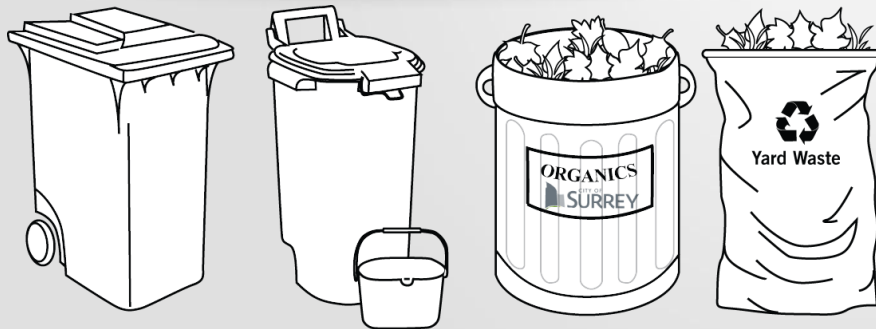
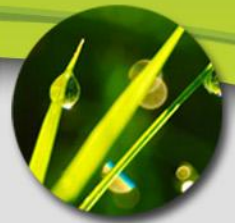


CITY OF SURREY

Curbside Organics Program



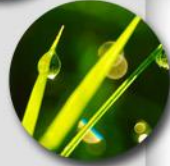
Report of Findings



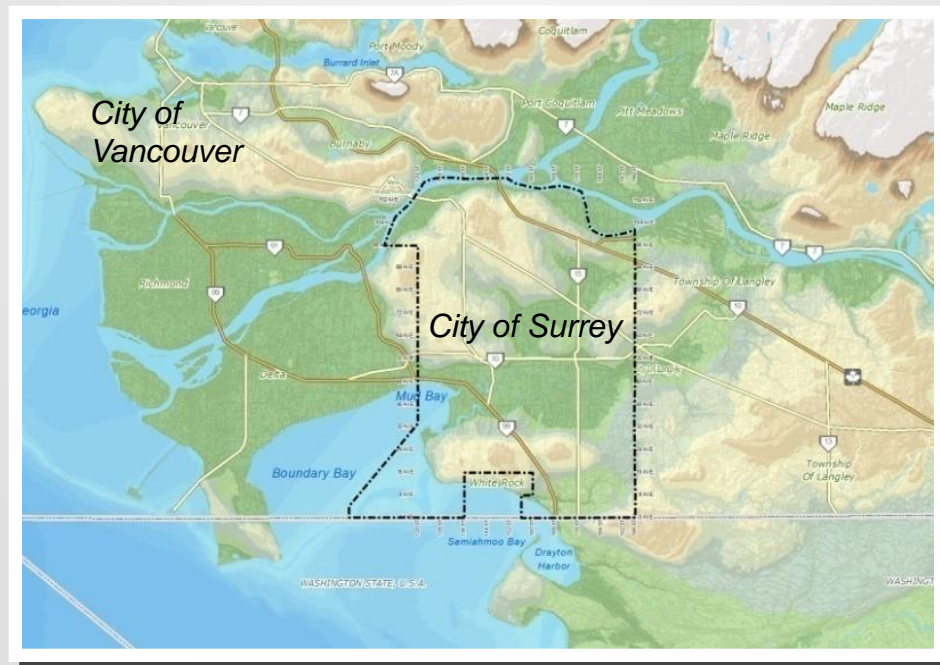
THE FUTURE IS
GREEN



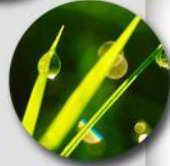
Background



- Located in Metro Vancouver
- 2nd largest City by population in Province



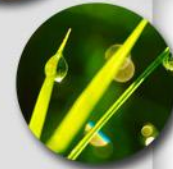
Curbside Collection Program



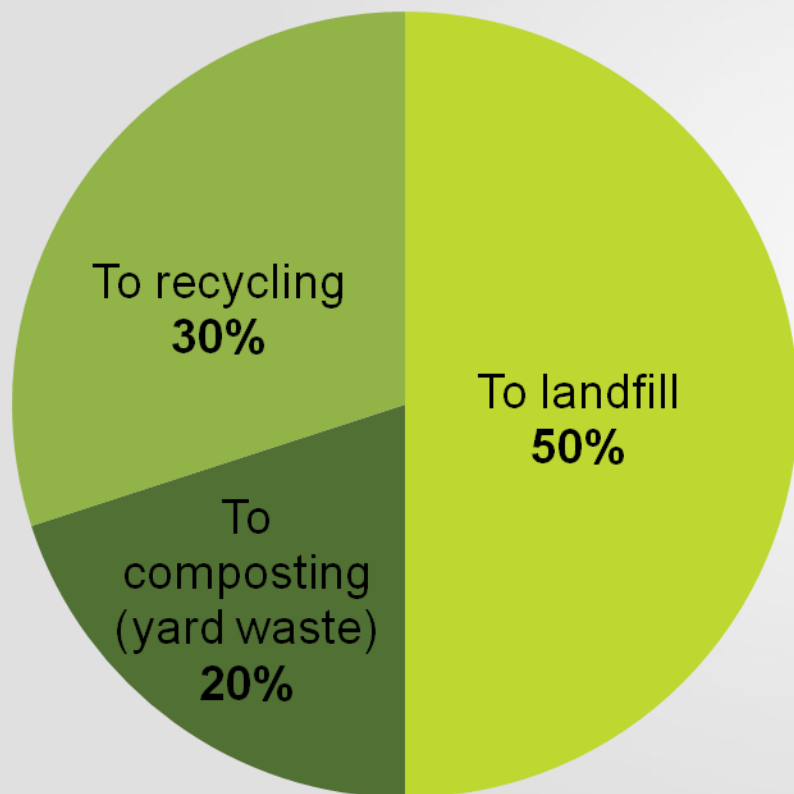
- Over 93,000 single family households currently receive weekly curbside collection from the City
- This includes collection of:
 - Garbage
 - Single Stream Recycling
 - Yard Waste
- Over 33,000 multi-family units receive weekly cart collection of recyclables (single stream)



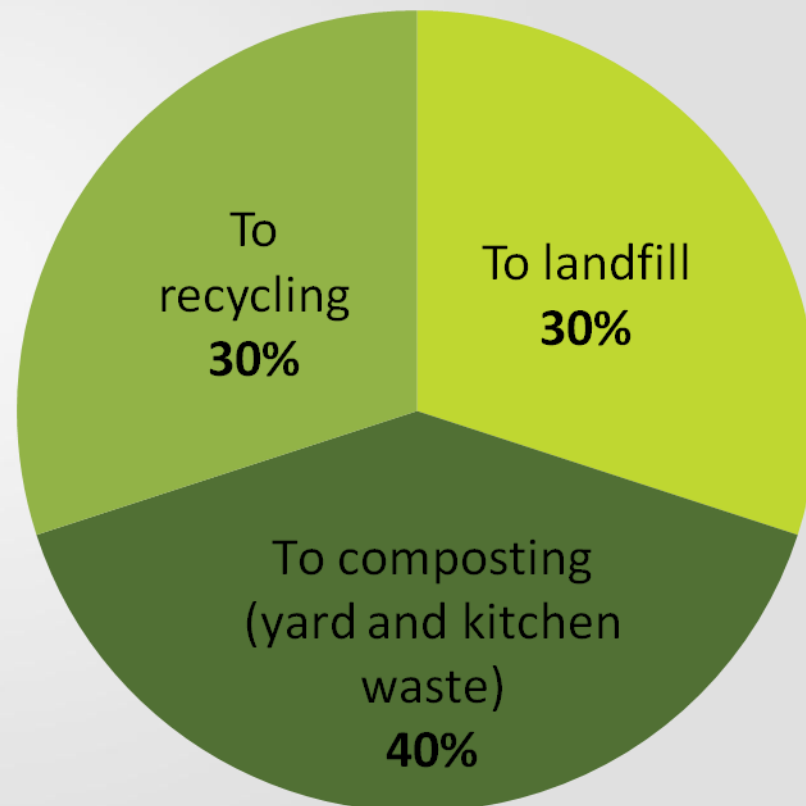
Current and Target Rates



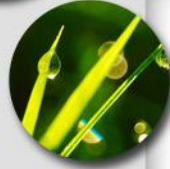
Current Diversion Rates



2015 Target



Program Timeline

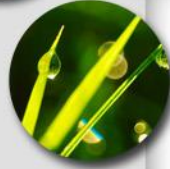


Baseline Waste Audits

**Public Consultation
Program**

**Pilot Program Design
and Implementation**

Program Timeline

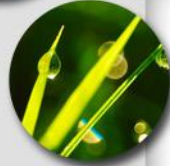


Baseline Waste Audits

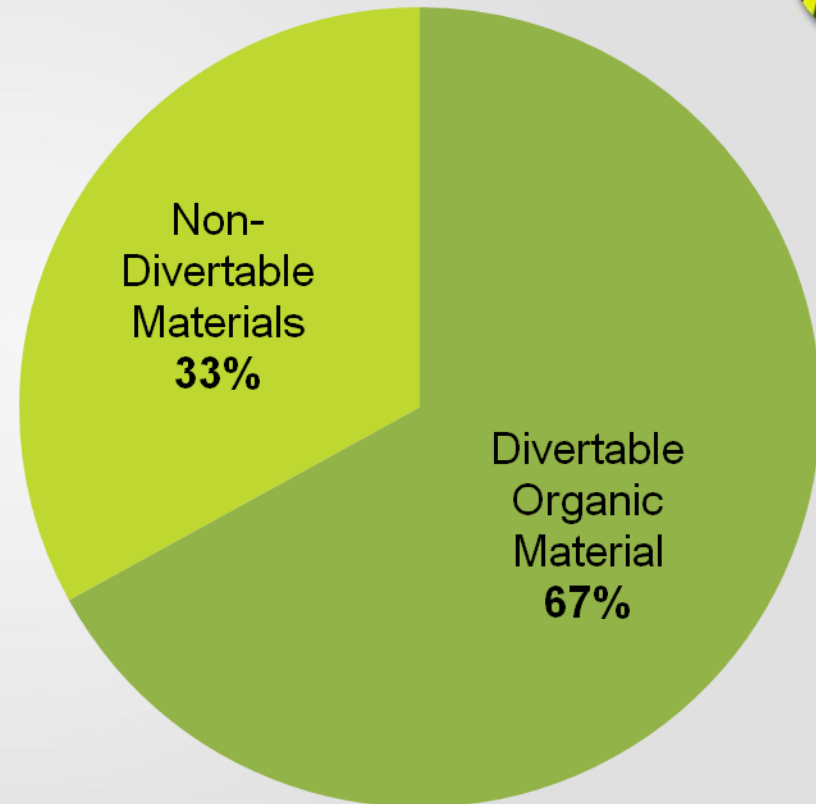
**Public Consultation
Program**

**Pilot Program Design
and Implementation**

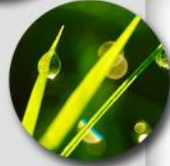
Baseline Waste Audits



- Two audits completed
 - March 2010
 - May 2010



Material Categories



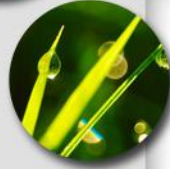
Divertable Organic Materials

- Food Scraps
- Yard Waste
- Coffee grounds and filters
- Teabags
- Soiled paper towels, tissues

Non Divertable Materials

- Plastic bags or wrap
- Diapers and sanitary products
- Animal waste
- Kitty Litter
- Textiles/Clothing

Program Timeline

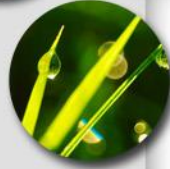


Baseline Waste Audits

**Public Consultation
Program**

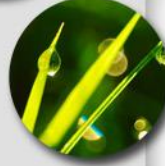
**Pilot Program Design
and Implementation**

Public Consultation



- Undertaken to:
 - Gauge level of interest and solicit opinions
 - Assess public's acceptability of collection options
 - Increase public awareness of City's diversion efforts

Surveys



PLEASE TAKE A MOMENT TO FILL OUT A QUESTIONNAIRE

The City of Surrey is planning to launch a residential organics curbside collection program. This program will require households to separate organic waste (i.e. all the smelly stuff like food waste) from their garbage which will be collected weekly along with their yard waste. Please take the time to answer the following few questions about the new collection service and different options for its implementation. Your response will be kept confidential.

1) I live in:
 Fleetwood Cloverdale Newton South Surrey
 Whalley Guildford Other (specify) _____

2) Which of the following living arrangement applies to you?
 Single-family dwelling Multi-family dwelling Duplex Apartment
 Condominium Townhouse Other (specify) _____

3) My household has:
 1 - 2 people 3 - 5 people 6+ people

4) Do you currently compost your organic waste in your backyard?
 Yes No

5) Do you use the weekly yard waste collection service provided by the City?
 Yes No

6) How often do you put your garbage on the curbside for collection?
 Weekly Every other week Once per month Other (specify) _____

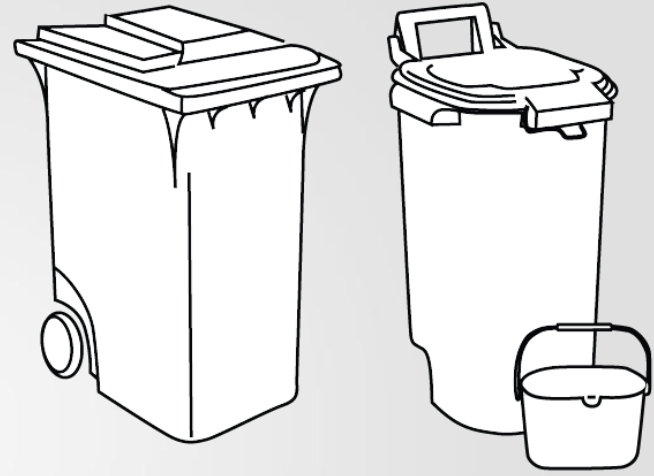
7) Would you support a collection service where you would combine your food and yard waste in one container and put it out at the curb every week?
 Yes No

8) Recent waste audits in Surrey found 60% of household garbage is made up of organic material (i.e. food waste, food soiled paper products) that can easily be separated from other types of garbage. If your organic waste (all the smelly waste) was collected weekly, would you be comfortable having your garbage and recyclables collected every two weeks (alternating weeks - garbage one week, recyclables the next) if the City supplied you with large enough waste receptacles?
 Yes No

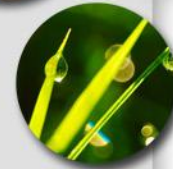
9) Different containers for organics collection offer different advantages and disadvantages. Container types are described on the fact sheet. Please check which type of curbside container you would prefer to use:
 City-supplied 364 litre outdoor roll-out cart City-supplied 46 litre green bin with indoor kitchen catcher
 Purchase my own garbage bin (max size 121l) Kraft bag (which is currently used to collect yard waste)
 Other (specify) _____

10) Certain types of liner bags can go inside organic collection bins to minimize spillage and odours. Compostable bags, paper-based bags or other types of paper based liner (i.e. used newspapers) are necessary as plastic bags or bio-degradable bags will impact the operation of the compost facility. Please check what type of liner you would prefer to use?
 Use newspaper or a paper bag to line your bin
 Use no liner and clean your bin
 Other (specify) _____

11) The City of Surrey is proposing, as an option, a cart system for waste collection where all residents are furnished with three large 364 litre waste carts for organics (kitchen & yard waste), garbage, and recyclables. The advantage are: reduced employee injury due to automation; reduced restrictions on amount of waste; and largely preventing scattered litter. Given these benefits, would you be willing to pay more for curbside collection service if Surrey switched to a cart system?
 Yes No
 Comment _____



Surveys



- 3 Delivery Methods

Online Webpage

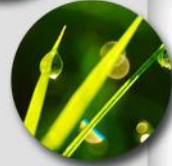


Telephone



Public / Community Events

Webpage



[Careers](#) | [Media Room](#) | [Maps & COSMOS](#)

search

CITY SERVICES

FOR BUSINESS

CULTURE &
RECREATION

BYLAWS, POLICIES,
LICENSES

CITY GOVERNMENT

PLANS & STRATEGIES

[Home](#) > [City Services](#) > [Waste Collection Services](#) > Proposed Organics Collection Service Program

Proposed Organics Collection Service Program

More Information?

Please click on the below links for information regarding the City's proposed organics collection program.

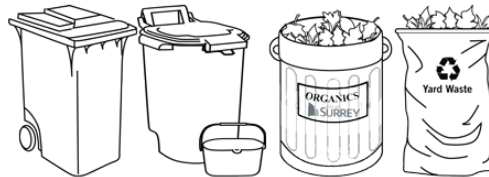
- [Program Benefits](#)
- [Container Type Options](#)
- [Collection Schedule Options](#)

Alternatively, you may download an Organics Collection Program fact sheet:

- [English](#)
- [French](#)
- [Punjabi](#)

We want to hear from you

How often will my organics be collected? What Kind of collection container will I use?



Complete an online questionnaire regarding your preferred method to organics collection!

Online Questionnaire (please click on the link to be redirected to the questionnaire)

- [English Version](#)
- [French Version](#)
- [Punjabi Version](#)

City Services Menu

BUILDING & CONSTRUCTION

WASTE COLLECTION SERVICES

GARBAGE

SINGLE FAMILY RECYCLING

MULTI-FAMILY RECYCLING

YARD WASTE

HOUSEHOLD HAZARDOUS WASTE

WASTE DISPOSAL SITES

WHAT HAPPENS TO MY WASTE

SURREY'S WASTE REDUCTION CHALLENGE

PROPOSED ORGANICS COLLECTION SERVICE PROGRAM

CONTAINER TYPE OPTIONS

COLLECTION SCHEDULE OPTIONS

ORGANICS COLLECTION BENEFITS

SURREY REUSES

ENVIRONMENTAL EDUCATION

COLLECTION CALENDAR

CONTACT INFORMATION

LITTER PREVENTION

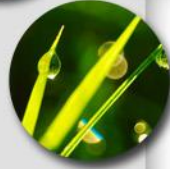
ILLEGAL DUMPING/ABANDONED WASTE INFORMATION



THE FUTURE IS
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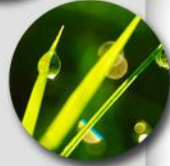


Telephone Survey



- Designed to solicit feedback from all neighbourhoods within Surrey
- Conducted between June 14th and 17th
- Content based on online questionnaire

Public / Community Events



- Set up informational/educational displays at 14 public locations and community events





THE FUTURE IS
GREEN



HOW CAN WE GET TO 70% WASTE DIVERSION?

ORGANICS!!

Organic waste (like food and yard waste) accounts for almost 60% of Surrey's garbage.

If we can remove organics from the garbage stream we can achieve, and may even surpass, Metro Vancouver's 70% diversion goal and reduce our impact on the environment.

The City is planning to expand its current residential curbside waste collection service (garbage, recyclables, and yard waste) to include an organic and food waste collection service.

We need your help determining how this program will run!



THE FUTURE IS
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WHAT MATERIALS WILL BE INCLUDED IN THE ORGANICS PROGRAM?

What goes in?

- Food scraps (meats, vegetables, fats, bones, etc.)
- Yard waste
- Coffee grounds and filters
- Teabags
- Soiled paper towels, tissues



What stays out?

- Plastic bags, wrap or containers
- Diapers and sanitary products
- Animal waste
- Kitty litter





THE FUTURE IS
GREEN

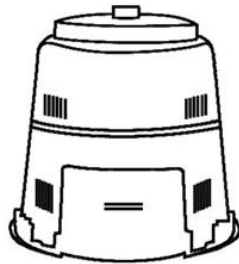


BENEFITS OF SEPARATING ORGANICS

- To recycle a “waste” material to create a new, useable and valuable product
- To save valuable landfill space
- To reduce the quantity of methane and greenhouse gases generated at the landfill
- To reduce greenhouse gases that would have been produced when transporting organics to the landfill

WHAT ABOUT BACKYARD COMPOSTING

- Continue to use it!
- The City of Surrey strongly supports backyard composting
- The City has been selling backyard composters to residents at a subsidized cost of \$25/each for the past 15 years
- However, backyard composters are not meant to handle all the organics material that a curbside collection program can handle. E.g., cooked food, grease and meats are extremely odorous and conducive to attractive pests. These materials are not recommended in your composters but can be placed in your curbside organic collection containers!



For more information contact:
Engineering Operations
Address: 6645 - 148 Street
Phone: 604-590-7289



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WE WANT YOUR OPINION!

What Container to Use?

Option 1



City-supplied 364 litre container

OR

Option 2



City-supplied 46 litre container

OR

Option 3



Purchase own container or use yard waste Kraft bags

How Often Should Waste Be Collected?

Option A

Week 1: Organics and Garbage

Week 2: Organics and Recyclables

Week 3: Organics and Garbage, etc.

OR

Option B

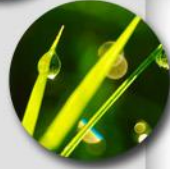
Weekly Collection of Organics, Garbage & Recyclables

And more!

Please talk with our staff and fill out a quick questionnaire.
Or visit us at www.surrey.ca.

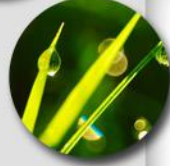


Overall Results of Consultation

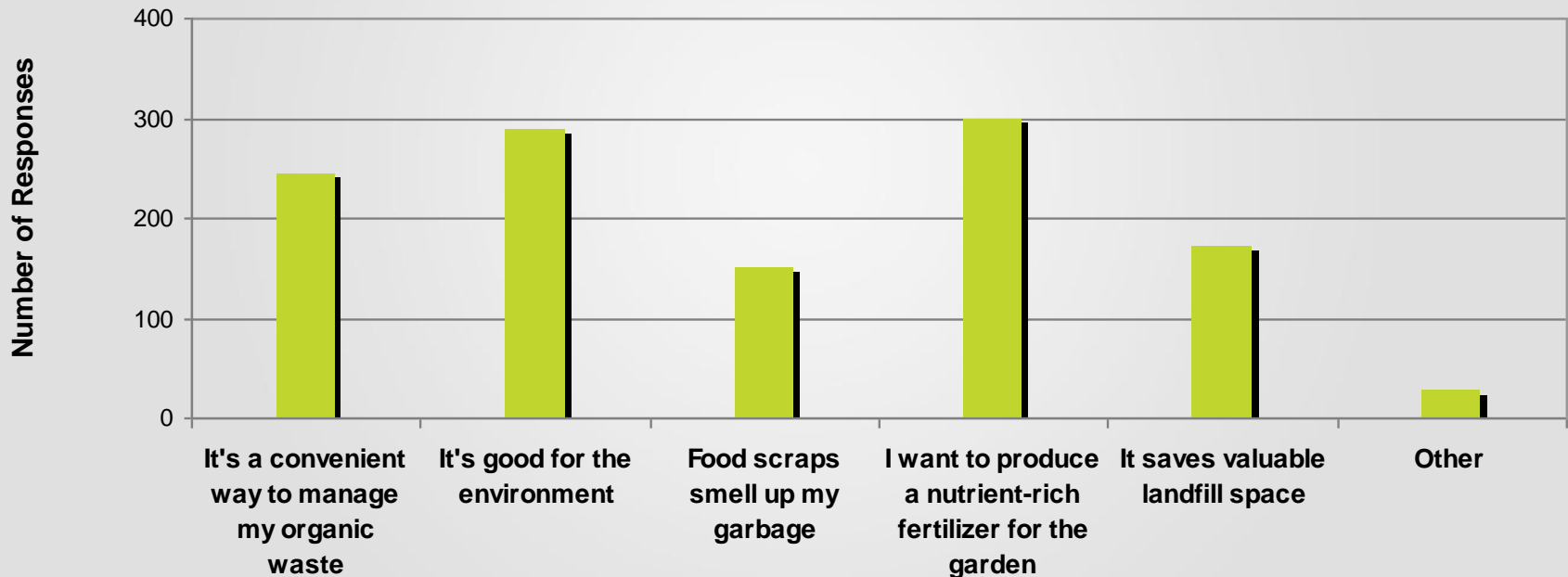


- Almost 1,400 responses received
- Many more residents made aware of proposed plans for organics management
- Majority of residents supportive of City's plan
- Identified possible barriers

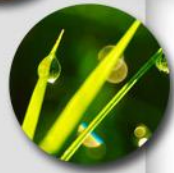
Results – Backyard Composting



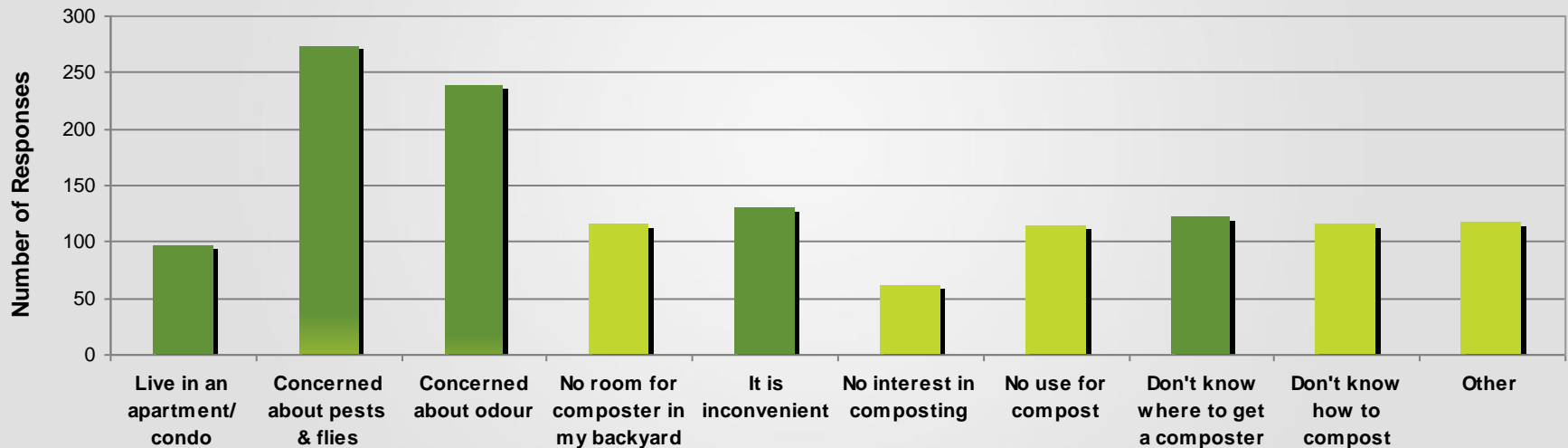
Why Do You Compost?



Results – Backyard Composting

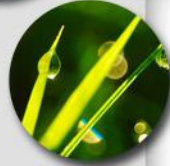


Why Do You Not Compost?

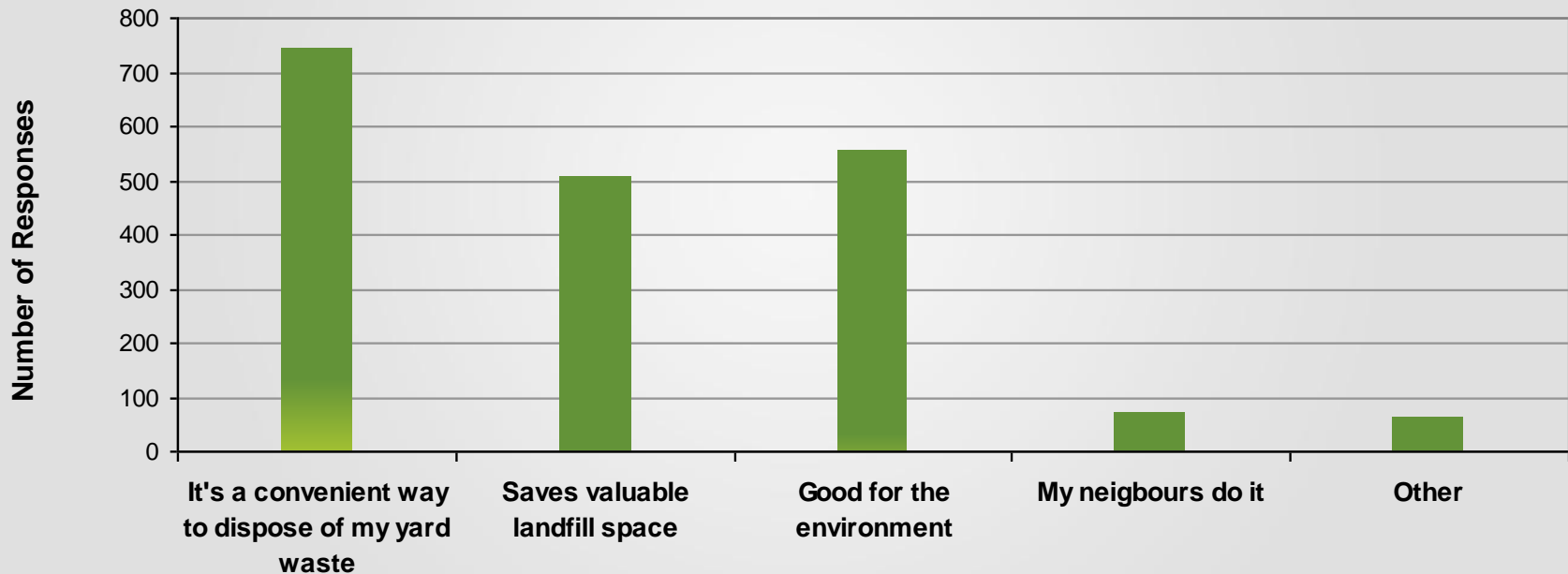


"Other" includes: STRATA prohibits and rodent concerns

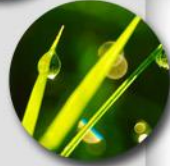
Results – Yard Waste Program



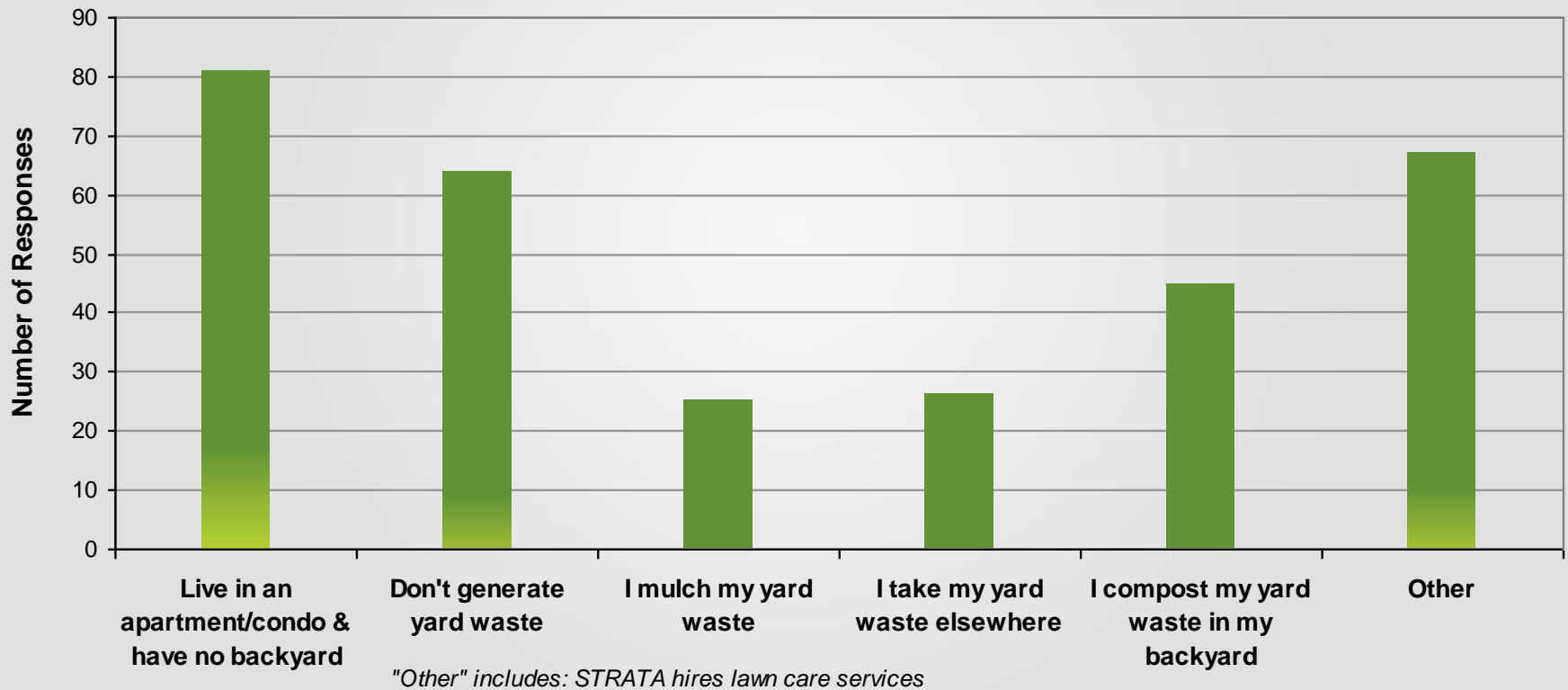
Why Do You Participate in the Yard Waste Program?



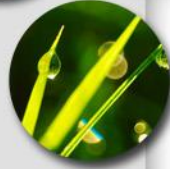
Results – Yard Waste Program



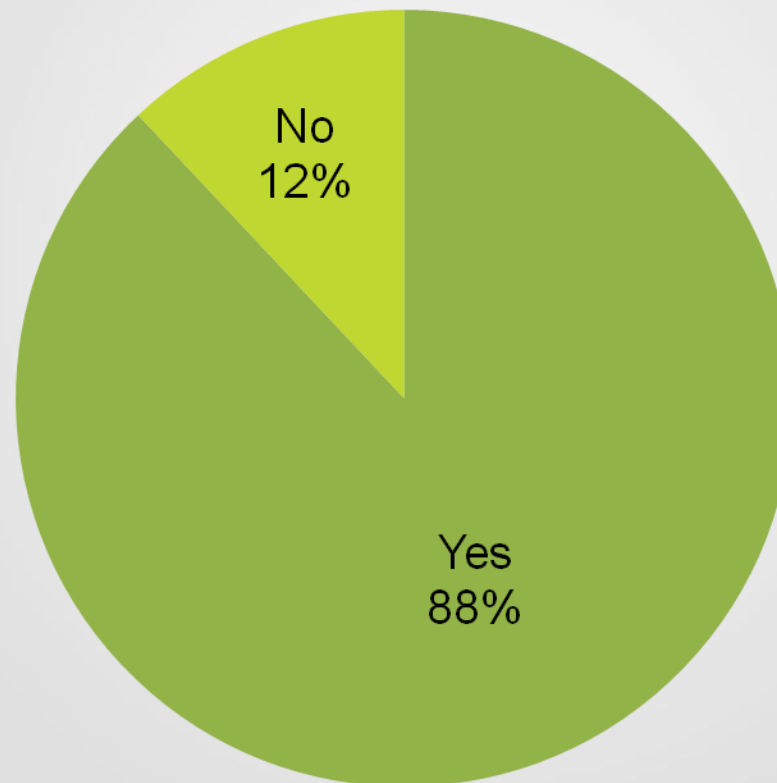
Why Do You Not Participate in the Yard Waste Program?



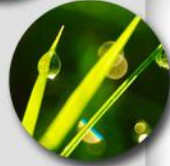
Results – Weekly Program



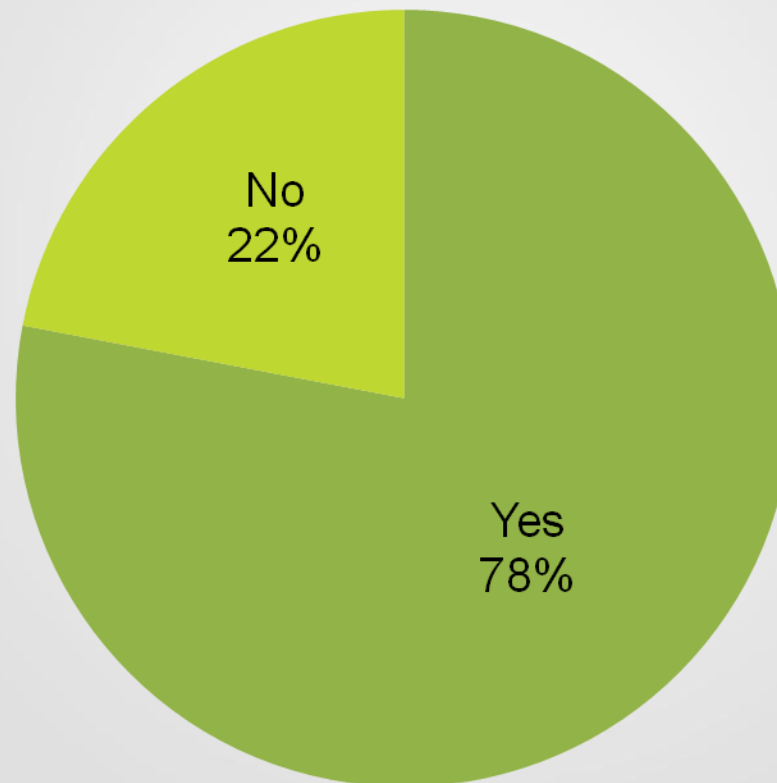
Would you support a weekly curbside organics collection service?



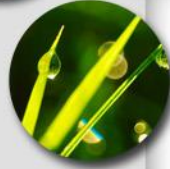
Results – Bi-Weekly Program



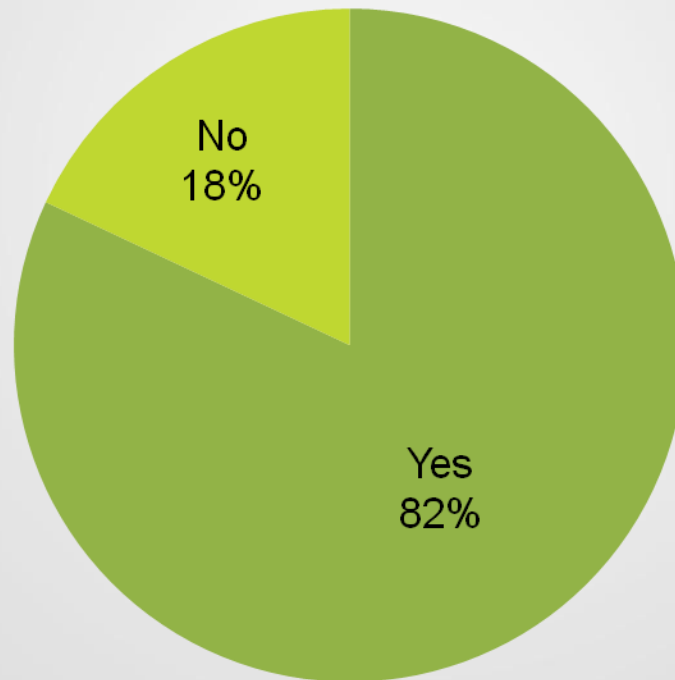
Would you support a weekly organics collection and bi-weekly recyclables and garbage?



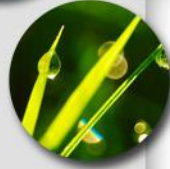
Results – Recyclables Collection



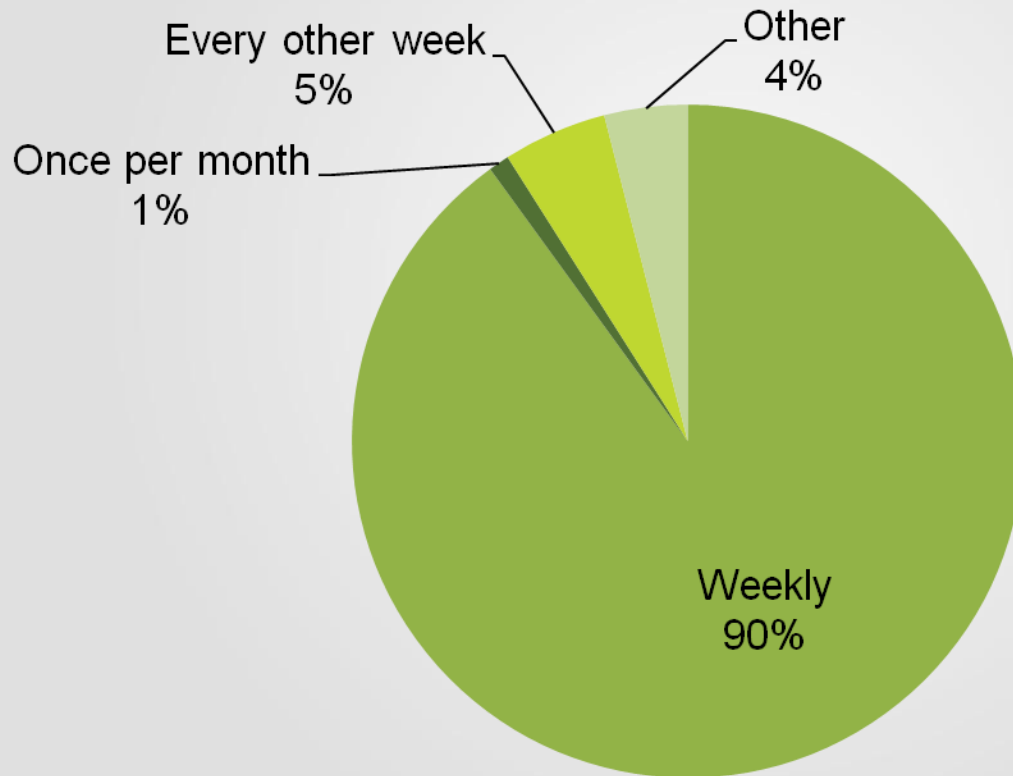
If the City provided households with larger carts for recyclables, would you be receptive to set out recyclables every other week?



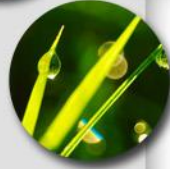
Results – Garbage Collection



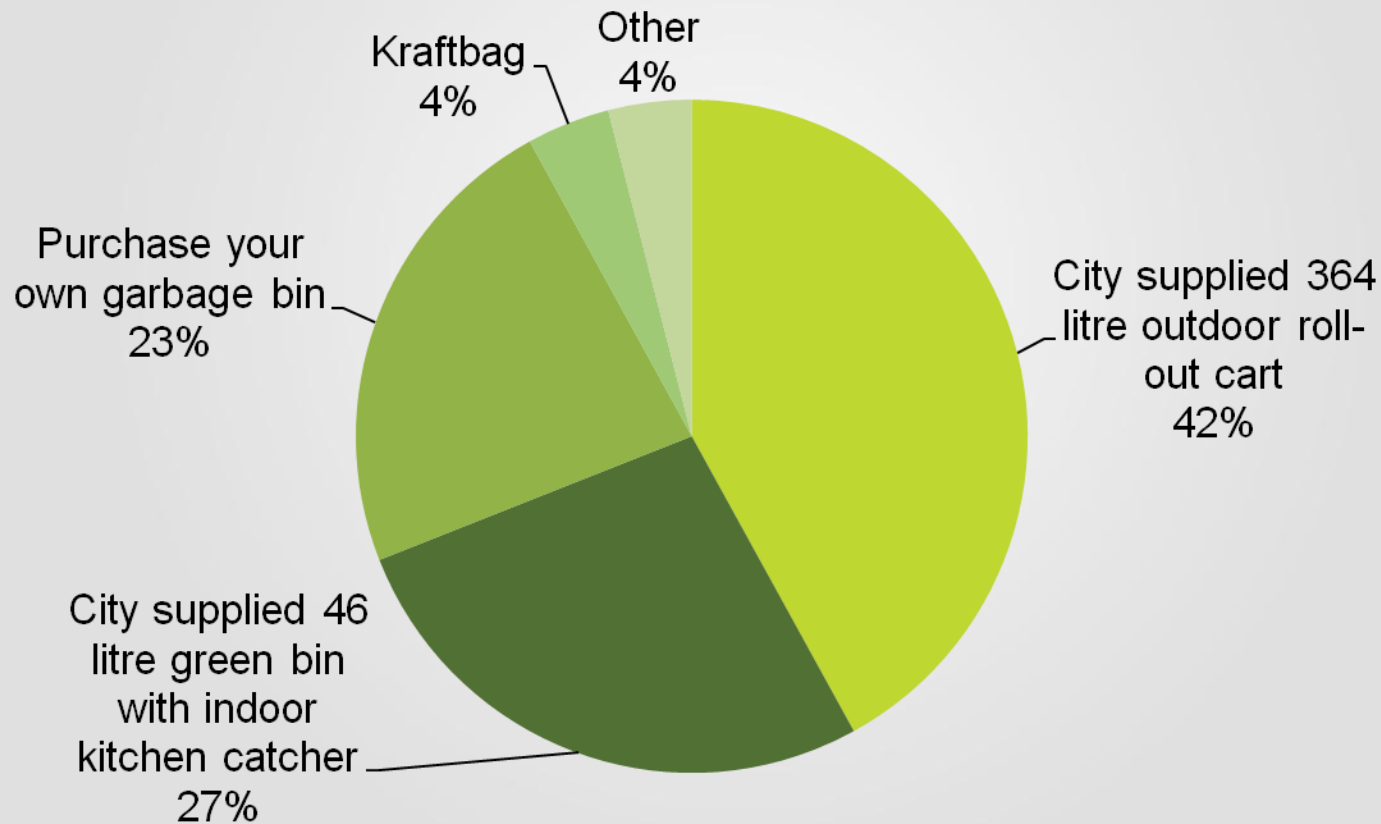
How often do you put garbage at the curbside for collection?



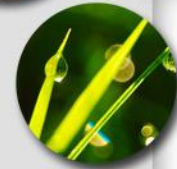
Results – Container Preference



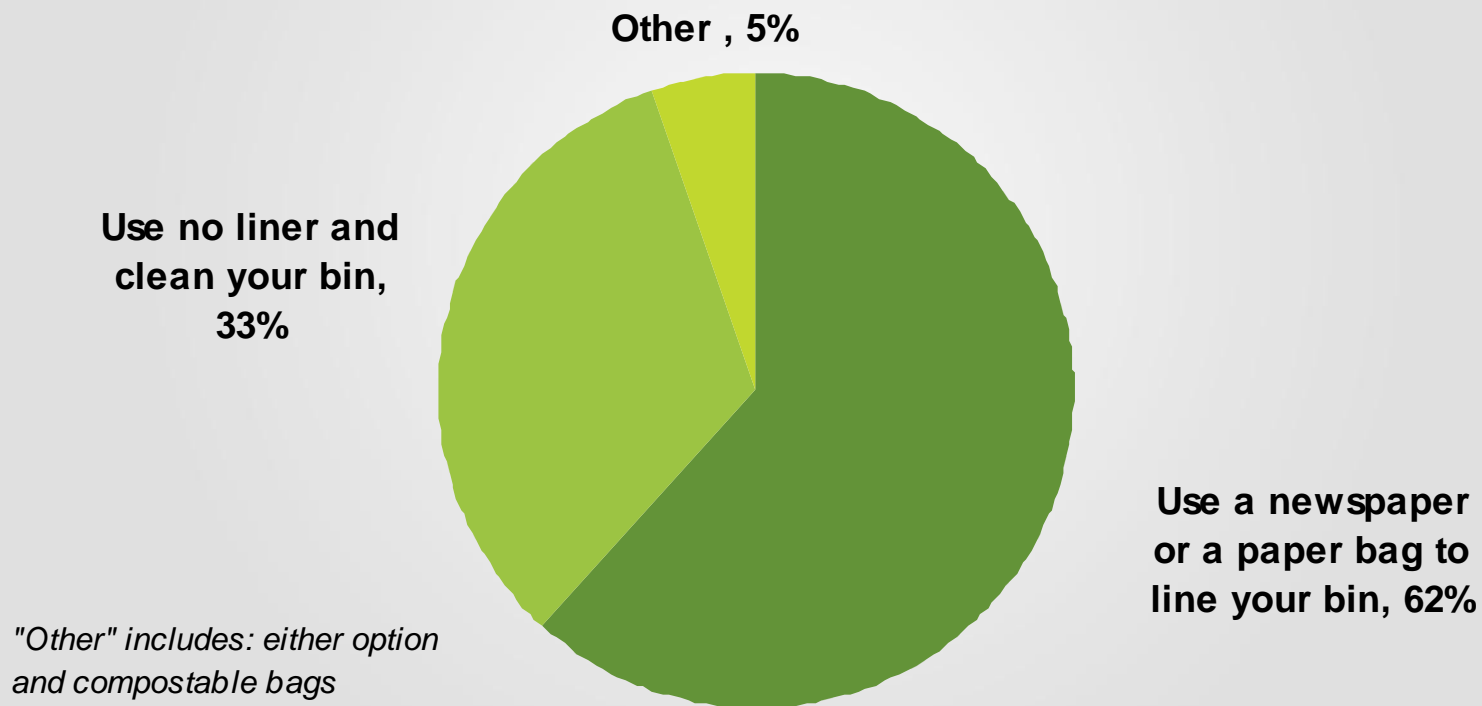
Which type of curbside container would you prefer to use?



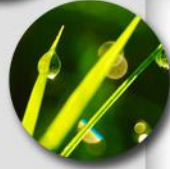
Results – Lining Preference



What Type of Liner Would You Prefer to Use?



Program Timeline



Baseline Waste Audits

**Public Consultation
Program**

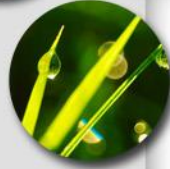
**Pilot Program Design
and Implementation**

Pilot Program



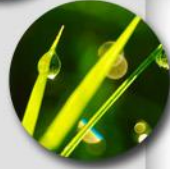
- Designed and implemented in 5 neighbourhoods throughout Surrey
- 2000 households in total pilot
 - 1000 households receive weekly organics, recycling and garbage collection
 - 1000 households receive weekly organics collection and alternating bi-weekly recycling and garbage collection

Pilot Program



- Pre and post roll-out consultation with pilot households
- Organics “Hotline” for pilot households to call in with questions
- Ongoing waste audits
- Pilot will continue to be evaluated and will determine the implementation for a City-wide organics program

Contact Information



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City of Surrey

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Alida Bishop, Environmental Scientist
Dillon Consulting Limited

ABishop@dillon.ca