



ZERO WASTE CHALLENGE

PILOT PROJECT MID-TERM REPORT

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Introduction

The Zero Waste Pilot Project has now passed the half way point of its expected course. For residents receiving service, the project began on the 20th of October and will end the week of February 20. The pilot project objectives are as follows:

1. To determine the most effective collection schedule for curbside recycling - will test weekly vs every other week.
2. To test for impacts of Zero Waste Challenge on garbage generation rates and composition- will conduct before, mid-point, and end-point audits and compare against RDKS Waste Composition profile from September 2009.
3. To determine the most effective container system for non-EPR recycling - will test for co-mingled versus a two or three sort system (to be determined with contractor)
4. To determine awareness and participation in EPR recycling programs - will conduct before and after surveys.
5. To determine the most effective backyard composting education and incentive programs - will conduct before and after surveys as well as test for economic incentives (\$25 versus \$50 for backyard system and “free” kitchen collection system.
6. To test for acceptance of re-use versus off-the-rack containers - backyard composters (off the rack versus custom built versus advisor consultation and either off-the-rack or custom built) and kitchen collection bucket (re-use versus off-the rack) and curbside recycling container (re-use with sticker versus off-the-rack).
7. To compare needs and habits of housing demographics (rural versus urban, number of people in house, and other variables to be determined)- will design collection routes to include low and high density housing and organize data to reflect individual household situations.

This report presents an overview of participant related results to date with a focus on results of surveys and interviews. A final report that will evaluate progress made on achieving the objectives will be available in April.

What is Zero Waste?

"Zero Waste is a philosophy and a goal. The idea is to reduce consumption as much as possible by using design-for-environment in all products and their packaging, and to make all products and packaging recyclable. Achieving Zero Waste depends on designing products and industrial processes so that their components can be dismantled, repaired and/or recycled. Zero Waste means linking communities, businesses and industries so that one's waste becomes another's feedstock. It means preventing pollution at its source. It means new local jobs in communities throughout British Columbia. (Source: The Recycling Council of British Columbia www.rcbc.bc.ca)

"Over 50% of Regional Districts in BC have adopted a Zero Waste target."

Community Based Social Marketing:

The Zero Waste Pilot Project is rooted in community based social marketing. Research shows that just providing education to people is not enough to change behaviour. People change their behaviour when they are faced with community norms that encourage the desired behaviour, and in response to direct appeals through personal interaction and commitments.

"Most programs to foster sustainable behaviour rely upon large-scale information campaigns. These campaigns are usually based on one of two perspectives regarding changing behaviour. The first perspective assumes that changes in behaviour are brought about by increasing public knowledge about an issue, such as decreasing land fill capacity, and by fostering attitudes that are supportive of a desired activity, such as recycling. Accordingly, programs based on this perspective attempt to alter behaviour by providing information, through media advertising, and frequently the distribution of brochures, flyers and newsletters. The diversity of barriers which exist for any sustainable activity means that information campaigns alone will rarely bring about behaviour change." (McKenzie-Mohr, 2000, p. 2)

Why a Zero Waste Residential Advisor?

A part-time zero waste residential advisor was employed to carry out specific duties related to the Zero Waste Pilot Project. While City of Terrace and RDKS staff took the lead on administrative duties, the advisor worked directly with pilot participants providing assistance with EPR concerns, recycling questions, and backyard composting systems.

"Social science research has identified a variety of 'tools' that are effective in changing behaviour. These tools include such approaches as gaining a commitment from an individual that they will try a new activity, such as taking household hazardous waste to a collection depot, or developing community norms that encourage people to behave more sustainably. The techniques that are used by community-based social marketers are carried out at the community level and frequently involve direct personal contact. Personal contact is emphasized because social science research indicates that we are most likely to change our behaviour in response to direct appeals from others." (McKenzie-Mohr, 2000, p.2)

Activities of the Zero Waste Advisor:

Challenge Guide completed- Oct. 20 2010

The challenge guide package contained within it a welcome letter, a survey, several measuring tools for participants in the form of checklists, and the guide itself. The guide was created with aim of being both informative and inspirational. Information in the guide covered the 4 key areas of concern in a residential zero waste ideology, composting, water conservation, green shopping, and recycling.

The Green Minute- Sept. to Dec. 2010

The zero waste advisor conducts a short, weekly, radio segment on CFNR related to zero waste and local environmental issues.

Door to door participant recruitment- Nov. 2010

The advisor goes door to door, in the predetermined neighbourhoods, to contact residents who have not responded to the request for participation letters.

Challenge guide and program materials delivered- Oct. 25 2010

Kasey Lewis, of Do Your Part Recycling, and the zero waste advisor, delivered the challenge guides and recycling materials to neighbourhoods through out Terrace and the Regional District.

Advisor interviews begin- Oct. 25 2010

The zero waste advisor begins meeting with area residents to gather information about their current practices around zero waste, to offer encouragement and support in their endeavours to lower the amount of waste being produced per household, and to ensure a commitment to the process.

NWCC presentation - Nov. 02 2010

The zero waste advisor conducts a 2 hour lecture on his role in the Zero Waste Pilot Project in and encourages student involvement.

Vermiculture (Worm) composting kits constructed - Nov. 20 2010

The zero waste advisor constructed several vermiculture kits for zero waste challenge participants.

Advisor assisted homes interviews completed- Nov. 25 2010

The final interview is completed and transcription of the interviews begins.

Community compost unit construction- Nov. 27 2010

The zero waste adviser constructed several compost units for use in down town Terrace.

Cold weather composting and compost building workshop part 1- Nov. 28 2010

The zero waste advisor constructed a community composting unit and conducted a workshop in which the techniques behind the construction were outlined. Winter specific techniques were presented. This workshop was well attended with 18 community members in attendance.

Cold weather composting and compost building workshop part 2- Nov. 29 2010

This portion of the workshop entailed the practical application of the information presented the day before. At a home of one of the Zero Waste Pilot Project participants a "hot composting" pile was created.

Green shopping workshop- Dec. 22 2010

This workshop took place at the Terrace Winter fair and educated the public around green shopping. The workshop discussed the principles of green shopping, covered the pitfalls associated with "green washing" labels, and engaged the public through product giveaways. This workshop was well attended with 20 plus participants.

Administration- phone call and email fielding- Ongoing

All manner of questions are taken by the zero waste advisor. Questions relate to zero waste, recycling service delivery, EPR concerns, and composting.

Relevant numbers regarding Zero Waste Challenge participation:

Total participants	130
Residents sent invitation letter	200
Accepted through letter	64
Accepted through face to face invitation	66
Declined invitation to participate	46
No response	24
Participants already recycling with Do Your Part	26
Participants already composting	59
Request advisor service	23
Later decline advisor service	8

The Initial Survey:

Our initial survey used multiple data gathering tools. We used open ended questions, a Likert scale and an analogue/polar question. Our aims with this survey were many fold. We hoped to gain a better understanding of participant conceptualization of the Zero Waste concept (question 1); get a sense of current behaviour (question 2); solicit generalized concerns and comments (question 3); and utilize a polar question to track changes in behaviour over the course of the pilot.

The results of this survey must be considered preliminary and a number of biases are evident. For example, there are biases inherent in the choice of questions that will skew the results and, as the survey was not mandatory, we must assume that particularities exist in regards to the type of citizen who would respond to our survey.

Data from the Survey:

In each of the challenge guide packages a one page survey was included. Participants had the option of answering the survey online or in paper form. 11 surveys were completed online and 19 surveys in paper form. This represents 30 out of 130 participants. This number approximates the initial response rate from the request for participation in the pilot project. Some of the data from the survey is presented here. For the complete results see Appendix 1.

Question 1 - What does Zero Waste Mean to You?

1. Nothing goes to the Landfill.
2. Reducing the amount of garbage, waste introduced into our Landfills. Recycling when possible all manner of things i.e. plastics, glass, paper etc.
3. To send the minimum amount of items to the Landfill.
4. Reducing the inflow and outflow surrounding our lifestyle.
5. Striving for if not achieving zero waste to Landfill. Being aware of your impact on
6. the environment, and trying to educate and encourage others to do the same.
7. Basically reduce reuse recycle in the broadest sense.
8. Zero waste is a method to eliminate waste by making smart choices when
9. shopping and choosing to recycle and compost.
10. Reducing the waste we put into Landfills as close to zero as we can.
11. When industry buys back all the waste created and recycles it (or is forced to do so by government). Products such as appliances and tools should be made to a standard where they will work properly for many years, not be engineered to fail.
12. No waste, a closed loop cycle.
13. Reusing, Recycling, and Reducing waste that goes to the Landfill as much as possible.

What do these answers mean?

Analysis of qualitative data is highly subjective. Many of the characteristics of the zero waste concept may be evident in the above answers. Based on the responses we might be able to assume that many of those who chose to fill out this survey have a cursory, albeit incomplete, understanding of the concept of zero waste. In the responses we see the word Landfill occur regularly. Some sort of conceptual relationship may exist between the term zero waste and the notion of reducing the quantity of items sent to the landfill. If we refer to the Recycling council of BC's definition of zero waste the word landfill does not appear.

2. Please rate your agreement with the following statements:

	Never	Sometimes	Often	Always	Rating Average	Response Count
I/We take toxic products like used motor oil and paint to the appropriate depot.	3.3% (1)	23.3% (7)	23.3% (7)	50.0% (15)	3.20	30
Our/My household recycles as much as possible.	6.7% (2)	20.0% (6)	53.3% (16)	20.0% (6)	2.87	30
Our/My household composts everything we can.	20.0% (6)	16.7% (5)	20.0% (6)	43.3% (13)	2.87	30
Our/My household make the changes needed to conserve water.	3.3% (1)	60.0% (18)	30.0% (9)	6.7% (2)	2.40	30
I/We buy locally produced or made/grown in BC items when possible.	0.0% (0)	36.7% (11)	40.0% (12)	23.3% (7)	2.87	30
Our household discusses Zero Waste issues.	16.7% (5)	63.3% (19)	16.7% (5)	3.3% (1)	2.07	30
I/We take into account packaging when purchasing products.	13.3% (4)	50.0% (15)	33.3% (10)	3.3% (1)	2.27	30
I/We think about how much household garbage goes to the landfill.	3.3% (1)	13.3% (4)	50.0% (15)	33.3% (10)	3.13	30

We used a four option Likert scale, without a mid point, for this question. A number of pitfalls exist with a Likert scale question however this form of inquiry has been shown to be a valid means of acquiring data on behaviour. There are a number of biases that occur when using a Likert type scale and all data analysis should consider the impacts of these biases on validity and reliability. Predominately biases related to Likert type scales push responses towards the positive (Duffy, Shiflett & Ronald, 1977, p. 215)

What do these answers mean?

Given the above explanation of biases pushing responses towards positive answers it may be possible to assume that the respondents reported more to the positive than is the actual case in their behaviour. This push towards the positive is furthered by our use of a Likert without a mid-point: "...a four point scale without a mid-point appears to push more respondents towards the positive end of the scale." (Garland, 1991, p. 70) If this is the case then the reported behaviour should be considered more positive than it is in actuality.

If we were to split the responses in a manner that allow them to tend towards either side of the scale, towards the positive or towards the negative, we could assume that water conservation (#4),

discussion of zero waste issues (#6), and taking into account packaging when making purchases (#7) appear to be areas that we could focus more attention on. Further analysis will clarify whether or not these areas are in fact areas of concern.

On the other side we find that the responses to the question referring to behaviour around the disposal of toxic products (#1) have 50% of respondents answering "Always" This may indicate that the desirable behaviour is occurring.

Question 3- Concerns/Issues around zero waste as it relates to our community.

1. How about challenging the businesses (grocery stores, car dealerships, box stores, credit card companies) to the zero waste concept and ask them not send things like flyers, junk mail, credit card apps to my 12 year old son.
2. It would be best if we could have a city wide recycling program, making it easy for the "non believers in recycling" to take part.
3. I would like to see the recycling taking glass containers.
4. Items such as oil filled heaters, where to dispose? Glass jars - why are they not recycled?
5. Paying extra for recycling is not always an option for a lot of people. I would rather it be included in our taxes like garbage pick-up so that we can get curbside pick-up every week!
6. By using a recycling service for the past 2 years, we have reduced our average residential garbage pickup to 1/2 can per week. Our concern is the residential garbage cost does not decrease with less waste to the land fill, but costs do increase with increased recycling. There is not a cost incentive to most people to recycle.
7. Lack of knowledge regarding proper disposal and sites where materials are collected.
8. Our area Landfills need to be managed better, with thorough sorting of waste materials "at the gate".

What do these answers mean?

Analysis of qualitative data is always subjective and the analysis involves extensive methodological understanding. What is immediately clear, through a simple word count, is that the word **recycling** occurs frequently. This could indicate several things. Given the question was regarding zero waste concerns we can assume, at the risk of appearing overly simplistic, that there may be association, in the mind of the respondents, between the concept of zero waste and recycling. What we do not see in the responses may also be revealing.

No mention is made of concerns around water conservation, composting or concerns about excessive packaging. This information may assist us in understanding areas in which further awareness raising work can occur.

Question 4- 4. In the last 2 months have you changed your behaviour in the areas listed below?

	Yes	No
Conserving treated water	36.7% (11)	63.3% (19)
Recycling batteries	30.0% (9)	70.0% (21)
Returning toxic materials to appropriate depots	30.0% (9)	70.0% (21)
Composting	30.0% (9)	70.0% (21)
Purchasing cleaning products	33.3% (10)	66.7% (20)
Purchasing local products	40.0% (12)	60.0% (18)
Buying used items	23.3% (7)	76.7% (23)
Recycling electronics	43.3% (13)	56.7% (17)
Recycling paper, metal, plastic	33.3% (10)	66.7% (20)

What do these answers mean?

We will gauge, on the next survey, whether or not we observe a reported change in the behaviours listed above. A change, or not, in behaviours will provide a gauge for the success of certain components of this pilot project.

Further analysis of the results of this survey are underway. We suspect that few, if any, of the preliminary suppositions will be altered drastically when the analysis is completed.

Data from the Interviews:

The interviews conducted with the Zero Waste Challenge participants were done so with an agreement of confidentiality. The interviews were not only a data gathering exercise but an awareness raising exercise to encourage participants to understand the various components of the zero waste challenge and to serve as a motivational tool for behaviour change. The semi-structured interview and the subsequent interactions between the participants and the zero waste advisor ascribe to the tenets of community-based social marketing.

Some of the analyzed data from the interviews is presented here. For the complete data set please contact the Zero Waste Advisor.

The framework for the analysis of the interviews:

Qualitative data analysis is always subjective. This preliminary analysis utilizes phenomenology as a methodological framework. Creswell, Hanson, Clark, & Morales (2007) state that through phenomenology a description of similarities between experiences of research participants can be presented to readers:

Phenomenologists work much more from the participant's specific statements and experiences rather than abstracting from their statements to construct a model from the researchers interpretations. . . .The basic purpose of phenomenology is to reduce the experiences of a person with a phenomenon to a description of the universal essence. (Creswell et al., 2007, p. 253)

The following are preliminary interpretations of the data collected. Future analysis will reveal further nuances from the data set.

Question 1 Tell me about zero waste.

I am really not that familiar with the term zero waste but I would guess that zero waste means recycling as much as you can and doing so in such a way that you make consideration for the generations that are coming after you. More and more we are realizing the importance of making changes in the way that we live. We can't go on just taking and taking from the environment. The more you think about it the more you realize just how wasteful we all are. I think that zero waste is about making considerations for the future.

Question 2 Talk a bit about composting.

We would really like to be composting more and we are planning to compost when the spring comes. This is really not the right season to be thinking about composting. It really does take some effort to compost and often times the bins are pretty ugly things. You really have to keep on top of it or it becomes a rotten mess that no one wants to deal with. Since we have started taking notice of our food waste we are shocked at how much of our garbage is made up of things that could go in the compost. In the past we really didn't notice how much was being thrown out.

Question 3 Please tell me about green shopping and product packaging.

We are really noticing how much packaging is on products now. Some of the smaller items have the largest amount of packaging. It really seems like there is nothing we can do other than to stop buying things. Really, how are you supposed to deal with that stuff? If you leave it at the store and you want to return something they often won't take it back with out the packaging. It seems like kids' stuff has the most packaging.

Question 4 Explain your understanding of water conservation.

We are new to the idea of water conservation and really this is the most difficult to concept to get. There is a lot of water in this region and it is tough for people to understand why they need to conserve when we have so much. I would have to say that taking long showers is one of the ways we use a lot of water. We have a dishwasher with an eco cycle and we just bought a front loading clothes washer so those save a lot of water. I see a lot of my neighbours wasting water when they water their lawns and gardens.

Question 5 Share some of your thoughts about recycling.

We are really amazed at how much our garbage has gone down now that we are recycling. It certainly makes you realize how much packaging is on products. That is what makes up most of our recycling, the packaging. It really doesn't make sense to me that putting garbage out is free but you have to pay to recycle that is totally backwards in my opinion. I like the curbside pickup as it really makes it easy. The process is the same as taking out the trash and so it is something that people can relate to. It is a very straight forward process.

Question 6 Tell me about your garbage out put.

Before we started this we were putting out 1.5 to 2 cans of garbage a week. We have already noticed a huge difference and are down to maybe .5 or 1 can a week.

Some quotes from citizens who chose not to participate in the Zero Waste Challenge:**The following were direct communications with the Zero Waste Advisor:**

"The last thing this city needs is more wasteful spending. Some of the politicians in this town have been promising recycling for ages and I even voted for them because they said they were going to do it and now they come up with this foolishness. I think the idea of curbside recycling is the biggest waste of money I have heard of in a long time. The last thing I am going to do is support those fools by participating in this thing."

"Why would I bother doing something like that? I can just throw this stuff in the garbage and I save myself another trip the curb with a bag. I am not going to start making piles of stuff in my kitchen and then try to decide, oh does it go in this bag or does it go in that bag?"

"This thing is all about hysteria and it looks like you have bought in to this, too. This global warming thing is a scam. I can tell you that my grandchildren are better off now than I was when I was a kid. There is no need to get panicked over too much garbage. It wasn't too long ago that there was going to be an ice age and now they have decided that it is going to get too hot."

"I really feel like I am too old to be doing something like this. I don't think that I can be bothered with this sort of thing."

"Look, garbage is just a way of life."

"How long have you lived here? I thought so, look, these sorts of things come and go around here and nothing ever happens, I am not going to waste my time on this one no matter what you say."

"Does this cost money? [No] Is it going to cost money later [This is a pilot project and is only 4 months long] Yeah, but after it is over I will start getting bills from the city for this? [No] I am sure I will end up getting bills for this later so don't put my name down."

"I have choir practice and I do a lot of sports and I really don't have time to be doing this sort of stuff."

"My wife takes all of our stuff to work with her and they recycle through her work so we don't need this service."

"Are you going to try to tell me that the city has enough money to pick up recycling from everybody. If my taxes go up because some greeny is trying to change the world I am have a few words for the boys at City Hall."

Next Steps

Another round of measuring and monitoring will be completed at the end of the pilot project. The final report from this pilot project is expected in April 2011.

References

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- Garland, R. (1991). The mid-point on a rating scale: Is it desirable? *Marketing bulletin, 3*(2), 66-70.
- McKenzie-Mohr, D. (2000). *Fostering sustainable behaviour, Community based social marketing*. Online publication

1. What does zero waste mean to you? Please briefly describe.

	Response Count
	30
answered question	30
skipped question	0

2. Please rate your agreement with the following statements:

	Never	Sometimes	Often	Always	Rating Average	Response Count
I/We take toxic products like used motor oil and paint to the appropriate depot.	3.3% (1)	23.3% (7)	23.3% (7)	50.0% (15)	3.20	30
Our/My household recycles as much as possible.	6.7% (2)	20.0% (6)	53.3% (16)	20.0% (6)	2.87	30
Our/My household composts everything we can.	20.0% (6)	16.7% (5)	20.0% (6)	43.3% (13)	2.87	30
Our/My household make the changes needed to conserve water.	3.3% (1)	60.0% (18)	30.0% (9)	6.7% (2)	2.40	30
I/We buy locally produced or made/grown in BC items when possible.	0.0% (0)	36.7% (11)	40.0% (12)	23.3% (7)	2.87	30
Our household discusses Zero Waste issues.	16.7% (5)	63.3% (19)	16.7% (5)	3.3% (1)	2.07	30
I/We take into account packaging when purchasing products.	13.3% (4)	50.0% (15)	33.3% (10)	3.3% (1)	2.27	30
I/We think about how much household garbage goes to the landfill.	3.3% (1)	13.3% (4)	50.0% (15)	33.3% (10)	3.13	30
answered question						30
skipped question						0

3. If you have any concerns/issues around zero waste, as it relates to our community, please list them below.

	Response Count
	27
answered question	27
skipped question	3

4. In the last 2 months have you changed your behavior in the areas listed below?

	Yes	No	Response Count
Conserving treated water	36.7% (11)	63.3% (19)	30
Recycling batteries	30.0% (9)	70.0% (21)	30
Returning toxic materials to appropriate depots	30.0% (9)	70.0% (21)	30
Composting	30.0% (9)	70.0% (21)	30
Purchasing cleaning products	33.3% (10)	66.7% (20)	30
Purchasing local products	40.0% (12)	60.0% (18)	30
Buying used items	23.3% (7)	76.7% (23)	30
Recycling electronics	43.3% (13)	56.7% (17)	30
Recycling paper, metal, plastic	33.3% (10)	66.7% (20)	30
		answered question	30
		skipped question	0

1. What does zero waste mean to you? Please briefly describe.

	Response Text	
1	NOTHING goes to the landfill	Oct 22, 2010 9:24 PM
2	Reducing the amount of garbage, waste introduced into our landfills. Recycling when possible all manner of things ie: plastics, glass, paper etc.	Oct 24, 2010 9:01 PM
3	to send the minimum amount of items to the landfill	Oct 25, 2010 8:42 PM
4	Reducing the inflow and outflow surrounding our lifestyle	Oct 29, 2010 6:04 PM
5	Srtiving for if not achieving zero waste to landfill. Being aware of your impact on the environment, and trying to educate and encourage others to do the same. Basically reduce reuse recycle in the broadest sense.	Oct 30, 2010 5:50 PM
6	Zero waste is a method to eliminate waste by making smart choices when shopping and choosing to recycle and compost.	Nov 1, 2010 4:26 AM
7	reducing the waste we put into landfills as close to zero as we can.	Nov 1, 2010 6:06 PM
8	When industry buys back all the waste created and recycles it (or is forced to do so by government). Products such as appliances and tools should be made to a standard where they will work properly for many years, not be engineered to fail.	Nov 2, 2010 1:43 AM
9	NO WASTE. A CLOSED LOOP CYCLE.	Nov 2, 2010 7:18 PM
10	Reusing, Recycling, and Reducing waste that goes to the landfill as much as possible.	Nov 3, 2010 5:36 PM

1. What does zero waste mean to you? Please briefly describe.

Response Text		
11	Using less packaging, reusing containers such as yoghurt containers for food storage initially, then other storage, being more self-sufficient by gardenint, composting, home canning, etc. choosing recyclable products that we can't use further.	Nov 4, 2010 3:51 AM
12	None	Jan 11, 2011 2:12 AM
13	Zero waste means an elimination of all waste destined for the landfill.	Jan 11, 2011 2:16 AM
14	To reuse recycle what we can.To not waste use excessively and light	Jan 11, 2011 2:18 AM
15	We don't produce any garbage. make sure everything is used to its fullest potential.	Jan 11, 2011 2:22 AM
16	minimizing or eliminating household waste transferred from home to the landfill.	Jan 11, 2011 2:23 AM
17	Reduce the amount of material going to the landfill to as little as possible	Jan 11, 2011 2:26 AM
18	An ideal idea! A natural way of living in harmony with the rest of the ecosystem.	Jan 11, 2011 2:29 AM
19	Decreasing waste to as little as possible.	Jan 11, 2011 2:31 AM
20	Zero waste would mean to us that nothing would go into the landfill.	Jan 11, 2011 2:35 AM
21	NA	Jan 11, 2011 2:36 AM
22	an effort to reduce landfill and carbon footprint as well as excessive water use.	Jan 11, 2011 2:39 AM
23	na	Jan 11, 2011 2:41 AM
24	na	Jan 11, 2011 2:43 AM
25	reducing our waste as much as possible	Jan 13, 2011 12:53 AM
26	na	Jan 13, 2011 12:55 AM
27	Not wasting anything at all. Recycle it or compost it.	Jan 13, 2011 12:58 AM
28	na	Jan 13, 2011 1:01 AM
29	NA	Jan 13, 2011 2:46 AM
30	Ultimately no garbage	Jan 13, 2011 2:48 AM

3. If you have any concerns/issues around zero waste, as it relates to our

Response Text		
1	How about challenging the businesses (grocery stores, car dealerships, box stores, credit card companies) to the zero waste concept and ask them not send things like flyers, junk mail, credit card apps to my 12 year old son.	Oct 24, 2010 9:01 PM
2	preserving our environment economics (keeping this affordable) participation (ease of us for the general public) real education of products (beware of green-washing)	Oct 29, 2010 6:04 PM
3	It would be best if we could have a city wide recycling program, making it easy for the "non believers in recycling" to take part.	Oct 30, 2010 5:50 PM
4	I would like to see the recycling taking glass containers	Nov 1, 2010 6:06 PM
5	Items such as oil filled hatters, where to dispose? Glass jars - why are they not recycled?	Nov 2, 2010 1:43 AM
6	LOCALLY, IN THE PAST IT HASN'T BEEN A PRIORITY. I'M HOPING THIS IS CHANGING. AS FOR QUESTION #4. I ALREADY PAY ATTENTION TO ALL THIS SO MY BEHAVIOUR HAS NOT CHANGED. I'M ASSUMING THIS QUESTION IS FOR THE END OF THE CHALLENGE - ?	Nov 2, 2010 7:18 PM

3. If you have any concerns/issues around zero waste, as it relates to our

	Response Text	
7	Glass recycling when NOT a drinking container is not always available. I know that styrofoam is now recyclable, but for some reason it is not accepted in Terrace. Paying extra for recycling is not always an option for a lot of people. I would rather it be included in our taxes like garbage pick-up so that we can get curb side pick up every week!	Nov 3, 2010 5:36 PM
8	By using a recycling service for the past 2 years, we have reduced our average residential garbage pickup to 1/2 can per week. Our concern is the residential garbage cost does not decrease with less waste to the landfill, but costs do increase with increased recycling. There is not a cost incentive to most people to recycle.	Nov 4, 2010 3:51 AM
9	lack of knowledge regarding proper disposal and sites where materials are collect4ed	Jan 11, 2011 2:12 AM
10	Our area landfills need to be managed better, with thorough sorting of waste materials "at the gate"	Jan 11, 2011 2:16 AM
11	none	Jan 11, 2011 2:18 AM
12	We always buy what we can at the farmers market. We already recycle electronics and paper and metal and plastic.	Jan 11, 2011 2:22 AM
13	limited availability of facilities that readily accept recyclables	Jan 11, 2011 2:23 AM
14	None	Jan 11, 2011 2:26 AM
15	My concern is how to challenge people in our community who don't care to participate.	Jan 11, 2011 2:29 AM
16	Hope this program continues beyond Feb 2011; or that the city /district offers residents more options for recycling.	Jan 11, 2011 2:31 AM
17	We need a one stop depot for all recyclable products.	Jan 11, 2011 2:35 AM
18	na	Jan 11, 2011 2:36 AM
19	I question whether burning paper products potentially for cooking might be better that transporting and sorting.	Jan 11, 2011 2:39 AM
20	Not really sure what plastic items are recyclable-set up some demos downtown.	Jan 11, 2011 2:41 AM
21	na	Jan 11, 2011 2:43 AM
22	na	Jan 13, 2011 12:53 AM
23	na	Jan 13, 2011 12:55 AM
24	My biggest complaint is that it costs 10 dollars a bag to recycle but filling garbage bags is free! TO me that is 100% backwards We need to make it more affordable for low income families. It should be how we live not something that only rich people do.	Jan 13, 2011 12:58 AM
25	Waste from builing contractors go to the land fill when it could be utilized. Waste from tree brushing(bc hydro) could be used for mulch.	Jan 13, 2011 1:01 AM
26	na	Jan 13, 2011 2:46 AM
27	na	Jan 13, 2011 2:48 AM