

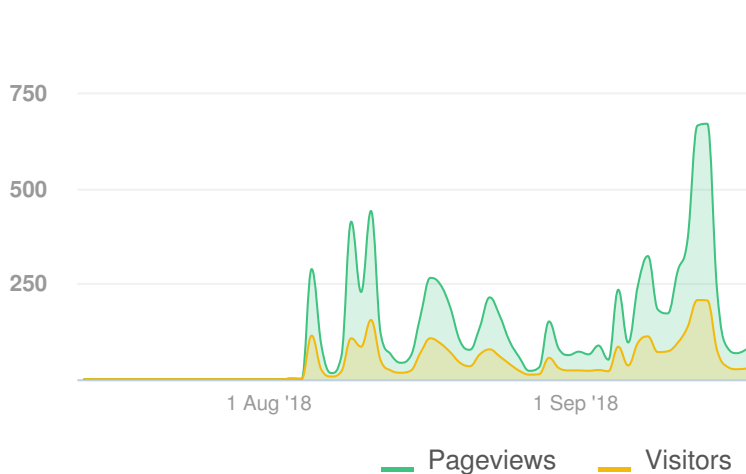
Project Report

13 September 2017 - 16 September 2018

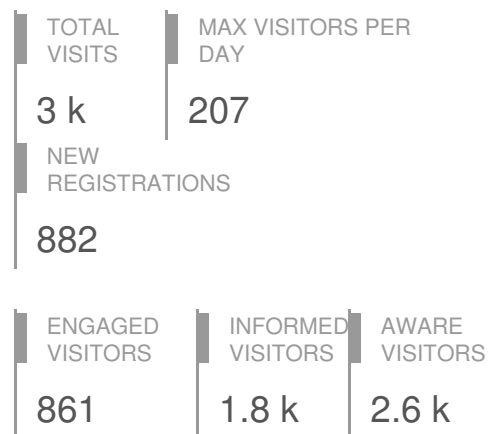
Get Involved RDN Beyond Recycling



Visitors Summary

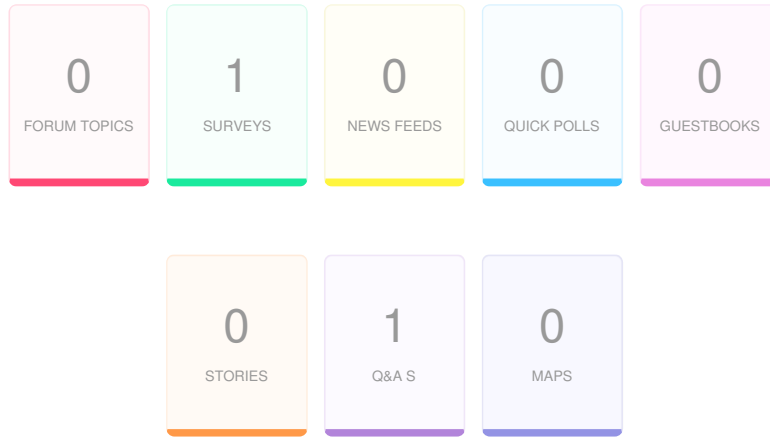


Highlights



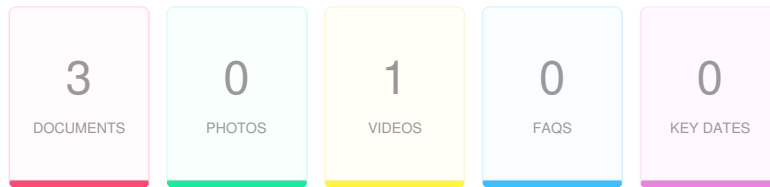
Aware Participants	2,604	Engaged Participants	861		
Aware Actions Performed	Participants	Engaged Actions Performed	Registered	Unverified	Anonymous
Visited a Project or Tool Page	2,604				
Informed Participants	1,835	Contributed on Forums	0	0	0
Informed Actions Performed	Participants	Participated in Surveys	859	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	65	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	2	1	0
Visited Instagram Page	0	Placed Pins on Places	0	0	0
Visited Multiple Project Pages	1,022	Contributed to Ideas	0	0	0
Contributed to a tool (engaged)	861				

ENGAGEMENT TOOLS SUMMARY



Tool Type	Engagement Tool Name	Tool Status	Visitors	Contributors		
				Registered	Unverified	Anonymous
Qanda	Q&A	Published	43	2	1	0
Survey Tool	Beyond Recycling - Curbside Services Survey	Published	1967	859	0	0

INFORMATION WIDGET SUMMARY



Widget Type	Engagement Tool Name	Visitors	Views/Downloads
Document	Factsheet for Residents in Single Family Homes	47	50
Document	Final Solid Waste Management Plan Summary	20	22
Document	Final Solid Waste Management Plan	10	11
Document	deleted document from	5	8
Video	Solid Waste Management Plan Review	0	0

QANDA

Q&A

VISITORS 43	CONTRIBUTORS 3	CONTRIBUTIONS 3
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JordanE

16 August 18

Are you considering including soft plastic as part of curbside collection? Most people don't even know that they can recycle soft plastics and when they do find out they often don't want the trouble of having to take it in somewhere. Curbside collection of soft plastic would truly make it possible to be "zero waste"!



Publicly Answered

Great question! Recycle BC, a non-profit agency in charge of the residential stewardship plan for Packaging and Printed Paper, rolled out the Other Flexible Plastic Packaging (soft plastics) program on June 1, 2018. It is a program Recycle BC developed in partnership with Merlin Plastics to provide a commercially viable solution to recycle common but difficult-to-process items across BC. This type of packaging is difficult to collect and process because of the materials it's made out of. Although it may not look like it, it's actually made of many different layers of material. Because the material collected at the curb goes through a mechanical process to separate the material, these soft plastics get confused as paper or other plastics, contaminating large loads of material, making them non-recyclable. To learn more about how curbside material is separated, watch this video <https://www.youtube.com/watch?v=DUH-u2TCq4g>. The program will roll out in 3 phases, intended to better serve British Columbians across the province. During the pilot phase starting June 1, there were a total of 116 depots across BC collecting this material. On September 1, additional voluntary depots will begin collection. By January 1, 2019, all Recycle BC depots in the province are expected to collect this type of packaging. As you mentioned, not everyone knows about this program so we will focus on educating residents. We will be doing this through our Zero Waste newsletters and a Winter campaign once the program is fully implemented.

QANDA

Q&A

Q

Linda

12 September 18

What do I fill in the "login" blank to register?

A

Publicly Answered

Thank you for your question! Here are the steps to access the survey if you haven't yet created a login account: Go to the RDN Get Involved Registration page ([you can click here](#)). You will be asked to fill in four boxes. The first box is Login: create a login name, it can be anything from your real name, to your pet's name, or anything else you'd like. In the second box enter your email address. And in the third and fourth boxes, you'll create a password. This login name can be used again for any RDN Get Involved project and survey. Once you are registered and logged in to your account, you can fill out the Curbside Services Survey ([access it by clicking here](#)). If you have any more questions, please feel free to contact our office at 250-390-6560 or rcu@rdn.bc.ca.

QANDA

Q&A

Q

konadev

11 September 18

Why has the RDN not have automated truck pick up containers like they have in the lower mainland in place of the little blue box(not nearly big enough) and customer supplied garbage cans. We are way beyond manual pick up in this day and age.

A

Publicly Answered

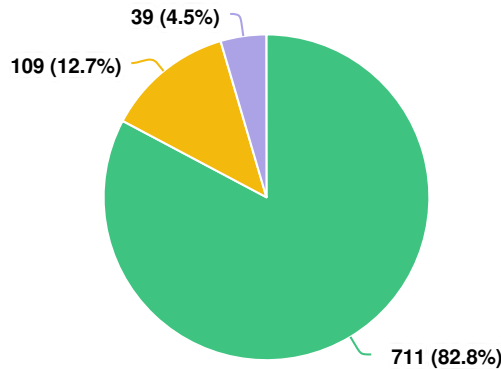
That's a great question! We have created the Curbside Services Survey to hear what residents receiving RDN curbside collection services think about the options for curbside collection. Please take part, if you haven't already. You might be interested to know that the RDN doesn't limit recyclables at the curb, as long as it's a reasonable residential amount. Many residents like the blue box and yellow bag system, but you can also use any bin(s) you wish, as long as it's less than 100 litres in volume, and weighs less than 50 pounds out at the curb. We supply Yellow Recycling Stickers (for free) to help easily identify bins as recycling.

ENGAGEMENT TOOL: SURVEY TOOL

Beyond Recycling - Curbside Services Survey

VISITORS	1967	CONTRIBUTORS	859	CONTRIBUTIONS	859
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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 recy...

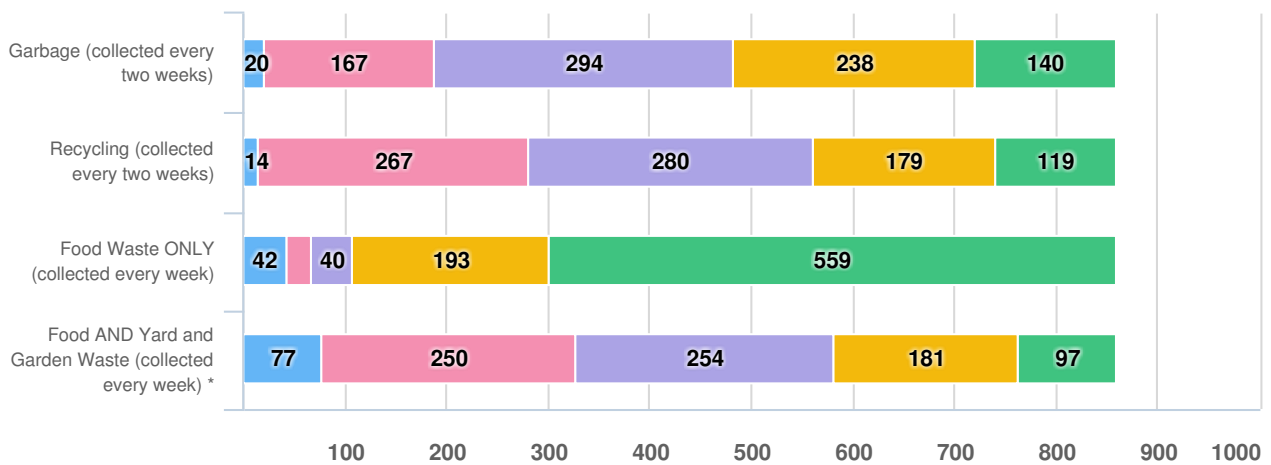


Question options

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

(859 responses, 0 skipped)

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

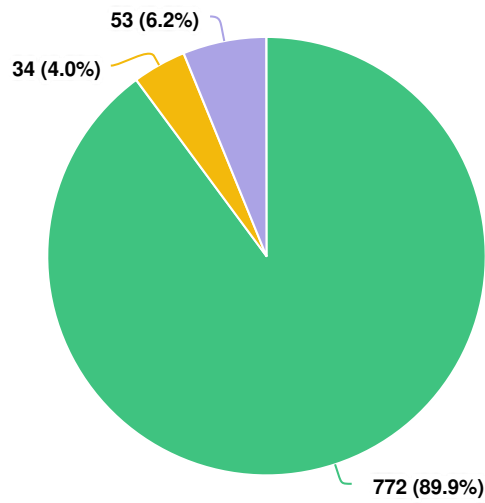


Question options

- 80 litres
- 120 litres
- 240 litres
- 360 litres
- Do not know / No opinion

(859 responses, 0 skipped)

Would you prefer the new automated collection carts to be:

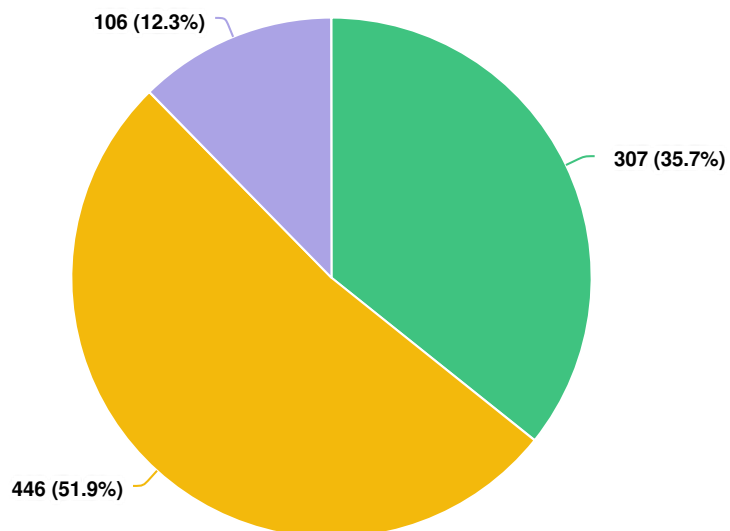


Question options

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

(859 responses, 0 skipped)

Are you willing to pay more for an automated curbside collection service?

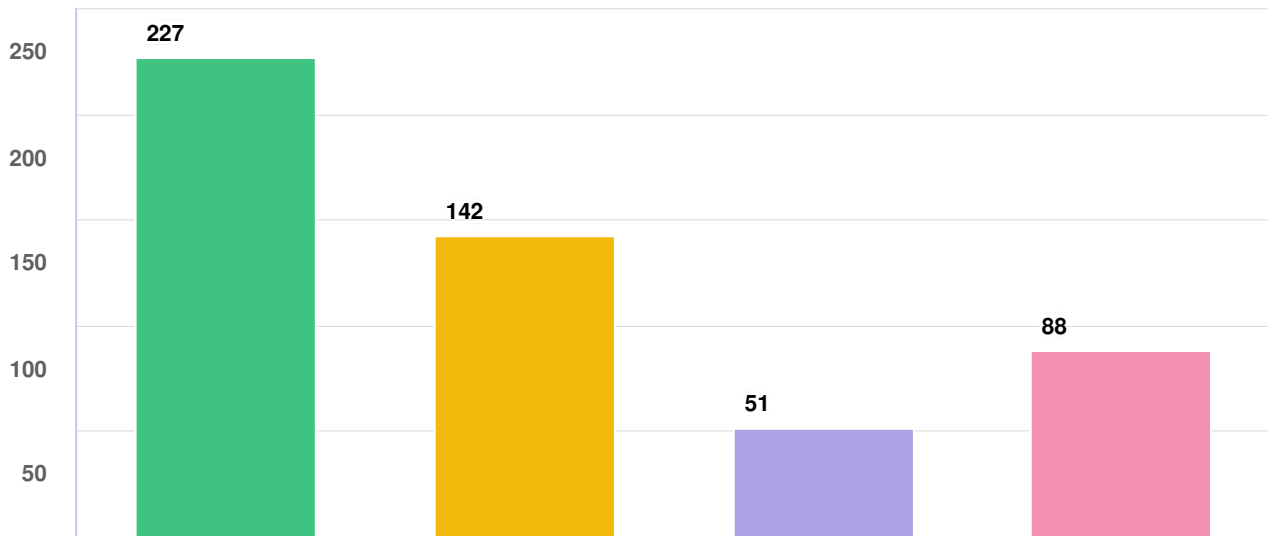


Question options

- Yes
- No
- Do not know / No opinion

(859 responses, 0 skipped)

If no, why not?

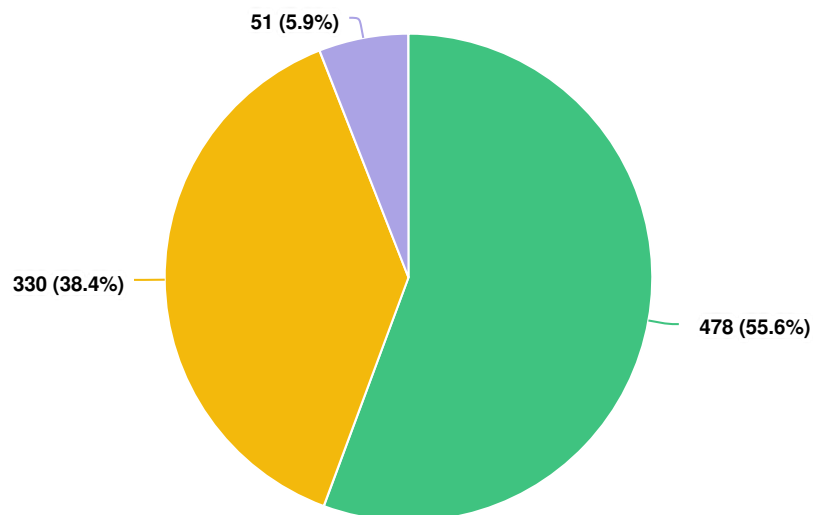


Question options

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

Optional question (859 responses, 0 skipped)

Would you support yard and garden waste collection if it were offered at an additional cost? Please note, yard and garden ...

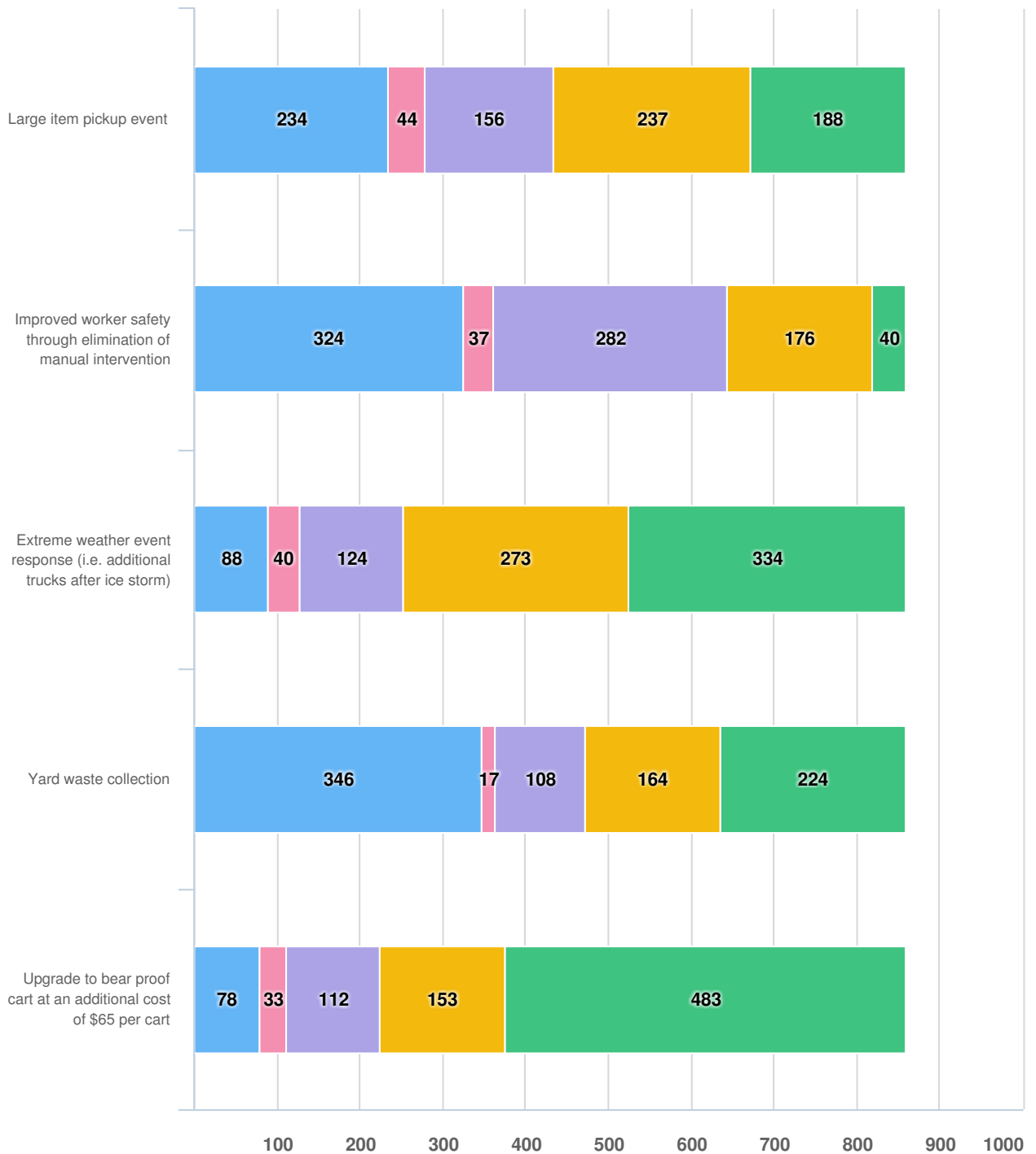


Question options

- Yes
- No
- Do not know / No opinion

(859 responses, 0 skipped)

Please rate the level of importance:

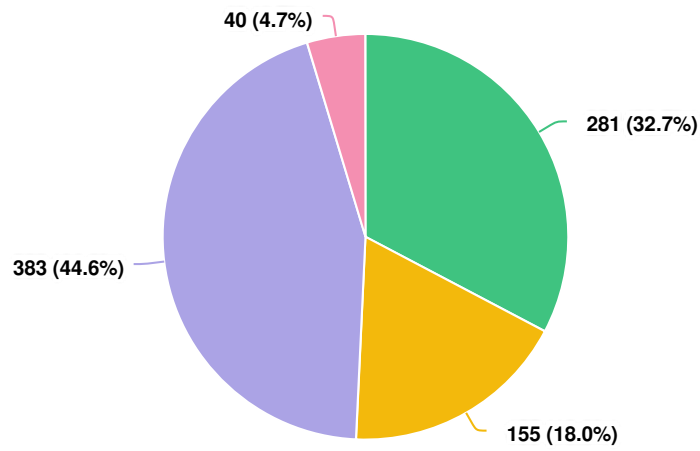


Question options

- Not important
 ● Somewhat important
 ● Very important but NOT willing to support the additional cost
- Do not know / No opinion
 ● Very important AND willing to support the additional cost

(859 responses, 0 skipped)

What is your preference?

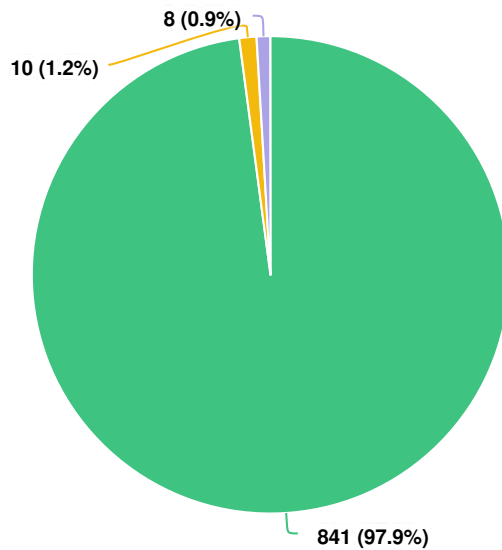


Question options

- 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

(859 responses, 0 skipped)

Do you receive RDN curbside service?

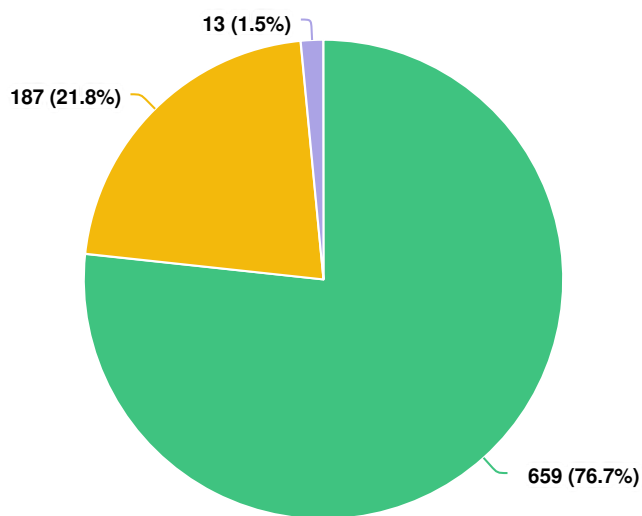


Question options

- Yes
- No
- Do not know

(859 responses, 0 skipped)

On average, how much garbage does your household generate for each pickup (every other week)?



Question options

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

(859 responses, 0 skipped)

How satisfied are you with the current curbside collection service?

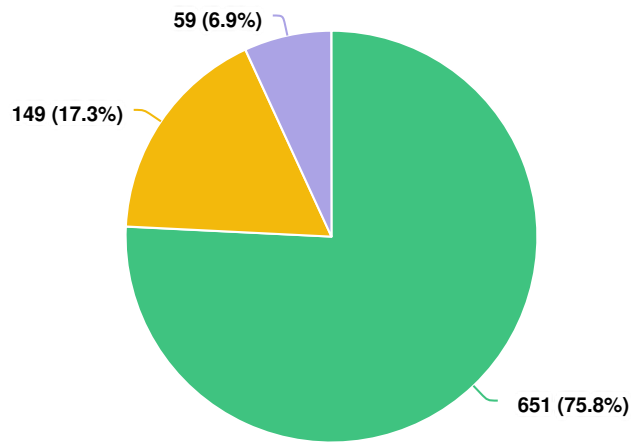


Question options

● Satisfied
 ● Somewhat satisfied
 ● Very satisfied
 ● Do not know / No opinion
 ● Not at all satisfied

(859 responses, 0 skipped)

Which curbside calendar system would you prefer?

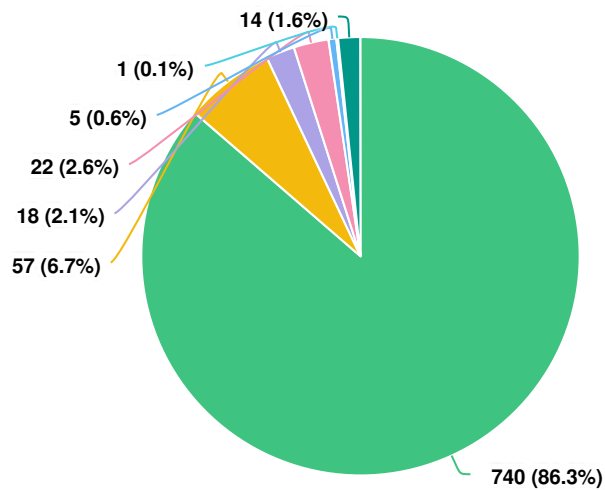


Question options

- 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

(859 responses, 0 skipped)

What type of home do you live in?

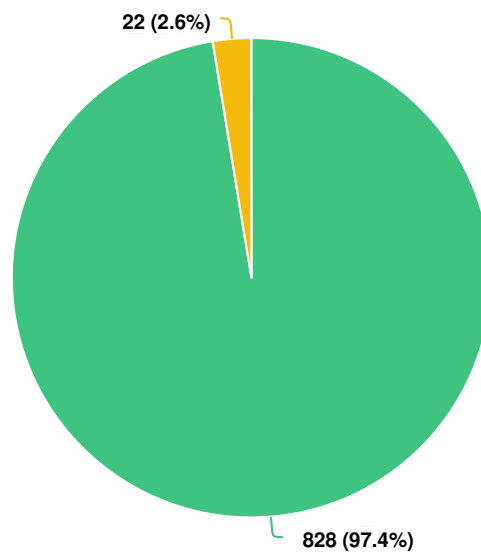


Question options

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

Optional question (857 responses, 2 skipped)

Do you live at your home full time or part time?

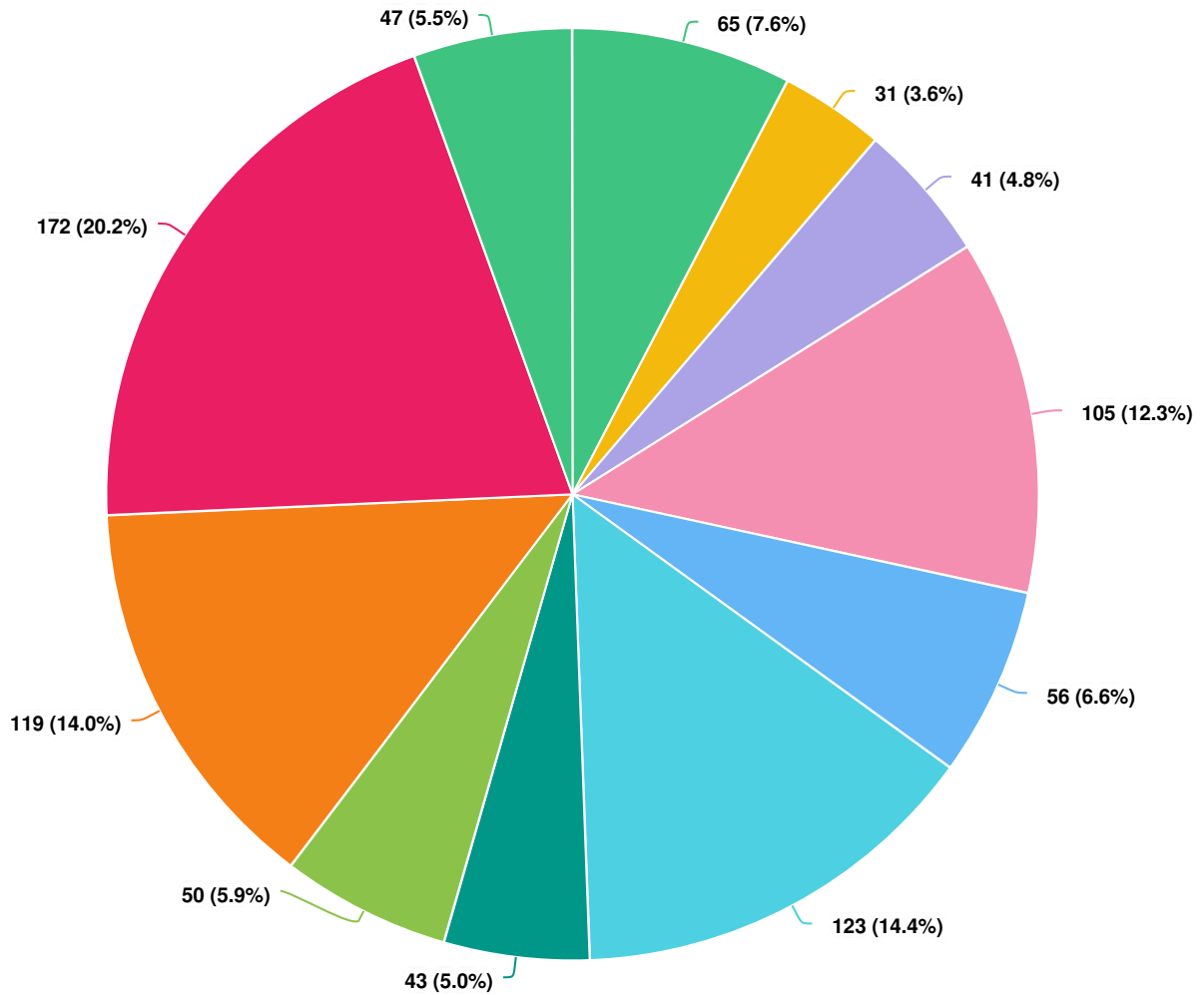


Question options

- Full time
- Part time / Seasonal

Optional question (850 responses, 9 skipped)

Where in the region do you live?

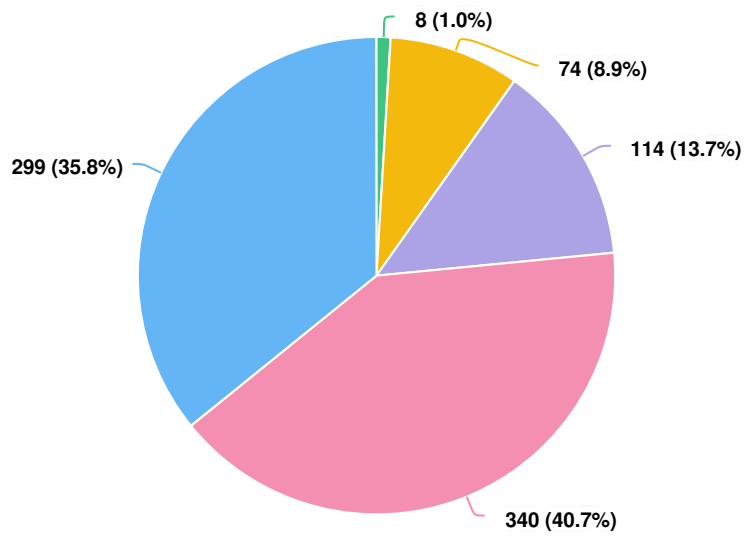


Question options

- 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)

Optional question (852 responses, 7 skipped)

What age group do you fall into?

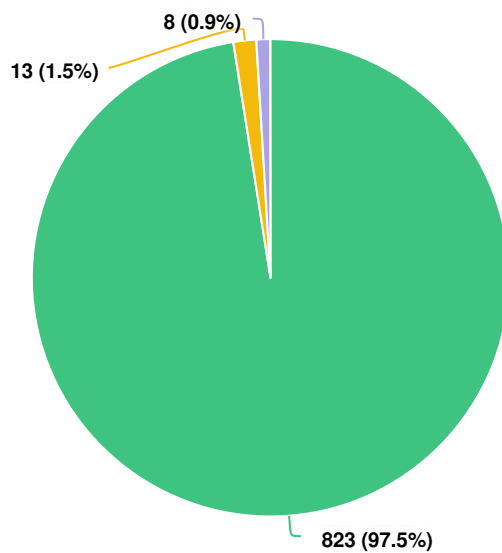


Question options

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

Optional question (835 responses, 24 skipped)

Do you have a good understanding of the recycling and food waste programs?

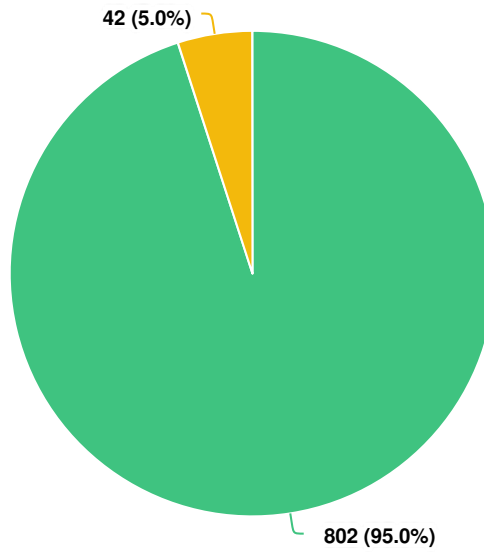


Question options

- Yes
- No
- Do not know / No opinion

Optional question (844 responses, 15 skipped)

Do you use recycling depots / drop off services?

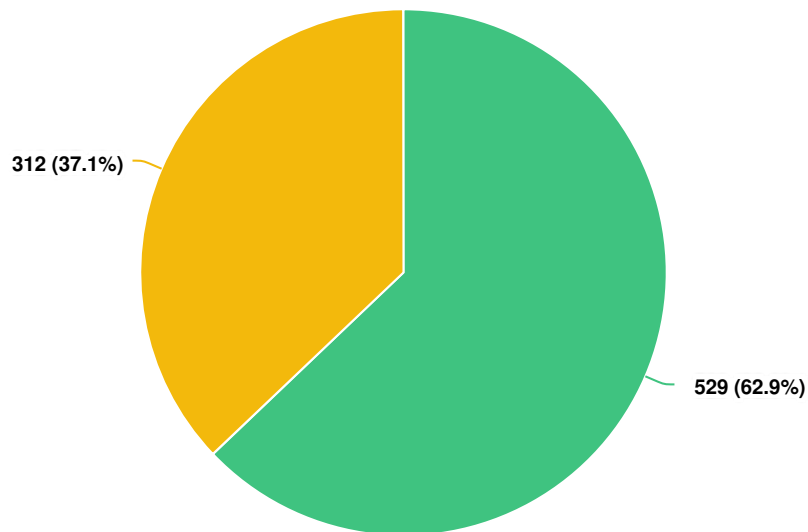


Question options

- Yes
- No

Optional question (844 responses, 15 skipped)

Are you aware the RDN board has approved a new Solid Waste Management plan, which aims to divert 90% of the waste away from...

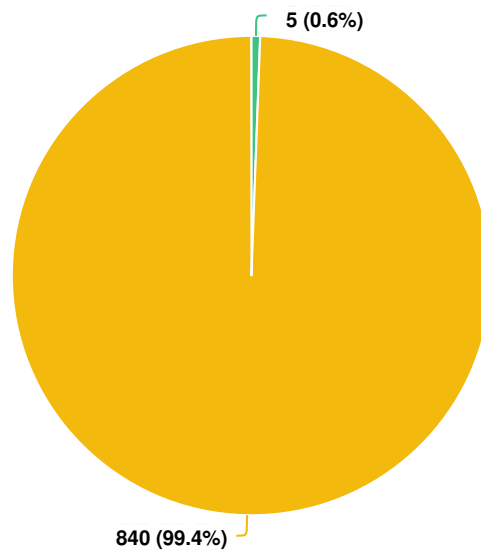


Question options

- Yes
- No

Optional question (841 responses, 18 skipped)

Do you work in the waste industry?

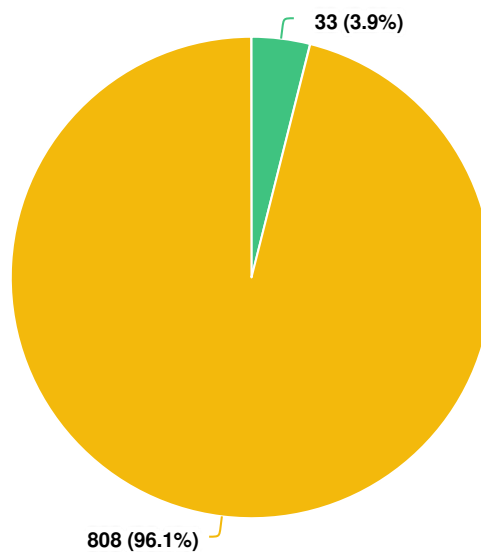


Question options

- Yes
- No

Optional question (845 responses, 14 skipped)

Do you have any Solid Waste Services related questions you wish the RDN to contact you about?

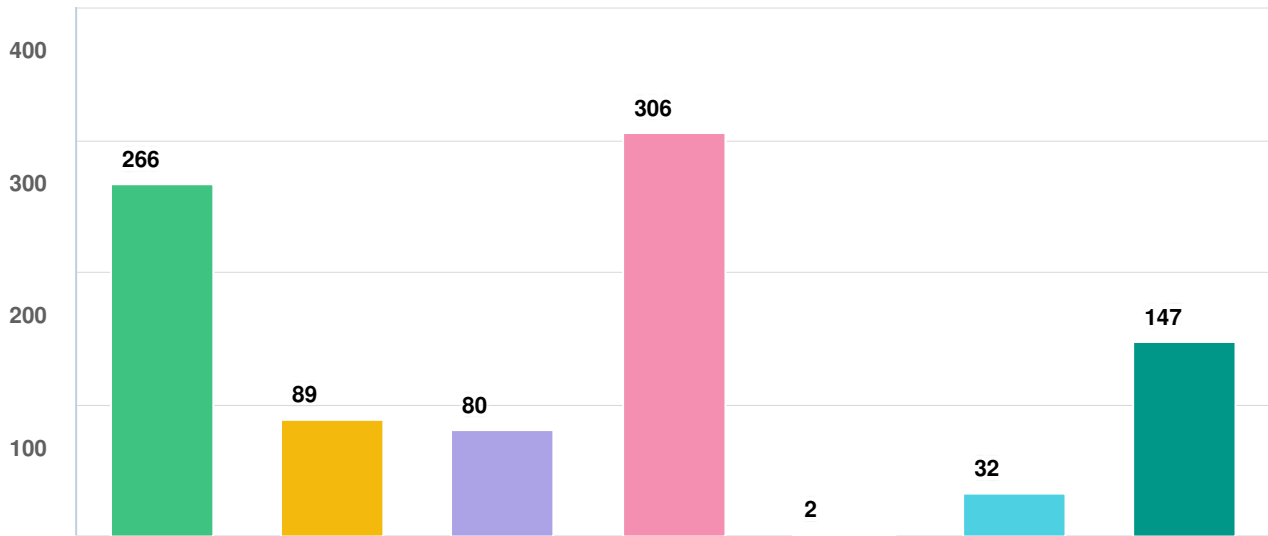


Question options

- Yes
- No

Optional question (841 responses, 18 skipped)

How were you directed to this survey?

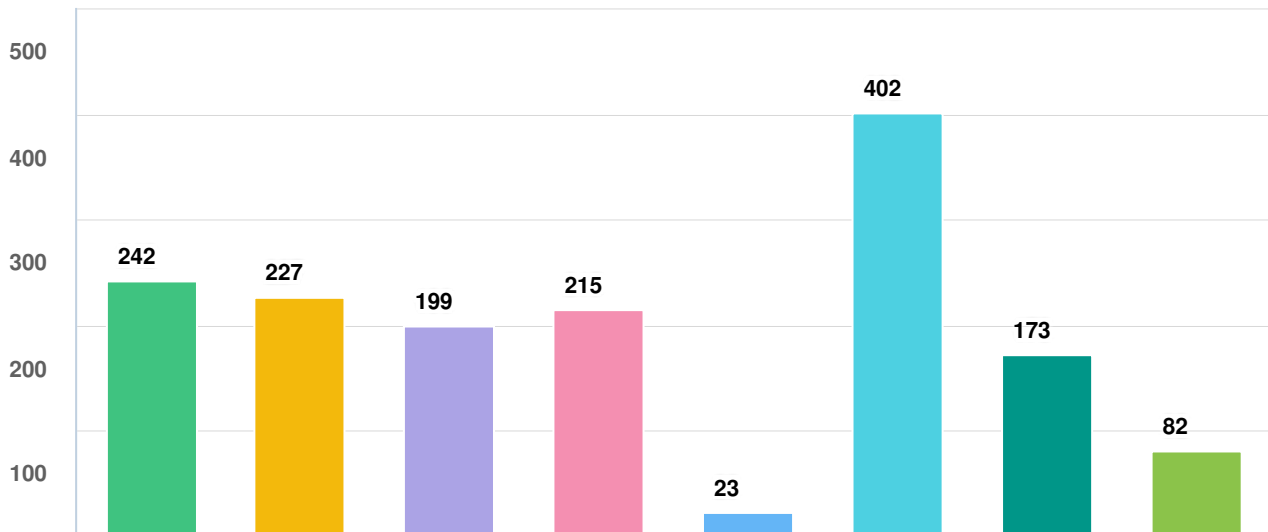


Question options

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

Optional question (859 responses, 0 skipped)

How would you prefer to receive information about the RDN's Solid Waste management and recycling programs?



Question options

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

Optional question (859 responses, 0 skipped)