

Attachment B

Raw Qualitative Data

This is the raw qualitative data. Only names, contact information, and places have been removed. This will be indicated by [square brackets]. Additionally, text boxes where the only response to the question something such as 'None' or 'N/A' have been removed as well.

These are the raw responses to the question: If you have concerns about the program, please share your concerns in the text box below.

1) concerned about the limits on what is considered to be compostable food waste eg the landfill staff are deciding what will initially be allowed.

2)also is the landfill facility a true composting facility like the one in [community] in the [region]?

3) will the program use the "bag to earth" waste bags that are mandated by the provincial government?

After this was initiated in the [region] it attracted more rats. It was awful between that and people using composts that attracted them. Garbage pickup every two weeks seems to get people to recycle more, that's a definite plus, but the garbages reek and attract bears so lots of public training on garbage upkeep, toght lids etc needed.

Animals especially rodents

Animals/pests.

Are the kitchen bags biodegradable, or reusable? Does organic waste have to be put in bags?

Attracting Wildlife in residential areas with bins full of disposed food waste.

Based on past experience in residing in [Lower Mainland], where organic waste was collected; As a result population of rodents grew and moved into properties. We have had damage to our house that was costly. It is bad idea to have waste collection in high density housing!! Not to mention bad smell especially in the heat of summer!

Contamination if organics will be used in farming

Cost

Dependent on season, concerned about bears and other animals. If the current green bins are going to be used, then they are not bear safe.

Don't think meat waste should be included

Early on in the Victoria BC program smell was an issue

First of all, I support the idea of food waste compost, however, I have several concerns about this change as presented. I am glad to read that this change will see yard waste/ compost picked up every week, I think that will be a very positive change, by itself. BUT I am concerned about the potential for attraction of wildlife to bins as it is - and of the possibility worsening with with food waste/compost, and with garbage being picked up only every two weeks. Several neighbour garbage bins already near overflowing with once-a-week pick up. (And then there is the potential of things getting quite smelly in the heat of summer.) Will bylaw enforcement be stepped up, to encourage and when necessary enforce the correct storage of compost and garbage bins - these should only be out in the morning/day of pick up, but I often see neighbours putting their bins out the night before. Will larger black cart/garbage bins be provided free of charge (one-time) for large households who are already

struggling to contain their trash?

Ideally, I think black cart/garbage bins would continue to be picked up once a week, for pest, animal and smell control.

For a family of 5, garbage and recycling collection every second week may not be enough. Is there an option to get a second bin if needed once this begins and we find we need more space for those two weeks?

Garbage collection going to every 2 weeks. Not a good idea. Even with full composting, which we already do at home anyways, we CANNOT go 2 weeks with the smaller sized garbage collection bins.

Garbage collection will not be often enough. This will not reduce waste as much as you think.

Green bin will not be big enough for household organic waste in spring and fall with yard cleanup. Have found that unlimited yard waste pickup occurs too early in season, not aligning with completing raking all the leaves specifically. Not sure how i will store collected organic waste and separate household waste in my house prior to taking out to bins as i do not want bin on my counter, nor do i have garbage under my counter.

Green collection MUST remain weekly if kitchen waste is to be included. It CANNOT be changed to bi-weekly to save money. Think Oliver summer temperature

4. Most people don't like the extra work of sorting, and do not understand what is accepted or not, even years later. Contamination rate is high.
5. There is an added expense to line your kitchen catcher that is placed in the kitchen. Again, space for storage inside your home is also a problem. Smell, stench and fruit flies quickly breed inside a person's home due to contamination.
6. Organics really does not impact landfill volumes, it is the hard material types like metal, plastics, etc. that do. These still get to the landfill although they should be recycled.
7. Stench and smell are present from bins each day as the bins can never be emptied cleanly.
8. No one from the city ever comes back to switch out and wash and disinfect the totter bins regularly, and the problems just worsen.
9. If the cost to run the program is more then it is currently, then we are not doing a service to the residents of Oliver and not asking the right questions. Savings on landfill tipping fees by diverting the organics away from the landfill should come back to the residents as a refund or discount because the the party accepting the organics is turning it into a profitable product, i.e. compost and fertilizer.

I wish it was happening sooner than a year from now.

I would like to see more promotion of backyard composters.

I'm concerned about attracting rodents. I have previously been in cities [Vancouver Island] which have organic waste collection and the bins get very dirty and smelly will there be an ongoing cleaning of the bins. Won't this add significant cost to the program?

We regularly, via the news, hear about being 'bear aware' and not putting out garbage attractants. A bear will have no trouble accessing the contents of the current green bins.

If we keep giving people bags, there's no incentive to change. How will we be sure the bags are truly compostable in our system? Will they be made of corn or potato, with no forever plastics at all? Really too bad that apartment buildings aren't part of this since the residents generally have no way to compost at their complexes. Also including food businesses, and facilities who produce great amounts of food waste. Animal waste is a big problem but I don't think there's a solution at this point. I have three composters in my yard so I'm not your target market. I hope people buy into this valuable program, though.

I'm worried it will smell out by the bins

Is it for rural users who also get regular garbage and recycle pick up?

Is this not a opportunity for revenue generation for or residents? Or is this a method to feel good and charge more ?

It is about time this program was started!

It is starting really late. Many municipalities in BC have this program. Oliver is really late.

it should not affect frequency of regular garbage collection this should be done weekly
it sounds wrong to combine food waste with garden waste in one collection bin

It think this is fantastic! No concerns, just so happy Oliver is doing this. Great work! I feel like extra green bags would be wasteful, would recommend not providing them for free when they're not necessary.

Just another foolish program.

Living in a strata, and being on council I don't have any more information than what is provided in the FAQ. I think that the town should provide more information to stratas as we have our waste collected on the city schedule and routes.

Long roll out time

Multi family homes like strata are excluded. What can we do?

My concern is that I will have to pay more and I'm already stretched financially.

I compost all my organic scraps at home via worm composter and backyard composter.

My concern is with black bin pick up going down to once every 2 weeks. I personally compost all of my families organic waste and still have a full black bin every week. So, I have no need for organic waste pick up, but weekly need for black bin pick up.

My only concern is the start date, if the facility is already built at the Oliver landfill, why is a whole year needed for education? I would love to see this program launched earlier. People can learn as they go. In my experience most people don't pay attention to things in this Town until they're already happening, and even then it takes a long time afterwards.

Need to change the recycling program so that it does not go to the dump. Take glass, etc.

No concern about the green bin, but would like the option to upgrade to the larger black bin for no cost (since pickup would be every 2 weeks.

Once again, our bills will likely go UP. Charging separately for water and garbage pickup resulted in a substantial increase to our bills, aside from taxes going up each year.

Our black bins are already small. If black bins will only be picked up every second week, I'm worried they won't be big enough. I have talked with my brother who lives in a city that has gone this route and he said it works but they have a bigger black bin. When he looked at my black bin he said it was too small to go to collection every second week. According up the FAQ, 42% of residential garbage is recyclable. So my black bin will have $58\% \times 2 = 116\%$ of its present amount when it gets emptied every two weeks. At present it is usually at close to max capacity each week. My other concern is that if pet waste isn't accepted in the green bin, the smell of it sitting in black bin for two weeks instead of one is going to be unbearable in the summer.

Rats are a problem in town, expect that this program will attract more rats.

Specific plans need to be implemented in detail

Starting so late

Summer heat

That those of us that already compost are being penalized in only being allowed our black garbage to be collected half as often as present.

The only concern I have is that not enough people use the green box to put their organic oil in

The size of the green bins. There is no option for a smaller size. A lot of properties are seniors with compact xeriscape and do not need the regular or large size bin. Food wastes will be messy and attract bugs, flies, animals etc. A smaller bin would be easier to regularly wash out

The smell of a weeks collection in our hot summers.....plus the attraction of rodents

the green bins are not picked up throughout the winter. In a nutshell it will eventually cost the population more.

Things will be put out early, sometimes of necessity. They will attract critters of various sorts. Early collection is a big roadblock. Most people cannot store inside or in freezer. Collecting huge green carts for a tiny amount for many seniors...just not seeing it. It sounds noble but unrealistic

This is in response to question 5.

Will the bags be biodegradable and readily available either through the Town or at a local store?

This is only for some homes. The Town needs to make it for all businesses, hotels, and agriculture.

Waste of tax money!

Waste of time. It's so little. Kitchen scrap decomposed in the land fill in garbage anyways so what's the point?

We are in townhouse doesn't have green bin . [personal home address] love to have one and willing to pay if I have too.#7

What about meats?

What happens to the organic waste once collected and taken to the landfill. Will it be composted and used efficiently.

What will the cost be to do this program per owner? There will be an additional cost above what the grant covers.

Why is it starting so late? Needs to start now!

Will it raise my taxes for this

Will meat waste in the summer there will be lots of maggots. We currently put a plastic bag in our garbage waste so combat that during summer. Not being able to put plastic bag in green container will make maggots an issue.

Will Osoyoos be doing this

Will storing organic waste in green bins even for a day or two not attract vermin? Other than that I am completely in favour of this as almost all that goes into our black bin is organic kitchen waste.

Will there be a no cost home pickup?

Won't the green bin start to get stinky with all that meat, dairy products, and other food waste?
Won't animals be attracted to the smell?

These are the raw responses to the question: What questions do you wish to ask the Town of Oliver about the organic waste collection program?

You keep saying green bins but that is yard waste? Will there be 2 green bins.

Would there be an option to collect some compost for personal use out of the organic collection?

Would the town require compost to go in bags? If so, isn't it just better for the environment if we compost in our own yard?

Would paper towel soiled with i.e. cooking oil be accepted?

Will we be able to purchase compostable and or biodegradable bags at the store to put our organic waste in and then place in the green cart?

Will this organic waste be turned into compost that we can use in our gardens?

Will this new system have an upward monetary affect on our house taxes or our quarterly utility invoice?

Will this cost us more?

Will there be a cart provided ?

Will the public have access to composting material from the organic waste collected?

Will the composted material eventually be made available to the public for use in gardens etc.?

Will this material be clean and safe?

Will soiled paper be accepted?

Will compostable plastic bin liners be permitted or just paper? Will Oliver ensure local stores carry the accepted products?

Will bags of compost be available for residents of Oliver. Perhaps in return for donations to food bank

Will any of the collected organic material be composted?

Why will black bin pick up be reduced to once every 2 weeks for those of us that do our own composting, but still require weekly pick up of black bins?

Why hasn't this already been in place, what is taking so long

Why are businesses not mandated to have to join? What about hotels? What about agriculture?

Where will the organic waste go?

When does it start? Will private stratas be involved?

When does it start?

What took so long

What prevents people from putting the wrong things into their green bin? Will there be any kind of monitoring or random checks during at least the initial period or is it strictly on the honour system? How much will this add to utility taxes?

What is the relationship between the Regional District and the town in this initiative.... how come this is not handled by the RDOS as it is in the KBRD with separate organic waste processes that are apart from the garbage and yard waste processes.

What is taking so long

What happens to the organic waste once collected and taken to the landfill. Will it be composted and used efficiently.

We would need a second green bin for this program.

The question is are we going to utilize this material and create a income source rather than once again greater costs ?

Thank you.

Since organic waste does not take much room in total, why are the garbage (black bin) pickups being reduced by half?

See above.

Regulate recycling, and the government will increase the number of people to collect

Please start sooner if possible!

Please inform us what type of bags can be used when collecting organic waste.

Please ensure that we can get a reusable bin to hold organic waste. Would not want to create more waste by using single use bags.

Plans to provide bins that are animal proof.

Once a month, the town should have a meeting in a public place where people can come and ask questions and you can tell them whether the program is working or why it is not working

Nothing comes to mind. This is a good thing!

None I have lived in a city that had it and I'm happy this might happen in Oliver

It should be mandatory for all places in Oliver.

Is there going to be policing or enforcement of bin rules such as over filling and lids being partly open. subsequently contents blowing out by the wind.

Is the compost generated by this program available to residents or will it be used by the city to reduce the need to purchase compost for municipal landscaping?

If we're collecting organic waste in a plastic bin, can we empty the bin directly into the green cart, or does it have to go into a (paper? biodegradable?) bag first?

If my black bin proves to not be big enough to handle the 116% of garbage every two weeks, will the town provide a larger black bin at no extra cost?

I think the way the program is introduced will be the way people get used to participating. I like that the town is reducing garbage pickup. Forcing some people to get on board is the only way they'll get over themselves to do something for the community/collective good.

I question providing free bags and totally disagree with plastic compost bins

I live in [other interior BC community] and find their organics program easy. I am 1 person and create 1 icecream bucket per week, unless I have some garden refuse. I wrap in newspaper or flyer or put leaves in brown bags. Would that be acceptable in your program?

I have been part of an organics collection program in the past and our group found that some participants will NOT follow instructions or be bothered to do anything that is asked of them. How will a whole town keep track of who is dumping non-organics into the green bins?

I don't have any questions.

I am currently using the green bins (yard waste) to dispose of organic waste as described in the FAQ document. How is this new program different?

How will organic waste collection work at condo buildings?

How will I know what to put in and not to put in?

How to get green cart and what we can throw in it . I live at [personal home address]

How they would be utilizing the collected organic waste to make viable compost?

Do to our climate, are we not worried about combustion and pests?

How organic waste collection would reflect on cost of collection, is there will be additional fee?

How is this a good use of tax money?

How do you know if people are following the program?

Forward thinking. Thank you.

I do not want the bags or bin. Will use my own stuff.

Entered by Town staff. Paper copy returned to the Town.

Does Yard waste get mixed into this?

Concerned this will increase rodent population in the town if waste not properly secured until pickup.

Clean paper products, wet paper towels can go in green waste?

Can we upgrade to the bigger 36L green bin for free?

1. As mentioned, the cost for adding this program should decrease a fair amount, as there is less tipping fees per tonne being charged back to the Town.

2. Waste Management is a leader in this field, so make sure you get the right contractor that knows this organics world, otherwise it will become a nightmare to manage. I will be monitoring the council minutes and agenda's, and will not be shy about speaking on this topic if I feel it is going in the wrong direction for the residents in Oliver that do not understand this area very well.
 3. Run many and ongoing training sessions to keep on track. Online, in-person, brochures.
 4. Provide quarterly updates on the success or failures of the program and share this easily to find on the Town's web site (graphs, summaries, stats, etc.). This will help residents understand the challenges and what they may be able to do differently.
 5. Offer ongoing tips that come in and spread the word online.
- 1) Why not promote household worm composting? I have a worm composter (hungrybin) that utilizes more than 90% of my kitchen organics/scraps.
 - 2) Once the town collects all the organics, what will you do with them? Are you starting a compost program to utilize those scraps?

These are the raw responses to the question: Please write other ideas, suggestions, or concerns you would like to share with the Town about the organic waste collection program.

3 'Rs' in old days: reading, 'riting' and 'rithmetic'
3 'Rs' today: reduce, reuse, recycle

Thank you to our intelligent mayor + council

As we will only have garbage pick up once a week I would suggest that at Christmas time when there is typically a lot more garbage can there be an extra garbage pick up during the holidays?

Bins can really smell with organic waste if they are not in bags. Would really prefer a program that allows for organic waste bags.

Bravo! We are very pleased with this new program.

Comment written in #4 above.

Concerned by bins full of food waste being left out on the streets at night in neighbourhoods attracting wildlife

Don't go ahead

Encourage people to use metal kitchen recycle bins. I already have one and I suspect other people who have moved here will also have bins.

Glad to see this happening. I experienced this transition in [Lower Mainland] and it was simple and significantly reduced actual garbage being put out biweekly, the concern going into the transition about inadequate pick up frequency, for amount and odor, was not warranted.

Great idea. Thank you.

Having a large garden we already compost most of our food waste minus meat/bones, but agree whole heartedly with this proposed program.

Hopefully there will be close monitoring and regular reporting of the effectiveness of this initiative by recording the reduction in the amount of waste going to the landfill and what happens to the organic waste.

I already compost all my organics via my backyard composter and my worm composter. I use a HungryBin for my worm composting.

I feel the town should promote worm composting.

I am so pleased this program is starting. I split my time between Oliver and [Lower Mainland]. [LM] has an organics program and my actual waste has been reduced hugely. I so believe in the organics program that when I am in Oliver (10 days/month) I freeze all my organics and take them back to [LM] to put in my organics bin. Separating organics is quick, simple, and easy and fantastic for the environment. Keep up the good work.

I like the idea of being supplied with the bin liners. That will help with keeping maggots down and the need for bin cleaning.

I moved from [Alberta community]. It was disappointing to see that Oliver did not allow organics in the existing green bin.

I personally think that it should be compost with no meat, dairy or bones. So much easier for landfill to reuse soil quicker.

I realize the list of acceptable items still has to be decided. We use fully compostable coffee pods (according to package), not k-cups. Could these be included? Just a thought.

I want to see information about what the town will do after the program starts. Like someone going around town to help people learn more about the program. More educational activities.

I would like to see affordable biodegradable bags that are purchased in groceries to carry purchase out, then reuse for organics later

If you have an example of a similar, successful program in a SIMILAR town (not, e.g., Kamloops or somewhere in the US), it would be enlightening and hopefully encouraging to read as part of the town's 'sell'. Best wishes, good luck!

I'm a big fan of Bokashi composting. I wonder if there's a way to accelerate composting in a method like that but bigger scale.

I'm very happy the town is implementing this program. We have been composting much of our own waste. As a household of 2 adults, we have 1 small bag of garbage weekly. I still believe, as a community, we need to do more on the "reduce" front.

Implement garbage collection at every location

Incentives for reducing waste

It's a great idea. Am wondering if the finished composted materials would be available to the public for use on their shrubs, gardens, flower beds?

Like mentioned above, in our opinion it is a bad idea. Perhaps drop off bin, away from houses, like by community mail boxes as example, would work better.

Long term not knee jerk please.

Make sure businesses are doing the same.

Make the composted organic waste available to residents for use in their gardens.

Meat products need to be bagged & put in freezer until collection not left in bin on the counter for a week. So both bags & bin would be helpful.

No other ideas, but I'm so glad the town is doing this!!

not about the organic waste collection program but another suggestion that in the future that the garbage trucks can pick up glass (jars/bottles). So we don't have to take to the bottle recycling depot.

Where I used to live we were given a tote where we would put the glass products and put out on the curb on our garbage day.

Paper survey returned to Town Hall entered by Town staff online.

Please continue to provide the option of the black bins being picked up weekly, as we definitely will continue to need such. We have been putting all of our compostable substances in our compost bin for use in our garden, and don't want to be penalized by losing garbage pick up. Thank you!

Please include more tips on securing these bins against animals in your messaging! Thank you.

Provide information statements, multiple times in our utility bills. Or even every time. Or, a magnet to show what can go in. It takes a while to be able to remember everything.

Sell the resulting organic compost from the organic waste back to Oliver residents. It will help fund the cost of the pickup.

Send a poll (menti or other) out online and by mail:

Ask these questions: 1. Are you in favor of this change? 2. Are you in favor of staying the course (no change) 3. What challenges do you think you will encounter or what help specifically will you need?

4. Is cost increase a concern for you?

5. Are you interested in knowing where the end product of your organics goes to?

smaller green bins

Stupid idea!!!!

Thank you

Thank you for speaking at Buy Low Foods. We found it very valuable to speak to you in person.

Thank you for the organic program. I think this is very important for Oliver.

There will be odours throughout the town from carts in the heat ! We successfully freeze our food waste in a thick paper bag and add it to our general garbage cart weekly ! This freezing works well and avoids odours.

This is magnificent.

To offer garbage schedule printed copies as not everyone has access to colour printer. Or use symbols to denote the different pickup collection days

Use an in sink garburator like I do.

Used it in [Vancouver Island community] and worked great

We had this in the lower mainland. Very great program. Thank you Town of Oliver.

We have enough pests, due to the heat, the smell is also a concern.

we moved here from the lower mainland coming up to two years and loved the organic waste collection!! Look forward to it being implemented

Why is the Town doing this? Very concerning!

Why is the town recreating the wheel on this when other areas and towns like Summerland have already created fantastic programs that meet high standards

Will there be opportunities for rainwater collection barrels for water efficiency in the future with cost of watering and reducing watering days?

Would be great if the program took pizza boxes.

Would prefer to not put food waste into plastic bag, just wrap in newspaper or put directly into green bin. The same goes for garbage