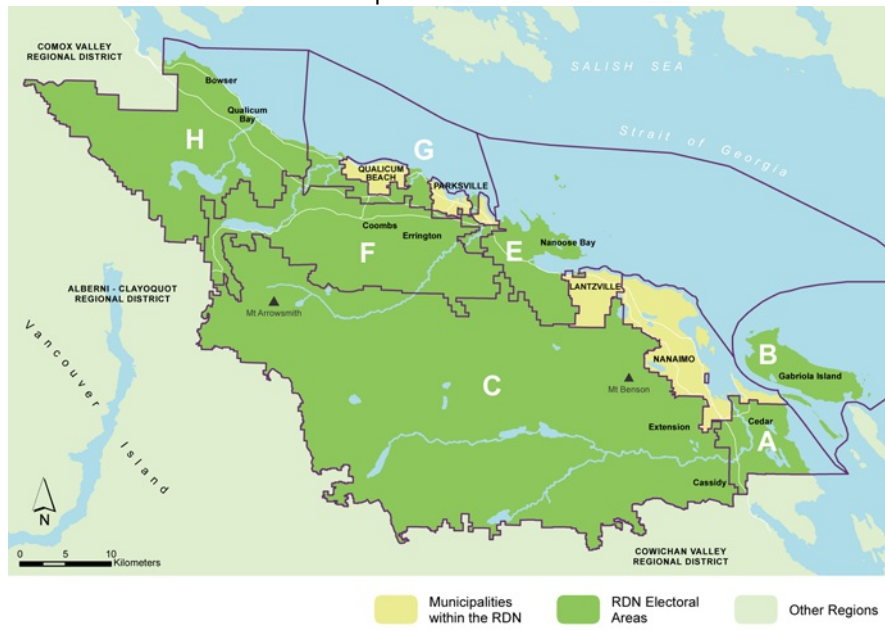
Where in the region do you live? (Choose any one option)

- Area A - Cassidy, Cedar, Yellowpoint, South Wellington
- Area B - Gabriola, DeCourcy, Mudge Islands
- Area C - Extension, Arrowsmith-Benson, East Wellington, Pleasant Valley
- Area E - Nanoose Bay
- Area F - Coombs, Hilliers, Errington
- Area G - French Creek, Dashwood, Englishman River
- Area H - Shaw Hill, Qualicum Bay, Deep Bay, Bowser
- District of Lantzville
- City of Parksville
- Town of Qualicum Beach
- The City of Nanaimo (does not receive RDN curbside service)

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RDN Electoral Areas and Municipalities



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Please tell us about yourself

This section is optional.

What age group do you fall into? (Choose any one option)

- Under 18
- 18-25
- 26-35
- 36-45
- 46-65
- Over 65

How many years have you lived within the Regional District of Nanaimo?

Do you have a good understanding of the recycling and food waste programs? (Choose any one option)

- Yes
- No
- Do not know / No opinion

Do you use recycling depots / drop off services? (Choose any one option)

- Yes
- No

Are you aware the RDN board has approved a new Solid Waste Management plan, which aims to divert 90% of the waste away from the landfill in 10 years? (Choose any one option)

- Yes
- No

Do you work in the waste industry? (Choose any one option)

- Yes
- No

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General feedback

Tell us how we can improve! This section is optional.

Do you have any Solid Waste Services related questions you wish the RDN to contact you about? (Choose any one option)

- Yes
 No

Answer this question only if you have chosen Yes for Do you have any Solid Waste Services related questions you wish the RDN to contact you about?

If yes, please explain

Answer this question only if you have chosen Yes for Do you have any Solid Waste Services related questions you wish the RDN to contact you about?

Please provide your email address so we can contact you

How were you directed to this survey? (Choose all that apply)

- Newspaper
 RDN website
 RDN Curbside app
 Social media (Facebook and Twitter)
 Radio
 Zero Waste newsletter
 Other

Note: Choose all that apply

Answer this question only if you have chosen Other for How were you directed to this survey?

If other, please specify

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Please provide any comments or suggest ways we can improve.

How would you prefer to receive information about the RDN's Solid Waste management and recycling programs? (Choose all that apply)

- Newspaper
- RDN website
- RDN Curbside app
- Social media (Facebook and Twitter)
- Radio
- Direct mailout (curbside collection calendar, Zero Waste newsletter)
- Utility bill inserts
- Other

Note: Choose all that apply

Answer this question only if you have chosen Other for How would you prefer to receive information about the RDN's Solid Waste management and recycling programs?

If other, please specify