

Municipality of Chatham-Kent

Appendix B: Public Engagement Reports

Organic Waste Diversion Program – Feasibility Study
Update

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For Council Meeting on October 21, 2024

Let's Talk Chatham-Kent Project Page Report

Chatham-Kent has created an Organic Waste Diversion Program page (<https://www.letstalkchatham-kent.ca/organic-waste>) on Let's Talk Chatham-Kent community engagement platform.

The page provides information to the public about the Organic Waste Diversion Program, including project timelines. Whenever there is news, the page content is updated. So far, the page has received a total of 3,000 visits. The Forum section had 665 visitors.

The Forum section specifically asked, "What are your thoughts on having an organic waste diversion program in Chatham-Kent?" This question received 121 comments from 92 different contributors between February and the end of July. Administration addressed 6 questions in the comments.

Every comment and reply sent in from residents have been analyzed to determine the sentiment, concerns, and gauge the overall feedback coming from the public. Each response has been labelled with a sentiment of either positive, negative, mixed, or neutral towards the proposed idea of an Organic Waste Diversion program in CK.

General Sentiment: Most commenters express support for the implementation of an organic waste diversion program in Chatham-Kent. Several commenters highlight that CK is behind other municipalities in Canada, particularly in implementing green bin programs and waste diversion efforts.

Administration has evaluated all comments and replies submitted by residents to assess sentiment, identify concerns, and determine overall feedback from the public. Each response has been categorized as positive, negative, mixed, or neutral regarding the proposed Organic Waste Diversion program in Chatham-Kent. Refer to Figure 1.

Comparisons with Other Regions:

- Commenters frequently compare CK to regions like Halifax, Sudbury, and Toronto, emphasizing that these areas have had successful waste diversion programs for years.
- Some suggest looking at models from these regions to avoid "reinventing the wheel" and to expedite implementation in CK.

Concerns and Suggestions:

- **Rodents and Odour:** Many commenters worry about the potential for attracting rodents and pests. Solutions include using bins with secure lids, compostable bags, and maintaining proper hygiene practices.
- **Implementation Timeline:** There are concerns that the proposed timeline (three years) is too long, with suggestions to expedite the process.

- **Cost and Funding:** There are mixed feelings about the cost implications, with some fearing increased taxes while others see potential savings and environmental benefits.
- **Home Composting vs. Municipal Collection:** Several commenters already practice home composting and suggest that education and incentives for home composting could complement municipal efforts. Conversely, others argue that a municipal collection program is essential for those without the means or space to compost at home.
- **Inclusion of Businesses:** Commenters stress the importance of including businesses, apartment buildings, and restaurants in the program to ensure comprehensive waste diversion.
- **Quality of Compost:** There is interest in ensuring the compost produced is of high quality and can be reused by local farmers and gardeners.
- **Environmental Impact:** Some emphasize the need to reduce landfill use and greenhouse gas emissions, while others raise concerns about the environmental cost of additional collection trucks.

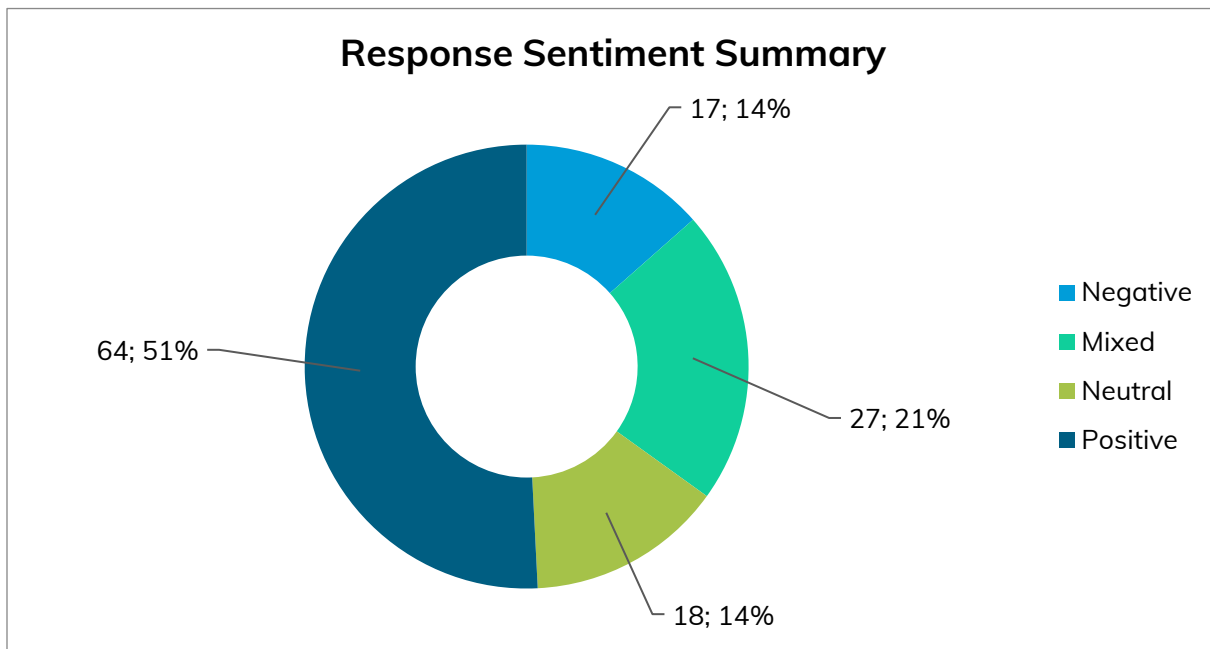


Figure 1: Sentiment analysis summary of the forum comments.

Suggestions for Improvement:

- **Pilot Programs:** Implement pilot programs to test feasibility and refine the process before full-scale implementation.
- **Education Campaigns:** Conduct extensive educational campaigns to inform residents about the benefits and proper practices of organic waste diversion.
- **Home Composting Incentives:** Provide discounted or free composting units to encourage home composting, particularly for those in rural areas.

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- **Collection Logistics:** Ensure the collection system is efficient and minimizes disruptions. This includes considering bi-weekly garbage pick-up alongside weekly organic waste collection.

Experiences from Other Municipalities:

- Commenters from regions with existing programs share positive experiences, noting significant reductions in landfill waste and successful integration of compost into gardens and farms.
- Challenges mentioned include dealing with compostable bags that break down too quickly and ensuring bins are rodent proof.

Overall, the consensus is that an organic waste diversion program is a necessary step for CK to modernize its waste management practices and align with environmental sustainability goals. There is a strong desire for the municipality to take swift and decisive action to implement the program, drawing on best practices from other regions and addressing potential challenges through careful planning and community involvement.

Organic Waste Diversion Program: Online Survey Report

Executive Summary

This report presents the key findings from the Chatham-Kent Organic Waste Diversion Program Community Engagement Survey. The survey was designed to gather community insights on the specifications of the proposed program.

Open to both residents and business representatives within Chatham-Kent, the survey allowed participants to voice their opinions on behalf of their households or businesses.

The survey was conducted from June 17 to July 15, 2024, and was accessible via the Let's Talk CK platform at www.LetTalkChatham-Kent.ca/organic-waste. To ensure broad participation, the survey was promoted through a variety of channels, including social media (organic and boosted posts), media release, print advertisements on local newspapers, posters in Municipal Centres and Public Libraries, as well as outreach through community partner organizations.

In total, 912 residents and business owners in Chatham-Kent took part in the survey.

The survey was structured with residents answering 19 questions and businesses answering 12. While the questions were largely similar for both groups, additional questions were posed to residents regarding non-curbside waste diversion programs and leaf and yard waste collection services.

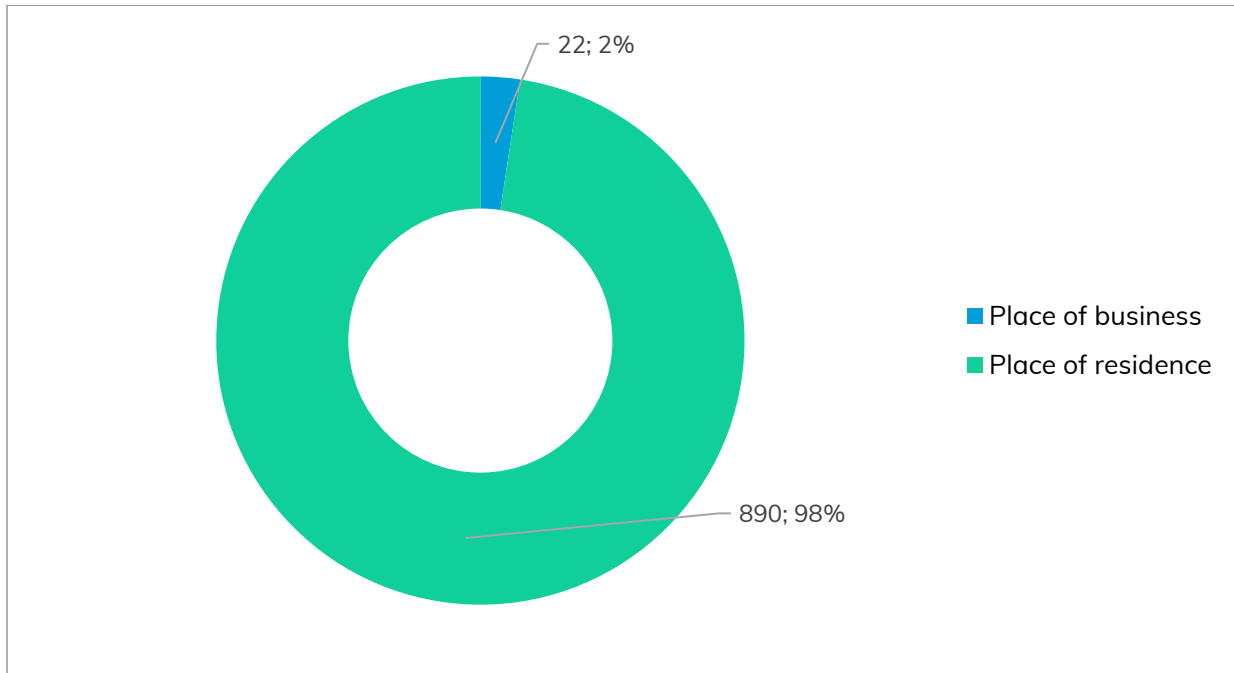
During the Public Information Sessions, nine attendees participated in the in-person event. The attendees voted on the survey findings by placing sticky dots. These votes were collected and have been added to the survey analysis. Questions marked with an asterisk (*) indicate that these votes were included in the survey findings.

We extend our sincere gratitude to all participants for their valuable contributions to this survey.

Survey Questions

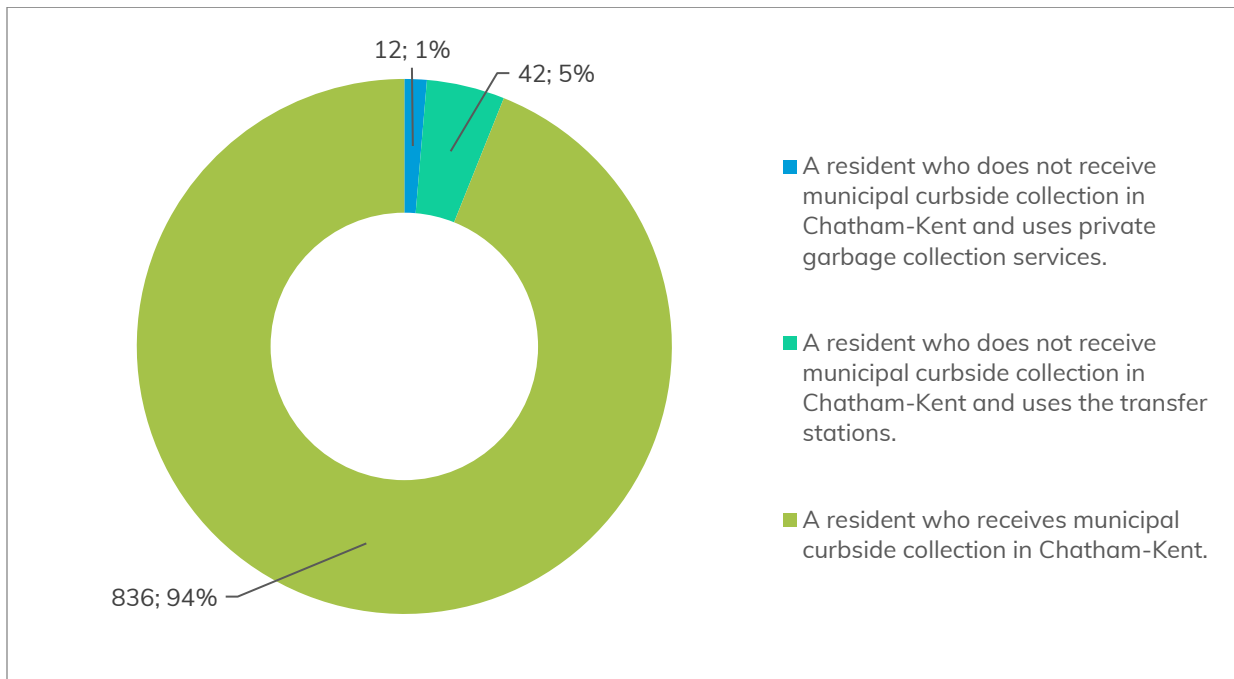
The following are the survey questions and their results. Some questions' results have been separated according to the respondent type: i.e. a resident or a businesses owner. Some other questions' results are divided according to the respondents' service method: i.e. Curbside, non-curbside, or business. All questions were mandatory, except for the last two, which collected open comments and asked where respondents live or operate their businesses.

Q1: Please indicate whether you are filling out this survey for your:

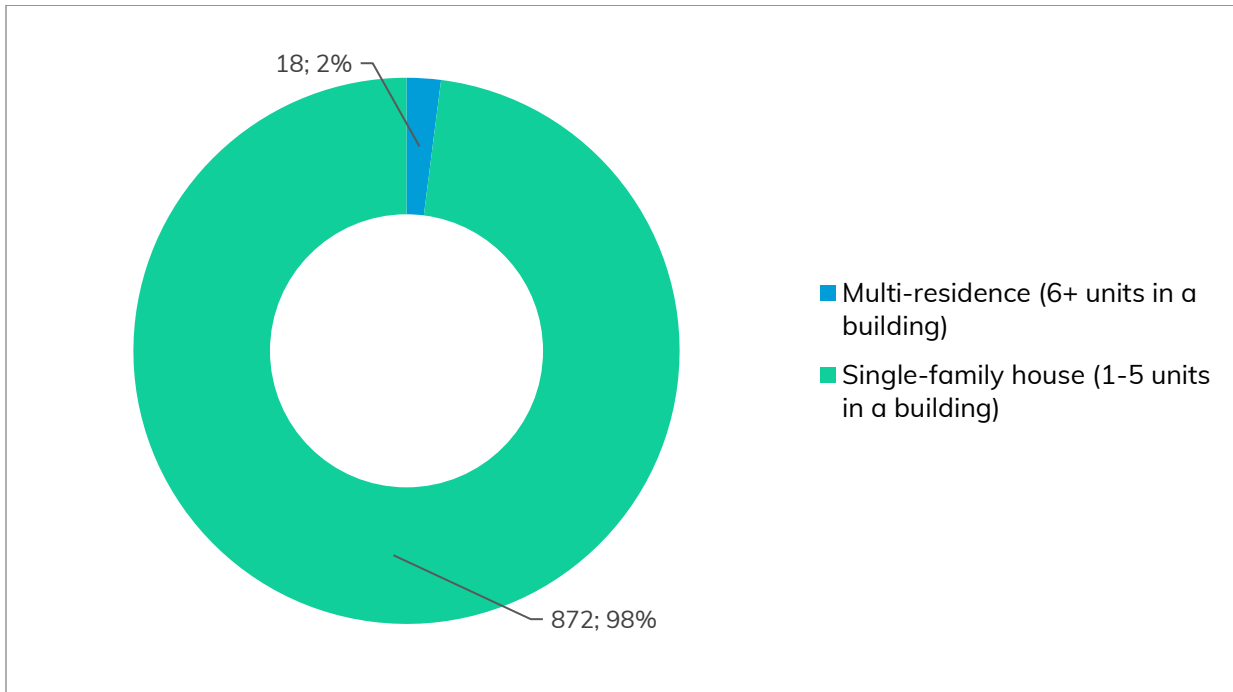


Respondents who selected “Place of business” skipped questions 2 through 19 and only viewed questions from 20 onwards. Conversely, respondents who selected “Place of residence” were presented with questions 2 through 19 and did not see questions 20 to 32.

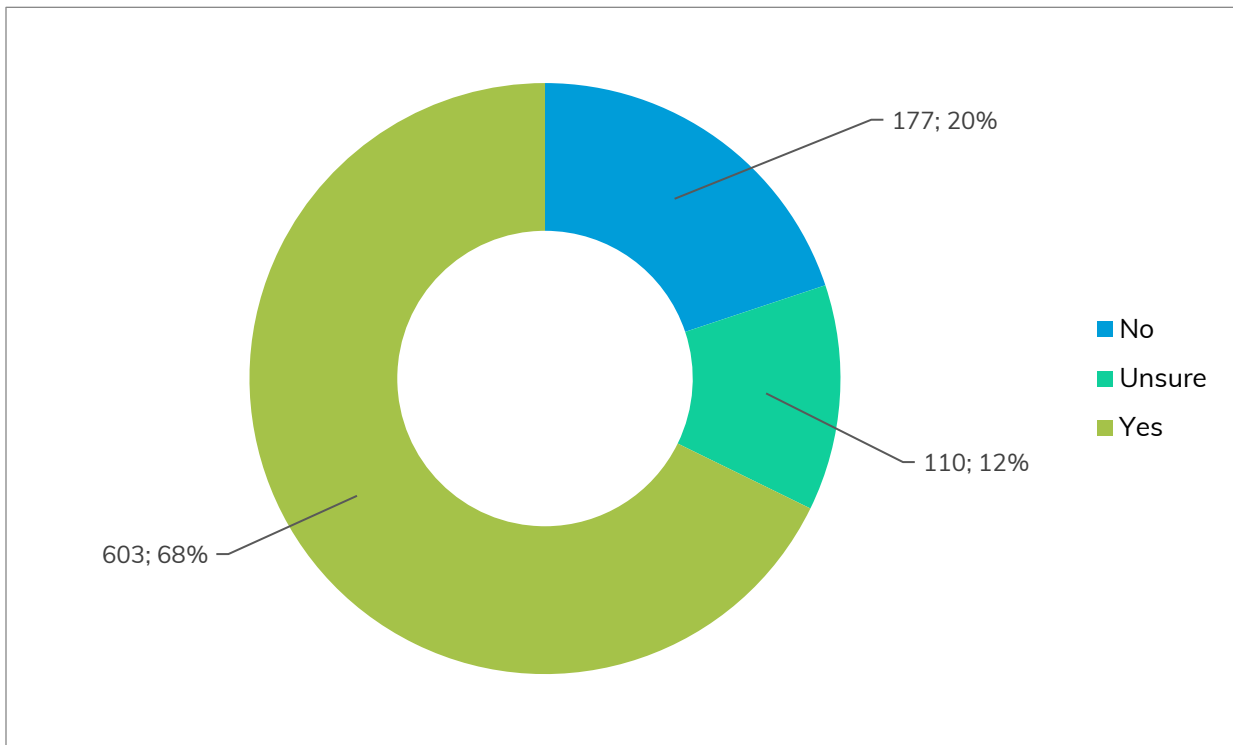
Q2: Which of the following best describes you?



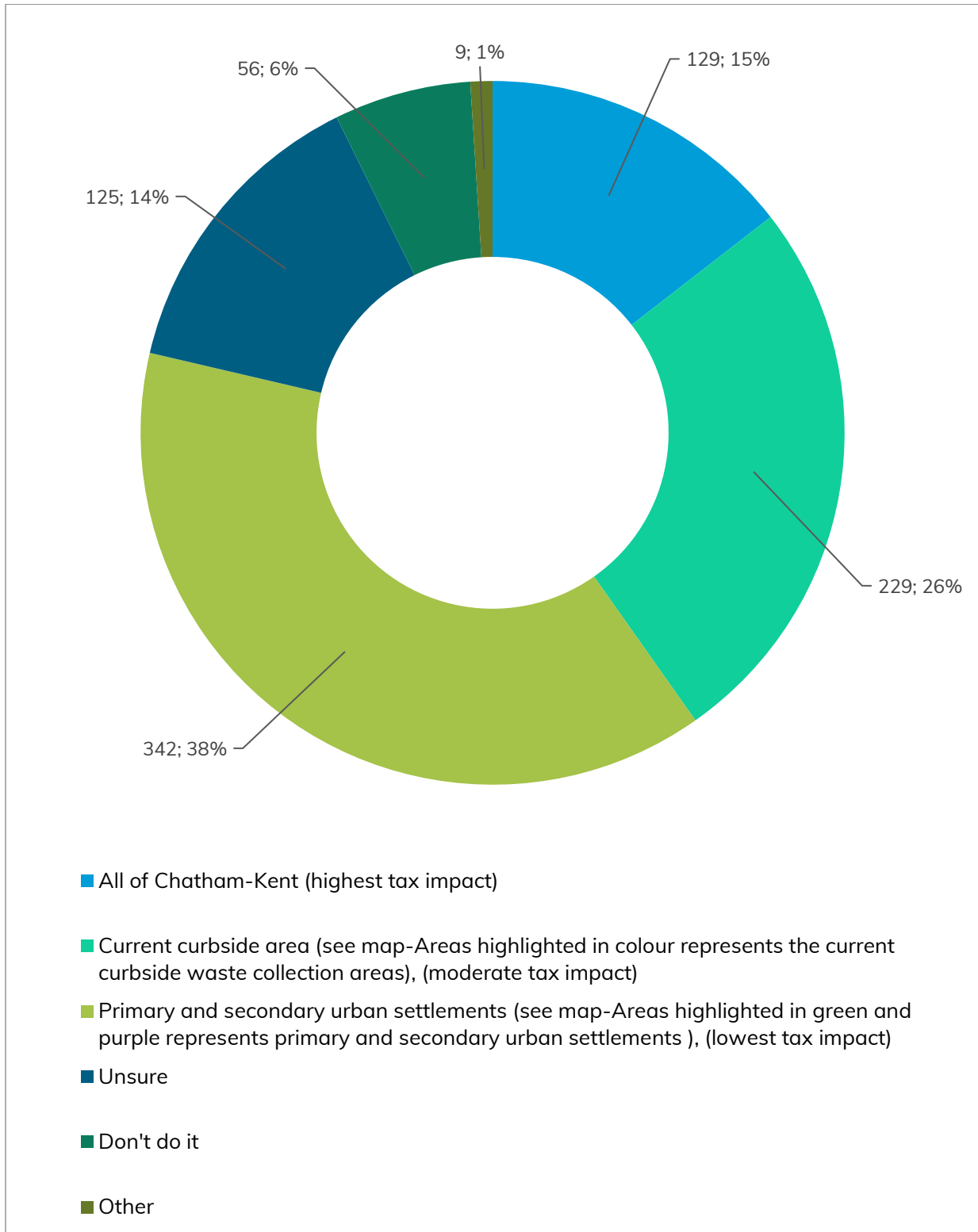
Q3: What type of residence do you live in?



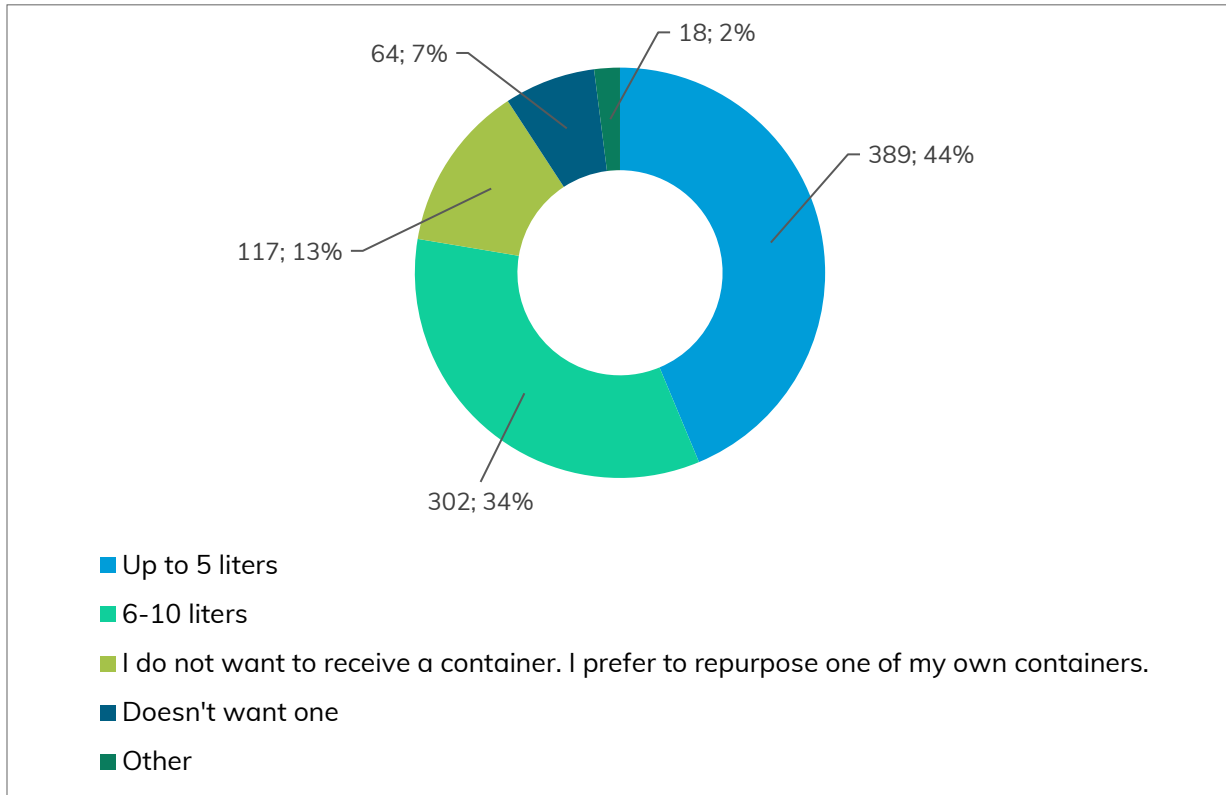
Q4: Would you participate in the Green Bin Program if it were implemented?



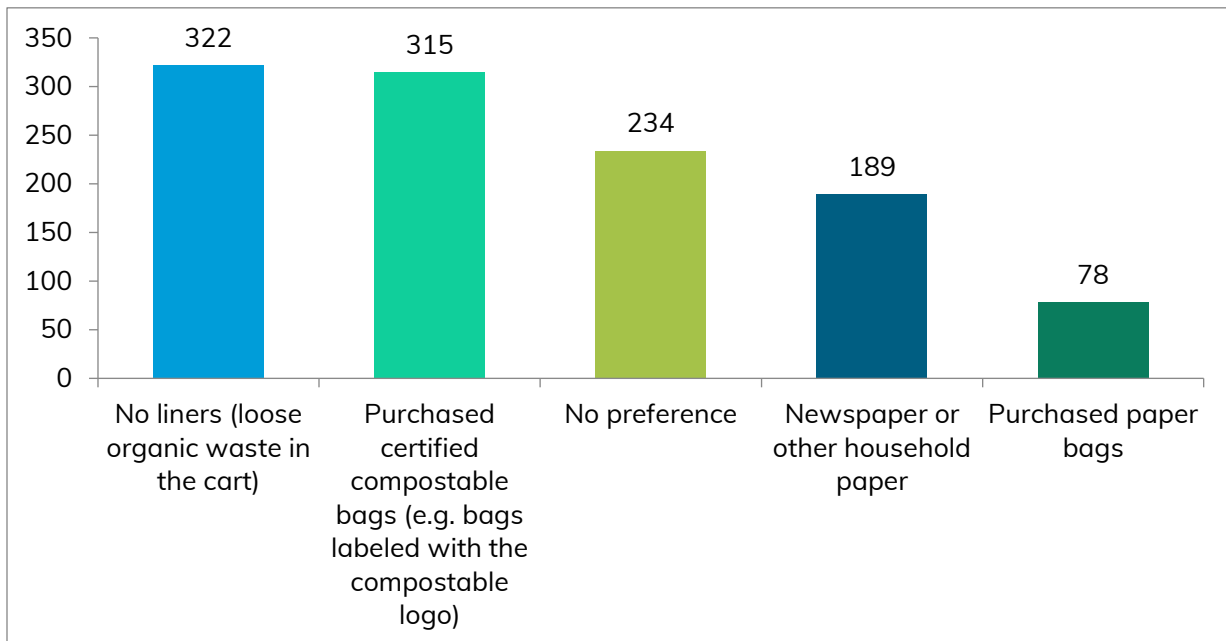
Q5: Where should the curbside Green Bin Program be implemented?



Q6: What size of kitchen container would you prefer for collecting food scraps and other organic waste indoors?

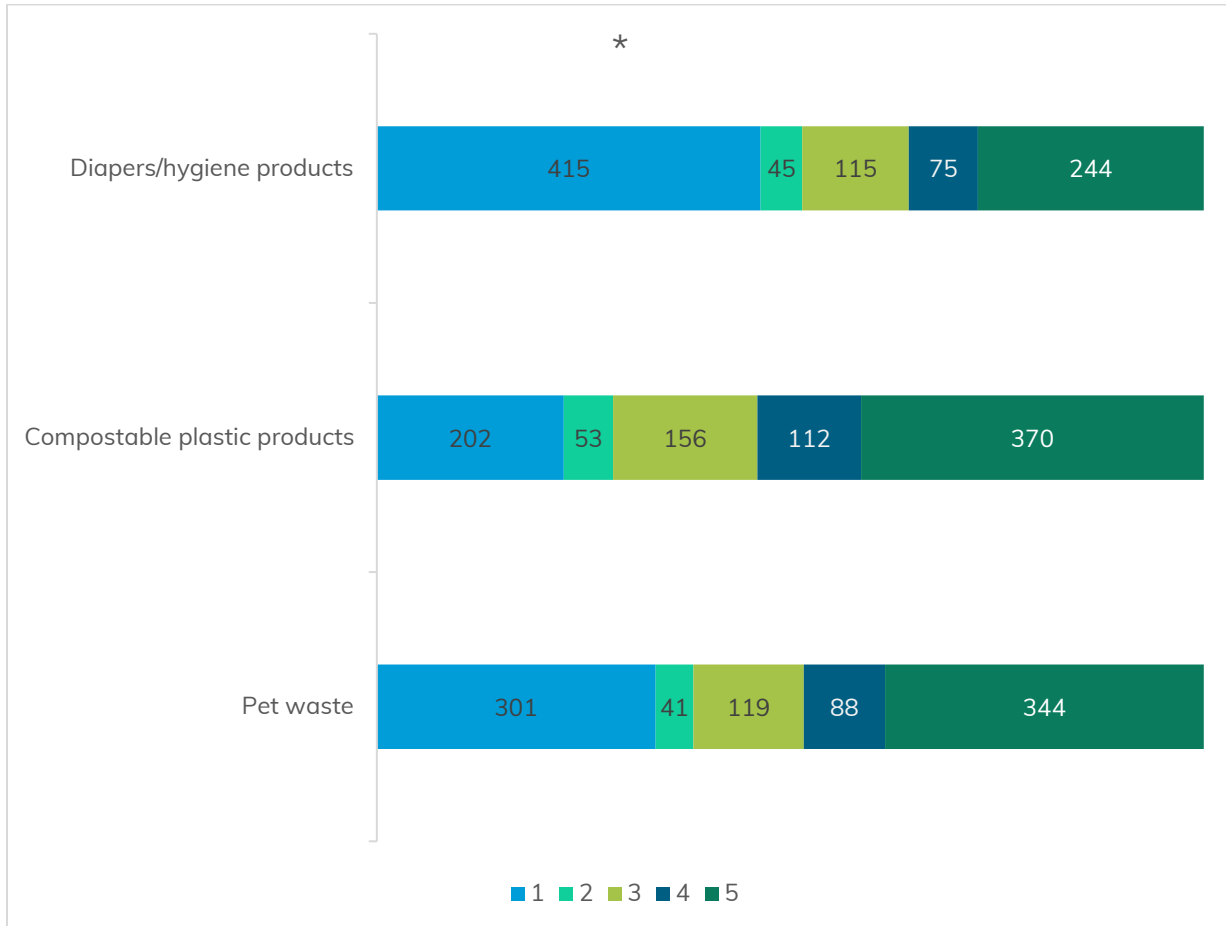


Q7: What type of kitchen container liners are you willing to use consistently? (Select all that apply)

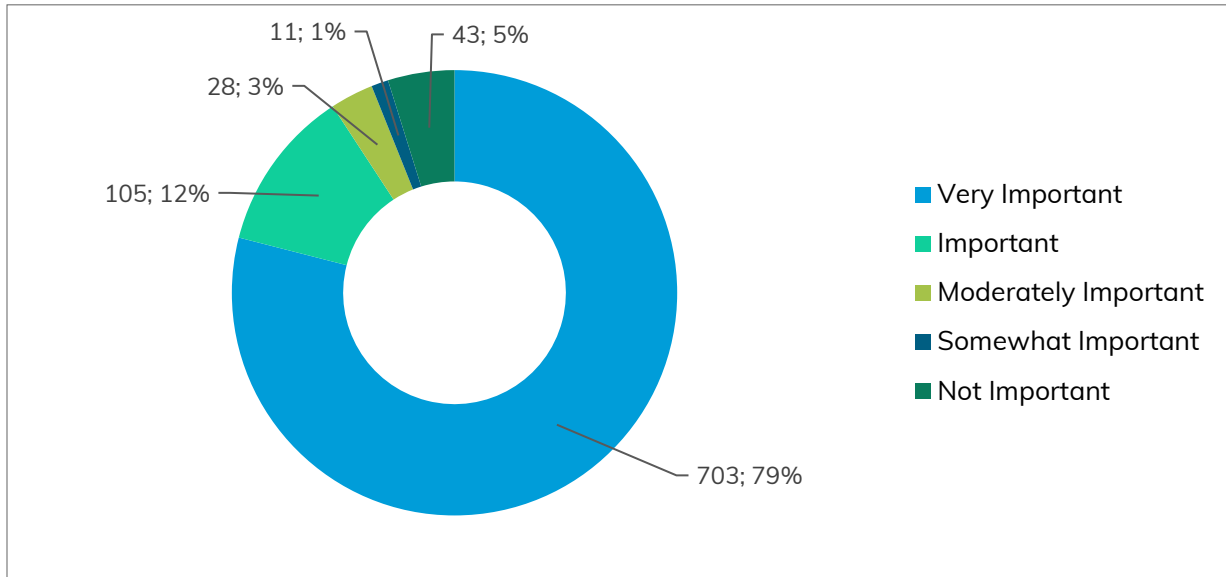


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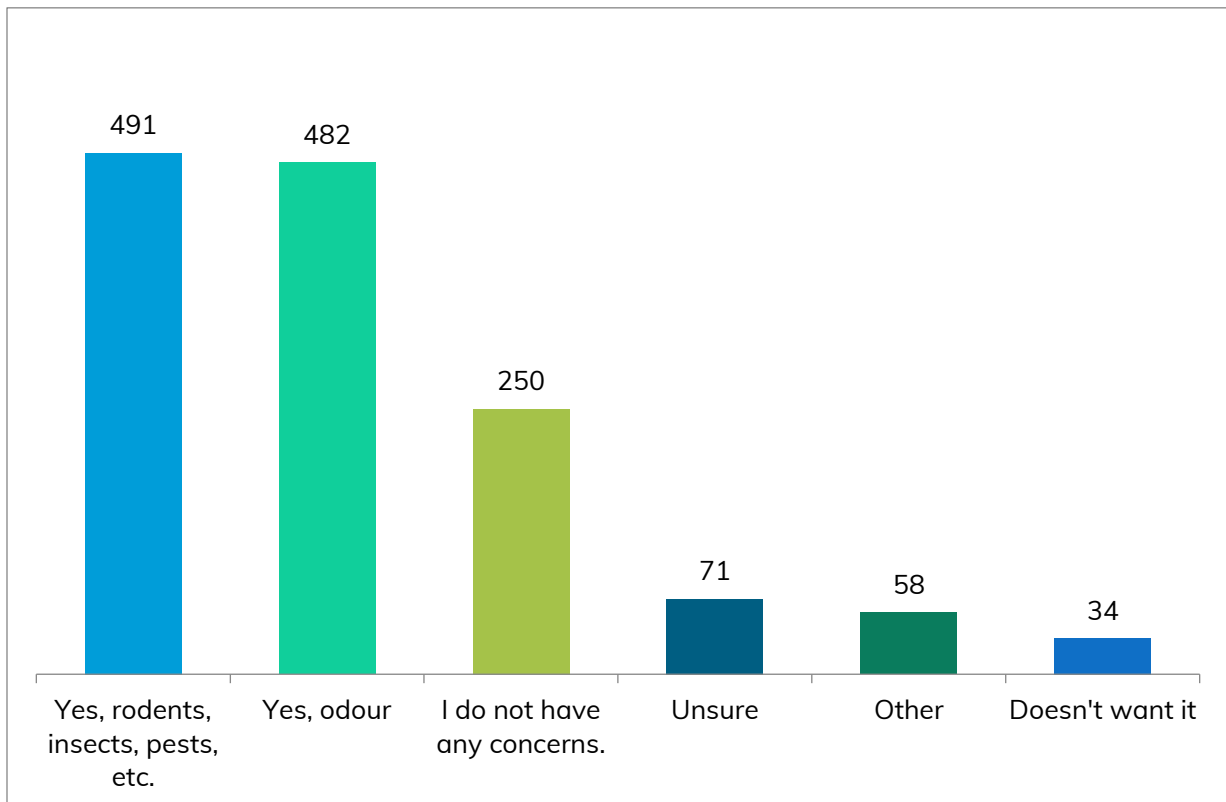
Q8: In addition to commonly accepted Green Bin items (food waste, food soiled paper, etc.), administration is studying the value of including additional organic waste items. On a scale of 1-5, with 1 being “Not important”, 5 being “Very important”, please rate the importance of having the items below accepted in the Green Bin Program.



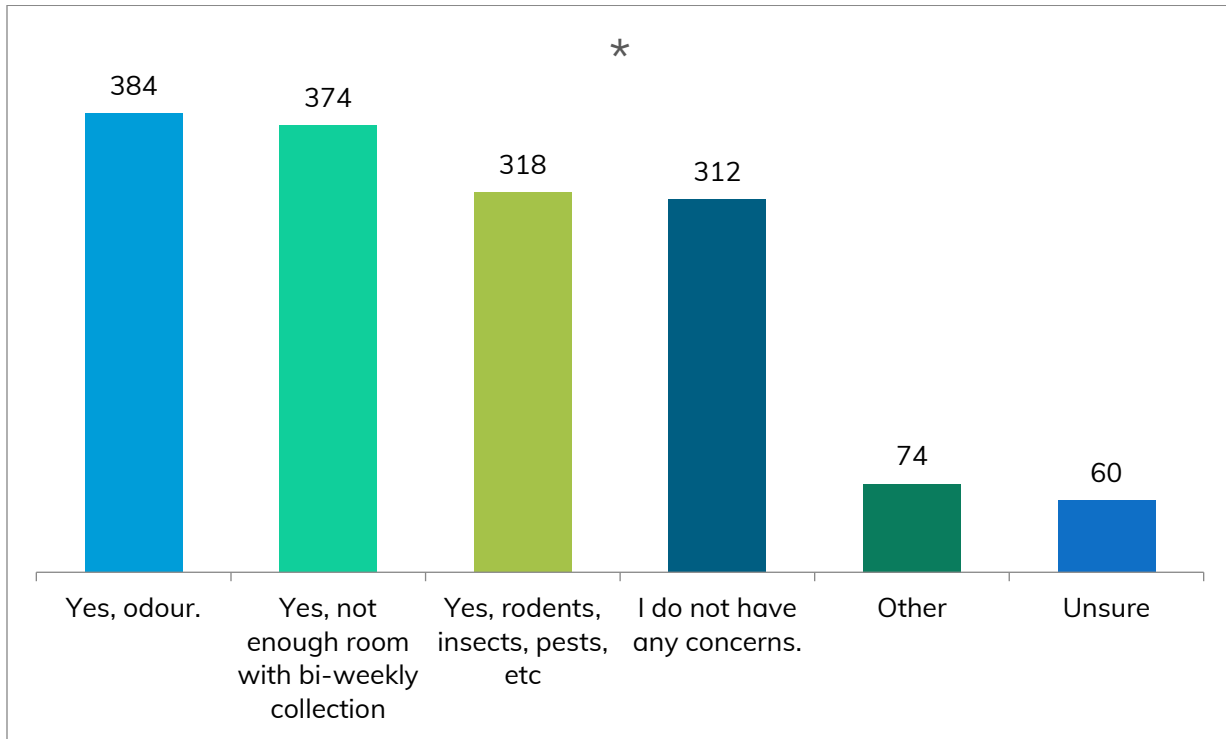
Q9: How important is it for the organic cart to have a mechanism that prevents animals from getting in?



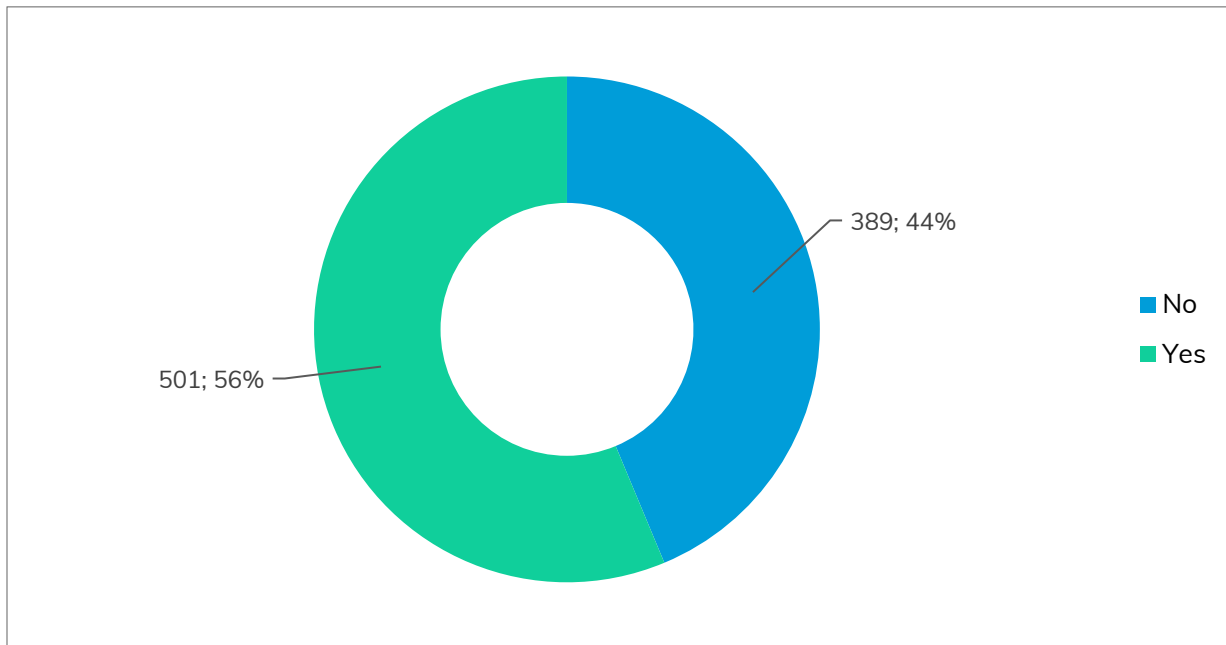
Q10: Do you have any concerns about the Green Bin Program? (Select all that apply)



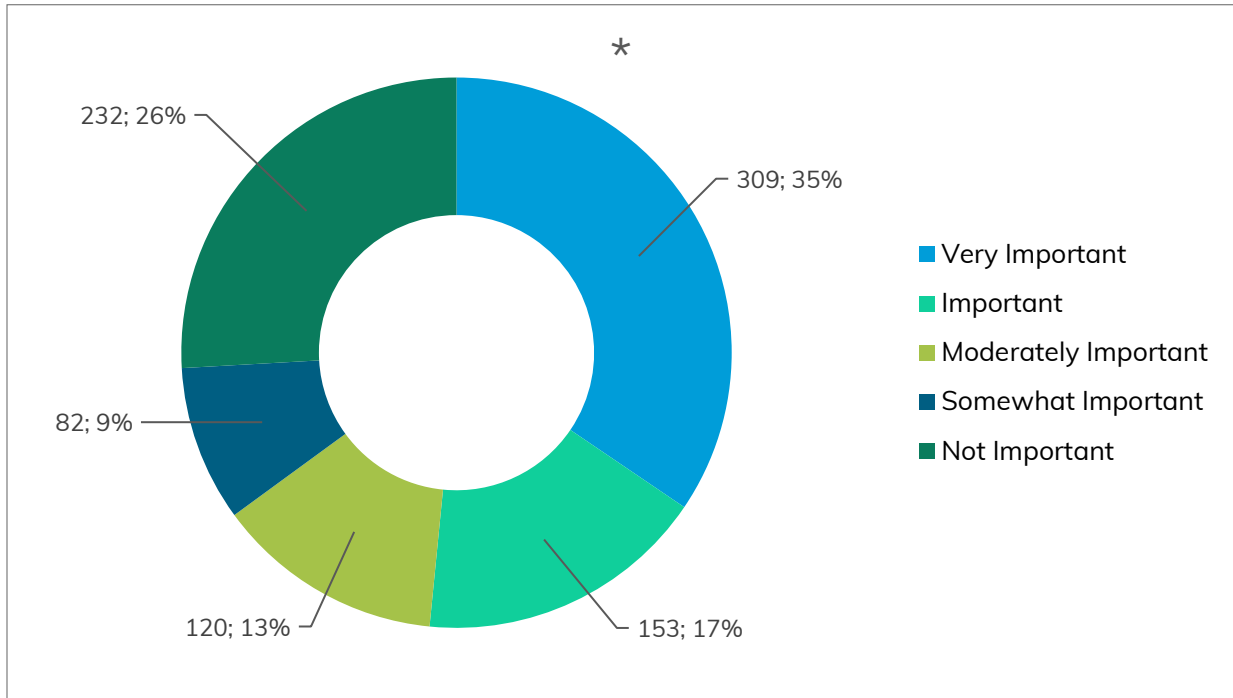
Q11: When the Green Bin Program is implemented, garbage collection will transition to a bi-weekly (every other week) collection. Do you have any concerns about this change? (Select all that apply)



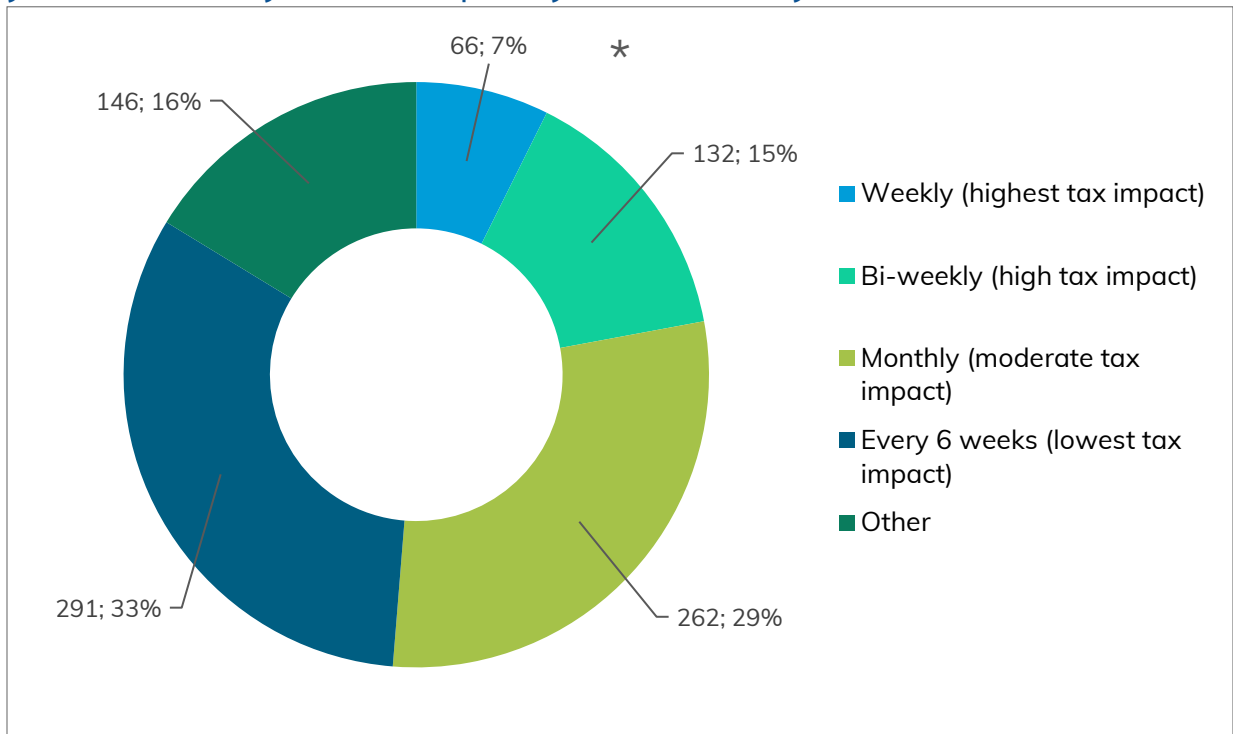
Q12: Are you a Leaf and Yard Depot user?



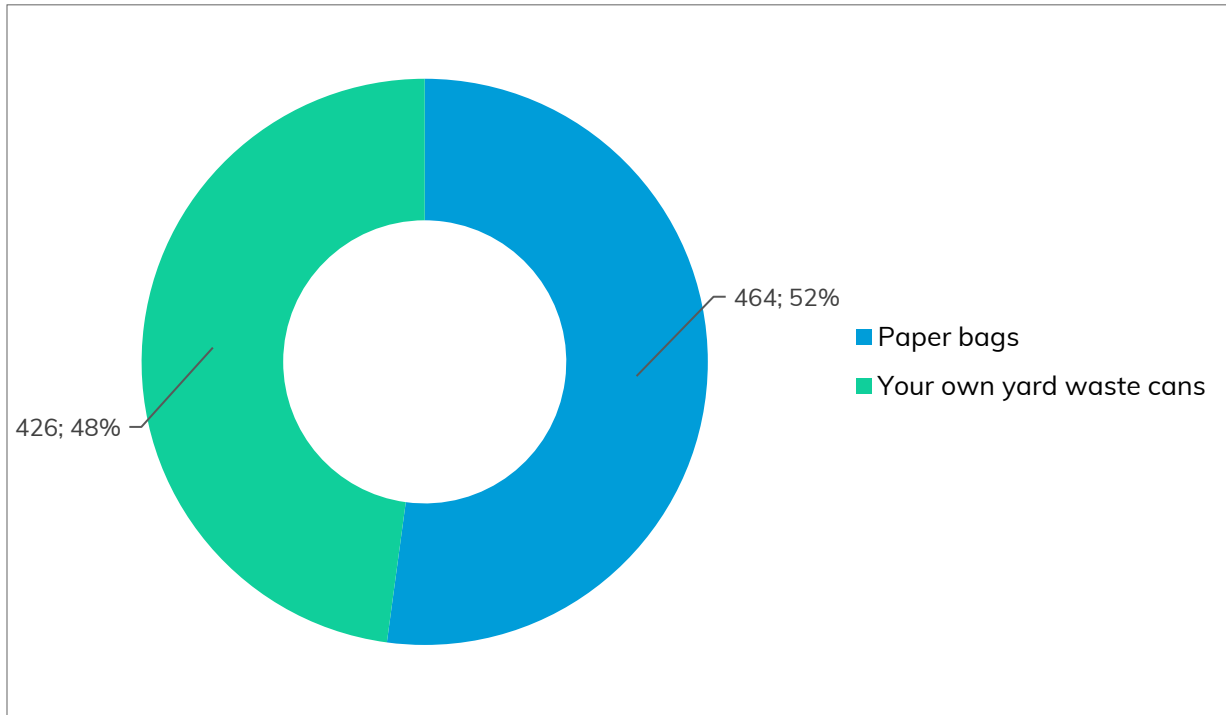
Q13: Considering your place of residence, how important is receiving curbside Leaf and Yard Waste Collection?



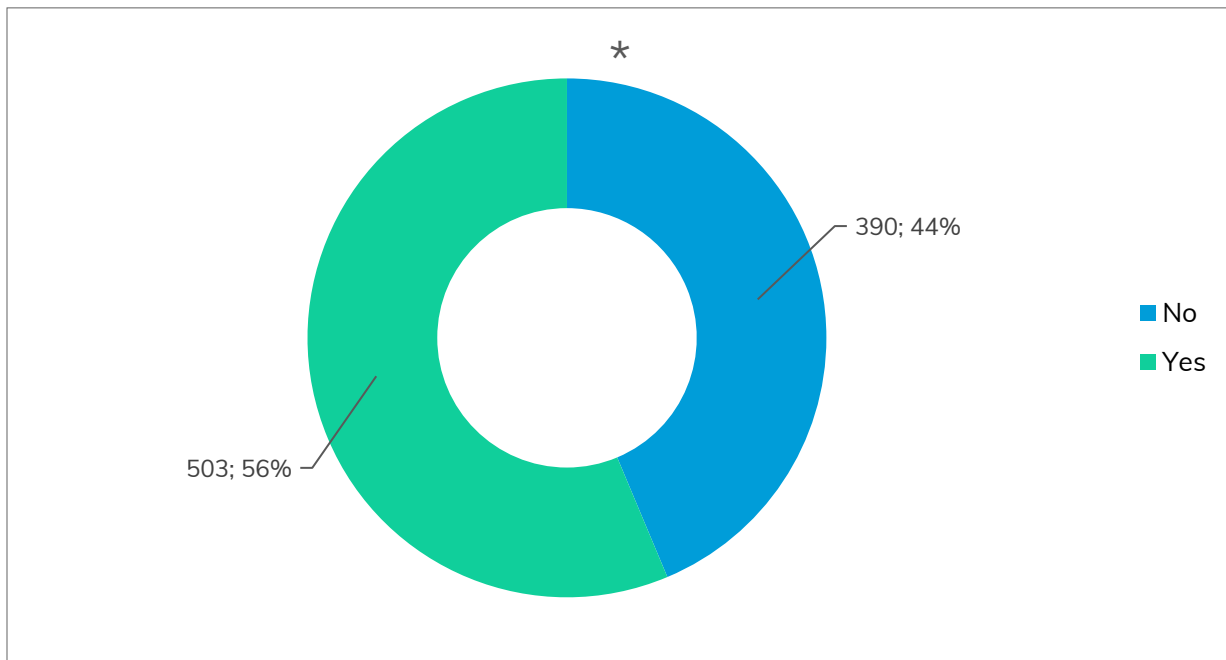
Q14: If curbside Leaf and Yard Waste Collection was implemented in your community, what frequency would meet your needs?



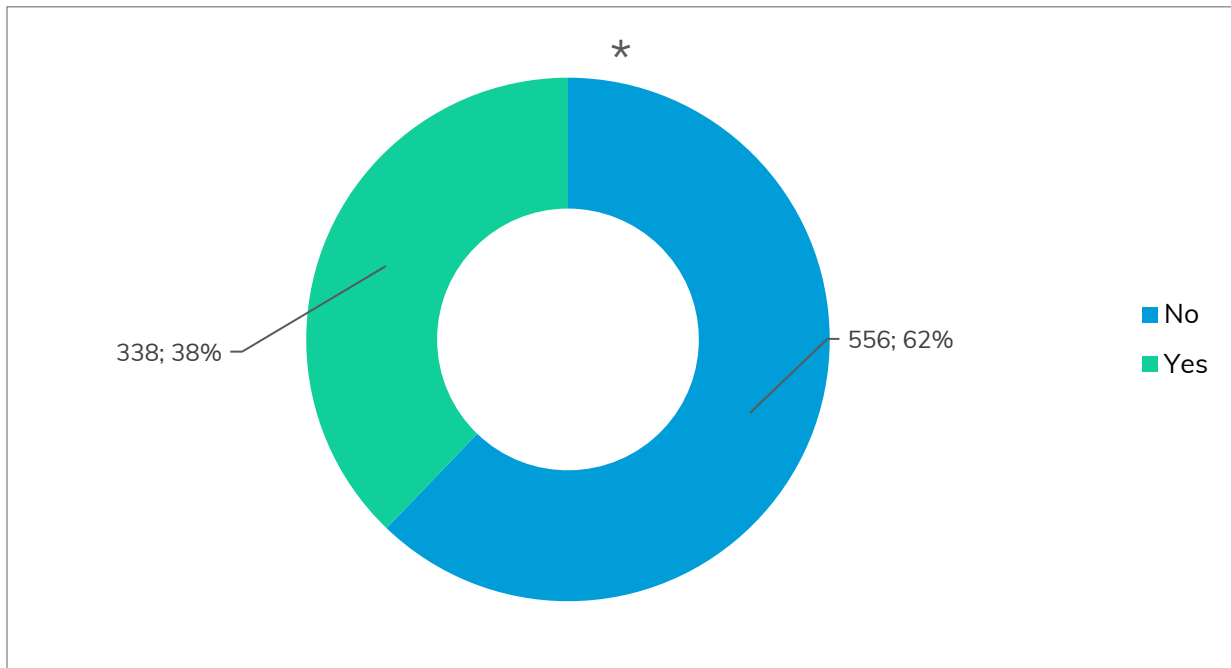
Q15: What container type do you prefer for curbside Leaf and Yard Waste Collection?



Q16: Do you support the Municipality implementing a program to make home composters available at cost?



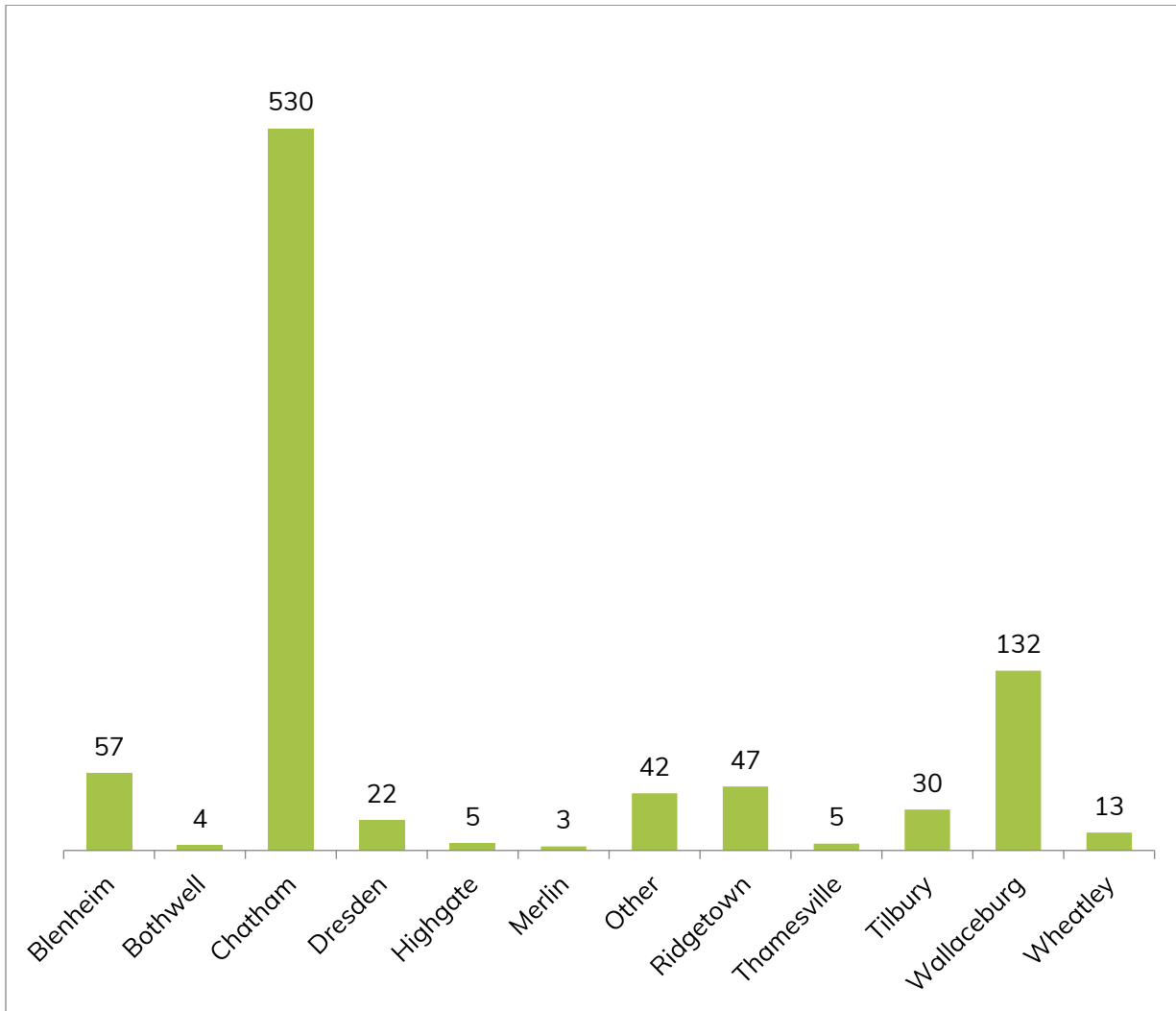
Q17: Would you be interested in purchasing a home composter at a cost?



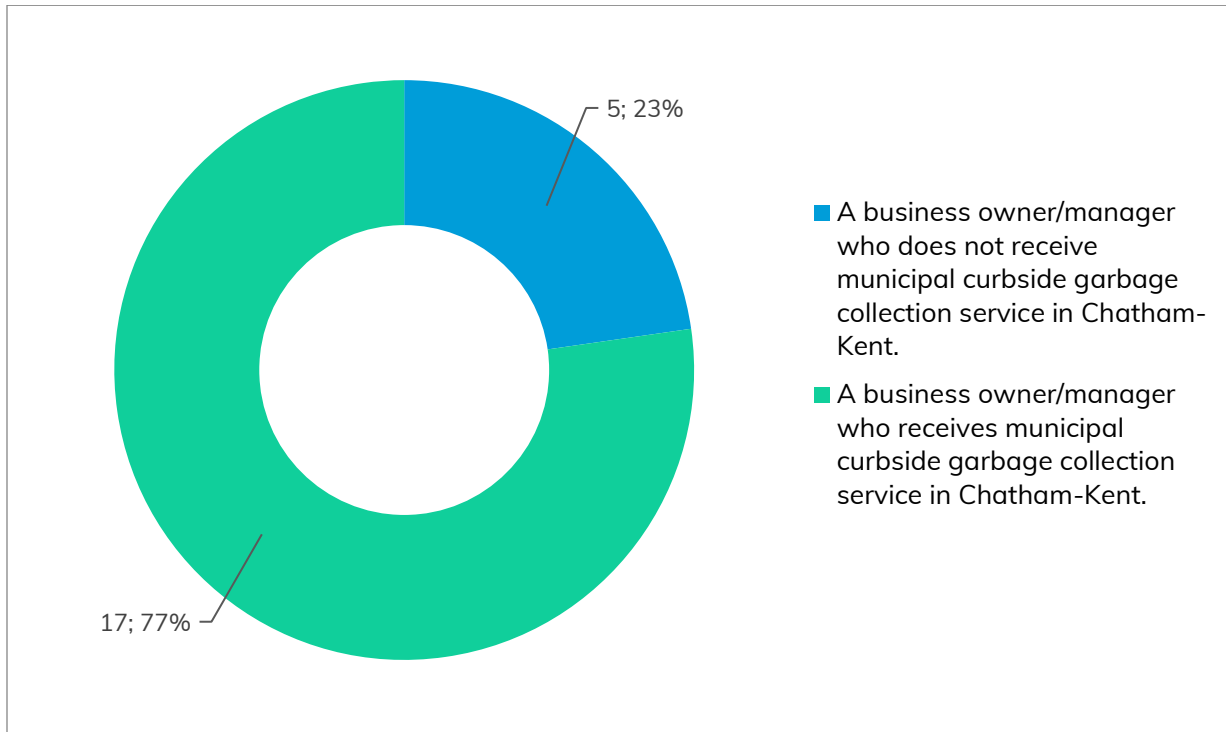
Q18: Do you have any additional comments or feedback?

The responses to this question have been excluded due to their length when compiled.

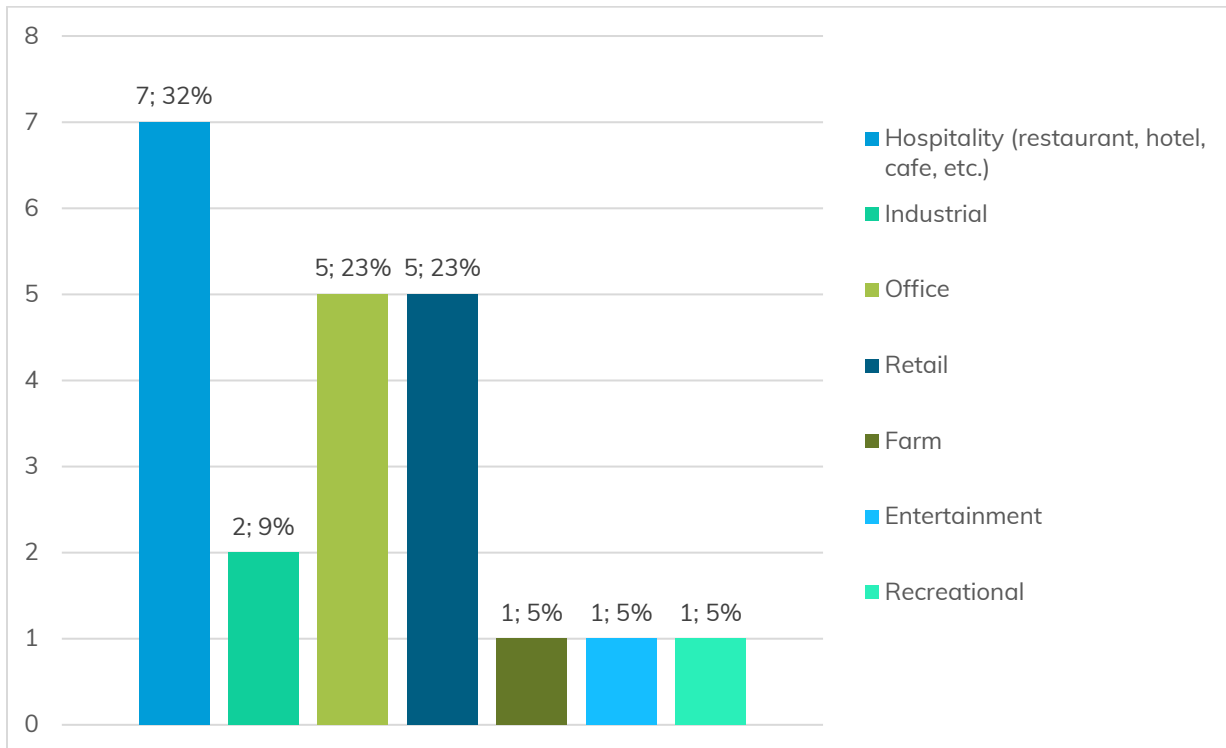
Q19: What Chatham-Kent community do you live in?



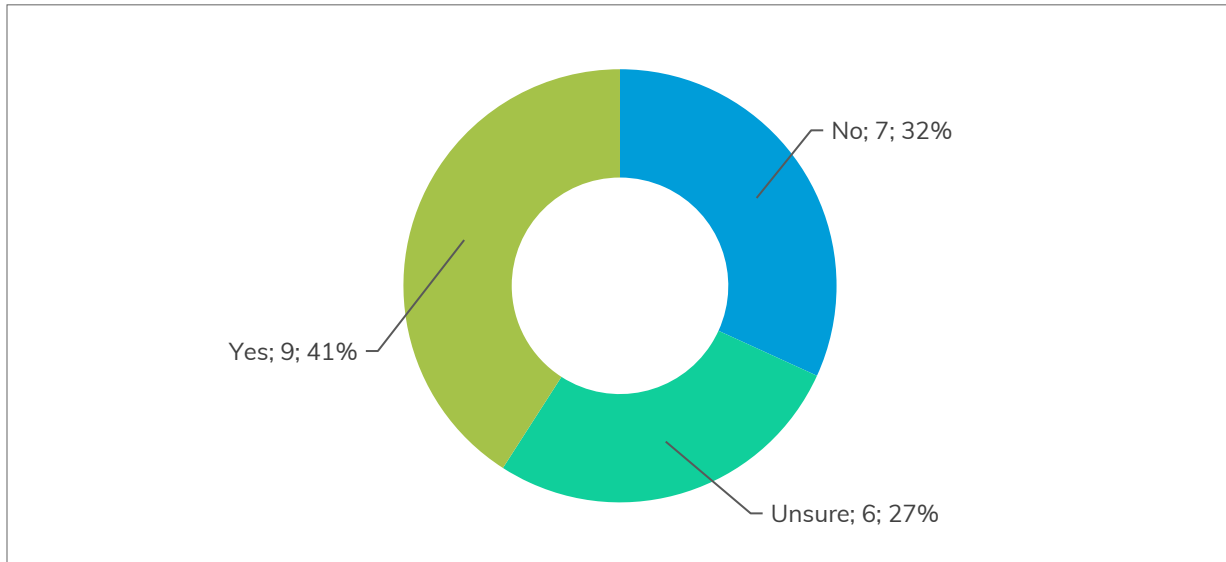
Q20: Which of the following best describes you?



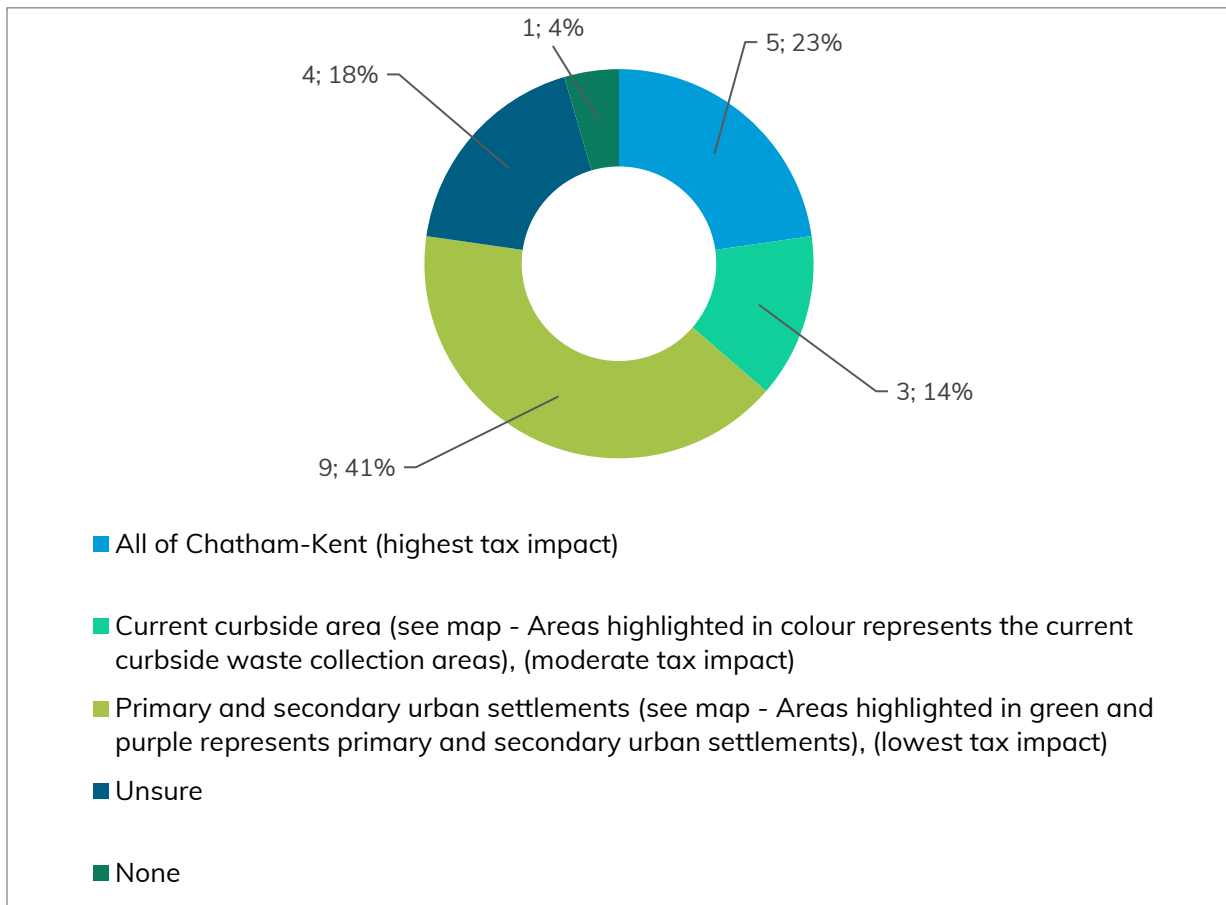
Q21: What type of business do you operate?



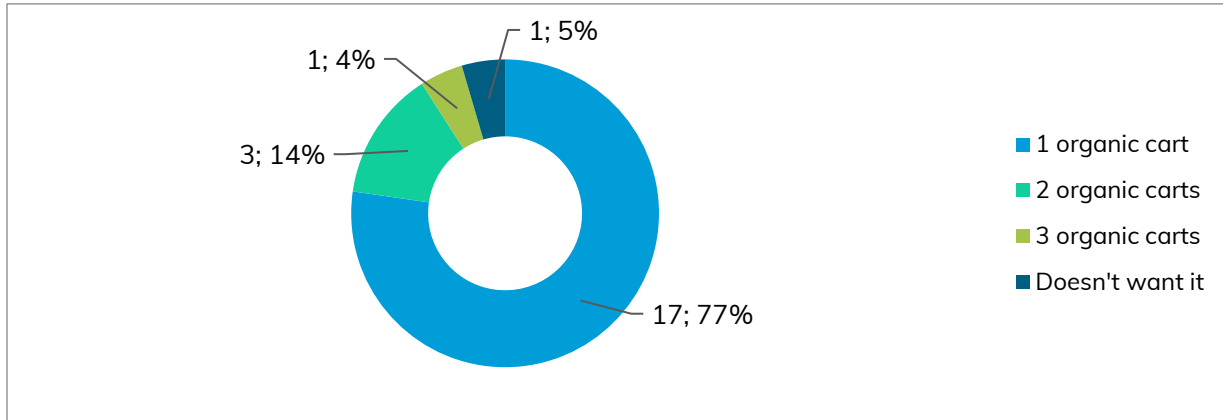
Q22: Would you participate in the Green Bin Program if it were implemented for businesses?



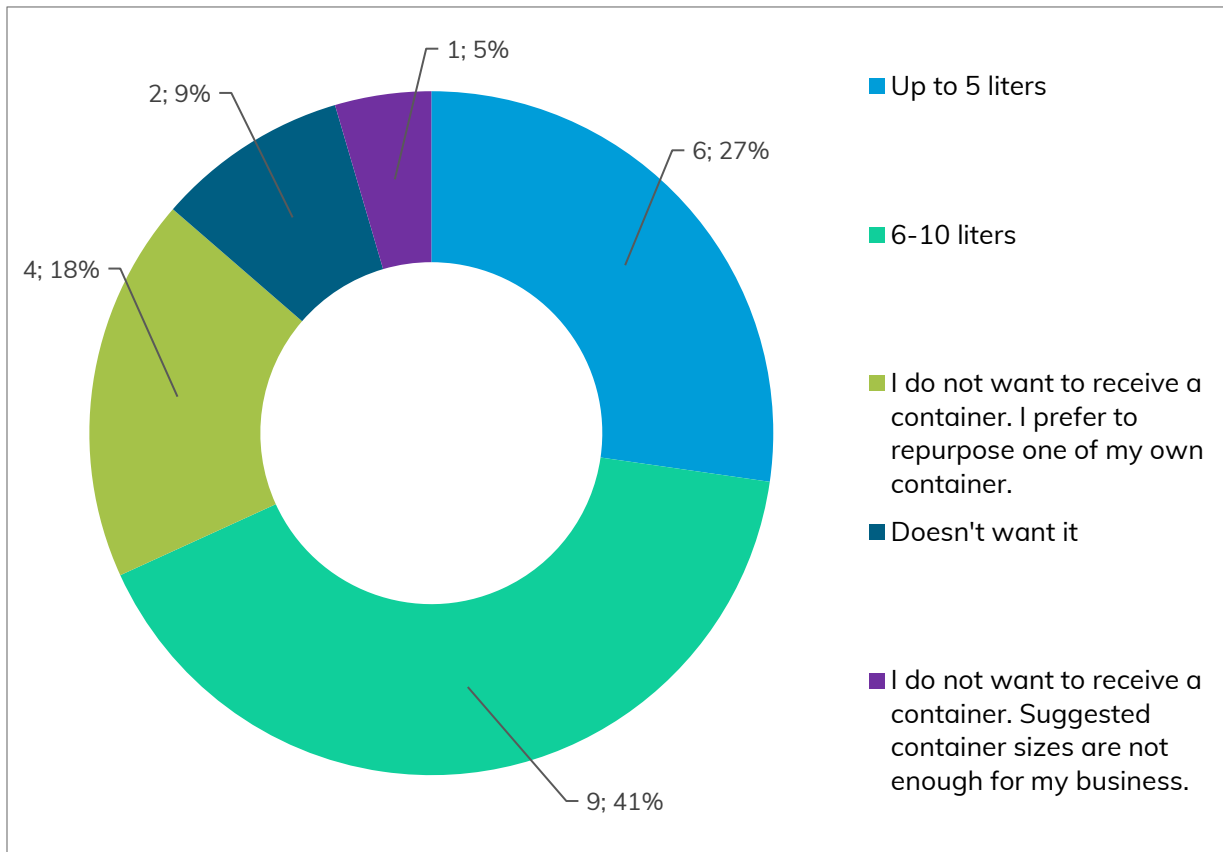
Q23: Where should the curbside Green Bin Program be implemented for businesses?



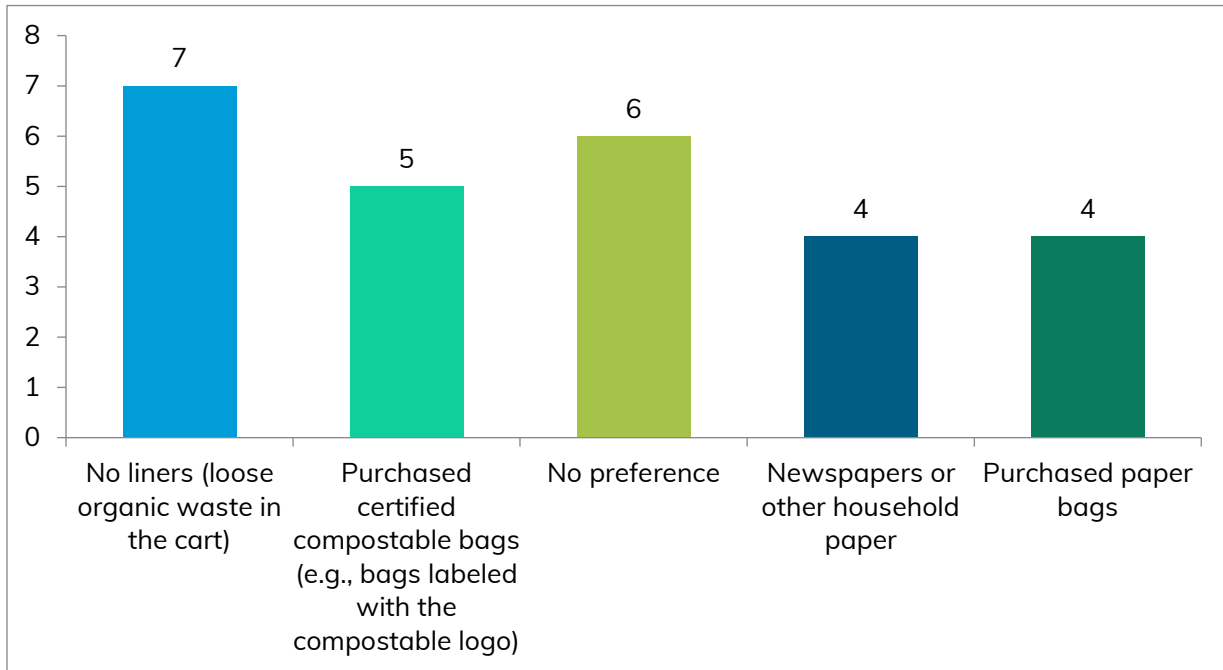
Q24: If the Green Bin Program is introduced for businesses, there will be a limit on the number of 80-100L organics carts provided to each commercial property. How many carts would your business require for a weekly organic waste collection?



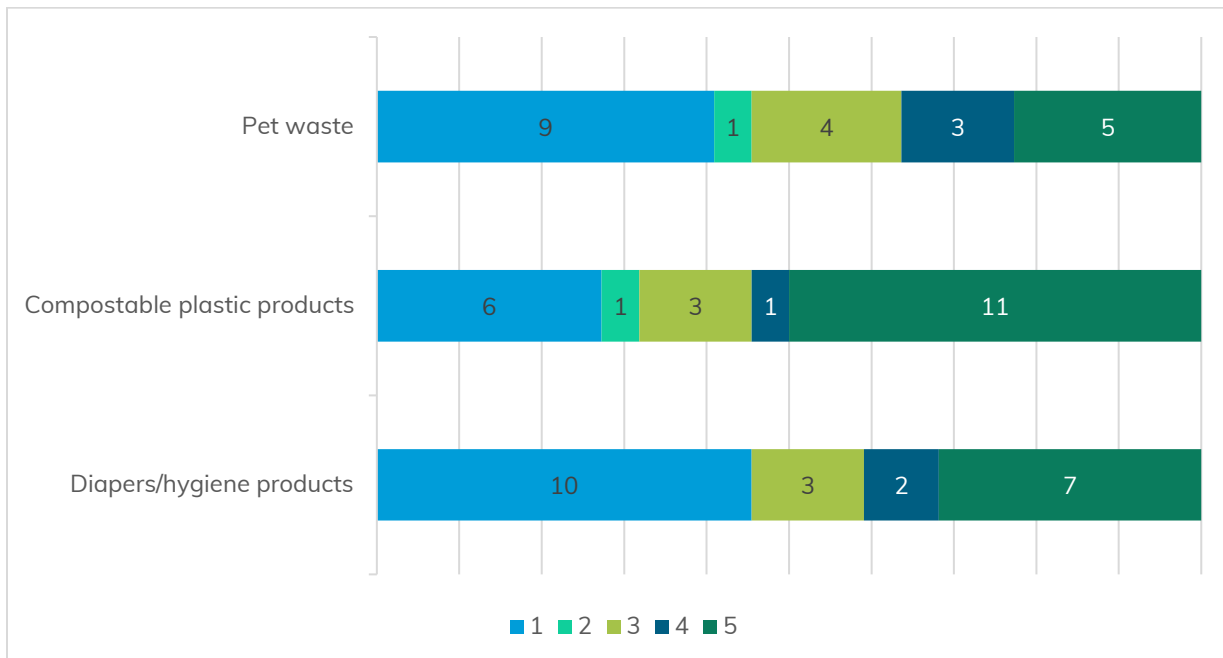
Q25: What size of kitchen container would you prefer for collecting food scraps and other organic waste indoors?



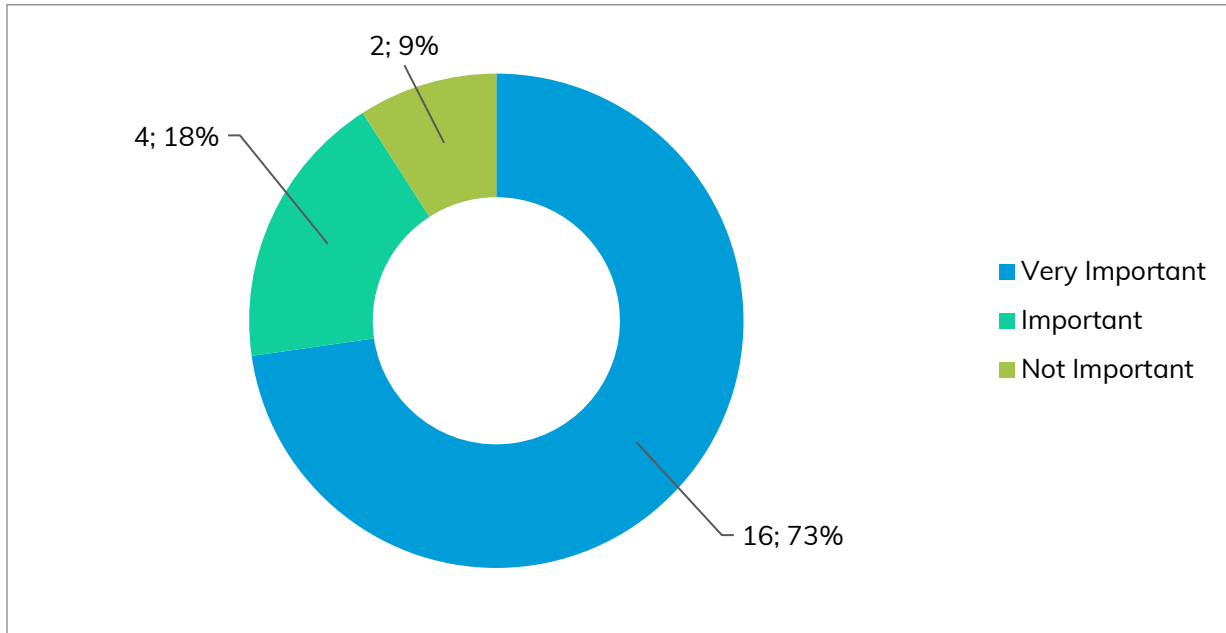
Q26: What type of container liners would you prefer for your kitchen container? (Select all that apply)



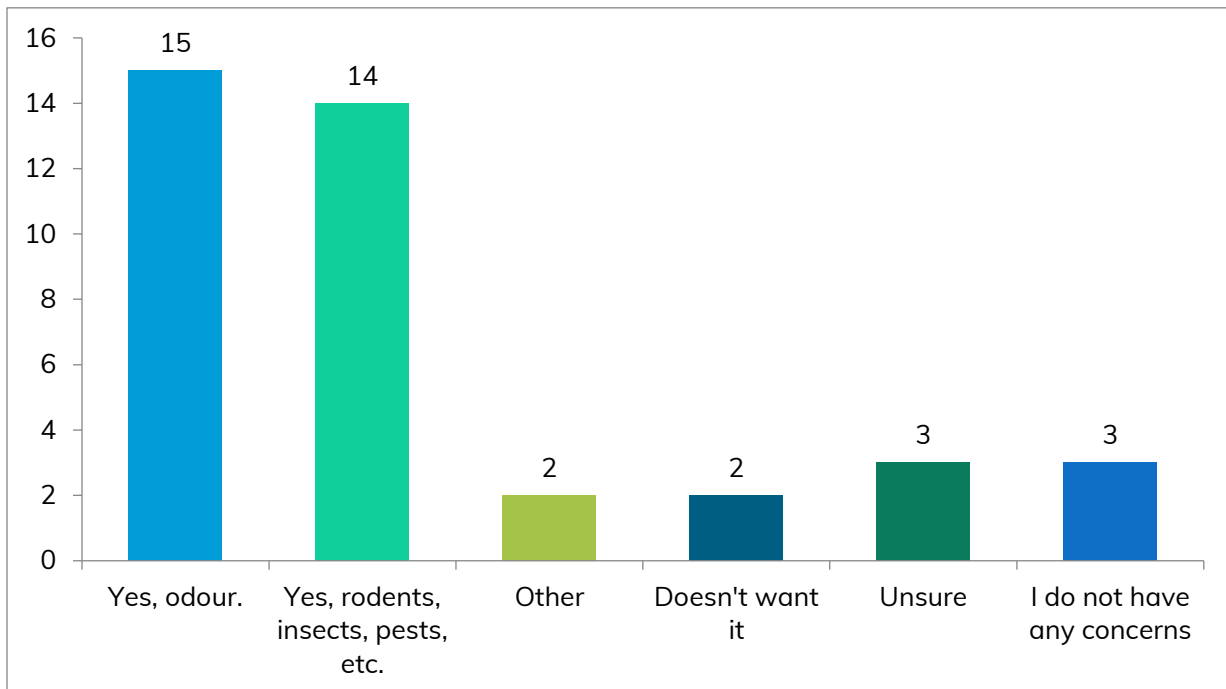
Q27: In addition to commonly accepted Green Bin items (food waste, food soiled paper, etc.), administration is studying the value of including additional organic waste items. On a scale of 1-5, with 1 being “Not important”, 5 being “Very important”, please rate the importance of having the items below accepted in the Green Bin Program.



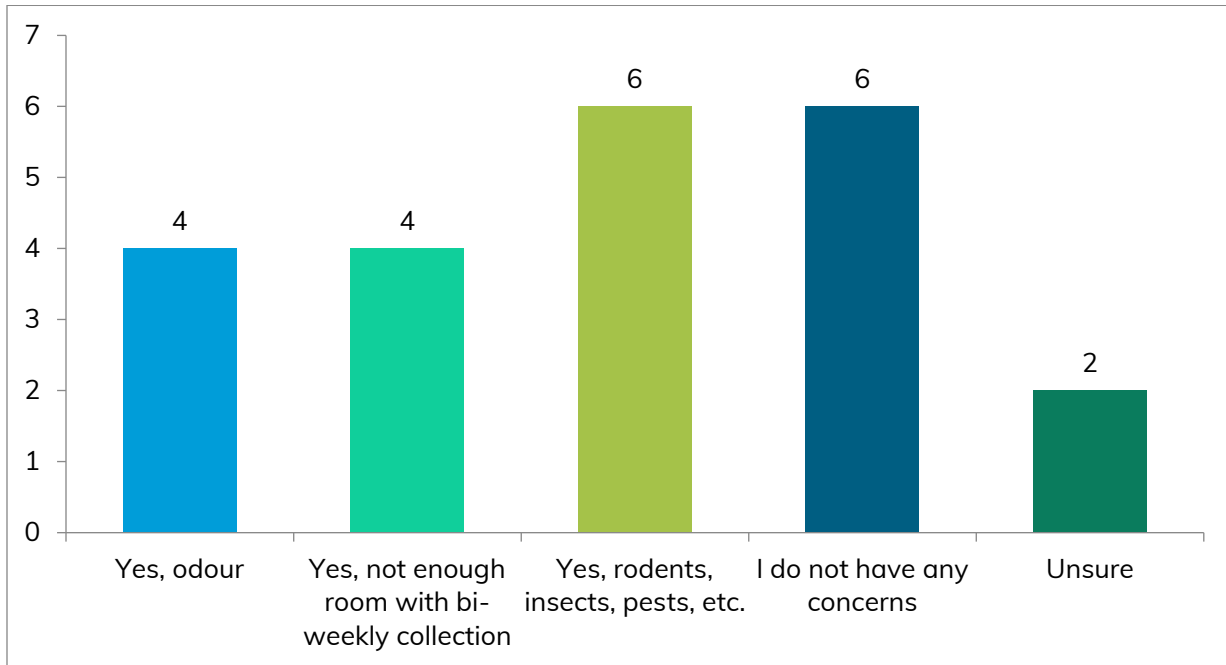
Q28: How important is it for the organic cart to have a mechanism that prevents animals from getting in?



Q29: Do you have any concerns about the Green Bin Program? (Select all that apply)



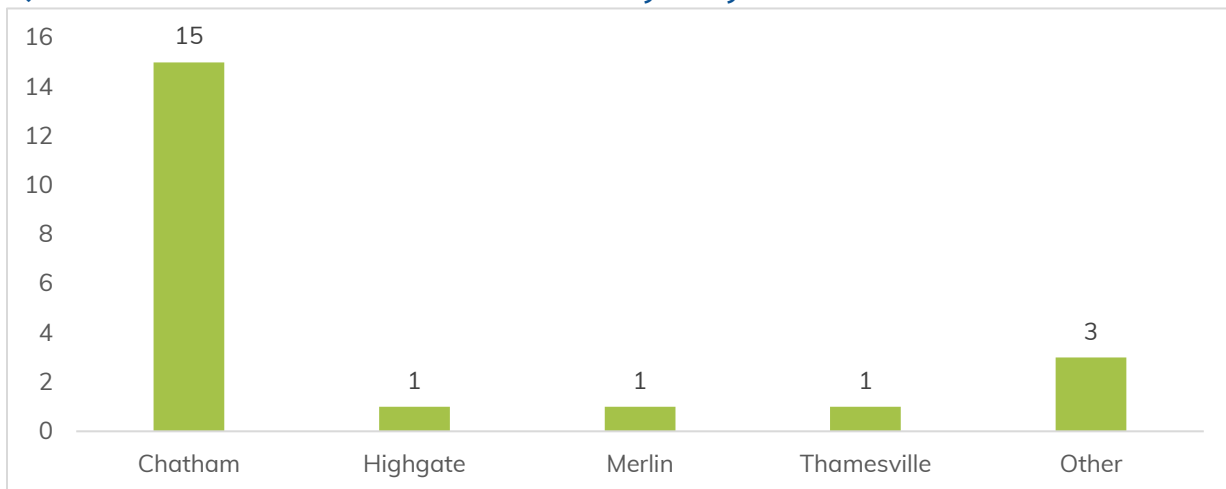
Q30: When the Green Bin Program is implemented, garbage collection will transition to a bi-weekly (every other week) collection. Do you have any concerns about this change? (Select all that apply)?



Q31: Do you have any additional comments or feedback?

This section is shared in another attachment.

Q32: What Chatham-Kent community do you live in?



Organic Waste Diversion Program: Public Information Sessions Report

Executive Summary

This report summarizes the key findings from the Chatham-Kent Organic Waste Diversion Program Public Information Sessions, hosted by the Municipality of Chatham-Kent's Waste Management team. Two sessions were held—one online and one in-person—to accommodate residents and business owners with varying preferences for engagement. These sessions provided an overview of the proposed Organic Waste Diversion Program and gathered feedback from the community.

The sessions were promoted across multiple channels, including social media platforms, a municipal media release, posters in Municipal Centres and Public Libraries, the Let's Talk Chatham-Kent project page, outreach through community partner organizations, email invitations to Councillors.

Online Public Information Session

Overview

The online session took place on August 13th via the Municipality's Facebook Live and YouTube platforms. The session included a 30-minute presentation moderated by the Waste Management team, followed by a Q&A segment. The presentation was led by the Manager of Waste Management, who explained the details of the proposed Organic Waste Diversion Program. The Director of Public Works was also present and answered some of the questions.

Key Discussion Points

- **Survey Results:** Attendees expressed surprise that diapers and hygiene products received low priority from a significant number of respondents in the survey as additional items for the green bin program.
- **Combining Yard and Food Waste:** Questions arose regarding the feasibility of combining yard and food waste in the green bin.
- **Impact on Rural Residents:** There was concern about whether the program would be forced on rural residents who already divert their organic waste.
- **Exclusion from Curbside Collection:** Residents asked if those currently excluded from curbside collection would also be excluded from the organic waste program.
- **Curbside Collection Frequency:** Attendees asked whether there would be a cost reduction when curbside garbage collection moves to bi-weekly.

Attendance

Fifteen attendees participated in the online session, which lasted from 6:00 pm to 7:05 pm. The session ended after all questions were addressed.

Recording

Recording of the session can be found at [Chatham-Kent Organic Waste Diversion Program | Let's Talk Chatham-Kent \(letstalkchatham-kent.ca\)](#) under Important Links.

In-Person Public Information Session

Overview

The in-person session took place on August 27th at the John D. Bradley Convention Centre. This session allowed residents to engage directly with the Waste Management team, ask questions, and provide feedback in a more interactive setting.

Event Highlights

- **Educational Displays:** Posters explained the details of the proposed program, and a video demonstrated how to use kitchen containers, home composters, and other related tools. Posters can be found at [Chatham-Kent Organic Waste Diversion Program | Let's Talk Chatham-Kent \(letstalkchatham-kent.ca\)](#) under Key Documents.
- **Interactive Booth:** A Waste Management booth featured a display of kitchen bin, green bin, home composter, and various organic waste materials. Attendees could spin a "wheel of prizes" where they answered the question "Is it organic?" to win small giveaways, such as battery recycling boxes and toy garbage trucks.
- **Survey Feedback Interaction:** Attendees used sticky dots and stick paper to respond to survey questions, providing visual feedback on various program components.

Attendance and Feedback

Nine attendees participated in the in-person event. Attendees provided the following feedback:

Event Ratings: Two attendees rated the event 4 and 5 out of 5, respectively.

Votes to the Survey Findings: The attendees voted the survey finding by placing sticky dots were collected on the points below and have been added to the survey analysis.

- Green Bin Program
 - Bi-Weekly Collection Concerns
 - Additional Items for Green Bin Program
- Non-Curbside Organic Waste
 - Support for home compost program.
 - Interest in purchasing a home composter.
- Leaf and Yard Waste Collection
 - Importance of Service
 - Frequency Preferences

Conclusion

The public information sessions provided valuable insights into community preferences and concerns about the proposed Organic Waste Diversion Program. While the sessions revealed support for the program, they also highlighted areas where further clarification and adjustments may be needed, particularly around service frequency, rural inclusion, and additional green bin items. The Waste Management team will consider this feedback as the program moves forward.