

REGULAR COUNCIL

TO: Mayor & Council **DATE: October 26, 2010**
FROM: General Manager, Engineering **FILE: 2320-20 (Garbage & Recycling)**
SUBJECT: Pilot Program - Curbside Residential Organics Collection

RECOMMENDATION

The Engineering Department recommends that Council receive this report as information.

INTENT

The purpose of this report is to provide information to Council about a pilot program that is being implemented by the Engineering Department related to curbside organics collection.

BACKGROUND

During its Regular meeting on November 2, 2009, Council considered Corporate Report No. R201; 2009 that was titled, *Curbside Residential Organics Collection Service – Proposed Public Consultation and Pilot Collection Program*. A copy of that report is attached as Appendix III. Council adopted the recommendations of that report, including that staff initiate a public consultation process in 2010 with respect to curbside organics collection options with a view to implementing a pilot program in the latter part of 2010.

DISCUSSION

The Engineering Department has completed a public consultation process regarding the collection of curbside organics (kitchen waste with yard waste). The survey and public consultation sessions spanned a five-week period commencing in early June. The public consultation sessions were held at several venues and events throughout the City as follows:

City Facilities:	Special Events:	Shopping Centres:
North Surrey Recreation Centre Surrey Sports & Leisure Centre Guildford Recreation Centre Cloverdale Recreation Centre South Surrey Recreation Centre Newton Library City Hall	World's Ocean Day Ocean Park Day Whalley Festival Canada Day	Guildford Mall Central City Mall

The public surveys included both website and telephone surveys.

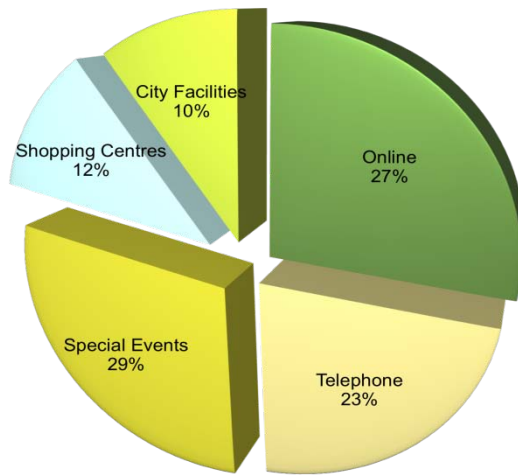
Details of the public consultation process and the survey responses are contained in the attached Appendix I titled *Curbside Organics Collection Service – Report of Findings*.

Summary of Survey Results

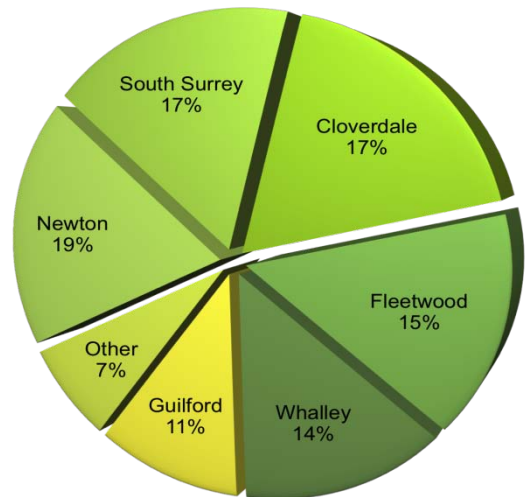
The following is a summary of the survey results.

A total of **1,356** survey responses were received. If it is assumed that the survey respondents are a statistically random sample of the City's residents, the results have a 95% confidence level with a 5.5% margin of error. The following charts provide information about the survey and the respondents:

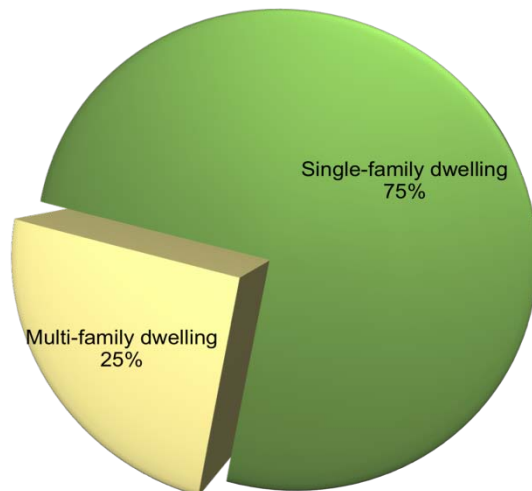
➤ *Where data was collected:*



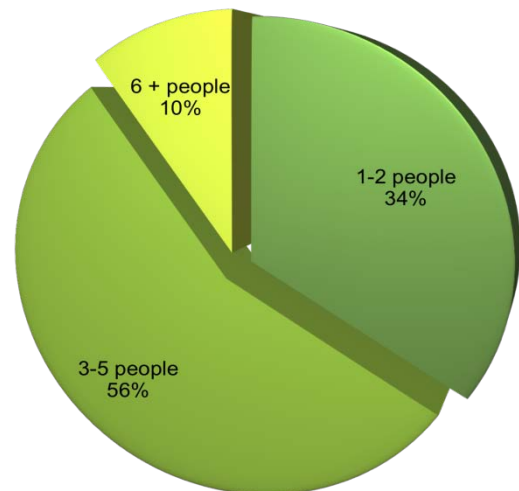
➤ *Where do respondents live?*



➤ *Type of living arrangement:*

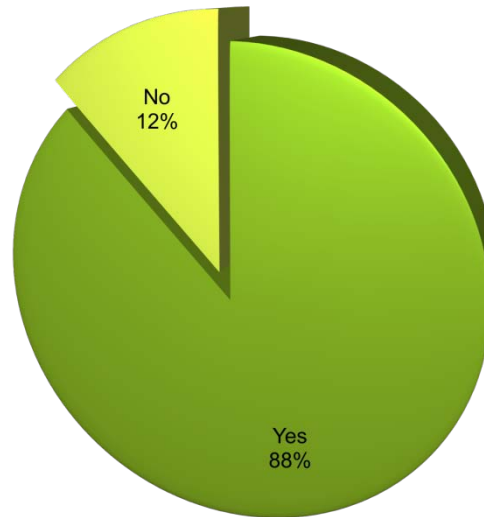


➤ *Number of people in household:*



Overall, the public consultation process demonstrated overwhelming support for an organics curbside collection program. The following chart illustrates the public sentiment regarding the City initiating a curbside organics collection program:

➤ *Would you support a weekly Organics Collection Program (kitchen with yard waste)?*



The primary goal of the consultation program was to assess the public's views on different organics collection options. It was recognized that the consultation process would bring considerable public awareness to the City's preferred approach to organics collection including a wheeled cart-based, semi-automated collection system, and a proposed "Weekly Organics Collection Cycle" coupled with a "Bi-weekly Garbage and Recycling Collection Cycle". The following is a summary of the merits of such an approach to garbage and organics collection:

- Residents will be motivated to ensure that their kitchen organic waste is collected on a weekly basis so as to avoid the nuisance odours that this waste stream produces if it is left in a garbage container for a two-week period. This would maximize organics diversion.
- A number of cities across North America and Europe have successfully introduced such a weekly/bi-weekly collection process. The City of Toronto implemented a program of this nature in 2004. In British Columbia, the community of Ladysmith introduced this collection system. Within a year, each of these Canadian municipalities reported an 80% diversion of the kitchen organic waste stream.
- More recently, the City of Port Coquitlam introduced the same collection system with positive results.
- If Surrey were to achieve the same results as Toronto, the City's annual residential waste diversion rate would be well beyond the Region's goal of 70% by 2015.
- The size of the waste collection fleet required to service the City would be reduced by one-third, given that only two waste streams would be serviced each day instead of three waste streams as is currently the practice.
- Semi-automated collection reduces worker injuries and worker fatigue.
- From a curbside waste management perspective, intrusion by animals and scattered litter is significantly reduced since the garbage and organics are contained within larger receptacles which have "flip lids" that keep any loose waste from blowing away. Blow away garbage is the greatest contributor to street-side litter in Surrey.

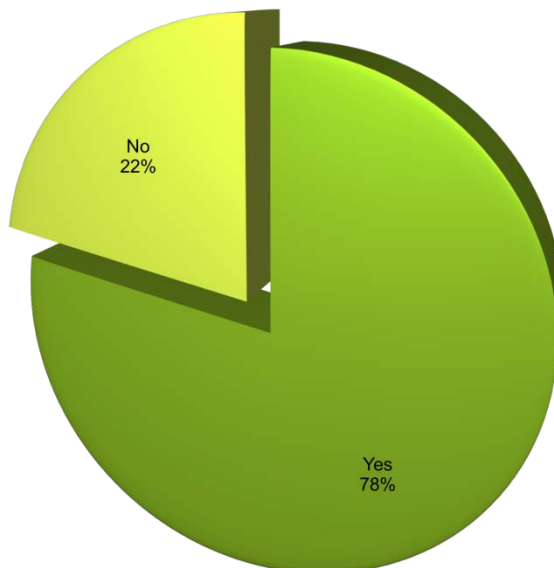
Semi-Automated Waste Collection Services Using Curbside Carts for Organics, Garbage and Single Stream Recyclables:



During the public consultation and survey processes, respondents were advised that the City’s residential garbage stream is comprised of nearly 70% odorous organic waste (kitchen waste), all of which could be diverted away from landfills. It was also explained that the proposed weekly organics collection service combined with alternating bi-weekly garbage and recycling collection service was found in other jurisdictions to maximize organics waste diversion. To this end, the survey set out to establish the level of public receptivity to the proposed semi-automated cart-based weekly (organics)/alternating bi-weekly (garbage/recycling) service.

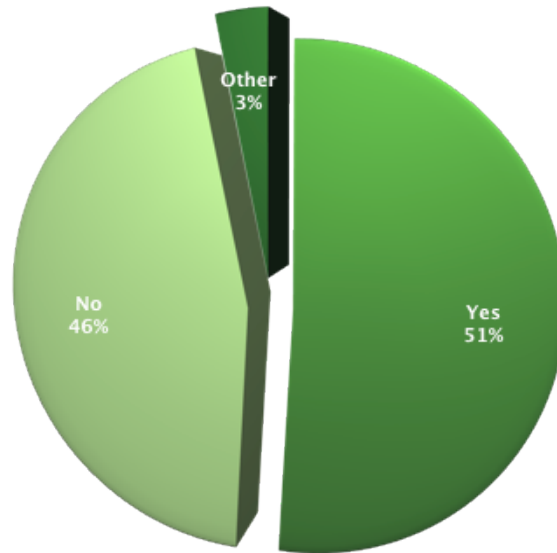
Residents were advised that they would be provided with three separate wheeled carts (one for each waste stream) which are significantly larger than typical current waste receptacles. These larger carts were identified as being either 240 or 364 litre in volume. The survey response to this approach for waste collection service was relatively positive as illustrated in the following chart:

- *Would you support a cart-based weekly Organics Collection Program with alternating bi-weekly Garbage & Recycling Collection:*



With respect to paying more for cart-based collection services, residents were nearly equally divided as illustrated on the following chart:

- Would you be willing to pay more for a cart-based waste collection program?



With the survey results in hand, the Engineering Department is focused on instituting a curbside collection program that maximizes waste diversion and waste collection efficiencies without significantly increasing costs.

The Engineering Department recognizes that the adoption of a new type of waste collection service will require a concerted and sustained public education process at the outset of the program to ensure that the public understands the operation of the program and their responsibilities.

Pilot Residential Organics Curbside Waste Collection program

A Pilot Residential Organics Curbside Waste Collection program has been developed to allow staff to review and compare the operation of a weekly/alternating bi-weekly waste collection service with the existing weekly collection service for all three waste streams. The pilot program will allow staff to analyze operational effectiveness, customer concerns, waste diversion percentages and costs. A decision on a preferred approach to recommend to Council will be based on the data derived from the pilot program. The City's next waste collection contract (that will commence in July 2012) will be based on the results of the pilot program.

The Pilot program will be focused on 2,000 households and will commence in early November 2010 and run through until the next City-wide collection contract commences in July 2012. The 2,000 households that are part of the pilot include 400 households that will receive collection services on each day of the work week, respectively. The households involved in the pilot program will be further segmented as follows:

Group A - Weekly organics collection with alternating bi-weekly garbage and recycling collection

- Number of residences in pilot program: **1,000 households per week** (or 200 households per day);
- Each household in Group A will be provided with three 240 litre wheeled carts (one for each waste stream [organics, recycling, garbage]) along with a ventilated “under-the-sink” kitchen waste receptacle that will be used to transport food waste to the organics cart; and
- If any residence requires a larger receptacle for any of the three waste streams, the City will upgrade the receptacle to a 364 litre wheeled cart. Alternatively, each residence can use their existing receptacles for any waste overage.

Group A residences will experience the following waste collection cycle (typical monthly collection schedule):

Week	Collection of Organics (kitchen and yard waste)	Collection of Garbage	Collection of Recyclables
1	√	√	no collection
2	√	no collection	√
3	√	√	no collection
4	√	no collection	√

Group B - Weekly collection of all three waste streams [organics, garbage, recycling]

- Number of residences in pilot program: **1,000 households per week** (or 200 households per day);
- Each household will be provided with one 240 litre cart (for organics only) along with a ventilated “under-the-sink” kitchen waste receptacle that will be used to transport food waste to the organics cart; and
- If residents require a larger receptacle for organics, the City will upgrade the organics cart to a 364 litre wheeled cart.

Group B residences will experience the following waste collection cycle the three waste streams

	Collection of Organics Cart	Garbage Collection residents use their existing garbage cans	Recyclables Collection residents use their existing Blue Box
Weekly Collection	√	√	√

Other Comments on the Pilot Program

Carrying out the pilot program on the two groups of residences as noted above will allow the Engineering Department to carefully assess both collection systems and determine more definitively the costs and service benefits/detriments of each system. The collection contractor will measure the daily organics tonnage derived from each group and provide the City with ongoing data so that a comparison between the two groups can be made.

Ultimately, the Engineering Department will use the information from the pilot to structure an effective program for the City's overall waste collection program, which will be used as the basis for calling for proposals in relation to a new waste collection contract that will commence on July 1st, 2012.

Educating the Households that are Involved in the Pilot Program

The Engineering Department produced educational materials for distribution to those households that are involved in the pilot program. These materials were disbursed door-to-door during the weekend of October 16th, 2010. During the week of October 18th, 2010, representatives of Dillon Consulting, on behalf of the City, visited all pilot households in the early evening hours to explain the program to residents of each household and answer any questions or concerns. During the week of October 25th, 2010, the Engineering Department arranged for the delivery of the wheeled waste carts to each of 2,000 households that are involved in the pilot.

The following processes will be followed to ensure minimal impacts to residents involved in the pilot program during the initial few weeks of the program:

- Residents have been provided with phone numbers to call if they experience any problems with waste collection;
- Residents can also contact the City through the City's website and by email;
- "Group A" households will be carefully monitored to ensure that these households are appropriately serviced to the maximum extent possible. A shadow vehicle will follow the waste collection trucks as observers. If there is any instance where a household has put out the wrong receptacle for collection, they will be alerted immediately to ensure that they do not miss any collection; and
- City staff will carefully monitor the program and react quickly to resident concerns.

The educational materials that were distributed to each of the residences in Groups A and B are attached to this report as Appendix II.

Organics Waste Diversion at City Hall

Commencing on December 1, 2010, an organics diversion program will be implemented at City Hall. All organic materials generated by City Hall operations will be diverted from the waste stream. Appropriate organic waste receptacles will be placed in each business unit. Educational materials will be disbursed to City Hall staff by way of the intranet and email. A "Lunch and Learn" session is also being organized to present the City's and Metro Vancouver Region's waste diversion goals and to explain the broader context of waste diversion including the sustainably benefits that will be derived as organics diversion is implemented.

Information about the Renewal of the City-wide Residential Waste Collection Services Contract

The Engineering Department plans on releasing a Request for Proposals (RFP) in early 2011 for a renewal of the City-wide residential waste collection contract. It is expected that the RFP process will lead to an award of a new contract by mid-year 2011. The new contract would commence on July 1st, 2012. The time between the award date in the summer of 2011 and the contract start date of July 1st, 2012, will allow the successful proponent to properly prepare for the contract including procurement of equipment and recruitment of staffing.

Given the challenges that the City faced as a result of the transition between waste collection contractors the last time the residential waste collection contract was awarded, it was decided that the next contract should commence on July 1st rather than January 1st so as to assist in minimizing service impacts. Waste volumes are the lowest during the summer months and the weather is not problematic at that time of the year relative to waste collection. It is expected that City-wide organics waste collection services will be implemented as part of the next contract. This will probably require the delivery of wheeled waste carts to the City's residential waste customers. This process would be best handled during the summer months.

A further report will be provided to Council in advance of the issuance of an RFP for the next city-wide residential waste collection contract.

CONCLUSION

This report provides information about a pilot curbside organics waste collection program that is being initiated by the Engineering Department in November 2010 and that will remain in place on an on-going basis for the purposes of informing the Engineering Department about how best to implement curbside organics collection services on a city-wide basis. The results of this pilot will assist the Engineering Department in structuring and carrying out a Request for Proposals during 2011 in relation to the renewal of the City-wide Residential Waste Collection contract.

Vincent Lalonde, P.Eng.
General Manager, Engineering

RAC/brb

- Appendix I: Dillon Consulting Report: Curbside Organics Collection Service – Report of Findings
- Appendix II: Education Materials for Pilot Households
- Appendix III: Corporate Report R201: Curbside Residential Organics Collection Service – Proposed Public Consultation and Pilot Collection Program



THE FUTURE IS GREEN

APPENDIX I

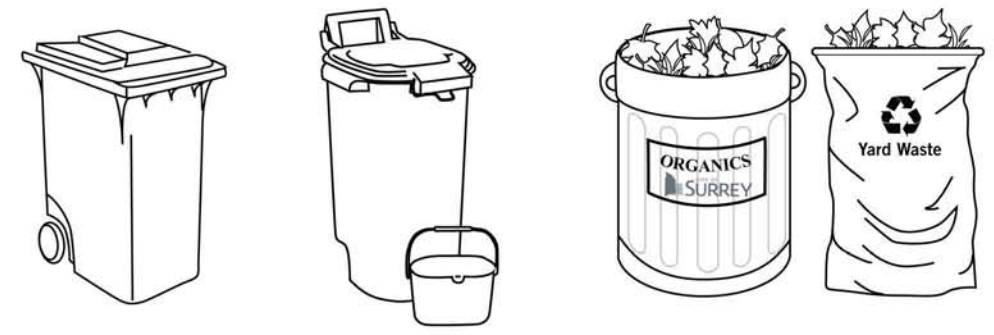
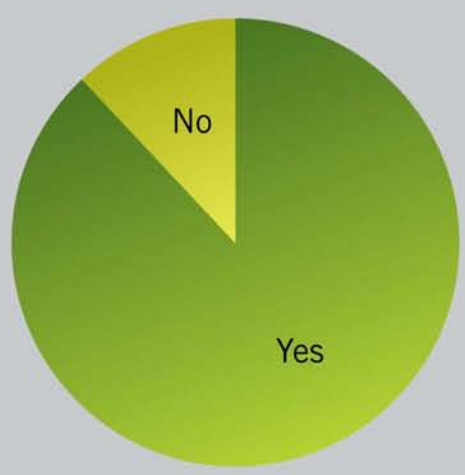
Report of Findings



CURBSIDE ORGANICS COLLECTION SERVICE

Public Consultation Program

Would you Support a Weekly Curbside Organics Collection Service?



1.0 Introduction

There is growing public interest and support throughout the Lower Mainland, spurred on by Metro Vancouver's 70% diversion target, for sustainable solutions to municipal solid waste management. One solution - residential curbside organics collection - is gaining momentum with the recent implementation of new programs in a number of BC municipalities. Residential curbside organics collection is also being considered for implementation in the City of Surrey. The design of a Surrey-based program must carefully consider the balance between program logistics/economics and public expectations.

Dillon Consulting Limited (Dillon) was retained by the City's Engineering Operations Department (City) to develop and implement a public consultation program to gauge the level of interest, and solicit opinions, of Surrey residents regarding the proposed implementation of curbside organics collection service in the City. While the primary goal of the consultation program was to assess the public's relative acceptability of different organics collection options, it was recognized that the program would also bring considerable public awareness of the City's proposed plans for waste diversion.

2.0 Methodology

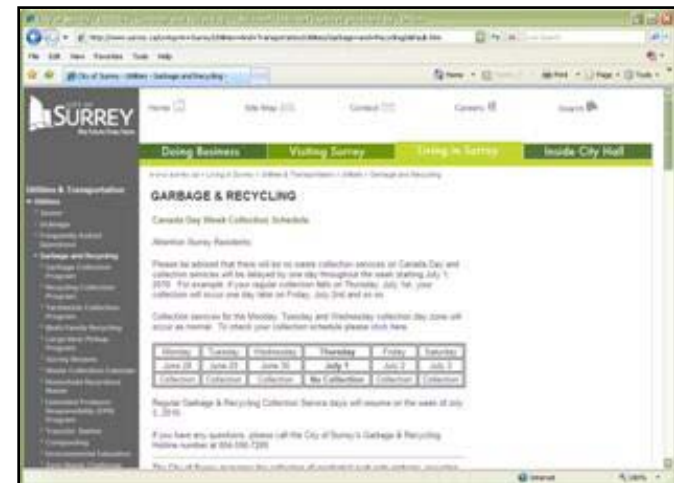
Dillon, in conjunction with the City, designed a comprehensive public consultation program to reach as many Surrey residents as possible. Both passive and active approaches to connecting with residents were employed and focused on raising public awareness through education and soliciting feedback on individual preferences/opinions. The three components of the consultation program were: 1) a webpage linked to the City of Surrey's website; 2) a telephone survey; and 3) informational/educational displays set up at public locations and community events. For each component, questionnaires were provided to document individual feedback. Details of each component follows.

1) Webpage: A curbside organics collection program webpage, linked to the City of Surrey's website and accessed directly from the website's home page title banner, was developed and launched on June 1st, 2010. The webpage detailed the purpose and benefits of the proposed curbside organics collection service and presented various options associated with its implementation. The webpage was displayed in English with hyperlinks to French and Punjabi versions.

An online questionnaire was created and linked to the curbside organics collection webpage. The questionnaire was offered in English, French and Punjabi and was accessible from June 3rd to July 5th, 2010.

2) Telephone Survey: A telephone survey was completed by the Vancouver-based telemarketing firm TSN Canadian Facts. The survey content was based on the online questionnaire associated with the City's website with minor amendments to ensure it was suitable for telephone participants. The telephone survey was conducted in English between June 14th and 17th, 2010. The survey was designed to solicit feedback from all Surrey neighbourhoods at a frequency that was roughly proportional to population distribution. The margin of error for the survey was $\pm 5.5\%$ at the 95% confidence level.

3) Informational/Educational Displays: Informational/educational displays were set up at a number of public locations and community events between June 9th and July 1st. These passive displays included Surrey recreation/community centres, libraries and Surrey City Hall and were almost exclusively manned by Surrey and Dillon staff. The displays included a series of presentation boards, examples of various-sized collection bins, kraft bags, etc.



A newspaper advertisement was created by the City for publishing in the three local Surrey newspapers – the Surrey Leader, Surrey Now, and Peace Arch News. The advertisement provided a brief overview of the proposed residential organics collection service program and invited readers to attend the information meetings and events that were scheduled throughout Surrey in June. A listing of the events and locations was provided. The advertisements were run in the local newspapers in late May and early June.



Public/Community Facilities: Seven public information drop-in sessions were held in recreation centres and other City facilities in all regions of Surrey throughout June. A manned display was set up in the main lobby of each location with Surrey and Dillon staff present to introduce the proposed organics collection service and discuss the benefits and options for its implementation. Fact sheets were distributed and engaged members of the public were encouraged to complete a questionnaire. For those not having enough time to fill out a questionnaire, they were directed to the City's website and on-line questionnaire.

Presentations were held at the following locations:

North Surrey Recreation Centre	June 9 th	Surrey Sports and Leisure Centre	June 24 th
Newton Library	June 10 th	South Surrey Recreation Centre	June 23 rd
Guildford Recreation Centre	June 16 th	Surrey City Hall	June 29 th
Cloverdale Recreation Centre	June 17 th		

Public/Community Events: Informational/educational displays were also set up at four public events around Surrey in June and early July. The same display materials were set up as those used at the public/community facilities. Dillon staff were on-hand at all events to discuss the proposed organics collection service program, to distribute fact sheets, and to encourage members of the public to complete a questionnaire.

The public/community events attended were:

World's Ocean Day	June 6 th
Ocean Park Day	June 19 th
Whalley Festival	June 19 th
Canada Day	July 1 st

A condensed version of the questionnaire was developed for the Canada Day Festival in anticipation of a large turnout and the expectation of only having the attention of respondents for a short period of time.



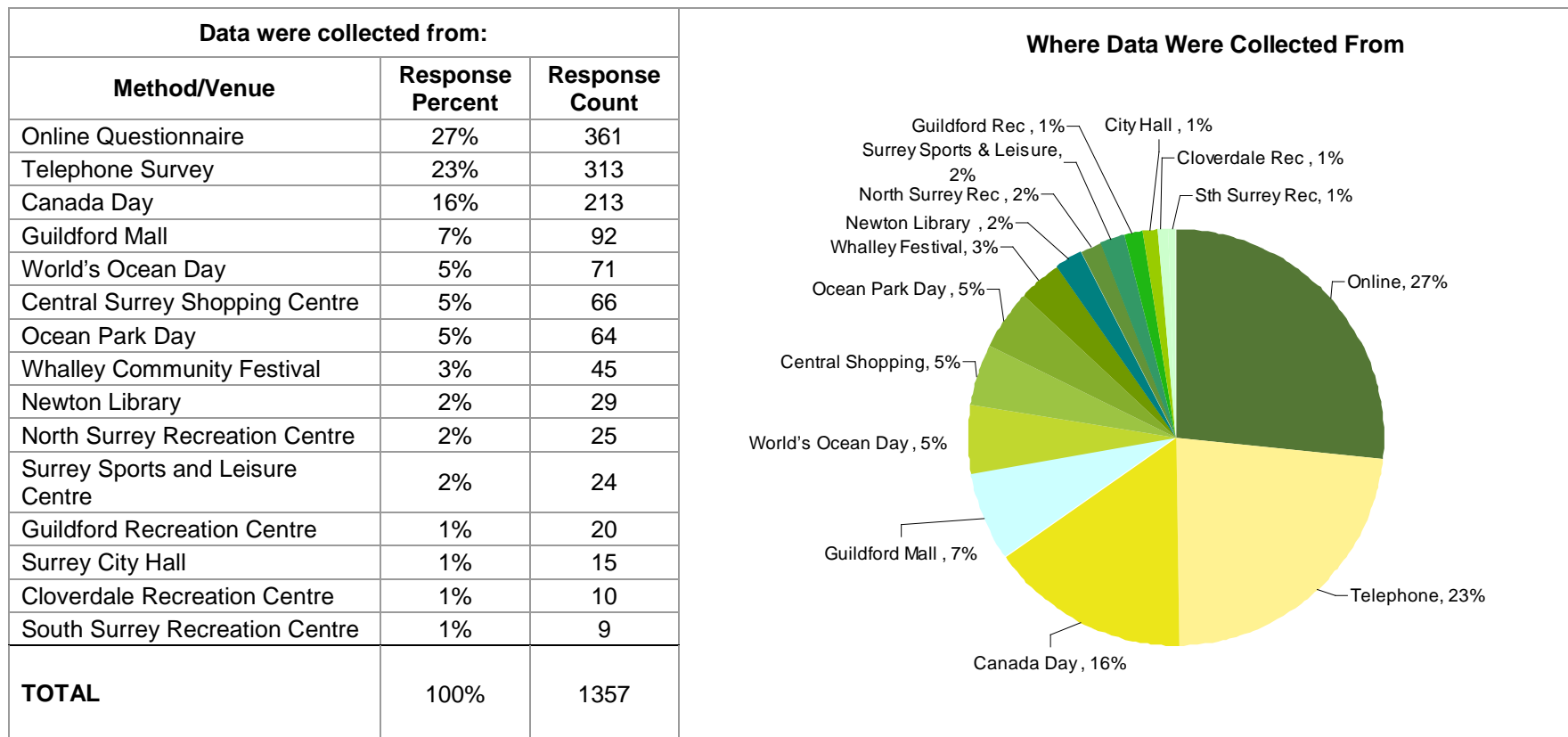
Shopping Malls: A manned display was set up at two Surrey malls on the weekend on June 12/13th and staffed by Dillon employees. Similar to the other public events, the objective of the mall displays was to raise awareness and educate the public on the proposed new organics collection service and different options considered for its implementation. Again, fact sheets were distributed and engaged members of the public were encouraged to complete a questionnaire on-site. Those not able to fill out the questionnaire at the mall were encouraged to visit the City website and complete the on-line questionnaire at their leisure.

The malls attended were the Guildford Mall and Central City Shopping Centre.

City Hall Display: Program presentation boards were displayed at Surrey City Hall for a two week period between June 22nd and July 6th. The display was located in the main lobby of City Hall in an area of high traffic. No Surrey or Dillon staff attended the display during this period with the exception of one evening session held on June 29th. Fact sheets and questionnaires were available at the City Hall display for interested members of the public and City staff to take and fill out.

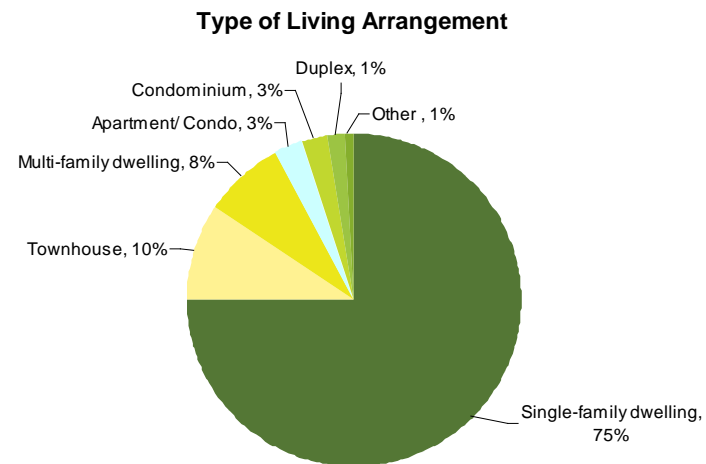
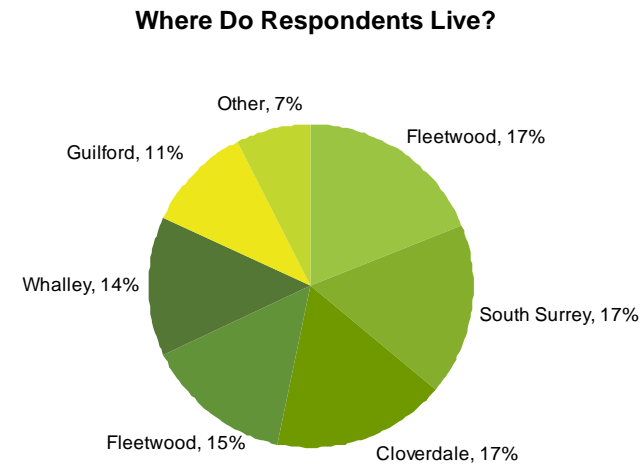
3.0 Results

The consultation program was initiated on June 1st with the launching of the program webpage and completed on July 6th with the removal of the display from City Hall. A total of 1357 responses were obtained from Surrey residents through the three consultation components during this time. The distribution of responses for the three consultation components was: webpage (on-line) questionnaire – 361; telephone survey – 313; and public/community facilities/events displays - 682. Respondents were asked to complete the entire questionnaire, however some chose not to answer all of the questions which is why the total response count varies for each question. Following are response summaries for each question. Details are presented as an appendix to this report.



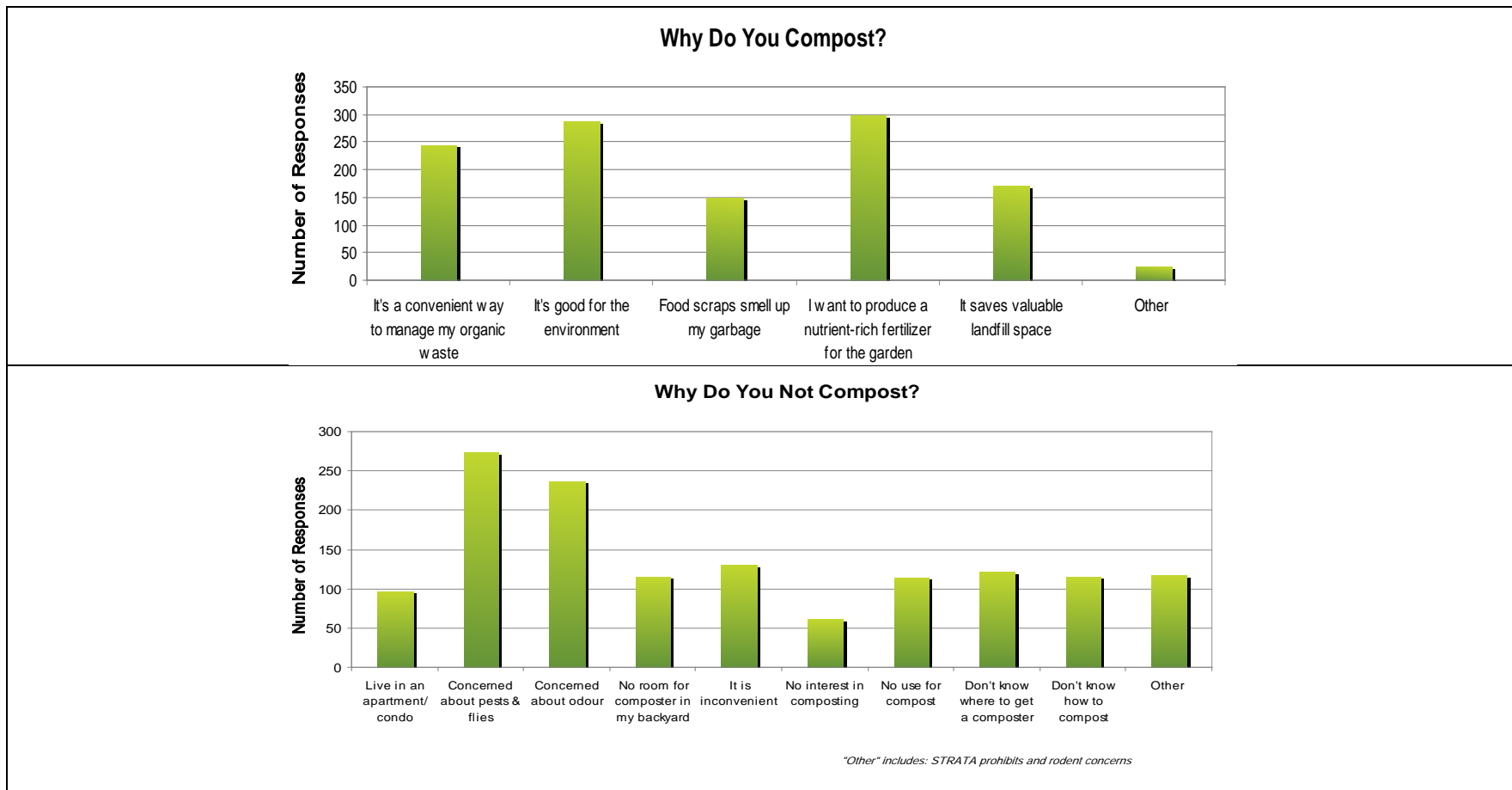
Responses were obtained from residents representing all Surrey regions and residing mainly in single-family homes (75%).

Respondents live in:		
Region	Response Percent	Response Count
Newton	19%	257
South Surrey	17%	234
Cloverdale	17%	234
Fleetwood	15%	199
Whalley	14%	189
Guilford	11%	143
Other	7%	100
TOTAL	100%	1356
"Other" includes: Fraser Heights, Panorama Ridge and Sullivan Station		
Respondents living arrangement:		
Type	Response Percent	Response Count
Single-family dwelling	75%	1010
Townhouse	10%	130
Multi-family dwelling	8%	103
Apartment/ Condo	3%	37
Condominium	3%	36
Duplex	1%	20
Fourplex	0%	5
Business/Commercial	0%	1
Triplex	0%	0
Other	1%	13
TOTAL	100%	1355



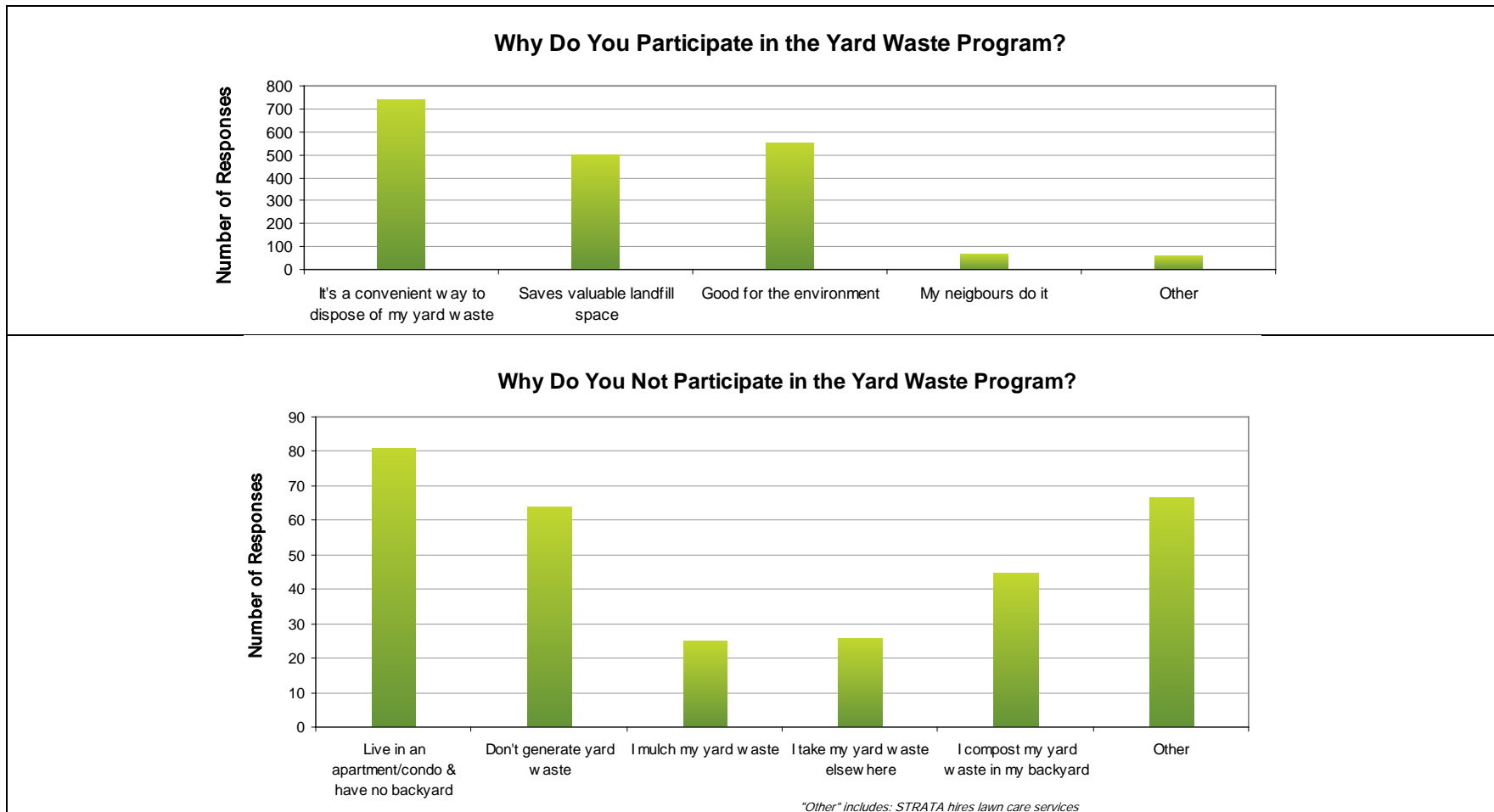
Composting

Approximately one third of Surrey residents currently compost their organic waste in their backyard (Yes = 36%, No = 64%). Those that already backyard compost seemed to be pleased to find an alternative to dispose of materials, such as meats, bones and soiled paper products, through the proposed program. Respondents were asked to detail the reasons why they did, or did not, compost. Multiple responses were allowed. The desire for nutrient-rich fertilizer was the main reason for composting, followed by environmental benefits, convenience, and reduced impact on the landfill. Concerns about pests, flies and odours were the primary reasons for not composting, followed by a lack of composting knowledge.



Yard Waste Collection Service

Surrey residents are taking advantage of the City's yard waste collection service with 78% of the total respondents indicating that they utilize this service. Respondents were asked to detail the reasons why they did, or did not, use the yard waste collection service. Multiple responses were allowed. Convenience and environmental benefits were the main reasons for use of the service, followed by reduced impact on the landfill. The main reasons for not using the yard waste collection service were that the respondents do not generate a lot of yard waste, did not have a backyard, or preferred to compost it themselves.

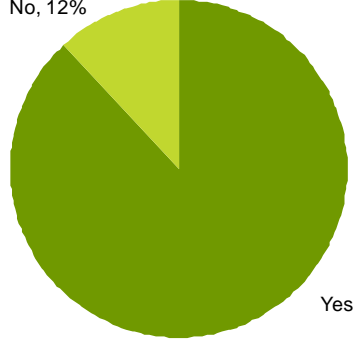


Combined Organics Collection Service

There was overwhelming support by respondents (88%) for the implementation of a residential curbside collection service for combined food and yard waste in the City of Surrey. Residents were also supportive of biweekly garbage and recyclables collection (Yes = 78%, No = 22%) if their food waste was going to be collected weekly. The main exception to this response was families with children in diapers who would not be comfortable waiting two weeks for garbage collection.

Support for the implementation of a curbside organics collection service:		
Answer	Response Percent	Response Count
Yes	88%	1158
No	12%	159
TOTAL	100%	1317

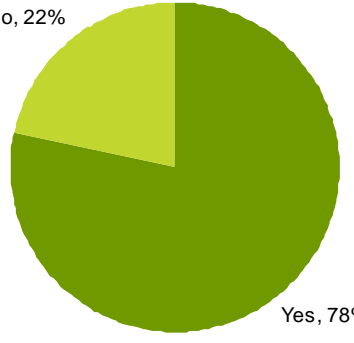
Would you Support a Weekly Curbside Organics Collection Service?



No, 12%
Yes, 88%

Support for bi-weekly collection of garbage and recyclables:		
Answer	Response Percent	Response Count
Yes	78%	958
No	22%	267
TOTAL	100%	1225

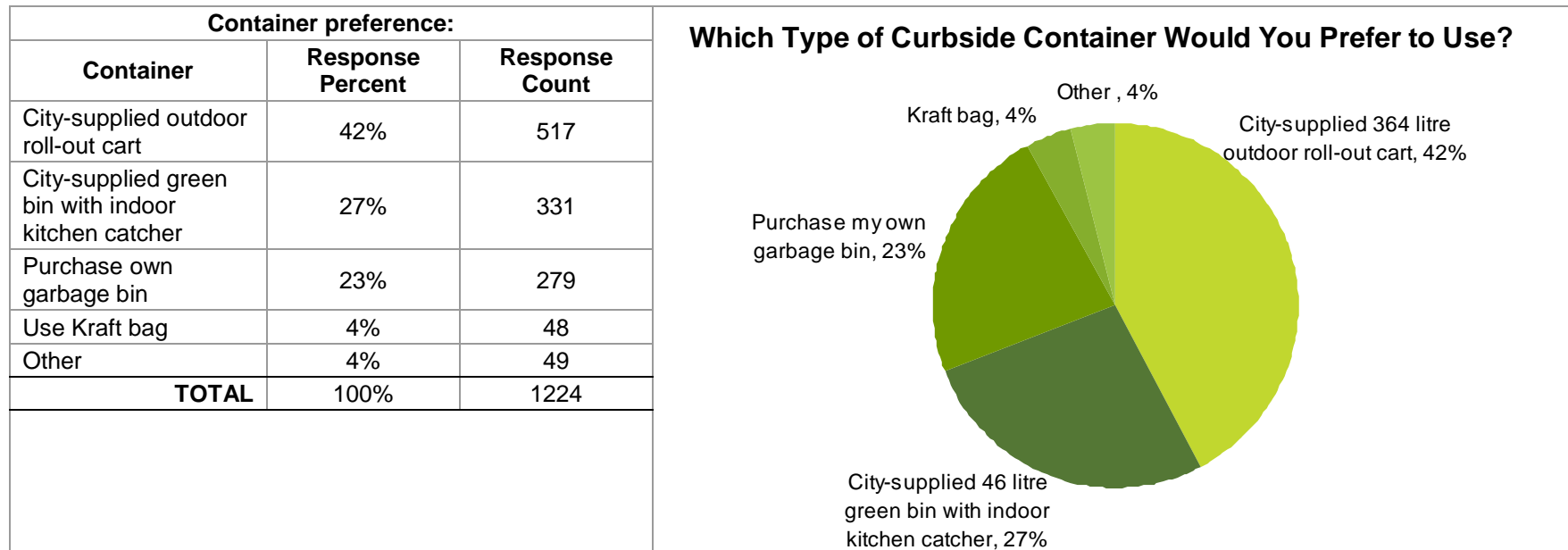
Support Weekly Organics Collection and Bi-Weekly (Recyclables and Garbage?)



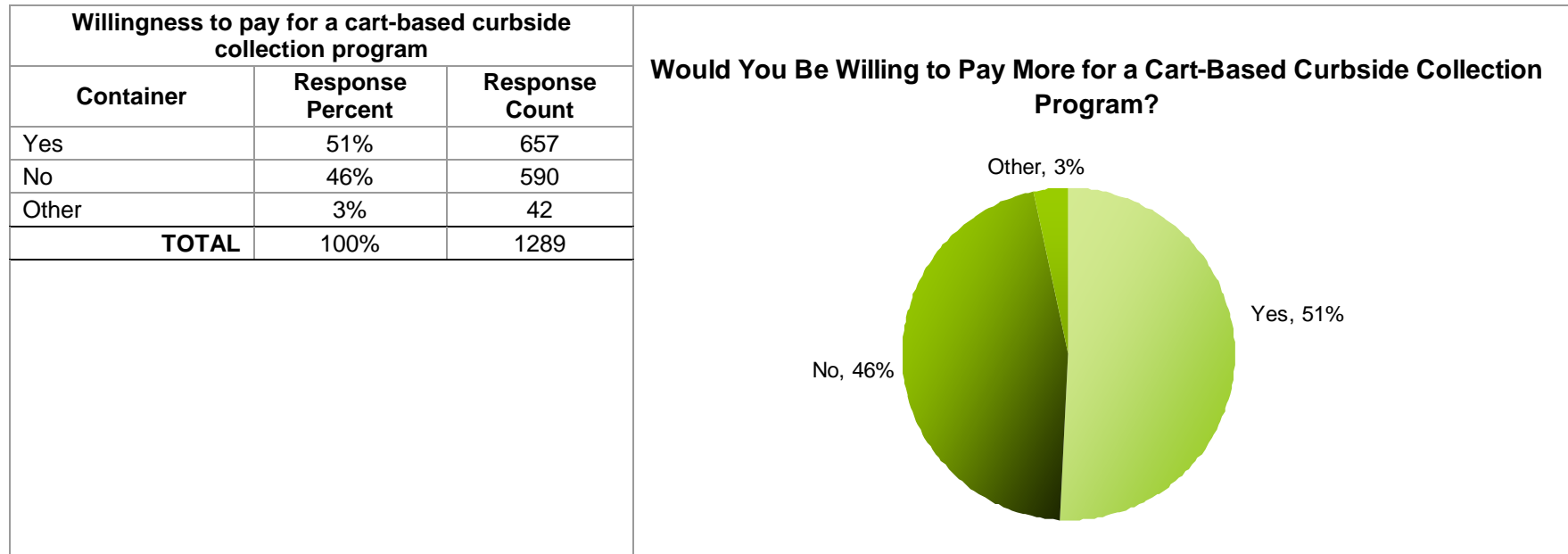
No, 22%
Yes, 78%

Container Options

Different container options were presented to respondents with a brief outline of the benefits and pricing information for each option. Respondents showed a slight preference for large, city-supplied roll-out carts (42%) although the 46-litre green bin was also popular (27%). Those that supported the cart-based system also generally supported the idea of moving to a program using three separate carts (i.e., one each for garbage, recycling and composting) if they could select the size of cart that best suited their needs. Respondents also seemed to prefer to have the indoor kitchen catcher regardless of container size.

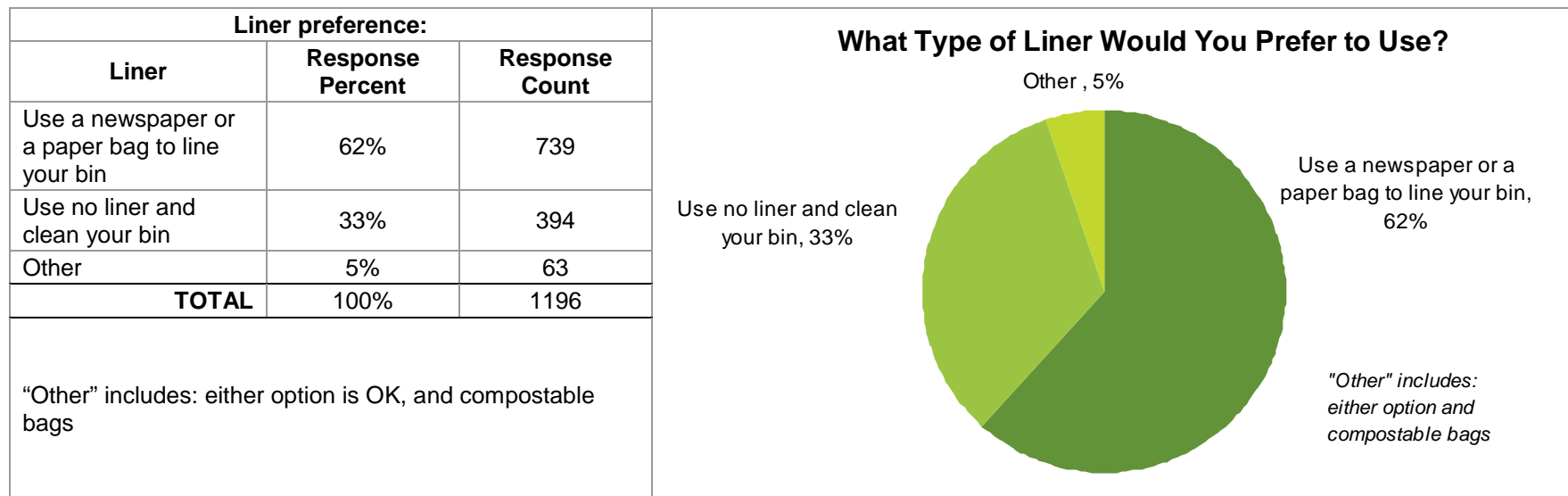


The advantages of moving to a curbside three-cart system to sort and collect waste were explained to respondents. Respondents were then asked about their willingness to pay more for such a service. Opinion of respondents was split almost 50/50 with 51% not willing and 46% willing to pay more for the service.



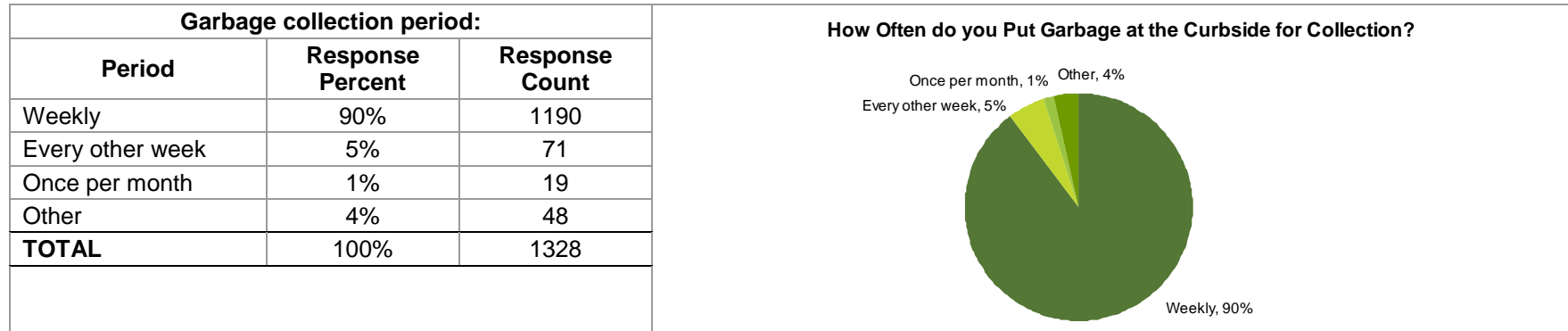
Liners

Respondents were informed that plastic and biodegradable bags would not be acceptable in the proposed organics collection system and were asked which type of liner they would prefer to use instead. Responses were mixed.



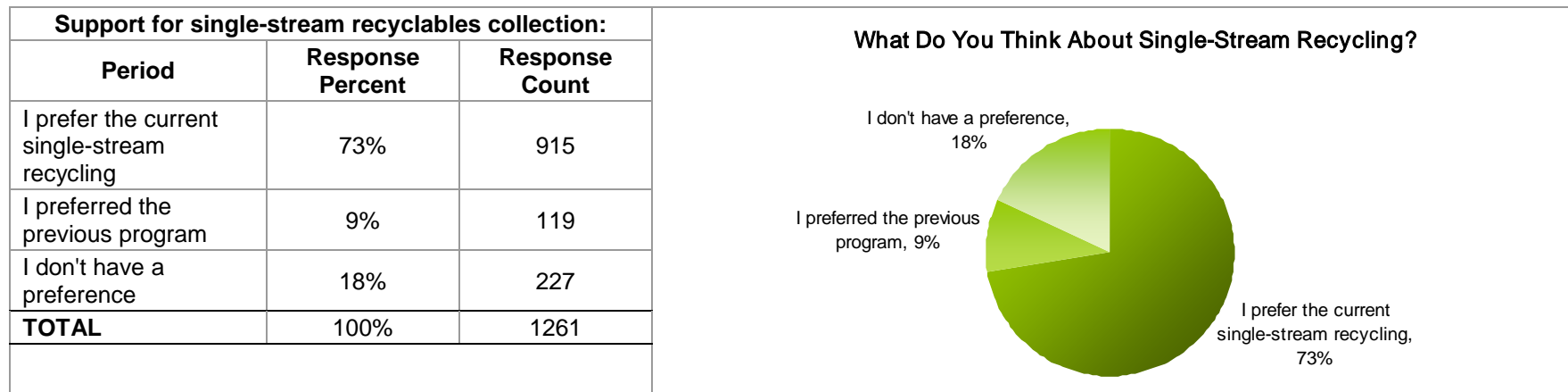
Garbage Collection

Most Surrey residents (90%) put their garbage on the curbside for collection each week.

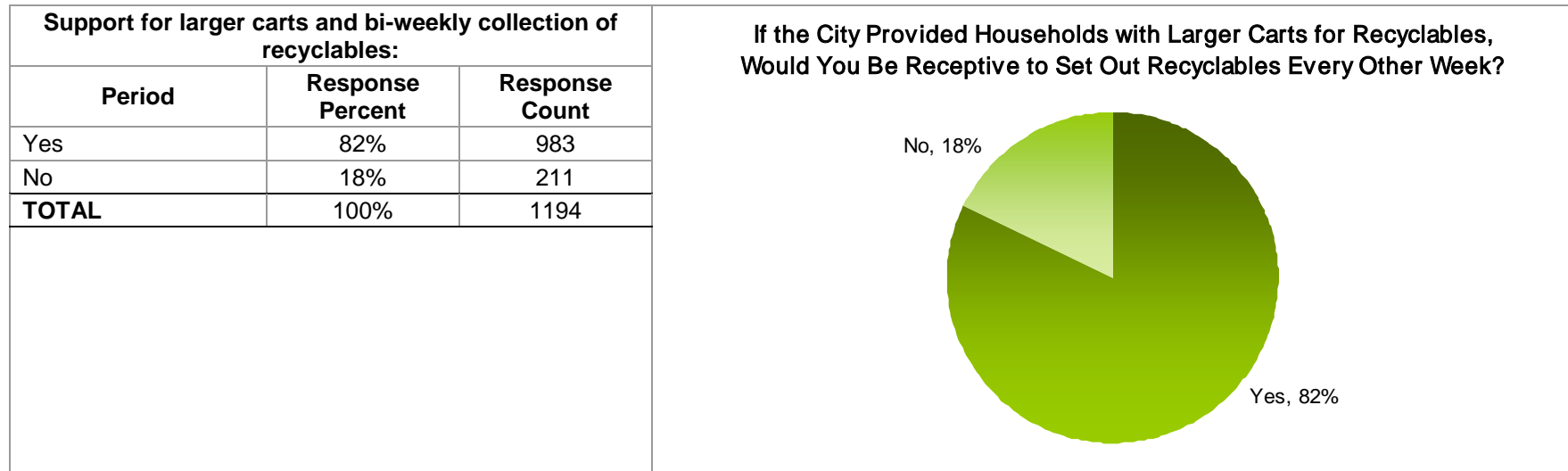


Recyclables Collection

Similar to garbage collection, the majority of Surrey residents (90%) also put their recyclables on the curbside for collection each week. There was solid support (73%) by respondents for the current single-stream recycling collection program over the previous process of separating recyclables.



82% of respondents would support the City’s plan to have their recyclables collected once every two weeks if the City provided a large wheeled cart that could hold approximately four times the amount of recyclables than the current blue box.



4.0 Conclusions

The City's public consultation program was an effective approach to solicit and receive input from residents of Surrey on the proposed residential curbside organics collection program. Almost 1,400 responses were logged through the 3 components of the consultation program, and many more Surrey residents were made aware of the proposed plans for organics management through the program efforts. These responses should provide a solid foundation upon which the City can make informed decisions regarding the planning and initiation of a pilot program this fall. Overall, respondents were very supportive of the City's plan to implement curbside organics collection service with almost 90% of those surveyed supporting the program. The environmental benefits of the organics collection program were top of mind to those surveyed.

As expected, possible barriers to implementing this service are fear of attracting pests and flies, and concerns about odour. Similar to the approach taken for backyard composting, the City should consider the preparation of instructional kits for residents on how to avoid or minimize these potential concerns.

The majority of respondents supported the idea of moving to a collection program where organics are collected every week and garbage and recyclables are collected every other week (alternating between garbage and recyclables every week). Regarding existing waste management programs, most residents place recyclables and garbage out for collection on a weekly basis and a majority of respondents prefer the City's switch to single stream recycling.

Regarding container options, respondents exhibited a much broader range of preference that presumably reflected their specific needs and likings. Just over 40% of respondents supported a cart-based program, 27% preferred the 46-litre organics cart and only 23% supported purchasing their own container.

Respondents appeared to appreciate the fact that they were consulted prior to the program's implementation. Ongoing communication with the public (through the City's website and local newspaper) is recommended to ensure a smooth and effective transition to the implementation of a curbside organics collection service.

Organics Collection Pilot Program



GROUP A

Organics Collection Pilot Program

Nov. 1, 2010 - Oct. 31, 2011



What about composting?

The City of Surrey sells the Earth Machine backyard composter to residents for \$25. We encourage residents who are currently using backyard composting to continue to do so. For residents wishing to learn more about the City's backyard composter availability, please contact us at 604-590-7289.

We believe that backyard composting is a cost-effective and environmentally-beneficial means of dealing with food waste. However, backyard composting cannot deal with many types of raw and cooked food waste, such as meats, poultry, fish, fats, rice, and pasta. All of these more volatile organic materials can

be placed at curbside to be processed at industrial facilities where they are composted into rich soil amendments, or, in Surrey's case, to be converted in the future into a carbon-neutral biofuel that will be used to fuel the trucks that pick up your waste.

Also, we acknowledge that backyard composting is not something that all residents wish to participate in, nor do all residents have a convenient outlet to manage the composted material.

There are no limitations to the types of food waste that you can place into your Organics waste cart.

In this regard, even if backyard composting were to be made a mandatory requirement, ensuring compliance would be a very difficult undertaking. Curbside organic diversion provides a simple and balanced outlet to ensure maximum participation.



For more information

Questions? Concerns? For the most current information about the Organics Collection Pilot Program:

- Call the Organics Collection Program Hotline at 604-551-1170
- Call the Garbage & Recycling Hotline at 604-590-7289
- Email us at EngOperations@surrey.ca
- Visit www.surrey.ca



Welcome to the program

The new City of Surrey curbside Organics Collection program is the key to reducing waste delivery to the landfill by 70%. Here's how you can help reach that goal.

In June of this year, the City engaged a month-long consultation and survey process with Surrey residents to discuss plans to collect kitchen waste at the curbside. The result was a strong 88% support of this new green initiative.

A big part of the new plan is finding a way to make use of the waste we collect. That's called waste diversion. The current recycling system goes a long way toward that goal, and the new Organics Collection plan will take another giant step forward. But the most progressive part of the plan is what we intend to do with the organic waste. Under the new system, we're planning to turn your kitchen leftovers and yard waste into a valuable resource. Using a new plant to

be built in Surrey, the organics picked up from your curb will be converted into an environmentally-friendly and carbon-neutral biofuel, which will be used to power the very trucks that pick it up at your home.

How things change

The Organics Collection program has been carefully planned to make it as simple as possible for Surrey households. We feel that a simplified approach will ensure maximum participation, which will successfully lead us to achieving our 70% waste diversion goal.

Essentially, there are just two changes—the first deals with separating organics in the kitchen, and the second deals with how you place them out for collection.

You will soon receive a set of three new carts from the City, colour-coded for each type of waste:

- The cart with the green-coloured lid is your new Organics cart.
- The cart with the blue lid is for your other Recyclables.
- The cart with the black lid is for the rest of your Garbage—the waste that is neither organics nor typical recycling.



The new Organics Collection program will help us reach our 70% waste diversion goal.

The other major change will be to your pickup schedule. Your pickup day will be the same as it's always been, but you'll only be putting two of the three carts at the curb each week. The green Organics cart will be placed out at curbside every week, but your Garbage and Recycling carts will alternate so that they're each picked up only once every two weeks.

For example, on week one, you'll put out the Organics cart with the green lid and the Recycling cart with the blue lid, but *not* the Garbage cart. Then on week two, you'll place out the Organics cart and the Garbage cart, but *not* the Recycling cart. (Please see the attached calendar for easy reference.)

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How things change
- 2 What goes where?
Keep it fresh and clean
- 3 Now and then
Kitchen convenience
Need more collection space?
- 4 What about composting?
For more information

What goes where?

Organics

The simplest way to describe what goes in the new Organics cart is that it includes anything you prepare for your meals at home, and anything that grows on your property. In other words, kitchen and yard waste.

Kitchen waste includes all food scraps including meats, vegetables, fats, bones, eggs, and cheese. Don't scrape plates into the garbage—scrape them into your Organics kitchen catcher and cart. Kitchen waste also includes coffee grounds in their paper filters, tea leaves and bags, as well as used napkins, tissues and paper towels.

Yard waste includes your plant, flowers and grass cuttings, leaves, and branches.

Recycling

This category remains the same as in the existing City of Surrey program, and includes cardboard, cans, paper, and plastic bottles and containers. For a more detailed list of what can be placed in the Recycling cart, see page 15 of the *City of Surrey 2010 Waste Collection Program* calendar.

Garbage

Simply put, everything else that is allowed for curbside pickup, and which does not fit into the Recycling and Organics categories, goes into the Garbage cart (with the black lid).



Three new carts are being provided under the Pilot Program. The green-top Organics cart goes to the curb every week. The blue-top Recycling cart and black-top Garbage cart each go to the curb once every two weeks. See the enclosed calendar for a detailed pickup schedule.

Keep it fresh and clean

The biggest concerns many people have about kitchen waste pickup are potential odours, and the attraction of pests. Neither of these should be issues with the new Organics Collection program, since we are not altering the contents of the waste we are picking up. Your kitchen scraps are still going to be at the curb as they have always been—they'll just be in the new Organics cart instead of your garbage cans. There are, however, simple ways to minimize both concerns under any pickup plan.

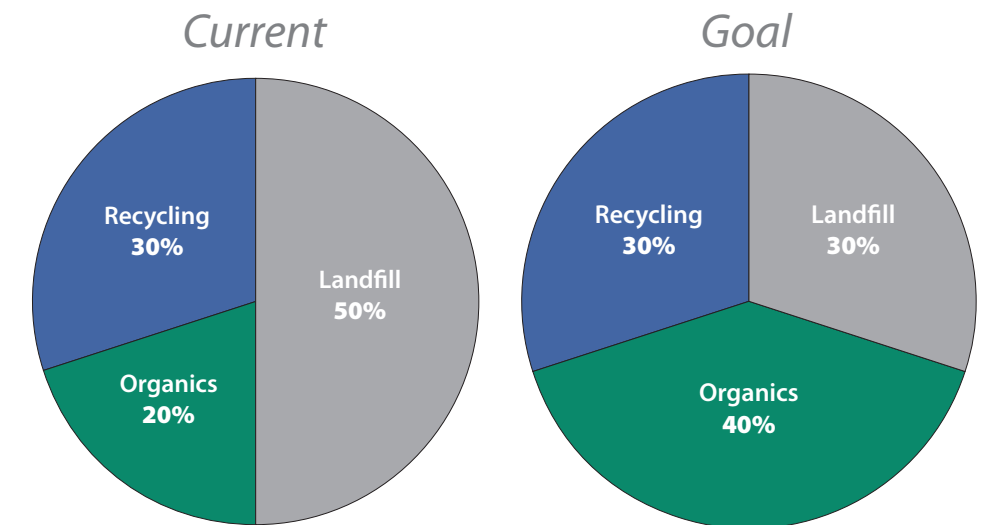
- Place your Organics cart at the curb each and every pickup day—even if it's only partially filled that week.
- Keep the lids fully closed at all times—don't allow the carts to get so full that the lids are propped open.
- As much as possible, try to place kitchen scraps and yard waste in alternating layers in the cart, keeping drier yard waste on top of wetter kitchen waste.
- Between pickups, keep your carts in a shady area, away from direct sunlight.

About cart liners

If you want to line your Organics cart to help contain your waste, please use ONLY newspaper or compostable paper bags. NEVER use any form or plastic bags, even those labeled compostable.

Now & then

Under the present collection system, half of the household waste collected from Surrey homes goes to the landfill. Recycling accounts for 30%, and yard waste recovery makes up the other 20%. Our target is to double organics diversion to 40%—by removing kitchen waste from the garbage and adding it to the yard waste through the pilot program—in order to achieve the overall goal of 70% diversion from the landfill.



Kitchen convenience

To make it even easier for you to keep your kitchen waste separated out, we're also providing you with a smaller "kitchen catcher" collection pail for organics. Use this pail in your kitchen to discard your food waste throughout the day, then transfer it all to the green-lid Organics cart when it's convenient. Feel free to line the kitchen catcher with newspaper or paper towel, but please, NO plastics under any circumstances. Both your kitchen catcher and the larger Organics, Recycling, and Garbage carts can be cleaned out with mild soap and water when necessary.

Need more collection space?

If you find you're exceeding the capacity of the new collection carts, here are some options for the overflow:

- Organics cart: Use Kraft bags or your existing yard waste cans and set them next to your Organics cart at the curb.
- Recycling cart: Use your existing "blue box" and place it out with the new Recycling cart.
- Garbage cart: Use your existing garbage cans and place them next to your new Garbage cart.
- Contact us at one of the information numbers on the next page and we will upgrade you to a larger cart or carts.

Pilot program differences

The information in this newsletter is specific to your home and your immediate neighbours. Other areas of the City of Surrey that are participating in the Pilot Program will operate under slightly different rules, and the rest of the City will be continuing under the previous system of collection, for now.

Throughout the Pilot Program time span, we'll be evaluating how the collections are going from many standpoints—including costs, truck schedules and staffing, the new carts, and your feedback on how easy the plan is to follow. Once the Pilot Program ends, all of this information will be used to finalize the system and put it into operation throughout the City.

Organics Collection Pilot Program



What about composting?

The City of Surrey sells the Earth Machine backyard composter to residents for \$25. We encourage residents who are currently using backyard composting to continue to do so. For residents wishing to learn more about the City's backyard composter availability, please contact us at 604-590-7289.

We believe that backyard composting is a cost-effective and environmentally-beneficial means of dealing with food waste. However, backyard composting cannot deal with many types of raw and cooked food waste, such as meats, poultry, fish, fats, rice, and pasta. All of these more volatile organic materials can

be placed at curbside to be processed at industrial facilities where they are composted into rich soil amendments, or, in Surrey's case, to be converted in the future into a carbon-neutral biofuel that will be used to fuel the trucks that pick up your waste.

Also, we acknowledge that backyard composting is not something that all residents wish to participate in, nor do all residents have a convenient outlet to manage the composted material.

There are no limitations to the types of food waste that you can place into your Organics waste cart.



In this regard, even if backyard composting were to be made a mandatory requirement, ensuring compliance would be a very difficult undertaking. Curbside organic diversion provides a simple and balanced outlet to ensure maximum participation.

For more information

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GROUP B

Organics Collection Pilot Program

Nov. 1, 2010 - Oct. 31, 2011

Welcome to the program

The new City of Surrey curbside Organics Collection program is the key to reducing waste delivery to the landfill by 70%. Here's how you can help reach that goal.

In June of this year, the City engaged a month-long consultation and survey process with Surrey residents to discuss plans to collect kitchen waste at the curbside. The result was a strong 88% support of this new green initiative.

A big part of the new plan is finding a way to make use of the waste we collect. That's called waste diversion. The current recycling system goes a long way toward that goal, and the new Organics Collection plan will take another giant step forward. But the most progressive part of the plan is what we intend to do with the organic waste. Under the new system, we're planning to turn your kitchen leftovers and yard waste into a valuable resource. Using a new plant to be built in Surrey, the organics picked up from your curb will be converted into an environmentally-friendly and carbon-neutral biofuel, which will be used to power the very trucks that pick it up at your home.

How things change for you

The Organics Collection program has been carefully planned to make it as simple as possible for Surrey households. We feel that a simplified approach will ensure maximum participation, which will successfully lead us to achieving our 70% waste diversion goal.

Essentially, there are just two changes—the first deals with separating organics in the kitchen, and the second deals with how you place them out for collection.

You will soon receive a new Organics collection cart from the City, colour-coded with a green lid. This means you will now have three containers to place out for collection each week:

- The new Organics cart.
- The normal Recycling "blue box."
- Your normal Garbage can(s) for waste that is composed of neither organics nor typical recycling.

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| Keep it clean | 4 Composting |
| | More information |



The new Organics Collection program will help us reach our 70% waste diversion goal.

What goes where?

Organics

The simplest way to describe what goes in the new Organics cart is that it includes anything you prepare for your meals at home, and anything that grows on your property. In other words, kitchen and yard waste.

Kitchen waste includes all food scraps including meats, vegetables, fats, bones, eggs, and cheese. Don't scrape plates into the garbage—scrape them into your Organics kitchen catcher and cart. Kitchen waste also includes coffee grounds in their paper filters, tea leaves and bags, as well as used napkins, tissues and paper towels.

Yard waste includes your plant, flowers and grass cuttings, leaves, and branches.

Recycling

This category remains the same as in the existing City of Surrey program, and includes cardboard, cans, paper, and plastic bottles and containers. For a more detailed list of what can be placed in the recycling blue box, see page 15 of the *City of Surrey 2010 Waste Collection Program* calendar.

Garbage

Simply put, everything else that is allowed for curbside pickup, and which does not fit into the Recycling and Organics categories, goes into your regular garbage can(s).



The new Organics cart with the green lid is being provided for you under the Pilot Program. Simply wheel it out to the curb along with your normal recycling blue box and garbage cans, every week on your normal collection day.

Keep it fresh and clean

The biggest concerns many people have about kitchen waste pickup are potential odours, and the attraction of pests. Neither of these should be issues with the new Organics Collection program, since we are not altering the contents of the waste we are picking up. Your kitchen scraps are still going to be at the curb as they have always been—they'll just be in the new Organics cart instead of your garbage cans. There are, however, simple ways to minimize both concerns under any pickup plan.

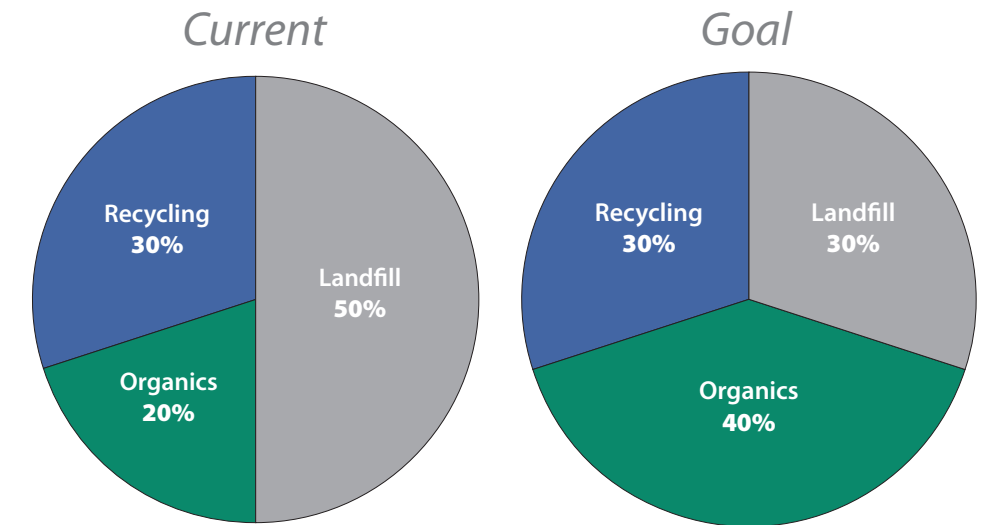
- Place your Organics cart at the curb each and every pickup day—even if it's only partially filled that week.
- Keep the lid fully closed at all times—don't allow the cart to get so full that the lid is propped open.
- As much as possible, try to place kitchen scraps and yard waste in alternating layers in the cart, keeping drier yard waste on top of wetter kitchen waste.
- Between pickups, keep your cart in a shady area, away from direct sunlight.

About cart liners

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Now & then

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Kitchen convenience

To make it even easier for you to keep your kitchen waste separated out, we're also providing you with a smaller "kitchen catcher" collection pail for organics. Use this pail in your kitchen to discard your food waste throughout the day, then transfer it all to the green-lid Organics cart when it's convenient. Feel free to line the kitchen catcher with newspaper or paper towel, but please, NO plastics under any circumstances. Both your kitchen catcher and the larger Organics cart can be cleaned out with mild soap and water when necessary.

Need more collection space?

If you find you're exceeding the capacity of the new Organics collection cart, here are two options for the overflow:

- Use Kraft bags or your existing yard waste cans and set them next to your Organics cart at the curb.
- Contact us at one of the information numbers on the next page and we will upgrade you to a larger cart.

Pilot program differences

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Organics Collection Pilot Program

2011 curbside pickup calendar

JANUARY

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JUNE

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SEPTEMBER

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■ Organics + Garbage

■ Organics + Recycling



Yes!

Place all of these in your green-lid Organics cart for weekly pickup at curbside.



- All raw, cooked and leftover food, including meat, poultry, fish, seafood, eggs, dairy, vegetables, fruit, bread, pasta, and grains. Include all leftovers and plate scrapings, including the dressing on salads



- Coffee grounds in their used paper filters, tea leaves and tea bags



- Used paper towels, napkins, tissues, paper plates, and pizza delivery boxes



- Plants, flowers and grass cuttings, leaves, and branches



No!

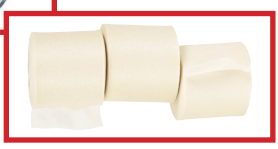
No! Do not place these in with your Organics—See page 15 of the City of Surrey 2010 Waste Collection Program calendar to see which items can be placed out with your recyclables.



- Nothing made of glass or plastic—including biodegradable plastic—and no paper cartons or containers such as juice boxes, milk cartons, coffee cups, plastic wrappers or take-out containers.



- Nothing made of metals, including aluminum foil, cans, and twist ties



- Nothing made of paper unless it's specifically listed above as acceptable, including no toilet paper or magazines



Organics Collection Pilot Program

(first three months)

NOVEMBER 2010

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DECEMBER 2010

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JANUARY 2011

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■ Organics + Garbage

■ Organics + Recycling