



# NORTH COWICHAN

## TALKING OUT THE TRASH: FUTURE OF CURBSIDE COLLECTION IN NORTH COWICHAN

Public Feedback Summary Report  
October 2021

Prepared by ZINC Strategies

MUNICIPALITY OF  
**NORTH**  
Cowichan

# FUTURE OF CURBSIDE COLLECTION IN NORTH COWICHAN ENGAGEMENT DASHBOARD

## Project Summary

In the summer of 2021, the Municipality of North Cowichan set out to collect public feedback on the potential transition to automated collection for the curbside garbage, recycling, and kitchen waste from approximately 10,000 homes currently serviced in the community. The need to replace aging trucks brings an opportunity to consider moving to an automated collection service, from a manual one, with benefits that include better protection of the health and safety of North Cowichan employees. The municipality engaged residents through a consultation process to identify their preferences for moving forward with new/updated services. The feedback will be reviewed by council, in addition to operational and financial factors, as they consider a path forward.

### PUBLIC PARTICIPATION FOCUS:

#### INFORM

Explain to the community the existing service needs and possible options for updates to the municipality's curbside collection service opportunities.

#### CONSULT

Collect feedback on proposed service and related alternatives, with commitment to provide follow up about how input influenced decision/outcome.

### ENGAGEMENT OPPORTUNITIES

### INFO SESSIONS + ONLINE SURVEY



2346

survey respondents (online/hard copy)



1558

respondents indicated they are interested in the Municipality considering a change to automated collection



1347

indicated interest in a new yard waste collection service



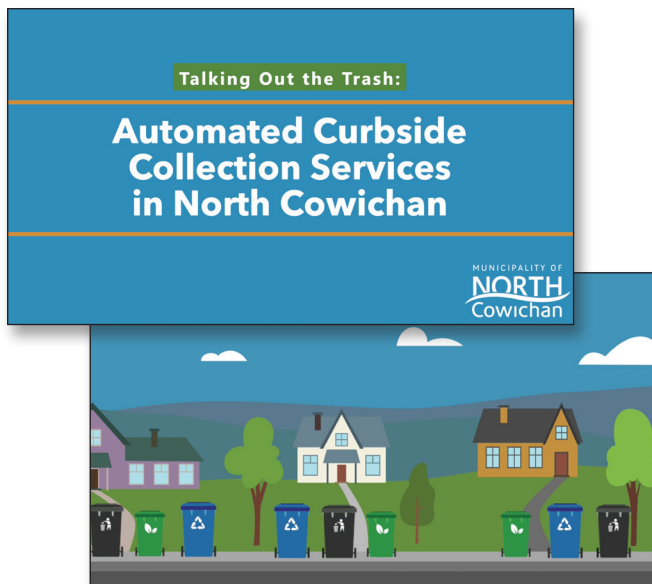
1078

said larger garbage carts as a new service interest



1291

listed recycling carts supplied by the municipality as a new service interest



### TOP 3 FEEDBACK THEMES

1. Concern for worker safety and interest in yard waste collection were top reasons for support.
2. Taxes and costs are of concern and for many, prevents support of the initiative.
3. Questions about cart mobility and accessibility in rural areas would need to be addressed.

### WHAT'S NEXT?

The feedback received is summarized in the following report and will assist the Municipality of North Cowichan in delivering options to council for potential service updates. No specific timeline for a decision has been set; however, the Municipality recognizes the need for new trucks as an increasingly urgent one and will advise the community about council's decisions moving forward, including how public feedback influenced these decisions.

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# Introduction

In 2021, the Municipality of North Cowichan identified an upcoming need to replace some of its aging garbage trucks. This offers the opportunity to transition to automated cart collection – an approach to waste collection services that is becoming the standard in BC municipalities, to help reduce injuries for collection crews and encourage waste diversion. Because of this, the municipality reached out to residents to gauge interest in an automated service, and the potential for new service options such as larger cart sizes and the inclusion of yard waste.

The municipality requested input through a survey, available both online and in hard copy. In order to inform the community so they could provide informed feedback, information was posted to the website (including a video, infosheet and FAQs), and two online information sessions were held. This engagement window ran from August 23 to September 13, 2021 and offered an opportunity to talk about the current/existing service, and gain insight into how the estimated cost and other factors like cart size would be received by residents.

There were 2,346 survey responses received online and in-person at the municipal office. The results provide good insight into priorities for those using the service, as well as information about the ways that service could be improved.

The themes of feedback are majority in support of moving to an automated collection service, and increasing recyclables limits with larger carts while introducing yard waste collection. Those unsure or unsupportive list cost, size of bins, increased recyclable items, mobility and access as issue preventing them from supporting a service change.

# Engagement Goals

Demonstrating responsiveness to what is often a “hot button” topic, the Municipality developed an engagement strategy in the summer of 2021 to seek the community’s feedback on how residential waste could be collected moving forward. To do this effectively, it was agreed that the INFORM and CONSULT are of the IAP2 Spectrum of Public Participation was the most appropriate.

Objectives of this approach included:

- **INFORM:**  
Providing residents with an overview of the existing manual system  
Advising about the impacts and benefits of different options
- **CONSULT:**  
Inviting feedback and making clear how input will be used  
Offering opportunity for the community to ask questions/discuss with the project team directly

## Engagement Strategy

To achieve these objectives, a two-pronged approach was developed that offered different opportunities for people to participate.

### INFORM

To share information with the public and answer questions, two online info sessions were held on Aug. 31 and Sept. 2, via ZOOM. These sessions presented details on the existing manual collection service and options for updates. The community was asked to share questions or comments on the options available. These sessions were recorded and posted to the municipality’s website as well, for those who were not able to attend but wanted to participate/contribute after the fact.



The community was invited to participate via press release, advertisements (radio/print) and social media



A dedicated website page was built to provide further information, including FAQs, Infosheet and an introductory video

### CONSULT

A survey was launched on Aug. 20 asking for input about how the current service works for residents, what options are of interest to include in future curbside pickup, such as yard waste, and what the barriers to interest levels are. (Cost, cart size, mobility issues, etc.)



Almost 10,000 ‘cart hangers’ advertising the survey were distributed to each cart during collection the week of Aug. 23



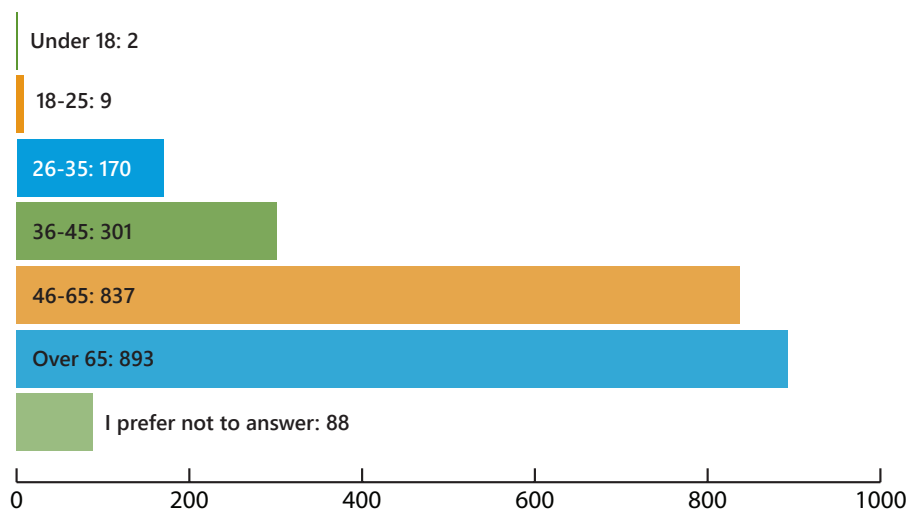
2346 people participated in the online survey

# Engagement Results

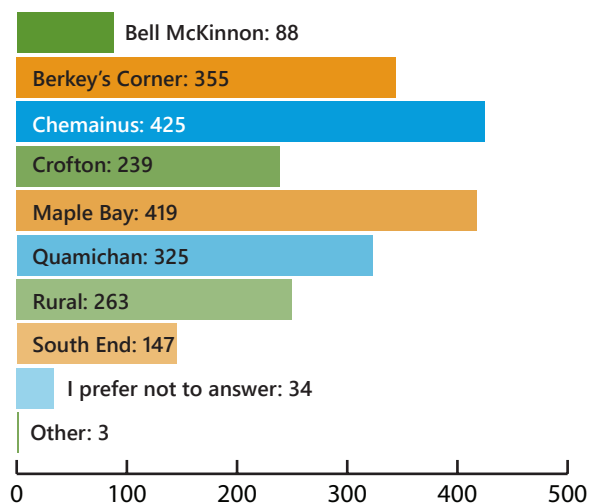
## ABOUT RESPONDENTS

We asked about the types of homes, where in North Cowichan residents live and general age ranges:

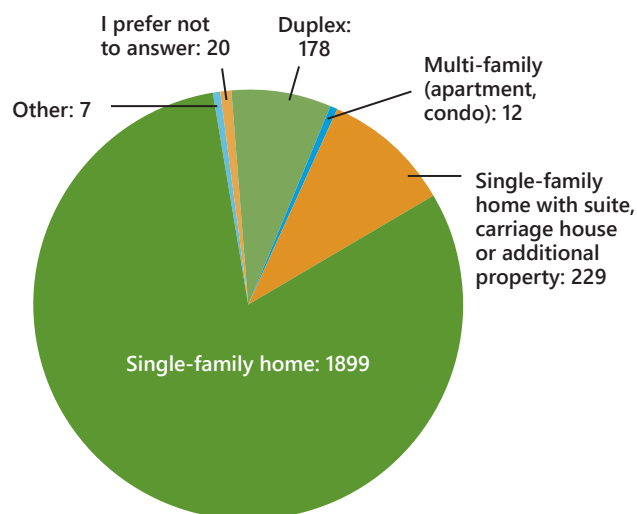
### What is your age?



### What area of North Cowichan do you live in?



### What type of home do you live in?

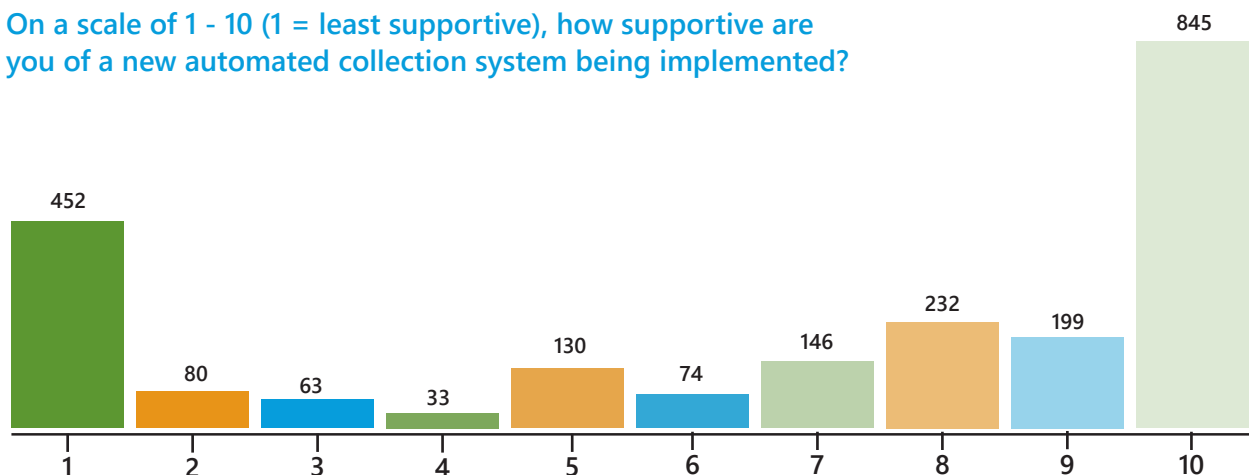


# Engagement Results

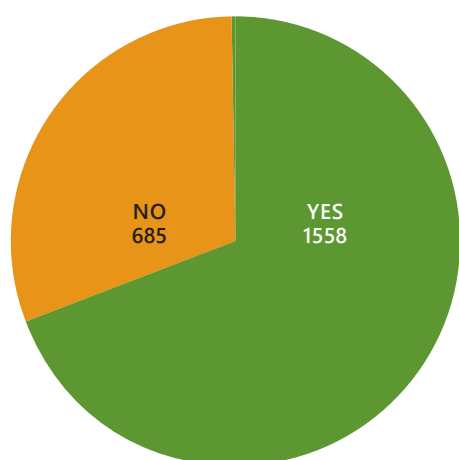
## LEVEL OF INTEREST

Residents were asked about possible new services and their interest in automated collection:

On a scale of 1 - 10 (1 = least supportive), how supportive are you of a new automated collection system being implemented?



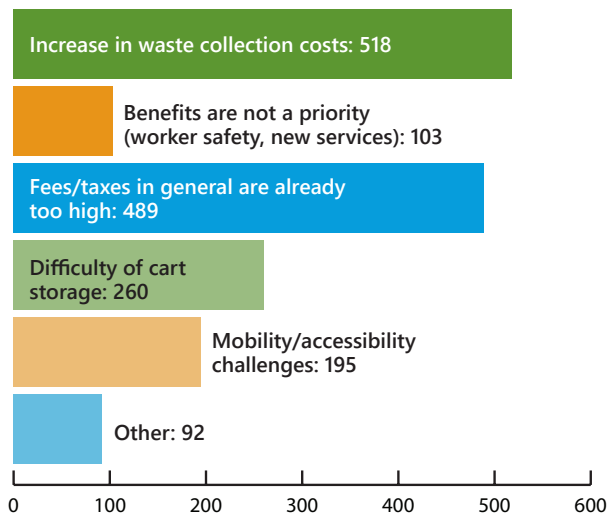
Given the information provided, are you interested in the municipality considering a change to an automated collection?



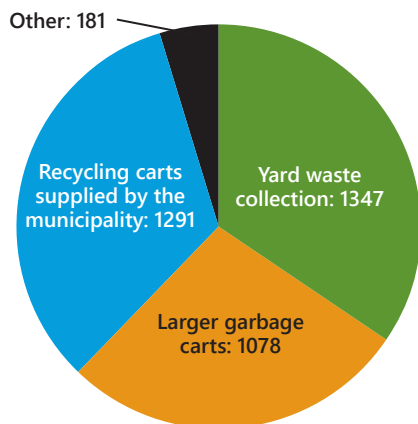
## Why yes?



## Why no?



## Are you interested in any new/updated services such as:

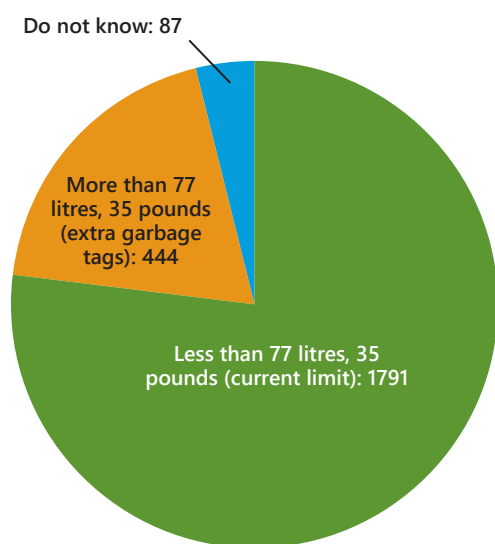


# Engagement Results

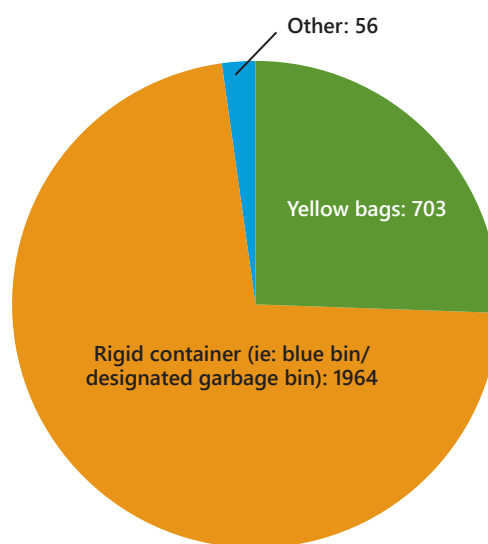
## SERVICES - CURRENT USE

Residents were asked about their existing use of curbside service, what they use and how yard waste is managed:

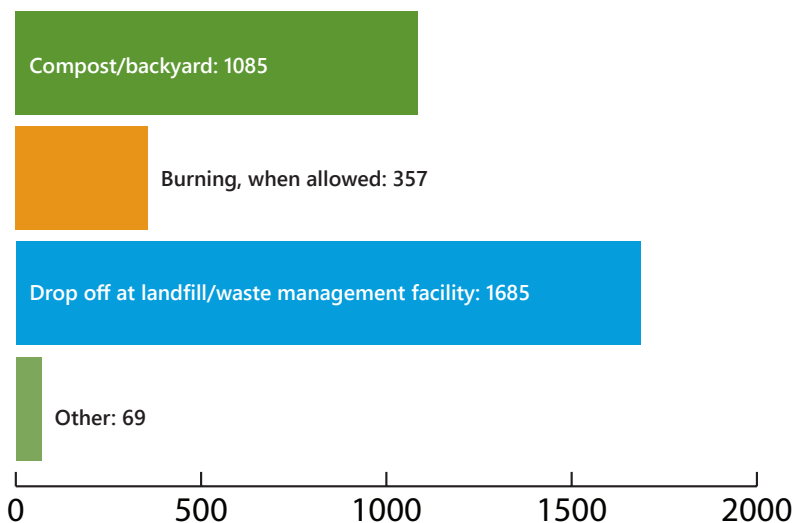
On average, how much garbage does your household generate for each pickup (every other week)?



What kind of container do you use for recycling?



How do you currently manage yard waste?



# Themes of Feedback

There were many thoughtful comments provided to the options that were presented including what works now and what people would like to see included in future curbside collection. The barriers to interest and perceived challenges with an automated collection system have also been well captured. The full collated comments are included in the Appendices of this document. In review of this feedback, the below themes emerged as consistent messages, the majority largely in favour of automated collection including yard waste.

## 1. Concerns about costs and increased taxes

The most consistent messages in the online survey feedback were questions around costs and fear of increased taxes – though this feedback did not necessarily mean a lack of support. Comments included an interest in seeking out contractors to lower costs, and what costs the municipality has budgeted for with regards to new truck needs. There was also a consistent question that came through which suggests that costs should decrease rather than increase with the automated collection, with fewer employees required to do the job.



### IN THEIR WORDS: SAMPLES OF COMMUNITY COMMENTS

- “Initial cash layout for carts is substantial but saves \$\$ with WorkSafe claims being topped up. Progressive move for MNC – you can’t afford to not do it. Bear proofing hardware for rural properties.”
- “Taxes, service costs and spending are ridiculous in the Cowichan Valley, as a pensioner I cannot afford all these demands on my limited income.”
- “I love the idea and we should have had it this way many years ago. I just would like to see some sort of discount for us seniors.”
- “Consideration must be given to contracting out our disposal system rather than upgrading and purchasing new equipment. Many other areas do this successfully and this could be much more cost-effective.”

## 2. Significant interest in yard waste collection

There is a strong theme of interest from survey respondents about adding yard waste to an automated curbside collection service. While the largest cluster of comments indicate support of this based on convenience, many see this is an environmental benefit as well, as it would decrease trips to landfill.



### IN THEIR WORDS: SAMPLES OF COMMUNITY COMMENTS

- “Having curbside yard waste pickup would be a huge benefit. While I can haul it to Bings Creek (and can continue to for larger projects) curbside would be amazing!”

- “I would love to have yard waste pickup!”
- “Really looking forward to the prospect of yard waste collection. It is difficult for homeowners that do not have a vehicle type suited to this kind of debris.”
- “I would only be in favour of the new system and the higher price if it includes yard collection. This will be a significant increase in price and I would like to get a benefit for the \$\$.”
- “Yard waste pickup is extremely important. We are trying to reduce our carbon footprint and everyone driving individually to the plant is ridiculous.”

### 3. Perceived challenges with cart mobility and accessibility

In the online survey, a significant contingent expressed specific concerns around rural areas and cul-de-sacs where the automated curbside collection may be challenging to implement--including long driveways and access to curbs. Many of the senior respondents expressed fear of cart mobility, and carts not being adequately equipped to move, while others showed concerns around storage/space issues and keeping carts free of pests and wildlife.



#### IN THEIR WORDS: SAMPLES OF COMMUNITY COMMENTS

- “I support a safer way of pickup for the workers however, this means that the burden of getting the big cart down and up the rocky driveway presents and safety risk for me.”
- “We are seniors and have concerns about managing bins.”
- “We understand and agree with the notion of automated collection. However, we live on an acreage with a sloping gravel driveway about 500 yards long. I don’t see how we could manage large containers.”
- “Living in a cul de sac (Crescent). Vehicles are parked on street and I can’t see a truck being able to maneuver to pick up bins with automatic arms. It’s tight enough in our Crescent for the trucks.”
- “The new system is not practical for rural areas (with long drives). Not safe for older people. Not practical to put in back of vehicles.”
- “The new bins will be too heavy as we store them below stairs and we will have nowhere to store them out of sight.”
- “A concern we have is with the larger bins. They may not fit in my garage. Would then need to be left out doors at the side of the garage. Main concern is for wild animals getting into them.”

#### 4. Protection of Jobs and Workers at the Municipality

This was a smaller group of respondents than the themes presented above but with the consistency of this concern, it's worth noting here. Many are worried about the job security of existing waste collectors, many of whom received supportive comments and positive feedback in the survey comments. There were respondents who indicated that their buy-in of an automated collection service hinges on the protection of municipal workers' jobs.



##### IN THEIR WORDS: SAMPLES OF COMMUNITY COMMENTS

- "Would this new service eliminate jobs? That would be one concern of mine."
- "I would ONLY be in support of this if no jobs would be lost as a result."
- "My concern is the loss of jobs that will occur."
- "The new suggested automated system is a means to an end for employment."
- "Hope current workers can keep their jobs."
- "Will you be reducing the number of employees doing this work?"
- "Going to the automated system would be fine PROVIDED there are no loss of jobs."

#### 5. Additional Collection Themes

There were a few more common threads to feedback presented in the survey results, that are not specific to automated service but worth noting:

- **Recyclables** - an increase in the items that can be included for recycling pickup, specifically glass, soft plastics and Styrofoam
- **Collection schedule** – requests for changes to the collection schedule were raised by a small cluster of respondents asking for set collection days, or weekly collection (a few indicated they'd prefer annual/bulk collection rather than regular)
- **Going electric** - there were a handful of people keen to see the use of electric trucks for collection
- **Other Municipalities** – a fair number of respondents indicated they are new to the area, having moved from other municipalities where automated collection was being implemented with success
- **Concern about increased waste** – Residents raised concerns that larger carts allow for increased waste capacity and do not promote reduction of waste, which should be the primary goal and could set waste diversion efforts back

## Summary

The opportunity presented to the community, to provide comment and feedback on priorities for curbside collection in the Municipality of North Cowichan, was well-used by those with a vested interest. Many would like to see the collection of yard waste, with the understanding that automated service is the best way forward and in keeping with other municipal services, today's technology and in the interest of the health and safety of workers. There were smaller groups of respondents who indicated these were not sufficient benefits to change from a system that works well as is, and those worried that in extending services more garbage waste will be accumulated and costs would be too high. There are also concerns around carts (specifically garbage) being too big for smaller families, and not big enough for larger families.

The survey responses provide good insight on the community's perspective of this option, with a good degree of interest to consider, drawn from a good samples size of the public.

It was made clear throughout all the materials that this feedback will provide insight to the Municipality and council, for their consideration alongside other factors (such as long-term operations and human resources) as they make decisions moving forward. Once a decision is made, the community will need to be updated of how feedback was considered in the process.

# APPENDICES

## APPENDIX 1 – ONLINE SURVEY RESULTS (See separate file)

## APPENDIX 2 – SURVEY SAMPLE (Hard copy)

# TALKING OUT THE TRASH

## Automated Curbside Collection in North Cowichan

The Municipality of North Cowichan has four garbage trucks that need to be replaced in the coming few years. The need to replace them offers the opportunity for the municipality to switch to automated collection. The community is being asked for its feedback on the proposed change. Public input will be considered along with operational planning and financial factors, as council decides on next steps.

**Fill out this survey BY SEPT. 13 to provide your feedback on this proposed service change.**

More information can be found at [www.northcowichan.ca/curbsidesurvey](http://www.northcowichan.ca/curbsidesurvey)

Note: All survey responses will remain anonymous. This survey should take 5-10 minutes to complete.

**LET'S GET STARTED!**



**1. Do you live in a residence that would regularly have curbside collection by the Municipality of North Cowichan?**

- ☐ Yes
- ☐ No

**2. What type of home do you live in?**

- ☐ Single-family home
- ☐ Single family home with suite
- ☐ Multi-family (apartment, condo)
- ☐ Duplex
- ☐ I prefer not to answer
- ☐ Other If other, please specify: \_\_\_\_\_

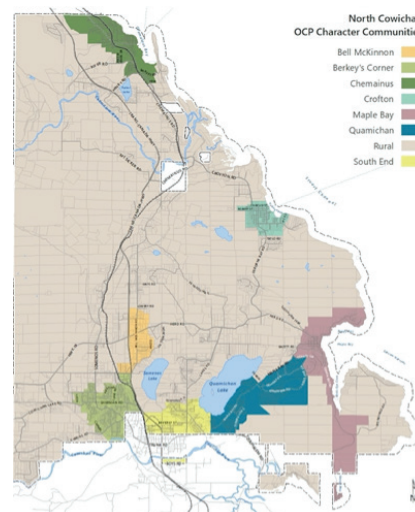
**Do you own or rent?**

- ☐ Rent
- ☐ Own
- ☐ I prefer not to say
- ☐ Other If other, please specify: \_\_\_\_\_

Personal information is collected by North Cowichan under the authority of s. 26(c) of the *Freedom of Information and Protection of Privacy Act* for the purpose of seeking community input on the future of automated curbside collection in North Cowichan. Please direct any questions about this to North Cowichan's Privacy Officer, 250-746-3116, 7030 Trans-Canada Highway, Duncan BC V9L 6A1.

**3. What area of North Cowichan, do you live in? (Refer to the map if needed)**

- ☐ Bell McKinnon
- ☐ Berkey's Corner
- ☐ Chemainus
- ☐ Crofton
- ☐ Maple Bay
- ☐ Quamichan
- ☐ Rural
- ☐ South End
- ☐ I prefer not to answer
- ☐ Other If other, please specify: \_\_\_\_\_



**4. What is your age?**

- ☐ Under 18
- ☐ 18-25
- ☐ 26-35
- ☐ 36-45
- ☐ 46-65
- ☐ Over 65
- ☐ I prefer not to answer

**YOUR WASTE COLLECTION NOW**

Let us know how you use waste collection service by the municipality now:

**5. Do you regularly place garbage, kitchen waste, and recycling at the curb for collection?**

- ☐ Yes
- ☐ No

**If no, why not?**

- ☐ The recycling rules are unclear
- ☐ The garbage bin limit is too small
- ☐ There is no option for yard waste
- ☐ Keeping track of pick-up days is difficult

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

- ☐ Less than 77 litres, 35 pounds (current limit)
- ☐ More than 77 litres, 35 pounds (extra garbage tags)
- ☐ Do not know

**7. What kind of container do you use for recycling?(select all that apply)**

- ☐ Yellow bags
- ☐ Rigid container (ie: designated garbage bin)
- ☐ Other If other, please specify: \_\_\_\_\_

**8. How do you currently manage yard waste? (select all that apply)**

- ☐ Compost/backyard
- ☐ Burning, when allowed
- ☐ Drop off at landfill
- ☐ Other If other, please specify: \_\_\_\_\_

**9. Are you interested in any new/updated services such as: (select all that apply)**

- ☐ Yard Waste Collection
- ☐ Larger garbage carts
- ☐ Recycling carts supplied by municipality
- ☐ Other If other, please specify: \_\_\_\_\_

### ABOUT AUTOMATED COLLECTION

Instead of having a collection worker lift and dump the heavy loads of garbage, recycling and kitchen waste, an automated collection truck uses mechanical arms to lift and empty the load into trucks. New, uniform, carts are provided to each home that work with the mechanical arms of the truck.

**Benefits of automated collection include:**

- Improved worker safety
- Potential new service opportunities (ie: curbside yard waste collection, or larger garbage carts)
- Consistency with other regional waste collection services
- Improved community aesthetics with uniform, closed-lid carts

It is estimated that automated collection would cost \$57-\$71 more each year for waste collection.



\*All costs are per year, per household

**10. Given the information provided, are you interested in the Municipality considering a change to automated collection?**

- ☐ Yes
- ☐ No

**If yes, why? (Select all that apply)**

- ☐ Concern for safety of waste collection workers
- ☐ Would like yard waste collection
- ☐ Would like larger garbage cart
- ☐ Improve community aesthetics with uniform carts
- ☐ Carts offer better mobility
- ☐ Other If other, please specify: \_\_\_\_\_

If no, why? (Select all that apply)

- ☐ Increase in waste collection cost
- ☐ Benefits are not a priority (worker safety, new services)
- ☐ Fees/taxes in general are already too high
- ☐ Difficulty of cart storage
- ☐ Mobility/accessibility challenges
- ☐ Other If other, please specify: \_\_\_\_\_

11. On a scale of 1-10, how supportive are you of a new automated collection system being implemented?

1 = Not at all supportive, 10 = Very supportive!

1      2      3      4      5      6      7      8      9      10

## WRAP UP

Thanks for providing your input! A few final questions below – this section is optional.

12. How were you directed to this survey? (Choose all that apply)

- ☐ Newspaper Ads
- ☐ Radio Ads
- ☐ Curbside Big Notice
- ☐ News Story/Article
- ☐ Social Media Posts
- ☐ Municipal Website
- ☐ Signage
- ☐ Other If other, please specify \_\_\_\_\_

13. Please share any questions/comments you have about solid waste services in North Cowichan.

Leave your contact info you'd like to be contacted with a response.

[illegible]

## APPENDIX 3 – VIDEO

Talking Out the Trash:

# Automated Curbside Collection Services in North Cowichan

MUNICIPALITY OF  
**NORTH**  
Cowichan



[youtube.com/watch?v=WgMdb1dfliM&t=79s&ab\\_channel=MunicipalityofNorthCowichan](https://youtube.com/watch?v=WgMdb1dfliM&t=79s&ab_channel=MunicipalityofNorthCowichan)



[youtube.com/watch?v=kMdJir6Yh1I&ab\\_channel=MunicipalityofNorthCowichan](https://youtube.com/watch?v=kMdJir6Yh1I&ab_channel=MunicipalityofNorthCowichan)

## APPENDIX 4 – INFORMATIONAL MATERIALS (Samples)

# FREQUENTLY ASKED QUESTIONS

## TALKING OUT THE TRASH: AUTOMATED COLLECTION IN NORTH COWICHAN

The Municipality of North Cowichan needs new garbage trucks to update and replace its aging garbage truck fleet. This requirement offers an opportunity to change the collection from a manual pickup to auto-cart service.

Council understands that this decision will have an impact on residents. Because of this, the municipality would like to hear from residents about their thoughts on transitioning to an automated collection service, as well as determining their interest in adding yard waste collection.

Questions? Email us at [curbsidesurvey@northcowichan.ca](mailto:curbsidesurvey@northcowichan.ca)

### What is automated collection?

Rather than manual collection, which has people lift-and-dump waste into trucks, an automated collection truck uses a mechanical arm to pick up standardized, wheeled carts for waste, recycling and kitchen waste. Residents are given new carts as part of the delivery of an automation program.

### Why is automated collection used?

Automated collection, rather than manual collection, is primarily used to improve worker health and safety. By having mechanical arms do the lifting, twisting and dumping that people currently do, workplace injuries can be reduced and staff can be retained longer.

#### Other benefits include:

- No weight restrictions to waste - currently waste cannot exceed 16 kgs or 35 lbs when placed at the curb for collection.
- Improved neighbourhood aesthetics by keeping materials contained
- Better customer service that is futureproofed for residential growth



### How is waste collected in the Municipality of North Cowichan now?

Garbage and kitchen waste from the roughly 10,000 homes in the municipality is collected manually, meaning employees lift each bin and dump it into the trucks. Recycling is also collected manually, by a third-party contractor.

Collection days are determined by zone – organics every week with recycling and garbage on alternating weeks. For example: organics and garbage one week, organics and recycle the next.

### Why is automated collection being considered?

The Municipality of North Cowichan currently has three split-body collection trucks (can collect garbage and green bin) that are seven-to-nine years old, and one single packer (only garbage or green bin) that is 14 years old. All of these trucks are at or approaching the end of their life - replacements are not optional and must happen either now or down the road.

The need to replace trucks offers an opportunity to consider automation which is becoming the standard in many communities, including the Cowichan Valley Regional district, and many other Vancouver Island communities.

## How does automated collection help workers?

Worksafe BC identifies manual collection of garbage and recycling as a high-injury category for workers. There were nine injury claims between 2017-2019 within the municipality. Protecting the health and safety of employees has been a driving force in other municipalities to change to an automated system.

Depending on the route, one collection worker lifts 3.5 to 5.2 tonnes on a collection day. This is with the 46L/35 lbs. size restriction on kitchen waste, and 77L/35 lbs. restrictions on garbage. This difficult physical strain of this work also makes it hard to retain staff and increase diversity in the workplace.

## What are other benefits of automated collection?

Along with the improvement to worker health and safety, automation may mean additional new services for residents. In particular, roadside yard waste collection could also be introduced as part of the regular collection schedule. A yard waste container would be 240L, compared to the new 100L garbage container. There is also an opportunity to get larger capacity garbage carts to accommodate larger families, instead of extra garbage tags.

As well, certain parts of the municipality are seeing growth in new residential development. Automated collection would offer more options to scale up over time. Bear resistant carts could be offered for an additional cost.

## What is the cost of automated collection?

The current fee for waste collection in the municipality is \$111/year, per household.

- Automation of the kitchen/garbage/recycling collection is estimated to result in a \$57/year, per household fee increase – totaling \$168/year per household.
- Automation of kitchen/garbage/recycling collection with the addition of a yard waste collection program, is estimated to cost an additional \$71/year – totaling \$182/year, per household.

The increase in fees is in line with what other regions such as CVRD, RDN, City of Nanaimo, Saanich and Courtenay currently pay for automated collection.

## How would this change my collection service?

Collection will require new uniform carts, provided by the municipality, including possible yard waste at an additional cost. Collection frequency would remain the same.

## Who will decide whether changes to service proceed?

Council will consider the delivery of service based on feedback from the community during the community outreach phase, while considering operational planning and financial factors.

A public consultation summary will be created to share the results of the survey and outreach with council – it will be shared publicly in the fall of 2021.

### LEARN MORE

Find additional information at:  
[northcowichan.ca/curbsidesurvey](http://northcowichan.ca/curbsidesurvey)

Or join us:

**Online Info Sessions:**

Aug. 31, 7-8 PM, Zoom

Sept. 2, 12-1 PM, Zoom

Register at the link above

### SHARE FEEDBACK

Fill out the online survey at:  
[northcowichan.ca/curbsidesurvey](http://northcowichan.ca/curbsidesurvey)

Available in hard copy at:  
**Municipal Hall, 7030 Trans-Canada Hwy, Duncan, BC.**

# TALKING OUT THE TRASH

## SHOULD NORTH COWICHAN AUTOMATE WASTE COLLECTION?

The Municipality of North Cowichan has four garbage trucks that need replacement in the coming few years. The need to replace them offers the opportunity for the municipality to switch to automated collection. **The community is being asked for its feedback on the proposed change, and your feedback will be considered by council when they decide on next steps.**

### About Automated Collection

Instead of having a collection worker lift and dump the heavy loads of garbage and kitchen waste, an automated collection truck uses mechanical arms to lift and empty the load. New, uniform, carts are provided to each home that work with the mechanical truck.

In North Cowichan, this would mean residents receive three new carts – for garbage, kitchen waste and recycling and – to participate in automated collection.



Bear resistant carts could be offered for an additional cost.

### The bottom line: the cost of change

The benefits of automated collection do mean an additional cost, mostly to cover the cost of new carts, and the additional expense of automated trucks over manual trucks. Here's what that looks like:

- Current Cost: \$111/year
- Automated: \$168/year
- Automated with Yard Waste Added: \$182/year



## TALK IT OUT WITH US

Visit [northcowichan.ca/curbsidesurvey](https://northcowichan.ca/curbsidesurvey) to:



**Join us for an online info session (Zoom):**

- Tuesday Aug. 31, 7-8 PM, or Thursday Sept. 2, 12-1 PM
- Register at link above



**Fill out Survey:** Online or on paper



**Learn More:** Review info and ask questions

Questions? Email [curbsidesurvey@northcowichan.ca](mailto:curbsidesurvey@northcowichan.ca)

## THE REASONS TO CONSIDER AUTOMATED COLLECTION



**Protect workers:** Collection workers lift between 3.5 and 5.2 tonnes on a collection day. It's hard work that causes injuries and makes it difficult to keep or diversify staff.



**Trucks needed:** The Municipality's trucks need replacing – that's not optional. Increasingly, automation is becoming the standard in other communities, including the Cowichan Valley Regional District, and many other Vancouver Island communities.



**New Services:** With an automated collection service, the municipality could offer yard waste pick up, or larger garbage carts for bigger families.

MUNICIPALITY OF

**NORTH**  
Cowichan

## APPENDIX 5 – PROMOTION

## CART HANGERS



### SHARE YOUR INPUT ON THE FUTURE OF CURBSIDE COLLECTION

The Municipality of North Cowichan is considering a change in how garbage, recycling and kitchen waste is collected. We want to hear from you about the option of Automated Curbside Collection.

**FILL OUT YOUR SURVEY BY SEPT. 13**

-  [northcowichan.ca/curbsidesurvey](http://northcowichan.ca/curbsidesurvey)
-  Visit Municipal Hall  
(7030 Trans-Canada Hwy.) to pick  
up a paper copy.

**QUESTIONS?**

-  [curbsidesurvey@northcowichan.ca](mailto:curbsidesurvey@northcowichan.ca)
-  250-746-3106

Learn more/Fill out Survey  
[northcowichan.ca/curbsidesurvey](http://northcowichan.ca/curbsidesurvey)



### NORTH COWICHAN IS CONSIDERING A CHANGE TO CURBSIDE COLLECTION

The municipality is looking at a change to AUTOMATED from MANUAL curbside collection.

**WHY?**



**Replacement Trucks Needed:** Our garbage trucks need to be replaced. This offers an opportunity to switch to equipment that allows automated collection.



**New Services:** Automated collection can make new services such as yard waste pick-up or larger garbage carts possible.



**Protect Workers:** Waste collection is a physically demanding job that has a high rate of injury and makes staff retention difficult.

**WHAT YOU NEED TO KNOW**


- This service change would result in an increase of fees from \$111/year to \$168-182/year.
- Council wants to hear from the community, to consider your feedback, along with operational and financial planning factors as it considers this proposed change.

Learn more/Fill out Survey  
[northcowichan.ca/curbsidesurvey](http://northcowichan.ca/curbsidesurvey)


## PRINT ADS

### WE WANT TO HEAR FROM YOU ABOUT CURBSIDE COLLECTION!


The Municipality of North Cowichan is considering changing to automated curbside garbage, recycling, and kitchen waste collection and we want to hear from residents.

 **FILL OUT THE SURVEY BY SEPT. 13**


**Online** at [NorthCowichan.ca/CurbsideSurvey](http://NorthCowichan.ca/CurbsideSurvey) or  
**Pick up and submit** a paper copy at Municipal Hall:  
7030 Trans-Canada Highway

 **LEARN MORE: ATTEND AN ONLINE INFO SESSION**

**August 31** (Tuesday) at 7 - 8 pm OR  
**September 2** (Thursday) at 12 pm - 1pm  
\*Register at the website below.  
Both sessions include the same content.


 **QUESTIONS?**

**Learn more at:** [NorthCowichan.ca/curbsidesurvey](http://NorthCowichan.ca/curbsidesurvey)  
**Email:** [curbsidesurvey@northcowichan.ca](mailto:curbsidesurvey@northcowichan.ca)  
**Phone:** 250-746-3106




### WE WANT TO HEAR FROM YOU ABOUT GARBAGE COLLECTION!


The Municipality of North Cowichan is considering changing to automated curbside garbage, recycling, and kitchen waste collection and we want to hear from residents.

 **FILL OUT THE SURVEY BY SEPT. 13**

**Online** at [NorthCowichan.ca/CurbsideSurvey](http://NorthCowichan.ca/CurbsideSurvey) or  
**Pick-up and submit** a paper copy at Municipal Hall:  
7030 Trans-Canada Highway

 **QUESTIONS?**

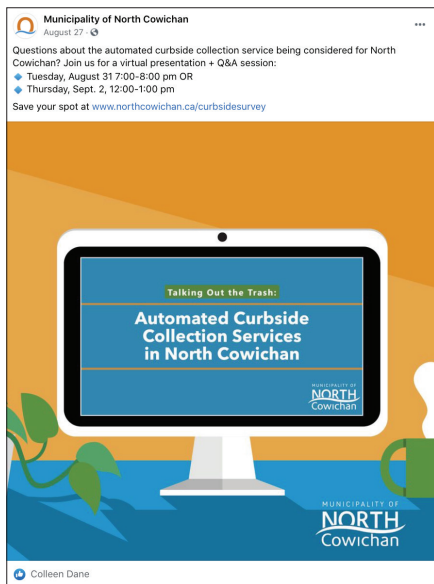
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**Email:** [curbsidesurvey@northcowichan.ca](mailto:curbsidesurvey@northcowichan.ca)  
**Phone:** 250-746-3106



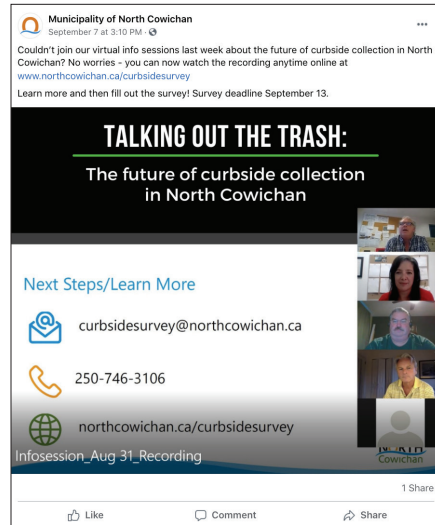
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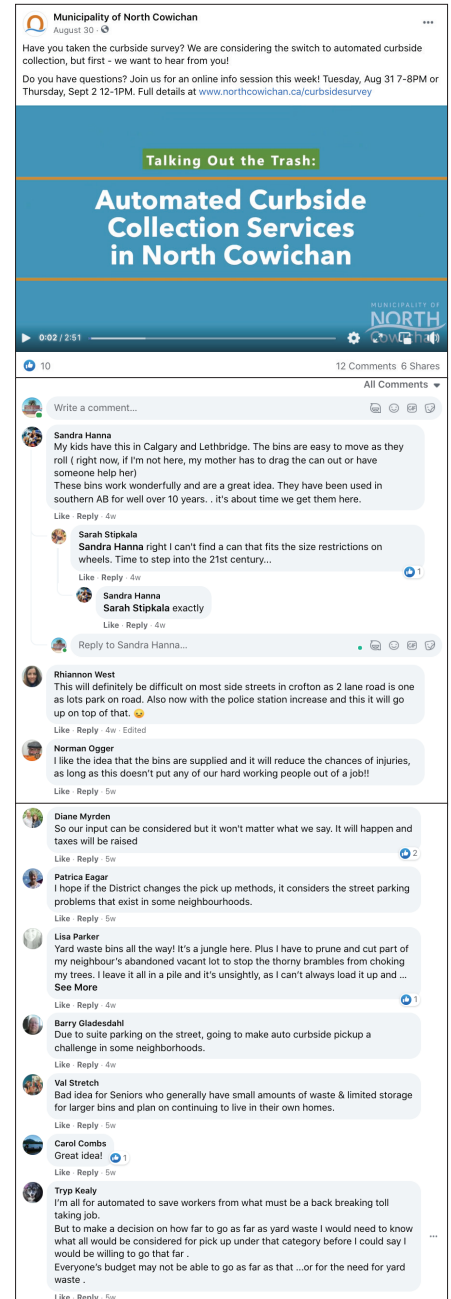
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